



# **TENANT MANUAL**

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On behalf of ICM Reality Group, LLC and Hines, we would like to take this opportunity to welcome you to International Plaza. It is our desire to make your tenancy experience at International Plaza as pleasant and rewarding as possible.

This Tenant Manual has been designed to provide useful and necessary information about International Plaza's policies, services and amenities. We hope it will serve as a support guide for our Tenant's daily business operations, as well as offer guidelines and resources during building emergencies.

In order to expedite and maintain continuity in our tenant service, we would like to suggest that you designate one person in your office to serve as a Tenant Contact Person. This designated contact person should call the Management Office with all questions or requests for service. We, in turn, will direct our calls and follow-up inquiries to this same individual.

The International Plaza Management Office phones are answered 24 hours a day, seven days a week. **Office hours are 8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays.** After hours, the phones will be forwarded to a member of the management team. You may also call the International Plaza Security Desk 24 hours a day, seven days a week at **(952) 883-3172**. In the event of an after-hours Tenant emergency, the Security Staff has the necessary contact information to assist Tenants.

Again, welcome to International Plaza. We are looking forward to a long-lasting and mutually rewarding relationship.

**International Plaza Management Office  
Suite 150  
(952) 883-3100 Office  
(952) 883-3176 Fax**

**General Property Manager: Geoff Halverson  
Tenant Service Coordinator: Stefanie Sundeen  
Project Accountant: Brittany Brandt  
Lead Engineer: Brett Gardner  
Engineer: Brian Greenhalge**

## HOLIDAYS OBSERVED

---

The International Plaza Management Office is closed on the following holidays:

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

**During those holidays the following building conditions will be in effect:**

- **The engineering staff will be off duty, but on call.**
- **There will be no janitorial service.**
- **Security staff will be on-site.**
- **There will be standard weekend after-hours settings of the air conditioning, heating or ventilation systems unless prior arrangements have been made. It is the Tenant's responsibility to inform the management office prior to the holiday if employees will be reporting for work on that day.**

**Please Note:**

During the winter holidays, live Christmas trees **are not allowed** within the building. However, live holiday wreaths are allowed, as long as the wreaths are not decorated with lighting or candles.

## **TENANT EMERGENCY/CONTACT LIST**

---

It is important for the management office to have up to date information for your firm's daily contacts as well as emergency contact information.

Please fill out the following form and return it to our office upon moving into International Plaza. This form can also be used to document any changes to contacts or phone numbers. The records can also be updated by e-mailing a member of the management office.

**TENANT EMERGENCY / TELEPHONE CONTACT LIST**

---

**Tenant Name:** \_\_\_\_\_

Main Phone Number: \_\_\_\_\_

Main Fax Number: \_\_\_\_\_

Number of Employees  
at International Plaza: \_\_\_\_\_

**Contact Information**

**Daily:** Person(s) to contact regarding routine building issues such as cleaning, repairs, etc.  
Please star a main contact to receive all building emails.

Name	Title	Phone	Fax	E-mail

**Lease:** Top decision maker regarding leased premises.

Name	Title	Phone	Fax	E-mail

**Accounting:** Accounts payable and/or rent payable contact person(s).

Name	Title	Phone	Fax	E-mail

**Security Access Cards:** Person(s) who will handle access card additions / changes / deletions.

Name	Title	Phone	Fax	E-mail

**Overtime HVAC:** Person(s) to contact to authorize overtime HVAC. If any employee may request, please indicate in the "Name" field.

Name	Title	Home Phone	Cell

**After Hours/Emergency:** Person(s) to contact in case of a building emergency after normal business hours.

Name	Title	Home Phone	Cell

**Persons Needing Assistance:** Please identify any persons who may require additional assistance in the event of a building emergency.

Name	Disability	Floor	Location

**Additional Notes:**

## **BUILDING INFORMATION AND AMENITIES**

International Plaza is a ten-story, multi-tenant, Class A Building with distinguished architecture that includes blue tinted glass, a unique V-shape which provides maximum exterior exposure for all Tenants, a double barrel-vaulted open skylight above an airy and spacious two-level atrium. Contextual reference to the natural surroundings is made through graphic representations of birch trees applied to the atrium feature wall and glazing of the interior glass.

### **Location:**

Highway 494 & 34<sup>th</sup> Avenue, to American Boulevard, to 7900 International Drive.

### **Building Hours:**

Monday – Friday: 6:00 a.m. – 8:00 p.m.

