

Revised June 2024

TENANT HANDBOOK & EMERGENCY PROCEDURES

601 Carlson



MANAGED BY:



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WELCOME

On behalf of Artis REIT, we would like to take this opportunity welcome you to the 601 Carlson Tower. It is our goal to make your tenancy here as pleasant as possible by working diligently to provide quality, professional building management services.

The Landlord-Tenant relationship is of mutual dependence and responsibility, and Artis REIT is here to partner this business relationship. This relationship is more important when discussing fire and life safety issues. You depend on the building management team to provide you with information and instructions on how to respond during an emergency. Similarly, we depend on you and all the tenants to become familiar with that information.

You can rest assured that your investment in a suite at 601 Carlson is backed by the proven management services and staff Artis REIT, a leader in the real estate industry.

ABOUT US

Artis REIT (TSX: AX. UN) is one of the largest diversified commercial real estate investment trusts in Canada and is an unincorporated closed-end real estate investment trust primarily focused on creating value for unitholders through the investment in and ownership of quality commercial properties in select markets. Artis REIT's portfolio consists of industrial, retail and office properties in Canada and the United States.

OUR OBJECTIVE

Artis REIT's primary objective is to maximize total returns to our unitholders.

Returns include a stable, reliable and tax-efficient monthly cash distribution as well as long-term appreciation in the value of Artis' units through the accumulation and effective management of a quality portfolio of commercial real estate.

OUR STRATEGY

Artis' management utilizes several key strategies to meet its primary objective, which are executed with consideration given to current economic and market factors:

- **Strategic Asset Ownership** Artis' portfolio of office, retail and industrial real estate is strategically and diversely located in select primary and secondary markets in Canada and the United States ("U.S."). Artis' management conducts on-going analysis of the performance of its assets and the relevant economic fundamentals of its target markets, identifying opportunities to make accretive acquisitions, develop new generation real estate and dispose of assets that are not aligned with its long-term strategy.
- **Disciplined Growth** Artis' management strives to extract maximum value from its portfolio through effective management of assets, including leasing initiatives that focus on maintaining strong occupancy levels and realizing the gain between in place rental rates and market rental rates. Artis' management creates value through strategic asset redevelopment and property intensification initiatives, and through new development projects. New developments provide Artis an opportunity to build and own new generation real estate and are considered in circumstances where the return on a development project is higher than that of acquiring an existing property.
- **Prudent Financial Management** Artis has a long-term conservative approach to financial management, characterized by diligent management of its balance sheet, and prudent management of financial metrics, such as debt ratios, interest coverage ratios, payout ratios, and per unit metrics. Artis minimizes its risk related to interest rates by utilizing various sources of capital and staggering debt maturities. Ample access to cash is required to fulfill distribution obligations and for on-going operations, which includes re-investing in the portfolio, making accretive acquisitions and funding development projects.

ARTIS REIT'S MANAGEMENT TEAM

With over 200 years of collective experience in construction, development, and management of commercial and other properties in Canada and the United States. The management team at Artis REIT has implemented a prudent investment strategy, which includes stringent acquisition criteria, a conservative financing approach, and the development of excellent deal flow in its target markets.

Artis REIT is fully internalized and operates its own asset management and property management functions. These functions are responsible for the day-to-day management of the REIT's portfolio as well as administrative services.

ABOUT THIS HANDBOOK

This Tenant Handbook & Emergency Procedures has been prepared to familiarize you and your staff with the policies and amenities and to provide guidelines and resources for emergencies. We hope this will serve as an easy reference guide throughout your tenancy.

The content of this handbook in no way amends the terms of your lease or the Rules and Regulations of this building. In any event, your lease takes precedence. If there should be any change or update in the contents of this handbook, supplemental pages will be provided.

BUILDING MANAGEMENT & OPERATIONS

601 Carlson management is responsible for the operations and management of the building and grounds. The building management personnel are dedicated to making your work environment as pleasant as possible. Please contact us with any concerns, inquiries, or comments.

CONTACT INFORMATION			
Office Hours	Monday – Friday 8:30 a.m. – 5:00 p.m.		
PERSONNEL			
TITLE	NAME	PHONE	EMAIL
Property Manager	Andie Maier	763-290-2493	amaier@artisreit.com
Administrative Assistant	Lauren Stretar		lstretar@artisreit.com
Chief Building Engineer	Jeff Lebens	612-240-4798	jlebens@artisreit.com
Leasing	Brian Wasserman	952-924-4681	Brian.wasserman@cbre.com

BUILDING MAINTENANCE

We suggest that one to two persons be designated in your office to serve as a tenant and/or facility contact person. This designated contact person(s) should be the main point of contact for communicating with the building management staff and requesting service(s). Building management, in turn, will direct our calls and inquiries to this same person(s), including rental payments, insurance certificates or leasing.

For ease of communication and efficiency of dispatch, please submit any requests to 601carlson@artisreit.com.

BUILDING SECURITY

Securitas provides a 24/7 security guard and can be reached at 612-396-4519 or 601carlsonguard@gmail.com.

EMERGENCY CONTACTS

In any threatening situation involving fire, and/or requiring the attention of the police, rescue, or ambulance, call 911 as soon as it is safe for you to do so. Then contact the building management to report the situation.

BUILDING ACCESS

The building is open to the public during normal business hours. The building is accessible after-hours by access card.

BUILDING HOURS

Monday – Friday	6:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sundays & Holidays	Closed
Fitness Center	24hrs/7days a week

ACCESS SYSTEM

In order to control after-hours access to 601 Carlson, we have installed an electronic card access system, which controls and monitors after-hours access to the building, limited areas of the parking ramp and elevator access to select floors.

Building management provides each tenant with access cards for their employees. The cards are assigned to specific individuals. Each employee is responsible for his/her own access card. Transfer of access cards among employees is prohibited.

All requests for access cards (additions, changes, deletions) must be provided in writing by tenant contact. If an employee loses his/her access card, please report it to building management immediately to help ensure the security of the building and tenants. When an access card is reported lost or stolen, it is immediately deleted from the computer memory, rendering it useless for future access.

Additional cardkeys are available (fee is \$35/per card) by submitting a work order request on the Building Portal or through your main contact. A printed record of each access card's use, detailing times, doors opened, dates, etc., may be obtained from building management upon request.

It is your responsibility as a tenant to notify building management of necessary name changes, additions, or deletions to and from the access card system. These changes must be made in writing to building management (the [Access Card Programming Request](#) form is included in the [Appendix](#) section of this handbook). Please provide one of the following for ID/security purposes: the last four digits of the employee's social security number; the employee's date of birth (mm/dd/yy), or the employee's company ID number. It is very important that each tenant knows which employee is holding a given access card in order to utilize the features. Please allow 24-hours' notice for any changes.

Prior to allowing an employee access to the building or suite when they have forgotten or lost their access card and/or key, the following building policy will apply during both business and non-business hours:

Building management, engineering/maintenance personnel or security must obtain approval from one of the two tenant emergency contact names (provided to us by the tenant) prior to allowing the employee access to the building or suite. It is the tenant's responsibility to update the management office of any emergency contact name/personnel changes.

KEYS & LOCKS

Each tenant receives two keys to their suite during their move into the building. All dispersed keys are the responsibility of the tenant. In the event keys are lost or misplaced or if you need additional keys, please request them on [Artis contact](#). If you desire to have a suite entry changed, please contact building management. All locksets must be keyed to the building master key system to permit access to all areas of the building for building management or other officials in the event of a fire or other emergency.

- All costs associated with additional keys, re-keying, or additional locksets will be billed separately to each tenant (\$5/per additional Key)
- Telephone and mechanical room keys will not be distributed to tenants. For security purposes, access to these rooms is granted by the building management. Whenever possible, please contact building management to request access at least 24 hours in advance so we may make the appropriate arrangements.
- At termination of the lease, tenants must return all keys to building management.

BUILDING SERVICES

COMMUNICATIONS – BUILDING WEBSITE

The [Artis contact](#) portal is located on our website at www.601Carlson.com. The portal provides instant access to the specific information and tools you require, 24 hours a day, 7 days a week. This is a secure area created and maintained to assist tenants in the building. Within this resource you will find latest building news, communication, building documents and community information.

BUILDING CONFERENCE ROOMS

There are 5 conference rooms available to all tenants of 601 Carlson. They are located on the second level of the rotunda and on the Lower Level. They can be scheduled on a first come, first serve basis on the [Artis contact](#) site www.601Carlson.com. Conference Room hours align with the building hours.

- Conference Room 1 – capacity 6 people
- Conference Room 2 – capacity 12 people
- Conference Room 3 – capacity 12 people
- Conference Room 4 – capacity 6 people
- LL Training Room – capacity 50 people

A folding wall divides conference rooms 2 and 3. This wall can be retracted to create a larger room which can accommodate 20-24 people. When making your reservation in the tenant portal you can notify building management if you need a projector. You must check the projector out at the management office prior to your reservation and must return it afterward. You will need to provide a driver's license which will be returned to you when you check the projector back in. Wi-Fi is provided in the conference rooms.

- **Please note: This is a professional service provided to all tenants free of charge. Please be considerate of others and remove all trash and food items brought in with you.**
- **Scheduling is allowed up to 99 days in advance to avoid overbooking.**

ELEVATORS AND STAIRWELLS

The building is equipped with 5 passenger elevators. Please do not block or hold open the doors of the elevator as this may cause delays to the other tenants or result in mechanical malfunctions to the elevator. Do not use the red alarm / emergency button to hold the elevator. If the elevator should stop between floors, check that the button has not been accidentally depressed. Please see the section [Move-In & Move-Out](#) for details on use of the freight elevator. Report any non-emergency problems to building management.

In the event, keys or other items are dropped in the gap between the floor and the elevator floor, the assistance of the elevator vendor is required to obtain the items. All costs incurred are the responsibility of the tenant. Please contact building management with any questions or concerns.

ELEVATOR ENTRAPMENT

If you are entrapped during a mechanical malfunction, remain calm. The elevator contains an alarm button and emergency phone. In the event of an entrapment or mechanical failure, use the phone located in the elevator. The phone will automatically connect to the elevator vendor's dispatch service.

STAIRWELLS

There are two stairwells, one each on the East and West sides of the building. These are your primary exits in an event of an emergency (do not use elevators). Therefore, these stairwells must be free of debris (i.e. cardboard boxes, trash, and pallets), not used for storage, and never propped open. Please immediately notify building management if something is observed or in need of attention.

ENERGY & ENVIRONMENTAL CONSERVATION

Building management appreciates your contribution to energy conservation. Simple solutions really do go a long way to conserve energy, resulting in lower operating costs and a reduced impact on our environment.

- Turn all lights off at the end of the business day and when leaving your premises for any length of time.
- Consider installing separate light switches or motion sensors in less occupied rooms, i.e. lunch and storage rooms or individual offices.
- Turn off computer monitors and other electronics when not in use.
- Set computers and copier machines to sleep/standby mode for periods of inactivity.
- Assign someone to check that appliances, electronics and lights are turned off at the end of day when the office is closing. This assists in maintaining a safe environment in your premises.
- Use the building standard window blinds to assist in temperature control and reduction of energy consumption.
 - Open for natural lighting
 - Closed during periods of direct summer sunlight to avoid heat buildup.
- Dress appropriately for current weather conditions. Dress warmly in colder winter months and for warmer temperature during the summer months.
- Do not use space heaters (not permitted in the building for safety purposes) or fans. Contact building management office to report temperature issues. (These alerts building management to the temperature and airflow variations in heating and cooling equipment and assists to identify areas of concern and/or in need of repair.)
- Promptly report any leaky faucets, water fountains and leaky/running toilets and urinals to building management.
- Use task lighting instead of overhead lighting when possible.
 - Use CFL or LED bulbs to reduce even more energy.
- Recycle electronic equipment and batteries with the appropriate local resources.
- Look for the ENERGY STAR® label on light bulbs, appliances, electronics, and other products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

CONDO AND MASTER ASSOCIATIONS

Our goal is to work diligently to provide professional service that reflects well-maintained exterior grounds as we know it's a reflection of your choice for business location. Artis REIT and Carlson Companies, 701 Carlson are part of an association called Condo Association. This association is responsible for maintaining all interior common areas. The Master Association includes both towers as well as the Island Apartments, 301/401 Carlson and Cheshire Park. This association is responsible for all exterior maintenance. CBRE has been contracted to manage both associations.

If you should observe any issues with the exterior grounds, please notify building management.

MASTER ASSOCIATION (LANDSCAPE SERVICES)

The Master Association will coordinate the maintenance, repair or replacement associated with the building's exterior grounds. Work includes, but is not limited to:

- Spring and Fall clean-up of grounds
- Weekly mowing
- Fertilization and weed control of turf areas
- Policing for debris
- Irrigation – inspection and maintenance of system
- Installation and maintenance of flowers/landscape beds
- Pruning, maintenance, and replacement, if necessary, of plant material
- Emergency storm clean-up
- Fountain start up and shut down
- Lake maintenance
- Paddle Boat/Canoe rental

Most work will not interfere with the operation of the tenants' businesses. However, tenants will be notified in advance if building management requires their cooperation to complete maintenance, repairs or replacements to these areas.

MASTER ASSOCIATION SNOW REMOVAL

During the winter season, the weather is often unpredictable when it comes to snow, ice, sleet, freezing rain or any combination thereof. The Master Association coordinates the snow removal services for the property. This may include but is not limited to plowing, blowing or hauling away snow if necessary, shoveling and/or salting/sanding or chemical application as per the conditions stated above for the parking lot, drive and fire lanes, garage entrance, and sidewalks.

Snow removal service levels and frequencies under which the snow removal contractor performs may vary throughout the business day but please know that this is typical with industry standards.

For example, snow removal contractor will typically perform partial plowing of parking lot and drive lanes when snowfalls exceed one inch of snow during business hours. 1/2" of snow prompts sidewalk clearing services. A full plowing of parking lot and sidewalks will typically occur after Building's business hours and prior to 7:00 a.m. Monday through Saturday.

If you should observe any issues with snow removal, please immediately notify building management.

HEATING, VENTILATION & AIR CONDITIONING (HVAC)

Heating, Ventilation and Air Conditioning (HVAC) service is provided to your suite and is continually monitored by staff for your comfort. This is achieved by the building being equipped with a web-based Building Automation System (BAS). Thermostats are set and calibrated to maintain a reasonable comfort level in all areas of the building. The standard range is 70 – 74 degrees Fahrenheit. We are committed to a quick response to your heating and air conditioning concerns should the need arise. Please place all HVAC service requests through [Artis Contact](#) for the most efficient method of tracking your requests.

In addition, window blinds have been installed as a building standard item for your convenience. To assist in temperature control and reduction of energy consumption please adjust blinds accordingly, such as closing the blinds during periods of direct sun.

Space heaters are not allowed in the building due their high energy consumption, fire hazard and the ability to negatively affect the building's temperature or trip circuit breakers. Tenant adjustment of thermostats may also result in inconsistent temperature control in the adjusted area as well as an adjoining area or offices. We encourage you to notify building management if you feel there is an on-going temperature issue that has not been resolved with your service requests. There may be other items that need further investigation by the staff.

Outside of the building's business hours listed below, HVAC services may be requested at an additional charge with 24-hour notice. The after-hours rate is \$135 per hour with a 2-hour minimum. This charge is subject to change without notice. To request, additional HVAC services, please contact building management.

BUSINESS HOURS FOR BUILDING HVAC

Monday – Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sundays & Holidays	Closed

HOLIDAYS

- The building will be closed on holidays; however, access is still available via access card. Please note that the following conditions and restrictions will be in effect on the holidays listed below:
- Heating, ventilation, and air conditioning services are not available, unless prior arrangements have been made.
- Engineering services provided by building management are available on an emergency / on-call basis.
- Janitorial services will not be available, except for emergency services.
- Requests for the above services on a holiday must be in writing to building management with a minimum of 48 hours of advance notice. Please note charges may apply.

HOLIDAY SCHEDULE

New Year's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

JANITORIAL SERVICES & WINDOW WASHING

The 601 team wants to ensure that your space, as well as the building are clean and sanitary. Please let us know of any improvements that we can make. An overview of routine cleaning services provided is as follows:

Routine Cleaning Services

- General nightly services (Monday – Friday)
- Empty waste receptacles and replace liners as needed
- Collect recycling
- Dust furniture, fixtures, and accessories
- Spot clean all surfaces for smudges and stains

- Spot clean partition glass
- Clean both sides of glass doors
- Vacuum carpet and spot clean as needed
- Dust mop hard surface floors with treated dust mop
- Clean and sanitize sinks
- Clean and sanitize any restroom fixtures, mirrors and countertops
- Clean and polish drinking fountains
- Damp wipe all chairs

Weekly Services

- Vacuum edges and corners
- Dust high and low including windowsills
- Dry buff hard surfaces
- Wipe all telephone receivers
- Wash partition glass on both sides

By request through a work order special cleaning services such as carpet and upholstery cleaning can be done for an additional charge.

TRASH REMOVAL

The janitorial staff will remove trash every day. Furniture and equipment cartons or crates cannot be handled by the building or janitorial staff, they must be removed by the tenant's supplier. Please be sure to make the necessary arrangements with your supplier prior to delivery of furniture and equipment.

Any items you wish to be removed by cleaning personnel should be clearly marked trash. Please do not place any items you don't want discarded on top of or around waste baskets. Trash and recycle stickers are provided by our cleaning staff. The cleaners will only remove trash that has been properly marked with stickers. Removal of excess amounts of trash may be charged back to the tenant.

MAIL & COURIERS

For proper identification, incoming mail should be addressed as follows:

Company Name
Attn: XXX
601 Carlson Parkway
Suite XXX
Minnetonka, MN 55305

COURIER SERVICES

Daily mail will be picked up by the USPS' courier each day at 4:45 PM. The delivery time is between 10 AM and 11:30 AM, Monday through Friday. Each tenant is responsible to notify the postal service of their change of address.

Mail pick-up: The central mail station is located on the lower level of 601 Carlson. At the time of move-in, a mailbox key will be assigned for each suite. Regular mail is delivered to the mailbox for each suite by approximately 11:30 AM Monday through Friday. Articles too large for your box maybe placed on the floor in front of the mailbox. For additional information, please contact the US Postal Station – Hopkins 800-275-8777.

Outgoing Mail: An outgoing mail drop is also located at the entrance of the mail station on the lower level of the building. Daily pick up is scheduled for 4:45 PM Monday – Friday.

Amazon: Amazon is to deliver all packages directly to your suite.

Overnight Delivery Service: The following overnight delivery services have drop boxes within the building, located in the mail room.

FedEx **6:30 PM (Pick up M-F)**

The following overnight delivery services have drop boxes located in the loading dock.

UPS **6:30 PM (Pick up M-F)**

FedEx **6:30 PM (Pick up M-F)**

MAINTENANCE REQUESTS

Maintenance of the building's HVAC, electrical, plumbing, lighting and other mechanical systems is performed by the engineering staff or vendors contracted by building management. We will do everything practical to keep the building well-maintained. Your assistance in this area is appreciated, as we may not be aware of the item of concern in the building or on the grounds.

We ask that each tenant confirm or provide a list of personnel authorized to place both billable and non-billable service requests into the web-based work order system Angus. If we do not receive a list, then building management will assume the person entering the request has been authorized to do so and building management will proceed with the request or repair, including if it is billable item.

Each tenant should review their lease for a list of items that they are responsible for per their lease. Our engineering team or one of our building's vendors may also be able to assist tenants with other repairs to their premises which are outside landlord's scope of services per the lease. To inquire about or schedule these services, please contact building management.

If tenant elects to proceed with the repair themselves using an outside vendor if allowed by the terms of your lease, building management must be notified in advance of the work being completed. All vendors need to provide building management with the proper insurance requirements and adhere to all building rules and regulations. In addition, building management will make arrangements for access to mechanical and telephone rooms or other tenants' premises, if applicable. Tenants may not perform work themselves without the proper applicable license(s), proper landlord approval, permits and required insurance.

REQUESTING A WORK ORDER

For all routine service requests, (temperature adjustments, light bulb burnt out, plumbing or janitorial issues), please use Angus to place a request for service.

To ensure an accurate response, please supply the following information:

- Your full name
- Building and Suite Number
- Company Name
- Telephone Number
- Message containing the description of the requested service.

PARKING / LOT MAINTENANCE

Tenants shall have the right to park on either the building's surface parking lot or the parking ramp in common with other tenants, on a first come, first serve basis, subject to the terms and conditions established by the landlord.

Landlord and building management are not responsible for any loss, damage, or theft of the vehicle itself, contents or damages caused by vehicles on the property.

If you must leave your car in the parking lot overnight, please stop by the 601 Carlson management office for a temporary parking permit. You will need to provide your vehicle make and license plate number and you will need to park on Level E or Level F of the ramp facing downtown Minneapolis. Cars cannot be left in the ramp for more than 10 consecutive days.

RESTRICTED ZONES

Building management requests that all tenants, their employees, contractors, and guests observe all the restricted zones listed below:

- Handicapped parking spaces and access stalls
- Fire lanes and loading/unloading zones
- Reserved and visitor spaces as specified

Violators may be ticketed and towed away at the vehicle owner's expense. Overnight parking is not permitted on the property as it may interfere with maintenance or snow removal. Exceptions to overnight parking may be permitted for emergency or outstanding circumstances in the event building management has been notified and approves the request in advance. All risks and damages are the responsibility of the vehicle's owner.

If you suspect a vehicle is not operable or has been abandoned, please contact building management to report the concern.

Periodic maintenance to the parking lot may require building management to restrict parking while the work is completed. Building management will notify tenants in advance of scheduled preventative maintenance, including asphalt and concrete repairs, sweeping, power washing and striping.

EXECUTIVE GARAGE/RESERVED PARKING STALLS

There is an underground, climate-controlled garage in the lower-level parking ramp. Parking stalls are available for rent to tenants per their lease terms. Stalls may also be available to individual employees on a first come, first serve basis and upon execution of a license agreement. Entry into the garage is granted by the individual's access card that will be programmed upon executed lease and/or parking agreement.

No overnight parking or storage of boats, trailers, or recreational vehicles is permitted. Vehicles may be temporarily "suspended" from the executive garage if oil or other substances are found leaking from their vehicle until necessary repairs have been made. Please refer to lease or license agreement for additional terms and conditions on the use of the reserved parking stall.

Please contact building management for current rates and availability of the reserved garage parking stalls. If no parking stalls are available, interested parties may be placed on a waiting list and notified when a stall available.

VIOLATIONS & TOWING

Building management reserves the right to ticket and/or tow any vehicle in violation of established parking regulations at the vehicle owner's expense. Damages incurred to vehicle during towing or ticketing are also vehicle owner's expense.

Landlord and building management are not responsible for reimbursement of any fees associated with towing of vehicle, regardless if the person is an onsite employee, offsite employee, visitor, guest or vendor of tenant.

PEST CONTROL

Building management coordinates the pest control services for the building and property with a contracted vendor. This vendor performs schedule preventive services for the building common areas and property grounds, utilizing an integrated pest management (IPM) plan and practices.

An IPM plan manages indoor pests in a way that protects human health and the surrounding environment through the most effective and most economical option; employing commonsense strategies to reduce the opportunities for sources of food, water and shelter for pests in the building and grounds while minimizing the use of pesticides.

The building's integrated pest management plan calls for:

- Routine inspection and monitoring of the site
- Utilizing the least-toxic chemical pesticides
- Limiting the frequency and use of pesticides
- Targeting the individual species of pest
- Targeting the location of pest sighting
- Utilizing live traps in place of pesticides in applicable locations such as the building perimeter
- All pesticides and cleaning products used in the IPM plan must meet the quality control standards for Indoor and Environment Quality

Tenant should immediately report any pest sightings or suspected pest activity to building management. Tenant's assistance in identifying possible pest activity is crucial to the ongoing success of the building's IPM plan.

PEST PREVENTION TIPS

- Remove food
- Do not leave food out overnight after meetings/catering events
- Do not store food in your cupboards or desk
- If you have the need to store food such as coffee condiments/sugar, keep in a sealed plastic or glass container.
- Remove water. All living things, including pests, need water to survive.
- Do not overwater plants.
- Report leaks to building management.

RECYCLING & TRASH

Trash and recycling are collected from each suite on a nightly basis by the janitorial staff.

Cardboard boxes should be broken down and labeled with a "Trash / Recycle" sticker. The janitorial staff will remove the boxes nightly. If a tenant requires a significant number of cardboard boxes to be removed from their space, we ask that advance arrangements be made by contacting the building management office as there may or may not be a charge to remove them.

Large items, such as electronic equipment, furniture and batteries, may not be disposed of in the standard waste removal process. Additionally, hazardous and medical waste may not be included in the building waste stream. Please contact building management for assistance in locating the appropriate facilities or services. There may be a charge associated with the disposal of such items. Items placed incorrectly in the waste stream may result in charges or fines in addition to removal fees to the tenant.

Yes – Recycle These Items (Clean/Dry/Rinsed of Debris)

- Paper
 - Office paper (all colors)
 - Newspaper
 - Magazines
 - Catalogs
- Junk mail
- Envelopes
- Phone books
- Brown paper bags
- Post-its
- Cardboard (flatten the box)

- Cans (aluminum, steel & tin)
- Glass (bottles, jars, etc.)
- Plastic (milk jugs, all #1-#7 containers)

No – Do Not Recycle These Items

- Food waste
- Food tainted items (used paper plates, towels, napkins)
- Pizza boxes

- Aluminum foil
- Waxy cartons (milk)
- Freezer packages (lean cuisine, etc.)
- Styrofoam (including packing peanuts, cups, plates)
- Aerosol cans, helium tanks
- Batteries
- PVC piping
- Plastic bags

RESTROOMS

The building restrooms are located on each floor of the building. Building management coordinates the janitorial services for nightly cleaning and restocking of supplies in the building's restrooms.

REMINDER - Do not flush excessive toilet paper, paper towels, feminine products or excessive seat liners in the toilets or urinals. The incorrect disposal of these items in the building's sewer system can lead to clogged pipes, resulting in out of service fixtures and extensive repairs. To dispose of feminine products, please use only the proper receptacles provided in each stall.

If you should find the restrooms in need of supplies, in an unclean manner or in need of repairs, please notify building management by placing a work order via Angus so the necessary action may be promptly scheduled.

PROPERTY PROTECTION

- Building management urges tenants to take precautions to protect their company and employees' belongings. The following tips can help reinforce office protection, especially if these tips are reproduced and posted in your office as a reminder.
- Lock all doors when the office is unattended or when practical control of entrance and exit areas is not possible. In the event of an emergency evacuation, be sure to lock entry doors to your premises if time permits. **However, if there is a fire in the building, do not lock your door(s) so that access to the area of the fire can be facilitated.**
- Hang coats and jackets away from the entrance to the office, where they cannot be easily viewed and/or stolen when staff is busy or out of sight of the garments.
- Keep purses and gift packages out of sight and locked inside a desk or cabinet if possible. Purses should not be left on or under desks.
- Keep valuables out of sight and under lock and key. Avoid keeping large quantities of cash in the office and keep both petty cash and stamps in a locked drawer, cabinet or safe.
- Tenants should report all vandalism, thefts or suspicious activity to the City of Minnetonka Police Department at 911 and then advise building management. Building management urges you to treat your suite and the common areas of the building as you would your home, with due respect.
- Lock desks when not seated at them.
- If you should encounter an unknown person in your suite or on your floor, be prepared to challenge the person. A simple "May I help you?" may prevent potential problems. Be aware that a person may use an old trick of engaging you in conversation to observe your office setup and routine for later use.
- **Solicitation is NOT permitted in the building.** If solicitors enter your suite, please inform them of this policy. Please call building management and report solicitors immediately.

*Report anyone or anything that does not appear normal.
"If you see something, say something".*

ALCOHOLIC BEVERAGES

Alcoholic beverages are not permitted in conference room or any other common areas of the building without prior authorization and written approval from the landlord. Please allow a minimum of 10 business days for landlord to review and approve tenant's request. In addition, landlord may require a license agreement or hold harmless agreement to be executed between parties and all legal costs, both tenant and landlord, may be the responsibility of the tenant. Tenant's insurance certificate may need to be updated to include Host Liquor Liability.

Landlord reserves the right to exclude or expel from the building any person who, in the judgment of landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of the Building's Rules and Regulations.

COOKING

Tenant shall not use the premises for cooking (except for commercial rated Underwriting Laboratories (UL) approved microwaves, dishwashers, refrigerators or coffee makers and they must be free of frayed wires, loose connections and/or broken sockets). These appliances are recommended to be plugged into a dedicated GFI outlet so as not to trip circuit breakers or interfere with the operation of other equipment. No grills are permitted on the property unless approved by landlord in advance. No candles, incense or other flammables or open flame are permitted in the building or on the property grounds.

PERSONAL APPLIANCES

NO residential appliances are allowed in tenant's premises, e.g., coffee pots, refrigerator or microwave. They must all be commercial rated Underwriting Laboratories (UL) listed.

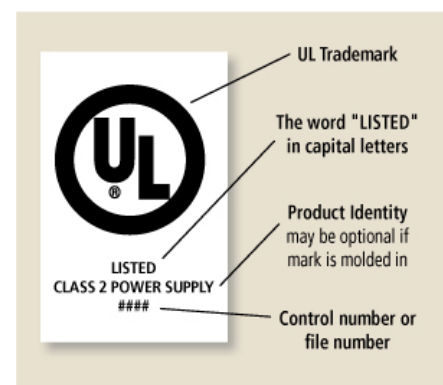
If tenant elects to install these items, they are only permitted within a designated kitchen or coffee station. They are not permitted within any private offices, cubicles or work or storage areas.

Tenant must have the advance approval of building management for the location of these items so we may ensure compliance with applicable building codes including but not limited to plumbing, electrical and fire codes.

Tenant will be responsible for the cost to install plumbing lines, dedicated circuits, or changes to fire life safety system for these items, if applicable.

HOW TO RECOGNIZE A GENUINE UL MARK

- Whether a UL Mark comes in the form of a label or is die-stamped, silk-screened or molded into a product, it needs to contain the following four design elements to be verified as legitimate:
 - The UL trademark: the letters "UL" arranged diagonally (descending left to right) within a circle, with a small ® symbol directly below the U.
 - NOT arranged side by side.
 - The word "listed" printed either below or beside the circle in all capital letters: LISTED.
 - NOT "Approved" or "Pending"
 - A 4-character alphanumeric control number or a 4 to 6-digit issue number. In the case of the issue number, it may or may not be preceded by the phrase "Issue No." as well as 1 or 2 letters.
 - A product identity phrase that concisely names what the product is.



- Additional signs of a genuine UL Mark are:
 - A UL file number (which will often have the letter “E” as a prefix).
 - The manufacturer’s company name or logo.
 - Applicable electrical ratings.
 - Information designating the product’s catalog, model, or type designation.

BUILDING RULES & REGULATIONS

Please note “Rules and Regulations” may be specific to your lease so it is necessary to refer to it for direction.

The following Building Rules and Regulations have been established to provide a safe and well-maintained business environment for all tenants. For the purpose of these Rules and Regulations, the term “Tenant” shall include Tenant and Tenant’s employees, agents, contractors, licensees, visitors, and invitees.

- The sidewalks, entrances, passages, courts, elevators, vestibules, stairways and corridors of halls shall not be obstructed or used for any purpose other than ingress and egress. The halls, passages, entrances, elevators, stairways, balconies and roof are not for the use of the general public and the Landlord shall in all cases retain the right to control and prevent access thereto of all persons who presence, in the judgement of the Landlord, shall be prejudicial to the safety, character, reputation and interests of the Building and its tenants, provided that nothing herein contained shall be construed to prevent such access to persons with whom the Tenant normally deals only for the purpose of conducting its business in the Premises (such as clients, customers, office suppliers and equipment vendors and the like) unless such persons are engaged in illegal activities. No tenant and no employees of any tenant shall go upon the roof of the Building without the written consent of Landlord.
- No awnings or other projections shall be attached to the outside walls of the Building. No curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises other than Landlord standard window coverings. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the Building must be fluorescent, of a quality, type, design and bulb color approved by Landlord. Neither the interior nor the exterior of any windows shall be coated or otherwise sunscreensed without the written consent of Landlord.
- No sign, advertisement, notice or handbill shall he exhibited, distributed, painted or affixed by any tenant on, about or from any part of the Premises, the Building or the Project without the prior written consent of the Landlord. If the Landlord shall have given such consent at the time, whether before or after the execution of this Lease, such consent shall in no way operate as a waiver or release of any of the provisions hereof or of this lease and shall be deemed to relate only to the particular sign, advertisement or notice so consented to by the Landlord and shall not be construed as dispensing with the necessity of obtaining the specific written consent of the Landlord with respect to each and every such sign, advertisement or notice other than the particular sign, advertisement or notice, as the case may be, so consented to by the Landlord. In the event of the violation of the foregoing by any tenant, Landlord may remove or stop same without any liability, and may charge the expense incurred in such removal or stopping to such tenant. Interior signs on doors and the directory tablet shall be inscribed, painted or affixed for each tenant by the Landlord at the expense or such tenant, and shall be of a size, color and style acceptable to the Landlord. The directory tablet will be provided exclusively for the display of the name and location of tenants only and Landlord reserves the right to exclude any other names therefrom. Nothing may be placed on the exterior of corridor walls or corridor doors other than Landlord's standard lettering.
- The sashes, sash doors, skylights, windows and doors that reflect or admit light and air into halls, passageways or other public places in the Building shall not be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the windowsills. Tenant shall see that the windows, transoms and doors

of the Premises are closed and securely locked before leaving the Building and must observe strict care not to leave windows open when it rains. Tenant shall exercise extraordinary care and caution that all water faucets or water apparatus are entirely shut off before Tenant or Tenant's employees leave the Building, and that all electricity, gas or air shall likewise be carefully shut off so as to prevent waste or damage. Tenant shall cooperate with Landlord in obtaining maximum effectiveness of the cooling system by closing window coverings when the sun's rays fall directly on the windows of the Premises. Tenant shall not tamper with or change the setting of any thermostats or temperature control valves.

- The toilet rooms, water and wash closets and other plumbing fixtures shall not be used for any purpose other than those for which they were considered, and no sweepings, rubbish, rags or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the tenant who, or whose subtenants, assignees or any of their servants, employees, agents, visitors or licensees shall have caused the same.
- No tenant shall mark, paint, drill into, or in any way deface any part of the Premises, the Building or the Project. No boring, cutting or stringing of wires or laying of linoleum or other similar floor coverings shall be permitted, except with the prior written consent of the Landlord and as the Landlord may direct.
- No bicycles, vehicles, birds or animals of any kind shall be brought into or kept in or about the Premises, and no cooking shall be done or permitted by any tenant on the Premises, except that the preparation of coffee, tea, hot chocolate and similar items (including those suitable for microwave heating) for tenants and their employees shall be permitted, provided that the power required therefor shall not exceed that amount which can be provided by a 30 amp circuit. No tenant shall cause or permit any unusual or objectionable odors to be produced or permeate the Premises. Smoking or carrying lighted cigars, cigarettes or pipes in the Building is prohibited.
- The Premises shall not be used for manufacturing or for the storage of merchandise except as such storage may be incidental to the permitted use of the Premises. No tenant shall occupy or permit any portion of the Premises to be occupied as an office for a public stenographer or typist, or for the manufacture or sale of liquor, narcotics, or tobacco (except by a cigarette vending machine for use by Tenant's employees) in any form, or as a medical office, or as a barber or manicure shop, or as an employment bureau, without the express written consent of Landlord. No tenant shall engage or pay any employees on the Premises except those actually working for such tenant on the Premises nor advertise for laborers giving an address at the Premises. The Premises shall not be used for lodging or sleeping or for any immoral or illegal purposes.
- No tenant shall make or permit to be made any unseemly or disturbing noises or disturb or interfere with occupants of this or neighboring buildings or premises or those having business with them, whether by the use of any musical instrument, radio, phonograph, unusual noise, or in any other way. No tenant shall throw anything out of doors, windows or skylights or down the passageways.
- No tenant, subtenant or assignee nor any of their servants, employees, agents, visitors or licensees shall at any time bring or keep upon the Premises any inflammable, combustible or explosive fluid, chemical or substance.
- No additional locks or bolts of any kind shall be placed upon any of the doors or windows by any tenant, nor shall any changes be made in existing locks or the mechanisms thereof. Each tenant must, upon the termination of their tenancy, restore to Landlord all keys of stores, offices and toilet rooms, either furnished to, or otherwise procured by, such tenant and in the event of the loss of keys so furnished, such tenant shall pay to Landlord the cost of replacing the same or of changing the lock or locks opened by such lost key if Landlord shall deem it necessary to make such changes.

- All removals, or the carrying in or out of any safes, freight, furniture, or bulky matter of any description must take place during the hours which landlord shall determine from time to time. The moving of safes or other fixtures or bulky matter of any kind must be done upon previous notice to the Project Management Office and under its supervision, and the persons employed by any tenant for such work must be acceptable to the Landlord. Landlord reserves the right to inspect all safes, freight or other bulky articles to be brought into the Building and to exclude from the Building all safes, freight or other bulky articles which violate any of these Rules and Regulations of the Lease of which these Rules and Regulations are a part. Landlord reserves the right to prescribe the weight and position of all safes, which must be placed upon supports approved by Landlord to distribute the weight.
- No tenant shall purchase spring water, ice, towel, janitorial maintenance or other similar services from any person or persons not approved by Landlord.
- Landlord shall have the right to prohibit any advertising by any tenant which, in Landlord's opinion, tends to impair the reputation of the Building or the Project or its desirability as an office location, and upon written notice from Landlord, any tenant shall refrain from or discontinue such advertising.
- Landlord reserves the right to exclude from the Building between the hours of 6:00P.M. and 7:00A.M. and at all hours on Saturday, Sunday and legal holidays all persons who do not present a pass or card key to the Building approved by the Landlord. Each tenant shall be responsible for all persons who enter the Building with or at the invitation of such tenant and shall be liable to Landlord for all acts of such persons. Landlord shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of an invasion, mob riot, public excitement or other circumstances rendering such action advisable in Landlord's opinion, Landlord reserves the right, without abatement of Rent, to require all persons to vacate the Building and to prevent access to the Building during the continuance of the same for the safety of the tenants, the protection of the Building, and the property in the Building.
- Any persons employed by any tenant to do janitorial work shall, while in the Building and outside of the Premises, be subject to and under the control and direction of the Project Management Office (but not as an agent or servant of said Office or of the Landlord), and such tenant shall be responsible for all acts of such persons.
- All doors opening onto public corridors shall be kept closed, except when in use for ingress and egress.
- The requirements of Tenant will be attended to only upon application to the Project Management Office.
- Canvassing, soliciting and peddling in the Building are prohibited and each tenant shall report and otherwise cooperate to prevent the same.
- All office equipment of any electrical or mechanical nature shall be placed by Tenant in the Premises in settings approved by Landlord, to absorb or prevent any vibration, noise or annoyance.
- No air conditioning unit or other similar apparatus shall be installed or used by any tenant without the written consent of Landlord.
- There shall not be used in any space, or in the public halls of the building, either by any tenant or others, any hand trucks, except those equipped with rubber tires and rubber side guards.
- No vending machine or machines or any description shall be installed, maintained, or operated upon the Premises without the written consent of Landlord.
- The scheduling of tenant move-ins shall be subject to the reasonable discretion of Landlord.

- If the Tenant desires telephone or telegraph connections, the Landlord will direct electricians as to where and how the wires are to be introduced. No boring or cutting for wires or otherwise shall be made without direction from the Landlord.
- The term "personal goods or services vendors" as used herein means persons who periodically enter the Building of which the Premises are a part for the purpose of selling goods or services to a tenant, other than goods or services which are used by the Tenant only for the purpose of conducting its business in the Premises. " Personal goods or services" include, but are not limited to, drinking water and other beverages, food, barbering services and shoeshine services. Landlord reserves the right to prohibit personal goods and services vendors from access to the Building except upon Landlord 's prior written consent and upon such reasonable terms and conditions, including, but not limited to, the payment of a reasonable fee and provision for insurance coverage, as are related to the safety, care and cleanliness of the Building, the preservation of good order thereon, and the relief of any financial or other burden on Landlord or other tenants occasioned by the presence of such vendors or the sale by them of personal goods or services to the Tenant or its employees. If necessary, for the accomplishment of these purposes, Landlord may exclude a particular vendor entirely or limit the number of vendors who may be present at any one time in the Building.
- Non-Smoking Building. The Building is a non-smoking building. Smoking is prohibited at all times within the entire Building, including all leased premises, as well as all public/common areas. This prohibition applies during business and non-business hours to restrooms, elevators, elevator lobbies, first floor lobby, stairwells, common hallways, the lunchroom and any other public/common area, as well as to all areas within the Leased Premises by Tenants. Smoking is only permitted in the designated smoking area outside the Building and away from the entrances to the Building.
- Weapons Prohibited. The Building and Project is a weapons free environment. No tenant, owner of a tenant, officer or employee of a tenant, visitor of tenant, contractor or subcontractor of tenant, or any other party shall carry weapons (concealed or not) of any kind in the building, or parking areas. This prohibition applies to all public areas, including without limitation, restrooms, elevators, elevator lobbies, first floor lobby, stairwells, common hallways, all areas within the leased premises of tenants., all surface parking areas and the surrounding land related to the building.

These Rules and Regulations are in addition to and shall not be construed to in any way modify or amend, in whole or in part, the terms, covenants, agreements and conditions of any lease of the Premises in the Building.

LANDLORD reserves the right to make such other reasonable rules and regulations as in its judgment may from time to time be needed for safety and security, for care and cleanliness of the Building and for the preservation of good order therein. TENANT agrees to abide by all such rules and regulations hereinabove stated and any additional rules and regulations which are adopted.

SIGNAGE

Each tenant is provided, upon move in, with an initial building standard suite sign and signage on the lobby directory. All signage must conform to the building standards.

All requests for signage alterations must be submitted in writing to building management. This will help ensure no misunderstandings and help to expedite the process.

To request a new sign/change, the following information should be provided:

Suite Signage: Company or Firm Name
 Suite Number

Lobby Signage: Company or Firm Name
Suite Number
Additional listings

Requests received will be reviewed and approved by building management and a proof and price proposal, if applicable, submitted to you for review and approval.

Per Building Rules & Regulations, tenant shall not paint, display, inscribe or affix any sign, picture, advertisement, notice, lettering or direction or install any lights on any part of the outside or inside of the building, other than the premises, and then not on any part of the inside of the premises which can be seen from outside the premises, except as approved by landlord in writing.

SMOKING

Carlson Center is a smoke free area. Smoking (including e-cigarettes), candles, incense and open flames are not permitted in any portion of the building or grounds. This includes but is not limited to restrooms, hallways, elevators, stairwells, and inside tenant suites.

Smoking policy and enforcement are sensitive issues for everyone. We are requesting each tenant's assistance in informing your employees, contractors and visitors of the smoking policy and require them to respectfully dispose of their cigarette butts in the proper ash tray provided in lieu of landscape areas (i.e. plant beds or flower pots), sidewalks, or the parking lot as this creates a potential fire hazard and an unclean appearance. Thank you for your assistance and cooperation with this request.

ELECTRONIC CIGARETTES

Electronic cigarettes users should adhere to the above smoking policies, including smoking only in the designated area or their personal vehicle.

UTILITIES

Electric, gas and water services are provided to tenant. These utilities are operational upon tenant's occupancy of the premises.

EXCESS USE OF UTILITIES

Tenant shall not use utilities or other services in excess of normal services or in a manner which exceeds or interferes with any building system or landlord's ability to provide services to other tenants in the building without landlord's prior written consent. Tenant shall pay landlord all costs arising out of any excess use in connection of High Usage Equipment including the cost of all repairs and alterations to the building's mechanical and electrical systems (including installation of meters) and the cost of additional utilities made available to tenant. Tenant shall pay such costs upon receipt of invoice. Please refer to tenant's lease for the terms and conditions regarding excess use of utilities or contact building management with questions.

TELEPHONE / INTERNET / CABLE TV

The following companies currently have services installed at the Building's demark room or on roof:

Telephone: **Century Link & Integra**

Internet: **Comcast 800-934-6489**

Cable TV: **Comcast 800-934-6489**

Cable TV: **Direct TV 1-800-333-9947**

Tenant is responsible for arranging to have the above service(s) distributed from the building demark room and/or roof to their premises. You may choose a vendor(s) of your choice.

If your vendor is not listed above, then notify building management to verify if vendor's equipment may be installed in the building demark room and/or roof. Please note that there may be additional costs associated with the installation of vendor's equipment and services to the property. These costs may be the responsibility of the tenant or a license agreement may need to be executed, in advance, between vendor and landlord.

Once vendor is selected, please notify building management and tenant's general contractor as soon as possible to avoid delay in commencing services. Vendor may need to coordinate their services around construction or remodeling projects, causing time and access to be limited.

Tenant is responsible for canceling services on or before the last day of their lease term date, regardless if they vacate premises early. Upon termination of lease, tenant must remove, at their sole cost and expense, all wiring and cabling from premises to the building demark if applicable and repair building to normal conditions prior to installation.

ANTENNA/SATELLITE DISH

Tenant may, if space is available, lease roof space for antenna or satellite dish reception upon execution of license agreement. Tenant must provide building management with written specification for installation including location of equipment on roof and access through mechanical rooms or other tenant spaces, if applicable, and a certificate of insurance from vendor of proposed rooftop device. Tenant should inform vendor that any cabling must be attached in wire hanger from the deck or any designated cable location and any penetrations to the building's roof may be required to be completed by building's roof contractor so as not to void any roof warranties.

All costs for installation, including if building's roof contractor is required, and maintenance or repair of antenna/satellite dish are the responsibility of tenant. Landlord reserves the right to remove approved devices in the event landlord determines such action is necessary. Please contact building management for more information.

Upon termination of lease, tenant must remove, at their sole cost and expense, all equipment, antenna, satellite dish, wiring and cabling from premises including the building if applicable and repair building to normal conditions prior to installation.

Please see the document titled "Contractor Rules and Regulations" located in the Appendix for the current insurance, scheduling and other requirements.

MISCELLANEOUS AMENITIES & SERVICES

LOST & FOUND

Any items found in the common areas such as corridors, restrooms or on the property grounds by building staff, or reported by tenants are placed in "Lost & Found" for a period of 14 days. Please contact the building management to claim items that have been lost or found in the building.

PADDLE BOAT/CANOE RENTAL

Email tara.harwell@colliers.com to get a waiver form and check out the necessary equipment. The paddle boat and canoes are managed by the Master Association.

PICNIC TABLE/OUTDOOR SEATING

The property grounds have picnic tables located around the island and lake side. Please help maintain these resources for the enjoyment of all tenants by cleaning up after yourself or your group has finished using the area(s).

STORAGE

Storage space, located in the lower level of the building, is available for rent to tenants for business purposes. Please contact building management to inquire about availability, rates and leasing information.

WI-FI

Common area wi-fi is available. Connection information can be found in the rotunda. Wi-fi can also be found in the fitness center. As this is a shared amenity, these public “hotspots” are only intended for occasional and limited use and should not be relied on as a tenant’s only means of internet access.

This is an unsecured network(s), and as such, unauthorized third parties, viruses or other harmful applications may be present and access your equipment, files or monitor your connection. Building management and landlord cannot guarantee the security of this unsecured network and by connecting to this network(s), users acknowledge and accept all associated risks and liabilities.

TENANT IMPROVEMENTS /CONSTRUCTION

Any tenant improvement, including but not limited to, construction due to expansion, remodeling, plumbing, mechanical or electrical work performed after move-in must be coordinated through building management to ensure that all work meets building, safety and fire code requirements while maintaining architectural quality control.

If you are contemplating any such work, please contact building management as soon as possible to reduce delays and ensure timely completion of your project.

Building management works with several contractors that are familiar with and have previous experience with the building and can coordinate the project.

If tenant chooses to contract with an outside vendor, building management must be notified in writing of any work, including submission of plans, in advance of work beginning.

- Refer to lease for tenant’s obligations.
- Contractor and Sub-contractors must provide insurance certificates and list landlord and building management as additional insured.
- Contractor and sub-contractor must sign off that they have read the building’s construction rules and regulation and this document must be submitted to management prior to work commencing – contact management for copy of document.
- All work must comply with city, state and federal regulations, including obtaining permits. All final permits and certificate of occupancy, if applicable, must be submitted to management once project completed.
- A copy of the contractors’ executed contract, final plans showing all changes if any, invoices, and lien waivers must be submitted to landlord once project is completed.

Any work initiated without the approval of the landlord is subject to removal at the tenant’s expense. This procedure is strictly enforced, as both the landlord and tenant may incur substantial risk if work does not meet all applicable legal requirements.

See [Contractor Rules and Regulations](#) located in the Appendix.

RENT PAYMENT

Tenants will receive an annual rent statement as a courtesy; however, in accordance with your lease agreement, payment of rent and operating charges are due on or before the first of each month, regardless of receipt of statements.

In accordance with the lease, charges for rent are due and payable on the first of the month without notice.

Please submit any changes to the billing address and/or contact in writing to building management.

Make checks are made payable to: "(AX 601 TOWER, LP)" and mail to:

AX 601 Tower

Attn: 0265

PO Box 74008949

Chicago, IL 60674-8949

ELECTRONIC PAYMENT / ACH

Electronic payment is available. If your company chooses to utilize this payment method, please contact property management for the information.

MOVE IN / OUT PROCEDURES

Please notify building management at least ten (10) business days in advance of any major move, such as a new tenant taking occupancy, a tenant vacating the premises, or delivery of furniture. For smaller moves of a smaller number of items, please provide notice of at least 48 business hours.

In addition, both the tenant and the tenant's vendor(s) are required to provide a Certificate of Insurance naming the Landlord and building management as additionally insured prior to work commencing.

Tenant and their vendors are responsible for cleanup of building, and the removal of boxes, pallets and debris brought into the building. No crates, boxes, pallets, etc., are to be put in the dumpster. Materials that are left will be hauled away at tenant's expense; a \$150.00 minimum charge.

- All moves and major deliveries must take place before or after normal business hours.
- Please inform us of your moving contractor and have your agent call to set up a meeting with us as soon as possible to discuss the proper move procedures and review the current conditions of the building elevators and common corridors.
- In accordance with your lease, your company will need to furnish property management with a Certificate of Insurance naming the respective entity listed above as additional insured and showing proof of liability and hazard coverage with the specified amount that is listed per your lease agreement. See the Insurance section which follows for further detail.
- To assure no inconvenience to existing tenants, moves/deliveries must take place before or after normal business hours: before 8:00 AM or after 6:00 PM, Monday-Friday or on weekends. Exceptions will not be permitted.
- Tenant must notify building management of the date and time of the move. Moves will not be allowed without prior notification.

- A moving company representative must visit the site prior to the scheduled move to determine the elevator equipment required.
- Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move. Tenant will be responsible for lock/securing the building once the move is completed.
- The moving contractor is expected to place protective material over hard floor surfaces and at the elevator corners. All floors must be covered with Masonite panels. This includes all carpeted surfaces, elevators, and lobbies.
- Under no circumstances can any furniture or moving equipment (i.e., dollies, boxes, etc.) be left unattended in the elevator lobbies or hallways.
- All movers and delivery personnel must obey all building rules and regulations. There is no smoking permitted in the building. Points of egress must not be blocked or obstructed at any time.
- Any and all cardboard packaging, trash and similar items must be removed by the moving/ delivery company.
- If this is a move out of the building after the move building management will schedule a complete walk through of the premises to verify it has been left in the condition at time of possession excepting normal wear and tear.
- At that time, you will be asked to return all suite keys, building keys and access cards.
- Please provide a forwarding address to building management and remember to notify the post office of the address change and newspaper/magazine and other vendors. If damage occurs to any of the common area or elevator walls during the move (or any other type of damage or location), the tenant will be held responsible for payment of any necessary repairs.
- Please advise building management of any safes or other bulky items prior to moving them into the building. Landlord reserves the right to prohibit or impose conditions upon the installation of such objects that might overload the building's floor/weight-bearing capacity.

Please complete and return to building management the following information at least ten days in advance of your move-in date. The forms can be found in the Appendix section of this handbook.

- [Tenant Contact/Emergency Notification List](#)
- [New Tenant Building Access Card Request](#)
- [Signage Request](#)

DELIVERIES

In order to provide the highest level of service for our tenants we ask all deliveries to be made through the loading dock using the freight elevator. Please inform your individual delivery companies of the building policy to avoid conflict.

If deliveries require the use of two or four-wheel dollies or carts, please contact the management staff to assist.

Handcart deliveries

- All handcart deliveries must be made through the loading dock and freight elevator area only. Under no circumstances should vendors or employees bring handcarts through the glass doors in the main lobby or parking ramp doors.

INSURANCE

TENANT – INSURANCE REQUIREMENTS

In accordance with your lease, your company is required to furnish building management with a certificate of insurance naming the respective entities for the landlord and building management as additional insured and showing proof of liability and hazard coverage with the specified amount that is listed per your lease agreement.

INSURANCE DESCRIPTION	AMOUNT OF COVERAGE
Public Liability	Limits per your lease
Business Interruption	Per your lease

VENDOR /CONTRACTOR – INSURANCE REQUIREMENTS

Landlord requires all on site vendors / contractors, whether contracted by building management or by the tenant, to provide us with an original, current certificate of insurance for the building. This certificate must have additional insured language that reads exactly as stated below:

The certificate should name the following as additional insured's:

AX 601 Tower L.P. Artis REIT, AX US Management, L.P. Carlson Center Headquarters Condominium Association, Inc. Carlson Center Association, and WHQ LLC, CBRE, Inc are included under the general liability coverage as respects your work at 601 Tower at the Carlson Center.

Please list the certificate holder as:

AX US Management, Inc AX 601 Tower L.P.
601 Carlson Parkway, Ste LL15 Minnetonka, MN 55305

Mail all certificates of insurance to the following:

Artis REIT
C/O Property Manager
601 Carlson Parkway, Ste LL15
Minnetonka, MN
55305

INSURANCE INFO

The following are insurance limitations that are required of our vendors / contractors:

Vendors /contractors will be required to maintain, at all times and at its sole expense, the following insurance. All such insurance shall be written through insurance carriers acceptable to building management and landlord and licensed in the state these services are to be performed.

- Worker's compensation insurance with statutory limits and employer's liability coverage per the terms of your lease.
- Commercial general liability insurance with limits per the terms of your lease.
- The foregoing insurance shall cover, but not be limited to, the following:
 - Premises-Operations
 - Products/Completed Operations Hazard
 - Contractual Liability

- Broad Form property Damage
- Independent Contractors
- Personal Injury Liability

The liability insurance policy or policies required hereunder shall name building management and landlord as additional insureds. Each policy shall be endorsed to provide that a written notice of cancellation, lapse, or change of vendor / contractor's insurance will be sent to building management and landlord but vendor / contractor's insurance carrier per the terms of your lease.

Vendor / contractor agree to provide replacement cost property insurance to cover all equipment and supplies that it owns and brings onto the building.

Vendor / contractor shall hold building management and landlord free and harmless from and against any and all liability to vendor / contractor or third parties resulting from the loss of, or damage to, property or equipment owned or rented by vendor / contractor which is used, or contemplated for use, by vendor / contractor in the performance of the work, including liability caused in part, but not exclusively, by the negligence of building management or landlord, but excluding liability for any loss or damage to such property or equipment caused exclusively by building management's or landlord's negligence.

CONTRACTOR RULES & REGULATIONS

GENERAL NOTES

1. A full set of Engineered or Design build Construction drawings shall be submitted to the Management Office prior to commencement of any demolition or construction work. The Management Office shall be allowed a reasonable amount of time to review the drawings, before work may be authorized to commence. The drawings shall include, but not limited to, architectural, mechanical, electrical, plumbing, and fire protection. Upon completion of the project, two copies of as-built drawings shall be forwarded to the Management Office not later than thirty days following the final punch list. Mechanical Lien Waiver forms and all signed permits shall also be submitted along with Operations and Maintenance manuals upon completion of the project.
2. No General Contractor or subcontractor shall be authorized to perform any work on the premises without prior approval from the Management Office. A preliminary meeting to detail the scope of demolition and construction shall be conducted on site to alleviate any unanticipated construction issues relative to the project.
3. Contractor shall provide a written construction schedule indicating the start and projected completion dates of the project prior to commencement of any work. The General Contractor shall provide a list of the subcontractors selected to work on the project.
4. The General Contractor shall have on file in the Management Office a current up to date Certificate of Insurance per the attached appendix A.

SECURITY MEASURES

5. The Management Office located in Suite LL15 controls the sign-in and sign-out log for all Contractor and Vendor access. During normal business hours of 8:30 am to 5:00 pm, badges will be required unless the Contractors have uniforms. Access cards and keys may be signed out from the Management Office. You must provide your driver's license. Your license will be returned to you upon receipt of the Card or Keys after your work has been completed for the day. The Operations staff will install "Vacancy Cores" in the doors where Construction shall be taking place and the General Contractor shall sign out "Construction Keys" for the duration of the work and then turn in these keys upon completion of the work.
6. After normal business hours are considered as 5:00 pm to 8:00 am Monday through Friday and all weekends. The Management Office requirement for any work which is to take place during this period shall be called in to the Management Office at (952) 449-4425. The Office will gather the pertinent information on a Contractor Authorization for Access form and copy the Building Security Staff, Operations Staff, etc. No Contractor will be allowed access to perform any work on site without this paperwork on file.

LOADING DOCK

7. The Loading Dock is controlled and monitored by Building Security. Usage by a Contractor shall be coordinated with the Management Office at (952) 449-4425. Use of the Dock areas shall be restricted to loading and unloading materials only. You may not park in the Dock areas at any other time.
8. Trash Dumpsters must be removed as soon as they are full, or demolition is complete. Please coordinate the exact location of placement with the Chief Engineer.

FREIGHT ELEVATOR

9. Contractors are to use the Freight Elevator only. Arrangements shall be made in advance with the Management Office by scheduling after hours use of the Freight Elevator.
10. No party is authorized to lock off, stop or block open the Freight Elevator doors without prior authorization from the Management Office.

DEMOLITION

11. Prior to commencement of any demolition, the Contractor shall have addressed the following areas and have confirmed approval from the Management Office:
 - a. Has given twenty-four-hour notice to the Management Office.
 - b. Has coordination with Mechanical/Electrical for any thermostat removal from walls.
 - c. Has coordination with Fire Alarm Contractor for removal of any devices from walls or ceiling.
 - d. Has coordination with the Building Operations Staff regarding Fire Protection Systems.
 - e. Has addressed tenant HVAC requirements, as not to adversely affect the daily operations of an adjoining tenant suite.
 - f. Prior approval for placement of the Trash Dumpster.
 - g. Any areas or item which might affect the Building's Indoor Air Quality (IAQ).
 - h. No workers can use passenger elevators - use freight elevator only.

CONSTRUCTION

12. Prior to any construction, adequate protective measures shall be taken to minimize damage to existing or adjacent spaces not associated with the construction, i.e. using visquine, masonite, carpet remnant or some other material approved by the Management Office.
13. Prior approval for any penetrations through the concrete floor and walls must be given by the Chief Engineer after the areas have been detailed and reviewed by the Building's Structural Engineer of record. **No hammer drilling or concrete core drilling is allowed during normal business hours of 7:00 am to 6:00 pm Monday through Friday.**
14. All floor penetrations must be properly filled and sealed with code approved sealant by the Contractor.
15. **All Fire Alarm system programming and final devices termination to the Building's existing system or newly installed system shall be done after 6:00 pm - only installation of the devices may occur during normal business hours of 7:00 am to 6:00 pm.** The Contractor shall inform the Management when they have scheduled the Fire Alarm Contractor to perform the final connections.
16. **Only latex based paint is allowed during normal building hours of 7:00 am to 6:00 pm Monday through Friday. All other painting and staining shall be bid as premium time work.**

HVAC NOTES

17. The installation or relocation of VAV boxes shall be in accordance with the following guidelines:
 - a. Maintain a minimum of 18" of clearance around the perimeter of VAV box. No wall shall be constructed under a VAV box. If a wall must be constructed beneath a VAV box, it shall be relocated at tenants' expense.
 - b. Absolutely no zones are to be shared between tenants.
 - c. Absolutely no conduits or any loose wiring or any other piping is allowed below units, or within 18" of the side panel access covers.
 - d. Mount VAV boxes as high as possible on the 12' 8" deck. On floors with ceiling decks higher the 12' 8", mount VAV boxes at an elevation to maintain proper condensate flow, but not tight to ceiling deck.
 - e. VAV boxes shall be vibration isolation mounted from ceiling deck. No wiring shall be attached to the VAV box hangers except VAV box control wiring.
 - f. VAV boxes with reheats line voltage disconnect switch shall be mounted on the deck or wall adjacent to VAV box

control panel access, typically accessible within 3 feet.

- g. A final air balance report shall be submitted to Management Office.
- h. HVAC contractor shall order, if necessary, new VAV boxes to replace stock.

601 CARLSON INDOOR AIR QUALITY STATEMENT

18. *Recognizing IAQ as a critical issue in our industry, 601 Carlson's approach to providing acceptable IAQ is preventive. This preventive approach is accomplished by incorporating recognized industry guidance such as ASHRAE standards as well as USEPA, NIOSH, and OSHA guidelines with an HVAC systems maintenance program. If an IAQ problem arises, appropriate steps will be made to correct it.*
19. Acceptable IAQ results in the following at the 601 Carlson Center:
 - a. Minimization of occupant complaints
 - b. Efficient operating HVAC equipment
 - c. Knowledgeable building staff and occupants
 - d. Prevention of IAQ problems or complaints
 - e. Saves \$\$
20. Prior to any Construction work being bid, an assessment of the scope of work shall be established by meeting with the Chief Engineer on site to review the details of the job. It shall be the General Contractor's responsibility to take the necessary precautions to alleviate any potential of compromising good Indoor Air Quality, not only for the floor under construction, but for the entire building. It is Artis REIT's policy to alleviate and or minimize the source of any contaminants prior to any construction. Therefore, products to be used shall be zero Volatile Organic Compound (VOC) content or in lieu of this requirement, the work shall be performed after normal building hours.
21. **Staining shall be performed off-site if at all feasible. Carpet may be installed during normal business hours when Adhesive product #2080 manufactured by Envirotec is used, or only if an equivalent product substitute with zero V.O.C. content is available from another manufacturer. Contractor to provide material safety data sheets.**
22. In the event of an emergency, the following steps shall be taken by the Operations Staff:
 - a. Investigate the situation to determine why this emergency condition occurred. Take appropriate action with the Company or person who created the emergency.
 - b. Immediately increase the amount of exhaust air on the floor or floors involved by running the Fire Exhaust Fan.
 - c. Operation of the Outside Air Fans shall occur on a twenty-four-hour schedule.

EMERGENCY PROCEDURES & CONTACTS

The safety of our tenants is one of building management's highest priorities; however, the security of the building occupants rest with each tenant and their understanding of emergency procedures safety and security measures.

Building management recommends that each tenant have an Emergency Action Plan in place to help their employees train for, prepare and react quickly to an emergency including fire, severe, weather, flood and violent situations such as active shooters or bomb threats.

With this interest for you in mind, the following section outlines standard emergency guidelines for what to do in case an emergency situation occurred at or near the building.

We have attempted to cover most emergency situations. There may be unforeseeable areas or disasters that are not discussed. Therefore, the information contained herein is provided only as a guide or as general information for this building and should be considered supplementary to your company's emergency plan.

It's not the landlord or building management's intent to direct the tenant to adopt or use part or all of the given information, nor does landlord or building management assume any liability in connection with all or part of the information that may be used or adopted by the tenant.

If evacuation becomes necessary, the authority and responsibility rest with the local officials of government. Neither landlord nor building management can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

EMERGENCY PLANNING RESOURCES

Additional resources are available online from government and nonprofit sources:

Ready.gov: <http://www.ready.gov/>

Flu.gov: <http://www.flu.gov/>

Federal Emergency Management Association: <http://www.fema.gov/plan-prepare-mitigate>

Department of Homeland Security: <http://www.dhs.gov/dhspublic>

American Red Cross: <http://www.redcross.org/>

CDC - Center for Diseases Control and Prevention/Emergency Preparedness & Response: <http://www.bt.cdc.gov>

National Weather Service: <http://forecast.weather.gov/hazards/mpx>

Hennepin Emergency Management: <https://www.hennepin.us/residents/emergencies/emergency-management>

EMERGENCY CONTACTS

Building management keeps a file of all emergency contacts for each tenant in a confidential file should the need arise to contact a tenant during or after business hours.

Prior to move-in, please fill out the “Tenant Information/Emergency Contact” located in the Appendix. We require Tenants to designate at least two employees as emergency contact and provide us with these employees’ names, titles, email addresses, work, home and cellular telephone numbers.

It is the tenant responsibility to provide correct and up-to-date information to building management. In the event of personnel change, please make certain you provide any updated information to the building management office as quickly as possible.

In any threatening situation involving fire, and/or requiring the attention of the police, rescue, or ambulance, call 911 as soon as it is safe for you to do so. Then contact building management to report the situation.

BUILDING MANAGEMENT

Artis REIT – 601 Carlson 763-290-2493

Securitas Security 612-396-4519

LOCAL AUTHORITIES

Fire Department 911

Minnetonka Police 952-939-8598

EMERGENCY COMMUNICATIONS

During an emergency, building management’s goal is to communicate first with those most immediately impacted, such as people who need to evacuate or seek medical treatment.

Building management will utilize One Call Now to communicate updates and information. Updates will be sent via text messages, voice calls, and emails. The goal is to provide accurate and timely information to minimize rumors and restore order and confidence.

REPORTING AN EMERGENCY – PROCEDURES

In the event of an emergency, call 911 immediately or when safe to do so. 911 operators will dispatch the appropriate emergency personnel, police, fire, and/or ambulance.

If one of the emergencies discussed in the following topics or any life-threatening emergency occurs at the property, after first contacting 911 services, immediately call building management.

- To report a medical emergency
- To report a fire
- To report or prevent a crime that has occurred or is about to occur

INCIDENT REPORTS

In the event of an accident, slip and fall of an employee, customer, or visitor and after you have followed the emergencies procedures listed in the following sections, please complete the Property Incident Report. A copy can be found in the Appendix.

All incidents must be reported promptly, even if the affected party makes assurances that he/she is uninjured and will not be taking any action. Prompt reporting of claims expedites claims by providing the insurance company the authority to investigate when memories are fresh, physical evidence can be preserved, and witnesses are still available. Keep one copy of the report and send one copy to building management.

BUILDING EVACUATION & EXITS

It is the responsibility of each person to know who their Tenant Emergency Response Team personnel are, and their alternates and they should be familiar with their respective evacuation plans and location of Tenant's Safe Area of Refuge, including alternate location. When in doubt, ASK now instead of waiting until an emergency occurs.

BEING PREPARED CAN SAVE LIVES.

In the event a Building evacuation becomes necessary:

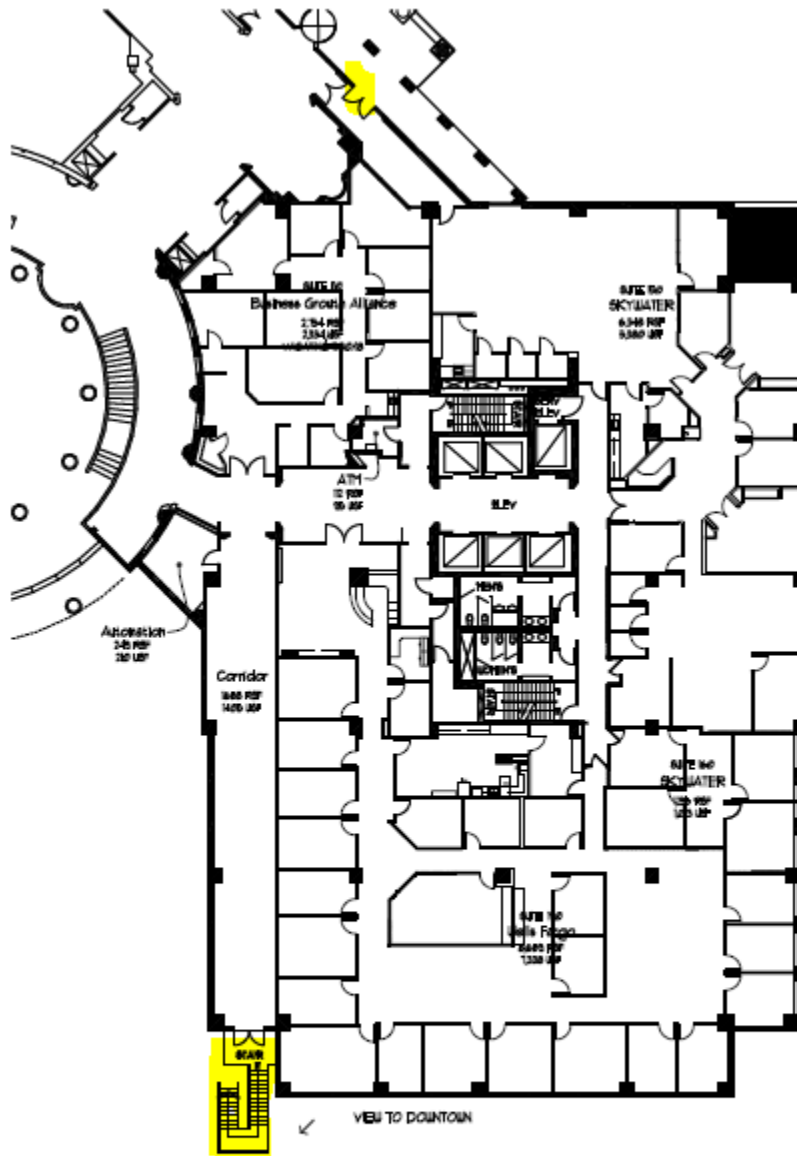
- If the alarm sounds or at the direction of emergency personnel, such as the police, fire or other official who may be on the scene to take charge, evacuate the building immediately.
- Remain calm and do not panic.
- Close office doors as you leave, but do not lock them.
 - Do not return to retrieve purses, personal or work belongings, cell phones, etc.
- Before departing, attempt to account for any co-worker, contractor or visitor that may be in the restroom, break or conference rooms, or another office.
 - Report any missing to Tenant Warden when safe to do so.
- Always LISTEN for directions on evacuations because your primary exit route may not be safe.
- Form a single file evacuation line and follow the building exit signs.
- When you approach a closed door, use the back side of hand to feel the door to see if it is hot.
 - If hot, DO NOT OPEN IT.
- DO NOT take the elevators. In an emergency, elevators will be available only to the fire department.
- Calmly and quietly proceed to your company's designated Safe Area of Refuge.
- Once you have assembled in your safe area, notify the appropriate Tenant Warden

- Report any abnormal situation to Tenant Warden once you have evacuated and are safe.
- Wait to receive “All Clear” before re-entering the Building.

Remember to keep fire exits free of debris, e.g., cardboard boxes, trash, and pallets.

IF THE ALARM SOUNDS, EVACUATE THE BUILDING IMMEDIATELY! | DO NOT call building management to make inquiries. The phone lines must remain open to communicate with the fire department.

BUILDING EXIT PLANS – FIRST FLOOR



CARLSON CENTER - 601 TOWER - 601 LAKEHORE PARKWAY, MINNETONKA, MN 55305

LEASER & MANAGED BY: CB RICHARD ELLIS

LEVEL ONE

NELSON

ARCHITECTURE
CONSULTANTS
P.C.
1000 W. WISCONSIN AVENUE
SUITE 1000
MINNEAPOLIS, MN 55401
TEL: 612.222.1100
WWW.NELSONARCHITECTS.COM

07-10-10

BUILDING FIRE / LIFE SAFETY SYSTEMS

The building utilizes a fire/life safety system in the event that a fire should occur.

- The building is equipped with an addressable fire alarm panel, which is monitored 24 hours/7 days a week.
 - If an emergency were to arise, then the alarm company has a call list to assure rapid response and notifies 911.
- The building is fully sprinkled.
 - If the sprinkler system is activated, it will activate the building's external alarm.
- The building's sprinkler system is connected to the city water supply. In addition, there is a standpipe connection at the buildings for the fire department's use if necessary.

REGULATORY CONFORMANCE

It is in the best interests of the building and its tenants that all federal, state, and local regulations governing the building are in practice at the property. Compliance with building codes, fire codes, health codes and other ordinances often seem inconvenient, difficult or costly, but in fact, are essential for life safety and protection of the property. Building management operates the building as to abide with regulations to the best of their knowledge. It is important that each Tenant acts in the same fashion to avoid jeopardizing the safety of themselves and other tenants.

THE "18-INCH RULE"

The 18-inch rule is commonly overlooked. In order for fire detection and suppression systems to perform properly, nothing may be placed within 18 inches of the ceiling. This typically involves items stored on high shelving. By monitoring this rule carefully, you prevent the possibility of non-conformance within your premises.

These regulatory issues (and many others) are inherently relevant to your safety in this building. Please contact building management if you have questions in this regard.

REPORTING A FIRE

- Remain calm and don't panic.
- Close the door leading to the source of the fire.
- Locate nearest pull manual fire alarm, if applicable, and activate it.
- Call 911 from safe area and state the following information:
 - There is a fire emergency.
 - Location (company name, address, and suite number).
 - Details of the fire emergency
 - Your name
- Call building management only if the alarm has not sounded. (If the alarm has sounded, do not call building management, evacuate the building) and state the following information:
 - You have called 911 and reported a fire emergency.
 - Location (company name, address and suite number, if applicable).
 - Details of the fire emergency
 - Your name
- Evacuate the building immediately, if you have not done so. See Section Building Evacuation & Exits and the following When the Fire Alarm Sounds Procedures.
- Alert your Tenant Warden(s) to what occurred.

WHEN THE FIRE ALARM SOUNDS IN THE BUILDING

- Evacuate the building immediately when the fire alarm sounds.
- Remain calm and don't panic.
- Close office doors as you leave, but do not lock them.
 - Do not return to retrieve purses, personal or work belongings, cell phones, etc.
- If you are not aware of building exits or who is part of the Tenant's Emergency Response Team or unsure of tenant's designated Safe Area of Refuge, then ASK now instead of waiting until an emergency occurs. BE PREPARED.
 - Exit the building on ground level, if applicable.
- If heavy smoke is present, stay near the floor where air is better, take short breaths, breathe through your nose and crawl to exit.
- When you approach a closed door, use the back side of hand to feel the door to see if it is hot.
 - If hot, DO NOT OPEN IT.
- DO NOT take the elevators. In an emergency, elevators will be available only to the fire department.
- Calmly and quietly proceed to your company's designated Safe Area of Refuge.
- Once you have assembled in your safe area, notify the appropriate Tenant Emergency Response Team personnel of your presence so that you are accounted for.
- Report any abnormal situation to Tenant(s) Warden, building management, or First Responder once you have evacuated and are safe.

Wait to receive "All Clear" before re-entering the building.

IF YOU CAN'T EVACUATE, POSSIBLY BECAUSE OF FIRE OR THICK SMOKE BLOCKING YOUR ESCAPE ROUTE(S):

- Remain calm and do not panic.
- Move as far away from the fire as possible, closing doors behind you as you go. Every closed door between you and the fire provides a barrier against smoke.
- Put a rug, blanket, coat or any clothing material at the bottom of the door to help keep out the smoke.
- Remember if heavy smoke is present, stay near the floor where air is better, take short breaths and breathe through your nose.
- Notify someone that you are trapped via phone or yelling loudly until you are answered.
- Put a "HELP" sign in the window or doors for First Responders to see, if possible.

FIRE PREVENTION TIPS

REMEMBER, THESE FIRE SAFETY TIPS SHOULD BE PRACTICED EVERY DAY:

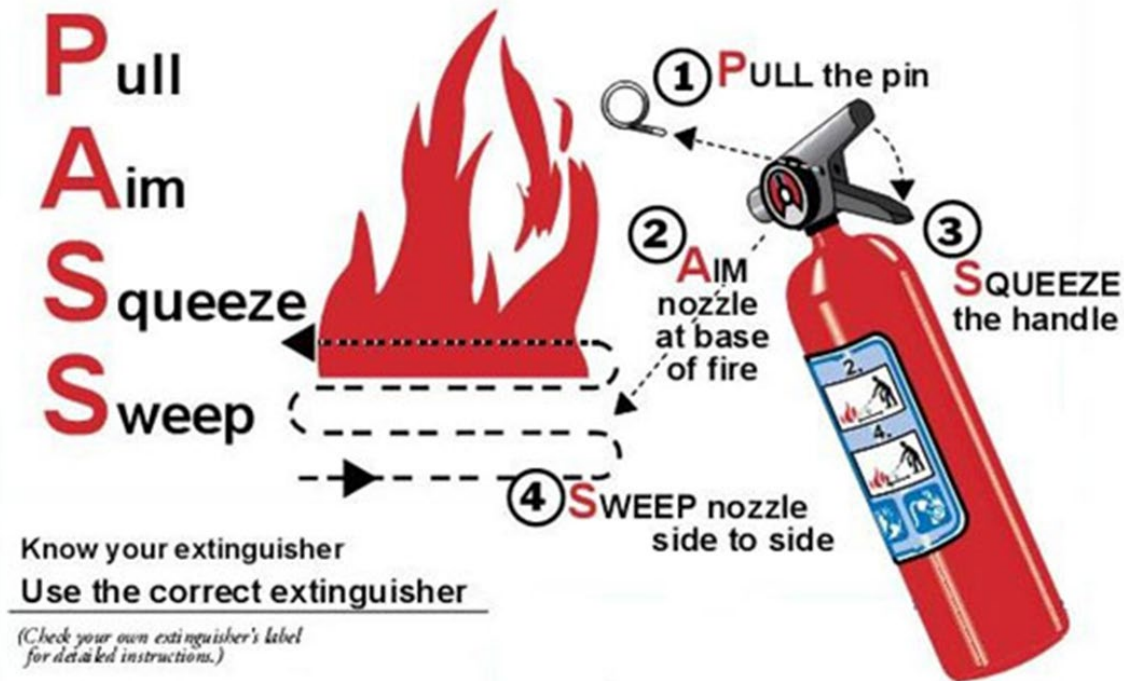
- Do not overload electrical outlets. Many fires are the result of the misuse of electrical appliances and cords.
 - Be sure outlets are not overloaded.
 - Keep extensions cords to a minimum and use only properly rated cords.
 - Unplug ALL coffee pots of other appliances in break rooms before leaving premises for the night.
 - Each tenant should assign personnel to perform this task.
- Poor housekeeping; especially in storage areas. Avoid large accumulations of wastepaper, cardboard, files or other debris.
- Do not store flammable liquids on site or use electric space heaters (against building policies).

- Smoke only where permitted and dispose of cigarette butts in their proper container.
- Do not block emergency exits or route of travel to emergency exits.

OPERATING FIRE EXTINGUISHERS

Portable Fire Extinguishers are only meant for small fires in their very beginning stages. Anything larger, immediately leave the area and call 911.

HOW TO OPERATE AN EXTINGUISHER



SEVERE WEATHER & TORNADO

Severe weather may include rain, hail, tornadoes, high winds, ice, sleet and snow, excessive heat, etc.

Remain calm and always use your best judgment when severe weather occurs, because it may be difficult to predict what situation may arise due to a weather-related emergency. Local authorities may issue a severe weather warning by radio or civil defense sirens.

Public warning sirens operated by county and city municipalities are designed to be heard outside and may not be heard inside the building. Building management strongly recommends that each tenant also have a weather radio to monitor severe weather warnings and a plan of action in place for dealing with severe weather, both during and after business hours, for the safety of their employees.

For weather information you may visit the National Weather Service's website at www.nws.noaa.gov.

ADVISORY

- Less hazardous weather conditions or less specific locations
- Weather may still pose significant inconvenience, damage or injury
- Situations are possible that could threaten life or property

WATCH

- Weather conditions are favorable for a hazardous weather event
- Stay alert to changing conditions
- Make alternate plans
- Be aware of possible shelter or evacuation routes

WARNING

- A dangerous weather or event is occurring or imminent
- Likely significant threat to life or property
- Take protective action immediately

IN THE EVENT OF SEVERE WEATHER OR TORNADO:

- Assign people to relocate all occupants to the core areas of the building (Areas of Refuge such as lowest level of the building, stairwells, inner corridors, or restrooms) as quickly as possible.
- Stay away from exterior windows and the perimeter of the building.
- Sit down and protect yourself by putting your head as close to your lap as possible or kneel protecting your head.
- Employees should stay away from the main lobby and entry ways.
- Remain in your area of refuge until the “All Clear” has been issued by the National Weather Service.
- Do not use elevators during your company’s relocation process within the building.
- If your company decides to evacuate the building, notify the building management of your intention to do so.
- Assign people to make certain that all members of your staff have evacuated safely.
- Notify building management or security of all leaks, fires, and structural or other damage during or after the storm.

IF YOU ARE IN TRANSIT IN THE BUILDING

- Go to nearest stairwell and take it to the lowest level for shelter.
- Do NOT go outside the building.

IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:

- Seek protection under a desk.
- Remain in these areas until the “All Clear” has been issued by the National Weather Service.

If your area sustains damage, building management and medical crews will arrive to assist you as soon as possible.

MEDICAL EMERGENCY

Accident or sudden illness may cause an emergency that necessitates immediate first aid and subsequent medical attention. The Police, Fire Department, and Paramedics (“First Responders”) are professionally trained to respond to these emergencies.

Building management recommends that each tenant have a first aid kit and Automated External Defibrillator (AED) on site in case of an emergency. Tenants should also consider training their staff in First Aid, CPR, and AED procedures.

In the event that an employee, customer or guest experience a medical emergency:

- Call 911 and state the following information:
 - You need medical assistance
 - Location (address, suite number and Company name)

- Type of illness or injury
- Individual's present condition
- Try to make the individual comfortable, but do not move them unless necessary.
- Utilize and apply applicable first aid, CPR or AED procedures, if necessary.
- Contact your company's Emergency Response Team and inform them of the emergency.
- Call the building management staff and state the following information:
 - You have called 911 and requested medical assistance
 - Location (floor and suite number)
 - Your name and individual's name if known

Pandemic outbreak

A pandemic is a global disease outbreak. It is determined by how the disease spreads, not how many deaths it causes.

When a new influenza A virus emerges, a flu pandemic can occur. Because the virus is new, the human population has little to no immunity against it. The virus spreads quickly from person-to-person worldwide.

In a flu pandemic, employers play a key role in protecting employees' health and safety. Organizations can help limit any negative impact on the economy and society as well. As with any emergency situation, having a contingency plan is essential.

A good resource can be found at <http://www.flu.gov/planning-peparedness/business/businesschecklist.pdf>

Some basic hygiene and social distancing precautions that can be used in every workplace include the following:

- Stay home if you are sick.
- Wash your hands frequently with soap and water for 20 seconds or with a hand sanitizer if soap and water are not available.
- Avoid touching your nose, mouth and eyes.
- Cover your coughs and sneezes with a tissue, or cough and sneeze into your upper sleeve. Dispose of tissues in no-touch trash receptacles.
- Wash your hands or use a hand sanitizer after coughing, sneezing, or blowing your nose.
- Avoid close contact (within 6 feet) with coworkers and customers.
- Avoid shaking hands and always wash your hands after physical contact with others.
- If wearing gloves, always wash your hands after removing them.
- Keep frequently touched common surfaces (for example, telephones, computer equipment, etc.) clean.
- Try not to use other workers' phones, desks, offices, or other work tools and equipment.
- Minimize group meetings; use e-mails, phones and text messaging. If meetings are unavoidable, avoid close contact (within 6 feet) with others and ensure that the meeting room is properly ventilated.
- Limit unnecessary visitors to the workplace.

POWER FAILURE

For some businesses, power outages can lead to security risks or significant loss in employee productivity. Therefore, every business should be prepared for power failure and take the necessary precautions to protect their critical equipment, telephone system, and even security to premises so as to minimize the disruption to their business.

Use UL-listed surge protectors and battery backup systems for critical computer and telecommunications equipment. They will add protection for sensitive equipment and help prevent a computer crash in the event of a power failure. Back up computer data frequently or consider offsite and/or online storage.

In the event of a power failure in your space or in the building:

- Notify building management immediately to determine if it is a building issue or an area issue.
 - Building management will investigate the problem and assist the utility company if needed as well as follow up with tenants on their findings.
- Open draperies and raise blinds to let in all available ambient light.
- Disperse flashlights.
 - DO NOT use candles or other flammables, as they are a fire hazard and are not permitted.
- Turn off computers and other equipment such as copiers, fax machines, coffee makers and printers.
 - Having equipment off lessens the load on the system when power is restored.
- If you are instructed to evacuate, do so immediately.
- Return to the building when instructed by the proper authorities.

IF YOU ARE TRAPPED IN AN ELEVATOR DURING A POWER FAILURE

- Remain calm. Do Not Panic.
- Open the telephone box and press the “Help” button.
 - It will automatically call the elevator service company and report to them that you are trapped.
 - They will immediately dispatch their technician for service.
- In addition, push the RED “Alarm” button to sound so it can notify on-site personnel of your emergency.
- Do NOT attempt to force open the doors or crawl out of an elevator stuck between floors.

GENERATOR

601 Carlson is equipped with a back-up generator, which will protect the building in the event of a power outage. As a result, the building should not experience a power outage. If for some reason the Generator does not come on and the building is without power, please call (952)449-4422 to report the issue and building management will respond as quickly as possible.

NATURAL GAS LEAK

Natural gas does not have an odor, so a chemical that smells like rotten eggs is added to the gas. This chemical allows us to smell the natural gas at levels well below explosive levels. Other signs to alert you to a leak are blowing dirt or dust, bubbles forming in a glass of water, and a hissing or whistling noise.

Known or suspected sources of the odor may be from hot water heaters, gas appliances, and building’s heating systems.

IN THE EVENT OF A STRONG ODOR OF NATURAL GAS

- Do not use electric switches, telephones (including cell phones) or anything that could cause a spark.
- Call 911 immediately from a safe area.
- If determined necessary, the building will be evacuated.
 - In the event of an evacuation, gather staff in a safe distance from the building. Do not return to the building until instructed by emergency personnel.
- Inquire with staff if they may have any symptoms associated with the gas and need medical attention. Symptoms may include:
 - Dizziness

- Nausea
- Fatigue
- Shortness of breath, etc.
- Do not assume someone else has reported the leak or odor.
 - Alert others, including other tenants.

IF YOU SUSPECT A POSSIBLE GAS LEAK OR NOTICE A MILD ODOR OF NATURAL GAS

- Notify building management at 952-449-4422.
 - In turn, building management will investigate the problem and assist utility company if needed as well as follow up with tenants on their findings.
 - Do not use electric switches, telephones (including cell phones) or anything that could cause a spark.
- Direct staff to a safe location, including evacuation if necessary.

Flood/Water Leak

Tenant is responsible to maintain throughout the term of the lease insurance upon all contents of the premises including that owned by others and tenant's equipment and any alterations, additions, fixtures, or improvements in the premises.

Flood insurance and water damage are two different perils. Water is synonymous with flood, which is the overflow of a body of water. The source of water must be outside the insured building and foundation -- or under it. Sewer back up is another kind of water peril in commercial policies.

Water damage has a different meaning in commercial policies. Water damage comes from within. It can be water in a heating system or an appliance, but its damaging presence must be the result of breakage, freezing, an explosion or other accident.

Many people think that flood insurance is just for properties near large bodies of water. But unfortunately, because of factors like the shape of the surrounding land, the type of soil, and weather patterns, you don't need to be located adjacent to a river or ocean to be at risk for flooding. In addition, an accident could occur in your premises that results in water damage caused by a broken pipe, or a leak from a water heater, dishwasher, water line from a coffee or ice dispensers.

IF WATER IS FOUND IN YOUR PREMISES OR IN A COMMON AREA

- Attempt to locate the source. Stop the flow of water, if you can safely reach the area.
 - Do not cross or touch water that may be near a source of electricity.
- Immediately contact building management at number: 952-449-4422.
 - Give building name
 - Street address including suite company name
 - Description of emergency.
- Turn off and disconnect all electrical appliance and equipment if it is safe to do so.
- If possible, move equipment, products and any items possible off the floor or lower shelf to a higher area to reduce property damage.
- When practical, take measures to restrict the flow of water.
- If necessary, isolate area by closing doors.
- Consider evacuating if flow of water presents a danger.

IN THE EVENT OF A SEVERE FLOOD OR WATER LEAK

- Evacuate as instructed by emergency personnel.
- Be aware that the electricity may go out and/or emergency alarms could sound.
- Be alert to possible safety hazards such as:
 - Broken or leaking gas lines
 - Broken or damaged electrical circuits
 - Submerged or wet appliances, or electronic equipment

BURGLARY & ROBBERY

Burglary is the intent to break into a building without consent with the intent of committing a crime inside (including theft). Burglary is a specific intent crime, requiring that the burglar knowingly intends to commit a crime while inside. A person does not have to forcibly enter a building to commit burglary; going in through an unlocked window or door can still fulfill the “breaking” element of burglary.

Robbery is another specific intent crime, requiring both theft and a form of violence or threat of violence used to deprive someone of their property. The most common example of a robbery is a convenience store holdup, in which a robber threatens to shoot a cashier unless the cashier hands over the loot.

IN THE EVENT OF A BREAK IN WHEN THE INTRUDER IS STILL ON THE PREMISES, CALL 911

- Stay calm.
- Do not enter the area, or if inside leave the area, if possible.
- Do not argue with or confront assailants or persons appearing unbalanced. Persons may be carrying weapons and could use them if provoked.
- Do not block assailant escape or fight back forcibly unless a life-threatening situation.
- Call 911 when safe to do so.
 - If possible, try to give a detailed description:
 - Gender
 - Age
 - Height & weight
 - Coloring of skin tone, hair, eyes, complexion
 - Facial hair, hair style
 - Distinguishing features such as scars, birthmarks, tattoos
 - Clothing, glasses, jewelry
 - Speech patterns
 - Vehicle type, color, license plate (if applicable)
 - Method and direction of escape.

IN THE EVENT A THEFT IS DISCOVERED AFTER IT OCCURRED AND/OR LATER DATE

- Immediately contact the police by a non-emergency phone number.
- Complete and file a police report.
- Call the building management to report the details of the theft / break in.
 - Send a copy of the police report to building management.
 - Notify of any damage to building management, and if repairs are necessary.

BOMB THREAT

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain as much information as possible.

DO NOT

- Do Not use cell phones or two-way radios; radio signals have the potential to detonate the bomb.
- Do Not evacuate the building until police arrive and evaluate the threat. Most often, authorities will require you to assist in locating anything suspicious or out of place.
- Do Not activate the fire alarm. Do Not touch or remove a suspicious package.

In the event of a bomb threat received by phone

- Remain Calm
- Utilize the Bomb Threat Checklist on the next page to obtain specific information from the caller or from the individual who received the call.
- Keep the caller on the line for as long as possible. Do Not Hang Up, Even If the Caller Does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, while listening to the caller, try to attract someone's attention in your immediate area discreetly and quietly.
 - Write a note to a colleague to call the 911 immediately. As soon as the caller hangs up, immediately notify them yourself. If possible, do this from a separate phone.
 - If possible, have another person contact the building management at the same time, or as quickly as possible.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to use exact words.

IN THE EVENT OF A HANDWRITTEN NOTE OR THREAT

- Handle the note as minimally as possible
- Call 911

IN THE EVENT OF E-MAILED THREAT

- Do Not Delete the message.
- Call 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone No. where call received _____

Where is the bomb located? _____
 (Building, Room, etc.)

When will it go off? _____

What kind of bomb is it/looks like? _____

What will make it explode? _____

Did you place the bomb? Yes No

Why? _____

What is your name? _____ Age? _____

Is the voice familiar? _____

Where is the caller located? _____
 (background and level of noise)

CALLER CHECKLIST

BACKGROUND SOUNDS	THREAT LANGUAGE	CALLER'S VOICE
Animal noises	Incoherent	Accent/Distinct
House noises	Scripted	Angry/Calm
Street noises	Taped	Clearing throat
PA System	Irrational	Coughing
Conversation	Profane	Cracking voice
Music	Well-spoken	Crying
Motor		Deep breathing
Clear		Disguised
Office Machinery		Excited
Factory Machinery		Female/Male
Local/Long Distance		Laughter
		Lisp
		Loud
		Nasal/Raspy/Normal
		Rapid/Slow
		Slurred/Stutter

SUSPICIOUS PACKAGES/MAIL

If you consider a parcel or letter suspect, do NOT open, move or cover it.

Immediately call 911, then building management on a land line telephone. **DO NOT USE A CELL PHONE OR TWO-WAY RADIO. RADIO SIGNALS CAN DETONATE A BOMB.**

The immediate area should be clear of employees and secured, but do not evacuate until police arrive and evaluate the threat.



ACTIVE SHOOTER / WORKPLACE VIOLENCE

An active shooter/ hostile intruder is an individual actively engaged in killing or attempting to kill people in a confined and populated area by any means including, but not limited to, firearms (most frequently used), bladed weapons, vehicles, or any tool that in the circumstance in which it is used constitutes deadly physical force. In most cases, there is no pattern or method to their selection of victims. Most active shooter situations are unpredictable, evolve quickly, and are over within minutes.

IN THE EVENT OF AN ACTIVE SHOOTER - RUN – HIDE - FIGHT

EVACUATE – RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others evacuate, if possible.
- Call 911 when you are safe.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.

SHELTER-IN-PLACE – HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter’s view.

- Provide protection if shots are fired in your direction (e.g., an office with a closed and locked door).
- Not trap you or restrict your options for movement.
- To prevent an active shooter from entering your hiding place:
 - Lock the door.
 - Blockade the door with heavy furniture.
- If the active shooter is nearby:
 - Lock the door.
 - Silence your cell phone and/or pager.
 - Turn off any source of noise (i.e. radio, television).
 - Hide behind large items (i.e. cabinets, desks).
 - Remain quiet.

PROTECT YOURSELF – FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

WHEN POLICE ARRIVE

- Put down any items in your hands.
- Keep hands visible.
- Follow all instructions.
- Avoid making quick movements towards officers.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

PRACTICES FOR COPING WITH AN ACTIVE SHOOTER SITUATION

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

RIOT / VIOLENT DEMONSTRATION / PICKETING

A riot is a situation in which a crowd of people are behaving violently, often trying to damage, destroy or steal property and/or people. A riot can disrupt in a similar way as a violent natural disaster.

Fire departments become severely burdened and frequently cannot respond to alarms because of a lack of equipment or blocked streets. Police departments can become overwhelmed and are often unable to do more than acknowledge reports of looting and vandalism. Regular telephone service may be interrupted or severely overloaded.

IN THE EVENT A VIOLENT SITUATION OCCURS IN OR NEAR YOUR PREMISES

- Stay calm.
- If inside, do not leave premises. Lock doors.
- Do not be a spectator. Leave the area or avoid it if possible.
- Report the activity to the authorities and building management immediately.
 - Authorities may be able to assist in limiting access of unauthorized personnel by establishing a perimeter around the demonstration.
- In the unlikely event that it becomes necessary to evacuate due to a disturbance, follow the instructions of local authorities and your company's evacuation plan.

IN THE EVENT YOU ARE APPROACHED BY A DEMONSTRATOR AND/OR BECOME INVOLVED IN A VIOLENT DEMONSTRATION

- Do not argue with or confront demonstrators, assailants, or persons appearing unbalanced. Persons may be carrying weapons and could use them if provoked.
- Do not block assailant escape or fight back forcibly unless a life-threatening situation.
- Call 911 when safe to do so.
 - If possible, try to give a detailed description:
 - Gender
 - Age
 - Height
 - Weight
 - Coloring of skin tone, hair, eyes, complexion
 - Facial hair, hair style
 - Distinguishing features such as scars, birthmarks, tattoos
 - Clothing, glasses, jewelry
 - Speech patterns
 - Vehicle type, color, license plate (if applicable)
 - Method and direction of escape

ENVIRONMENTAL SPILL OR LEAK

Hazardous materials are defined as a vast collection of various materials that pose a threat to life, health, property, or the environment. Hazardous materials may be radioactive, flammable, combustible, explosive, toxic, noxious, corrosive, oxidizable, or irritating.

Incidents involving hazardous materials may originate within your Premises or from an external source. (The first step is to identify the hazardous materials that may be located in the building.) This could include a wide variety of substances from industrial chemicals used in a manufacturing process to cleaning fluids stored in a janitor's closet.

External threats may be more difficult to identify. Some potential threats may be easy to identify; a building next to a nuclear reactor could be exposed to radiation in the event of an incident. Other threats may be less obvious. A

hospital or doctor's office many use radioactive materials. Buildings located near a highway or railroad could be threatened by almost any substance being carried on those transportation routes.

If you are instructed by the authorities to remain where you are, it may be necessary to seal the building to limit or prevent the intrusion of the hazardous material. Doors and windows may need to be located and gaps around doors and windows may need to be sealed with damp towels and duct tape. Other vents, cracks, or building openings may need to be sealed as well. If outside air cannot be eliminated, the ventilation system may need to be turned off. You should closely monitor and follow any orders or recommendations given by the responding authorities. Furthermore, avoid inhalation of fumes, smoke, etc.

IN CASE OF IMMINENT DANGER TO HEALTH, PROPERTY OR THE ENVIRONMENT

- Act quickly and follow the instructions of local emergency coordinators.
 - Every situation can be different, so local emergency coordinators might have special instructions for you to follow.
- The three most important things to do if you think you may have been exposed to a dangerous chemical are
 - Quickly remove your clothing
 - Wash yourself
 - Dispose of your clothing in plastic bag.
- Refer to the MSDS for the spilled material and seek medical attention and/or render first aid.
- Isolate area of spill by shutting doors or use of other means. Move contaminated personnel to an isolated area away from other staff.
- For indoor releases/spills: leave the area and pull fire alarm to initiate building evacuation.
- For outdoor releases/spills: If possible to do so safely (without risk of overexposure) take action to stop the release and prevent or minimize releases to storm sewers.

NUCLEAR OR BIOLOGICAL RELEASE

The Monticello Nuclear Generating Plant is located 13 miles northwest of Hennepin County borders, and the Prairie Island Nuclear Generating Plant is located 31 miles to the southeast of the county line.

Hennepin County is included in the Ingestion Pathway Zone extending 50 miles from both plants. The ingestion exposure pathway EPZ has a radius of about 50 miles from the reactor site. Predetermined protective action plans are in place for this EPZ and are designed to avoid or reduce dose from potential ingestion of radioactive materials. These actions include a ban of contaminated food and water.

IN THE EVENT A NUCLEAR OR BIOLOGICAL AGENT IS SUSPECTED OR KNOWN TO BE IN THE AREA

- Remain Calm. Do not panic.
- Listen to radio or TV for further information and instructions.
- DO NOT leave the building unless safe to do so.
- Follow the directions of the local authorities.
- Tend to the injured, call 911 if necessary. Administer first aid if directed by 911.

EARTHQUAKE

An earthquake is the sudden release of energy from the Earth's crust which results in seismic waves that can be destructive. Most earthquakes are associated with particularly active regions of the Earth where huge plates contact each other. Hennepin County is far from these active regions and is in a relatively stable area of middle North

America. However, earthquakes have struck Minnesota and will almost certainly continue to do so in the future. The closest earthquake epicenters to Hennepin County were in Cottage Grove in 1981 (measured 3.6 Richter scale) and in New Prague in 1860 (estimated 4.7 Richter scale). Hennepin County has a much lower risk of earthquakes than most of the rest of the United States.

Even though we do not live in a primary area for earthquakes, we still need to be prepared in the event one occurs.

IN THE EVENT AN EARTHQUAKE OCCURS

- Try to remain calm and reassure others. Do not panic.
 - An earthquake can come suddenly and may not last very long.
- If possible, position yourself underneath a heavy desk or table.
 - Remain there until the earthquake has stopped.
- Move away from windows, glass partitions, and from beneath light fixtures.
 - An earthquake can shake these items loose and cause serious injury.
- Stand in an interior doorway or in the corner of a room.
 - Do not stand next to bookcases, large open files, or anything that might topple over in an earthquake.
- Be prepared for the electricity to go out, emergency alarms to start ringing, and the sprinkler systems to go off. Expect to hear glass breaking, walls cracking and objects falling.
- When the earthquake has stopped, occupants of the building should follow the same procedures as in the case of a fire or tornado. Move to the corridors and await further instructions.

AFTER AN EARTHQUAKE OCCURS

- Tend to the injured, call 911 if necessary. Administer first aid if directed by 911.
- If the building is evacuated following an earthquake, stay away from objects that may topple (brick walls, power lines, etc.). Designate a safe refuge area away from the building, if possible.
- Check for fires and fire hazards. Put out any fires immediately, if it is safe for you to do so.
- Do not touch power lines, electrical wiring, or objects that are in contact with power lines or wiring.
- Listen to a battery powered radio for information about earthquake and disaster procedures.
- Be very cautious when exiting or moving about a damaged building.
- Even after an earthquake has stopped, it is likely that aftershocks will occur. Be prepared.
- **NO SMOKING!** No open flames! Gas leaks are not uncommon after an earthquake.

TENANT EMERGENCY ACTION PLAN

Emergencies and disasters are unpredictable and strike without warning. Therefore, in the event of an emergency, it is imperative that there be an understood role and chain of command to ensure cohesion between tenants and building management's emergency responses. Building management strongly recommends that each tenant designate responsible, dependable employees as Tenant Wardens, Area/Department Wardens (Searchers), and Assistant to Disabled Personnel/Person Requiring Assistance (Aides). Remember to include back-up personnel in case members of the Emergency Response Team are out of the office, sick or on vacation.

Once your Emergency Response Team is selected, it is critical that they familiarize themselves with the safety information contained in this handbook. Remember that being prepared can save lives.

Tenant's Emergency Response Teams should develop evacuation plans for your suite and ensure all employees know where all exits for the premises and building, regardless of employee's location during an emergency.

This handbook should also be reviewed when new employees begin or any substantial changes to the plan, staff, or building /tenant's premises occur. Building management recommends that each tenant practice their emergency response plan.

SAMPLE EMERGENCY KIT

It is recommended that you have, at minimum, the following items available labeled as First Aid/Emergency Supplies Kit in your tenant space and familiarize your employees the location of these supplies.

First aid kit	Rubber gloves in case of blood
Cell phone and calling list	Bottled water
Transistor radio with extra batteries	Blanket
Weather radio with extra batteries	Hat or vest to identify persons in charge
Flashlights with extra batteries	Copy of Tenant Handbook and company's internal emergency procedures
Heavy gloves in case of broken glass	

SAMPLE - TENANT EMERGENCY ACTION PLAN

It is the responsibility of each tenant to have its own Emergency Plan & Procedures in place. We recommend that you update it and review it with staff, especially new hires, regularly and not less than annually. It is imperative that your staff be familiar with who is on your Tenant Emergency Response Team, including alternates, and the Building emergency exits including those alternates as their primary exit route may not be safe. Remember, BEING PREPARED can save lives.

AREAS TO BE COVERED SHOULD INCLUDE BUT NOT LIMITED TO

- Review the building recommendations for Emergency Procedures and Tenant Handbook regularly as information may change periodically.
- Create a Tenant's Emergency Response Team and assign personnel to positions on including alternates.
- Identify who will be the Tenant Warden - main point of contact with Building Management Office and First Responders. The Tenant Warden is the person to coordinate the evacuation of your premises and to ensure all employees, contractors, and guests have been evacuated safely.
- The Tenant Emergency Response Team should be familiar with emergency procedures and trained to ensure that your staff is full evacuated during severe weather, fire or other building emergencies.

- Identify Persons Requiring Assistance and assign an Assistant / Aide to this person(s) to assist in the safe evacuation during an emergency.
- Designate Safe Area of Refuge for staff, including alternates, whether for severe weather, building evacuation, or for your business continuity plan.
- Design a system of how staff will be accounted for once they reached their Safe Area of Refuge and how tenant will communicate this information to First Responders.
- Compile and maintain a list of your staff members and building management personnel's emergency telephone numbers and email addresses.
- Educate employees on where they can find company and/or building emergency communication information.
- Prepare a Business Continuity Plan if your staff is unable to return to premises or resources, such as power, are limited.
- Train personnel on proper emergency procedures.
- Maintain a bomb threat checklist.
- Have a first aid kit and AED kit within premises and assign personnel to oversee replenishing it on a regular basis.
- Provide First Aid, CPR and AED training for personnel.
- Inspect premises for safety hazards regularly.

TENANT EMERGENCY RESPONSE TEAM

These tenant representatives should be individuals who are on the premises during regular business hours. Each member of the Emergency Response Team should be fully briefed on all emergency procedures and will direct fellow employees, contractors, and visitors in emergency situations. All members of the Emergency Response Team and alternates should be assigned suites / departments in advance to assure that an adequate number will be available to perform the assigned duties, should an emergency occur. Be sure all employees know who your Emergency Response Team members are and update them if there are changes in personnel.

Tenants should conduct in-house company training and emergency evacuation drills regularly.

The following sections contain descriptions of recommended positions for a Tenant's Emergency Response Team.

TENANT WARDEN

FUNCTION

The function of Tenant Wardens are to coordinate and be responsible for immediately reporting any potential or actual emergency condition to the First Responders (Fire, Ambulance or Police Department), and building management, to be responsible for and implement an organized plan of evacuation if such a situation should ever arise, and to coordinate and communicate with other members of the building's emergency personnel and the Fire and Police Departments.

There should be one Tenant Warden Supervisor who oversees the entire Emergency Response Team and evacuation procedure. This person acts as the single point of contact receiving roll call status from responding Tenant Wardens and presenting this information to First Responders and building management. In addition, this person acts as the executive at the scene assuming responsibility for decisions regarding employee direction, facility re-entry and business continuity procedure during an emergency.

DUTIES

- Develop, implement, and maintain a fire prevention program including educating company employees

- Appoints personnel to Tenant’s Emergency Response Team and fills vacant position.
- Ensures all Emergency Response Team members are trained on company’s emergency procedures.
- Know the location and use of all fire and emergency related equipment found on the floor or area that he/she is assigned.
- Be completely familiar with the building and floor layouts and exits, and company’s designated meeting areas.
- Checks primary and secondary evacuation routes for safe exit.
- Oversees evacuation and distributes occupants evenly.
 - Also redirects evacuation route, if necessary.
- Safely lead their area personnel to designated meeting area
 - Consider displaying something that identifies your company for employees to recognize
- Maintains a current list of employees and contractors and achieve accountability for all occupants at safe area (perform a roll call).
- Maintains a current list of all temporarily and permanently disabled person(s).
- Main point of contact with First Responders and building management.
 - If necessary, this person assigns someone to give the tenant information in the emergency in as much detail as possible to First Responders and building’s emergency personnel.

AREA/DEPARTMENT WARDEN (SEARCHERS)

FUNCTION

The function of Area/Department Wardens are primarily responsible for determining that all their employees, contractors, and visitors have safely evacuated the floor or building to the designated meeting area and communicate with the Fire and Police Departments. In addition, they should be responsible for immediately reporting any potential or actual emergency condition to the First Responders (Fire, Ambulance and Police Departments), building management and their company’s Emergency Response Team.

DUTIES

- Know the location and use of all fire and emergency related equipment found on the area that he/she is assigned.
- Be completely familiar with the building layouts and exits, and company’s designated meeting areas.
- Check primary and secondary evacuation routes for safe exit
- Make sure that people are notified and are leaving the floor, if necessary, headed to a safe area.
- Checks all offices, cubicles, restrooms, conference rooms, storage/file rooms, kitchens, etc. to assure all people have vacated.
 - Use chalk or “Post It” notes to mark off every room searched.
- Evacuates visitors and non-employee occupants on where to evacuate and the tenant’s designated safe meeting area.
- Assist if necessary, the shutdown of vital functions within assigned area.
- Once all personnel in their area / department are evacuated, they are to advise Tenant Wardens that their area is clear.
- Assist in the development, implementation and maintain a fire prevention program including educating company employees

STAIR / ELEVATOR MONITOR

FUNCTIONS

The functions of Stair / Elevator Monitor (if applicable) are to assist in the evacuation of employees, contractors, and visitors.

DUTIES

- Know the location and use of all fire and emergency related equipment found on the floor or area that he/she is assigned.
- Be completely familiar with the building and floor layouts and exits, and company's designated meeting areas.
- Immediately check designated stairwell door for heat (remember to use back of hand), then stairwell for safety.
- Instructs personnel to form a single line along the right side (outside) of stairwell because First Responders may be using the left side (inside) of stairwell.
- Ensures occupants enter the stairs in calm and orderly fashion and directs employees to tenants' designated safe meeting area.
- Assign someone to either stand post or continually check both passenger and freight elevator lobbies in order to prevent employees, contractors, and visitors from using the elevators during emergency.
- Assist in redirecting employees to alternate exit, if necessary.
- After evacuation complete, they should check to make sure all stairwell doors are closed.
- Assist in the development, implementation and maintain a fire prevention program including educating company employees.

SPECIAL ASSISTANTS (AIDES) FOR PERSONS REQUIRING ASSISTANCE

FUNCTION

The function of Special Assistants are to assist in the evacuation of Person Requiring Assistance (broken leg, pregnancy, physically challenged, blind, deaf or hearing impaired, heart condition, etc.). Person Requiring Assistance must be identified and considered prior to any emergency evacuation.

Persons not requiring or providing assistance will evacuate first. Persons requiring special assistance can then evacuate in an effort to avoid injury. If there is evidence of fire, persons requiring special assistance should be positioned near the emergency exit located farthest away from the fire. If fire conditions pose a personal threat, the Special Assistants will enter into the emergency stairwell accompanying the person requiring assistance and wait for help from the fire department. The Emergency Response Team members may assist in evacuating the person(s) requiring special assistance if danger is imminent and the fire department has not yet arrived. Please note that the fire department has control of the elevators thereby being able to efficiently assist and relocate the persons requiring assistance without creating blockage in the stairwell.

It is helpful if these Special Assistants have radios or cell phones in order to communicate with building management, fire and police departments.

DUTIES

- Know the location and use of all fire and emergency related equipment found on the floor or area that he/she is assigned.
- Be completely familiar with the building and floor layouts and exits, and company's designated meeting areas.

- There should be a minimum two (2) people assigned to assist an individual.
- Ensures person requiring assistance is relocated to the stairwell.
 - The Special Assistant waits until all occupants on the floor(s) have evacuated.
- One of the assistants is responsible for immediately reporting the location of the person requiring assistance.

APPENDIX

- [Tenant Certificate of Instruction](#)
- [Tenant Contact Information](#)
- [Property Incident Report](#)
- [Contractor Rules & Regulations](#)
- [Signage Request Form](#)
- [Access Card Request Form](#)
- [Access Card Programming Change Form](#)

TENANT CERTIFICATE OF INSTRUCTION

I hereby certify that:

- I have received, read and understand the contents of the Tenant Emergency Handbook.
- I have instructed all employees in the specific emergency procedures.
- I have identified the location of emergency exits and firefighting equipment in the premises.

Name: _____

Company: _____ Suite No: _____

Signed: _____ Dated: _____

Company Fire Warden: _____

Emergency Contact Numbers: _____
(Home) (Cell)

Assistant Fire Warden: _____

Emergency Contact Numbers: _____
(Home) (Cell)

TENANT CONTACT INFORMATION

601 CARLSON

To better serve the needs of our tenants we would like to request the following contact information. Please take a few moments and complete the following Tenant Contact Information Form and return it to building management. Thank you.

Please see that these names and numbers are required to be kept up to date – immediately notify the building management with any changes.

Company Name: _____ Suite #: _____

Office Telephone #: _____ Fax #: _____

Company Website: _____

EMERGENCY

In the event of an “after hours” emergency, it is imperative that building management has the names and home telephone numbers for at least **TWO** names of officers or staff members who would be able to respond and take responsibility.

<u>NAME</u>	<u>TITLE</u>	<u>HOME PHONE</u>	<u>CELL</u>
-------------	--------------	-------------------	-------------

1. _____

E-mail: _____

2. _____

E-mail: _____

AFTERHOURS ACCESS

In the event that entry authorization is required by an employee who has forgotten their access badge or key, please provide at least TWO names of officers or staff members who would be able to respond and take responsibility. Building management cannot grant access without this approval. Please note, only the Emergency contacts and Afterhours contacts will be permitted entry into the space without prior approval from the afterhours contact. If no names are provided the calls will default to the Emergency Contact(s) listed above

<u>NAME</u>	<u>TITLE</u>	<u>HOME PHONE</u>	<u>CELL</u>
-------------	--------------	-------------------	-------------

1. _____

E-mail: _____

2. _____

E-mail: _____

TENANT CONTACT INFORMATION

601 CARLSON

BUILDING SERVICE AUTHORIZATION

Please list the name of the staff member(s) in charge of your office maintenance and janitorial requests and concerns. These staff members will be given user names and passwords for the online maintenance request system, "Property Direct". Persons listed here should be authorized to request special or overtime services and approve any applicable charges.

<u>NAME</u>	<u>TITLE</u>	<u>PHONE</u>
1. _____		
E-mail: _____		
2. _____		
E-mail: _____		
3. _____		
E-mail: _____		

RENTAL PAYMENT CONTACT

Please list the name of the person(s) to contact regarding your lease rental payment. Please list a mailing address if it is different from your suite address.

<u>NAME</u>	<u>TITLE</u>	<u>PHONE</u>
1. _____		
Address: _____		
E-mail: _____		
2. _____		
Address: _____		
E-mail: _____		

TENANT CONTACT INFORMATION

601 CARLSON

LEASE / LEGAL CONTACT

Please list the name of the person (s) who will be responsible for discussions relating to your lease. Please list a mailing address if it is different from your suite.

<u>NAME</u>	<u>TITLE</u>	<u>PHONE</u>
1. _____	_____	_____

Address: _____

E-mail: _____

2. _____

Address: _____

E-mail: _____

BUSINESS HOURS – DAYS PER WEEK

Please indicate your normal working hours and days of week you operate your business office.

Monday _____ Tuesday _____ Wednesday _____ Thursday _____

Friday _____ Saturday _____ Sunday _____

HOLIDAY SCHEDULE

Please indicate the scheduled Holidays your office recognizes and closes your offices for during the calendar year.

The holidays listed below are recognized as building holidays. On these days our management office will be closed, the building entrances will be locked (access is available via building access cards), and janitorial services will be unavailable. Heating and cooling are lowered to the after-hours levels, but additional services can be provided. See building management for these services.

New Year's Day

Martin Luther King Day

President's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Columbus Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

PROPERTY INCIDENT REPORT

Date of Incident: _____ Time: _____

Property Address: _____
Street City State Zip

Person Affected:

Name: _____

Address: _____
Street City State Zip

Phone: _____
Home Work Cell

Description of Incident: Provide a complete description of the incident. Include weather factors, condition of area, type of shoes, any extenuation or irregular circumstances, contracted services involved, statements by the person(s) involved/affected, witness(es), and all other details which may be helpful. If necessary, use additional pages.

Action Taken: Describe action taken as a result of the incident (e.g., mopped up spill, posted warning signs, etc.). If applicable, also include information regarding who provided first aid and/or to the treatment to the affected person(s).

Attachments: List any and all clarifying or backup attachments. Attachments can include medical invoices, correspondence, damage estimates, police reports, photos, videos, newspaper clippings, etc. Any attachments not available during the initial report, should be forwarded upon receipt to the Building Management Office.

PROPERTY INCIDENT REPORT – Continued

Reported By:

Name: _____

Address: _____
Street City State Zip

Phone: _____
Home Work Cell

Reported By:

Name: _____

Address: _____
Street City State Zip

Phone: _____
Home Work Cell

Witness:

Name: _____

Address: _____
Street City State Zip

Phone: _____
Home Work Cell

Building Management Witness:

Name: _____

Address: _____
Street City State Zip

Phone: _____
Home Work Cell

601 Carlson Construction Subcontractor/Vendor Protocol

Deliveries

1. Please arrange for all deliveries of construction materials prior to 8AM or after 5 PM Monday through Friday or on anytime on weekends. Please use the dock for deliveries and removal of materials/debris.

Please Note

We do not want to have elevator pads up during the entire construction project, please arrange to have pads up only during deliveries or debris removal for the building. Please notify the management office if you need to leave them up for an extended period of time such as initial project start up (gang boxes, tool carts, dollies, etc.).

Noise Restrictions

1. All noisy related construction should be indicated on a construction schedule and given to the management office with at least 5 days prior notification.
2. Any noisy related construction that could disturb other tenants in the building should be completed prior to 7:30 AM or after 5 PM Monday-Friday or on weekends.

After Hours Access

1. Access after hours should be arranged with Project Manager
2. Please inform the property manager of any work to be performed after hours with at least 3 days prior notification, so building personnel can be instructed.

Common Area Finishes & Ceiling Tiles

1. If tenant entrance(s) are being modified and common corridor finishes will be affected and some or all finishes are discontinued, please budget for and plan to replace the entire corridor (most of our common corridor wallcovering has been discontinued). Other finishes that could be affected include carpeting and ceiling tiles.
2. When patching a corridor with current wallcovering, replace wallcovering from door frame to door frame or a natural construction break so there are no dye lot issues.
3. Save all ceiling tile, wallcovering or carpet that can be saved and used on other projects.
4. Dispose of any common area finishes that can not be reused.

Tenant Finishes

1. At the completion of any tenant improvement project all tenant finishes should be given to the tenant and it is their responsibility to store. If the tenant does not want any of the finishes they should be disposed of properly by the sub-contractor.
2. Any tenant finishes left in the building's common areas or storage areas will be thrown away by the building personnel.

601 Carlson
Construction Subcontractor/Vendor Protocol
Page 2

Miscellaneous Procedures

1. Please place all walk-off mats/plastic etc inside the construction premises. Nothing should be outside in the common corridor this includes plastic on carpeting.
2. Please seal off all HVAC vents, entrance ways and other openings prior to sheetrock installation and sanding.
3. Please provide one week notice to building management prior to the start of any common area construction in order that tenants and staff can be notified.
4. Common area maintenance, equipment and janitorial closets should be kept locked at all times.
5. All construction materials not used or left over should be taken away by the subcontractors or disposed of properly at completion of the project ie carpet glue, wallpaper paste, sheet rock.
6. All building standard materials left over or not used in a project should be saved if they can be reused or disposed of properly at completion of the project ie doors, door frames, door hardware.
7. Latch guards should be installed on all new suite entries.

Move-In/Out

1. All tenants should be directed to contact the management office to schedule a move in or out of the building.
2. All moves are required to take place after building hours, which are prior to 8AM or after 5 PM Monday through Friday or anytime on the weekends.

601 CARLSON INSURANCE REQUIREMENTS FOR OUTSIDE VENDORS AND CONTRACTORS

3 - CERTIFICATES OF INSURANCE

NOTICE OF INSURANCE CERTIFICATE REQUIRED

THE COVERAGE INDICATED BELOW MUST be provided through an insurance company which carries an A.M. Best rating of no less than "B+" "VIII". A certificate indicating this coverage with separate Additional Insured Endorsement shall be on file in our office **PRIOR TO COMMENCEMENT OF THE WORK**, and shall provide for thirty (30) days prior written notice of cancellation or reduction of coverage.

PAYMENT WILL BE WITHHELD for work performed under your Service Contract until evidence of **ALL** insurance coverage required is received by Artis REIT.

The **MINIMUM REQUIREMENTS ACCEPTABLE** are:

- 1** **COMMERCIAL GENERAL LIABILITY** \$1,000,000 each occurrence
 Bodily Injury and Property Damage \$1,000,000 aggregate

- 2** **AUTOMOBILE LIABILITY COVERAGE** \$1,000,000 combined single
 Bodily Injury and Property Damage limit each occurrence
 This coverage must include coverage for Owned, Hired and Non-Owned Vehicles. If no owned vehicles, hired and Non-Owned coverage is required.

- 3** **WORKERS' COMPENSATION** **STATUTORY REQUIREMENTS**
 EMPLOYER'S LIABILITY LIMIT \$1,000,000

Statutory coverage as required by state in which the work is to be performed. If you are self-employed with no other employees, a qualified self-insured, or not required to carry Workers' Compensation, you must submit a letter stating this, or a copy of your certificate of self-insurance. A Waiver of Subrogation endorsement issued in favor of Artis REIT must be attached to the certificate.

- 4** **ADDITIONAL INSURED ENDORSEMENT** - (Form "B" CG 2010 11/85 or equivalent). The terms of your Service Contract require you to name Artis REIT (insert legal entities named on contract) as an **Additional Insured in an endorsement to your policy (attached to the certificate)**. The endorsement may include the following clause, or a separate endorsement may be issued. **This endorsement must be attached to the certificate:**

PRIMARY COVERAGE

"The insurance afforded by this policy for the additional insured(s) is primary insurance and any other insurance maintained by or available to the additional insured(s) is non-contributory"

Note: We ask the additional insured endorsement provide coverage for "all operations" or "all operations performed for Artis REIT (insert legal entities named on contract)" in order to minimize paper work for you and us.

- 5** **INCREASED LIABILITY COVERAGE**

Due to the size and nature of this project the minimum limits of liability for insurance shall be in excess of our standard requirements above. These minimum limits are to be: \$ _____ for _____.

PROFESSIONAL LIABILITY

This coverage must include damages by reason of any act, error, or omission committed or alleged to have been committed by the consultant or anyone for whom the consultant is legally liable, including contractual liability coverage sufficient to cover the liability assumed as indicated: \$ _____.

Insured:	<u>VENDOR NAME</u>
Identifiers:	601 Tower at Carlson Center
Additional Insured:	AX 601 Tower L.P. and AX US Management, Inc. (owner – 601 Tower)
	Carlson Companies, Inc. (owner – 701 Tower)
	Carlson Center Headquarters Condominium Association, Inc. (legal entity of 601 and 701 towers)
	Carlson Real Estate Company (owner of land surrounding the towers)
	Carlson Center Association, Inc. (legal entity of land)
	WHQ LLC
	CBRE, Inc.

SIGNAGE REQUEST FORM

Tenant suite signs and building directory listing are ordered from building management prior to your move-in. Building management furnishes the original suite sign at no cost to you. Any additional or changes may incur a fee.

It is important to indicate exactly how the company or individual names and abbreviations should appear. Please furnish this information as soon as possible, as production lead-time is four to six weeks.

601 Carlson
601 Carlson Parkway
Minnetonka, MN 55305
Email: 601carlson@artisreit.com

Tenant Name: _____ Suite: _____

Primary Contact: _____ Phone: _____

TENANT SUITE SIGN TO READ:

*(Please **print** or **type** in upper- and lower-case letters exactly what you wish to appear on your suite sign, including **all** punctuation.)*

Line 1: _____

Line 2: _____

Line 3: _____

Line 4: _____

Line 5: _____

Signature

Date

ACCESS CARD REQUEST FORM

Email to: 601carlson@artisreit.com and Robert.wilson@securitasinc.com

Tenant Name: _____ Suite: _____

Primary Contact: _____ Phone: _____

Signature

Date

Access Card Holder Name

Card Reference No.

ACCESS CARD PROGRAMMING CHANGE FORM

Email: 601carlson@artisreit.com and robert.wilson@securitasinc.com

Card Holder Name:		
Card Number:		
Issue New Card <input type="checkbox"/>	Delete <input type="checkbox"/>	Activate <input type="checkbox"/>
Reassign <input type="checkbox"/>	Deactivate <input type="checkbox"/>	Modify Access Level <input type="checkbox"/>
Card Holder Name:		
Card Number:		
Issue New Card <input type="checkbox"/>	Delete <input type="checkbox"/>	Activate <input type="checkbox"/>
Reassign <input type="checkbox"/>	Deactivate <input type="checkbox"/>	Modify Access Level <input type="checkbox"/>
Card Holder Name:		
Card Number:		
Issue New Card <input type="checkbox"/>	Delete <input type="checkbox"/>	Activate <input type="checkbox"/>
Reassign <input type="checkbox"/>	Deactivate <input type="checkbox"/>	Modify Access Level <input type="checkbox"/>

Authorized Signature: _____

Confirmation Call Required