Saturday – Sunday: Closed (Sign-In / Sign-Out at Security Desk)

### **Building Amenities Include:**

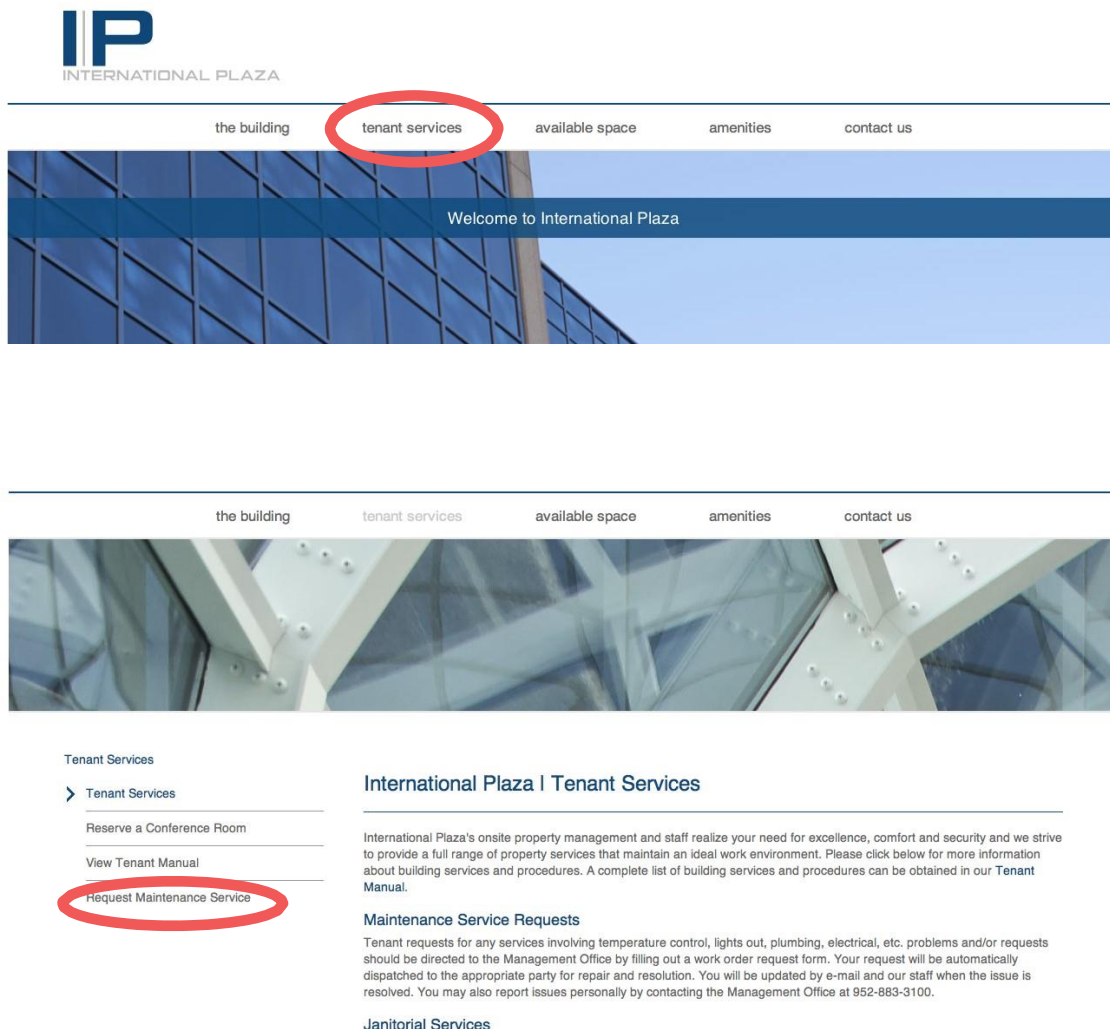
- Fitness Center – **lower level**
- Conference Room – **lower level**
- U.S. Mail drop station (pick-up at 4:00 p.m. Monday – Friday) - **main floor**
- Overnight mail station, UPS & Federal Express- **main floor**
- Classics Market Café - **lower level**
- Ez Call Stationers, convenience store - **lower level**
- Plaza Hair Design Salon - **lower level**
- On-site security personnel
- Complimentary airport shuttle service
- Parking ramp with car stalls – 90% of which is covered.
- Underground executive parking on fee and/or lease basis.
- Covered, drive-up loading dock
- One block from Light Rail Transit station
- Close proximity to Minneapolis/St. Paul International Airport, Mall of America, hotels, and restaurants and within minutes of both downtown Minneapolis or St Paul areas.

The International Plaza Website is located at [www.theinternationalplaza.com](http://www.theinternationalplaza.com). The website is comprised of public building information as well as a Tenant Services area.

**Maintenance Service Requests Are Now Just a “Click” Away!**

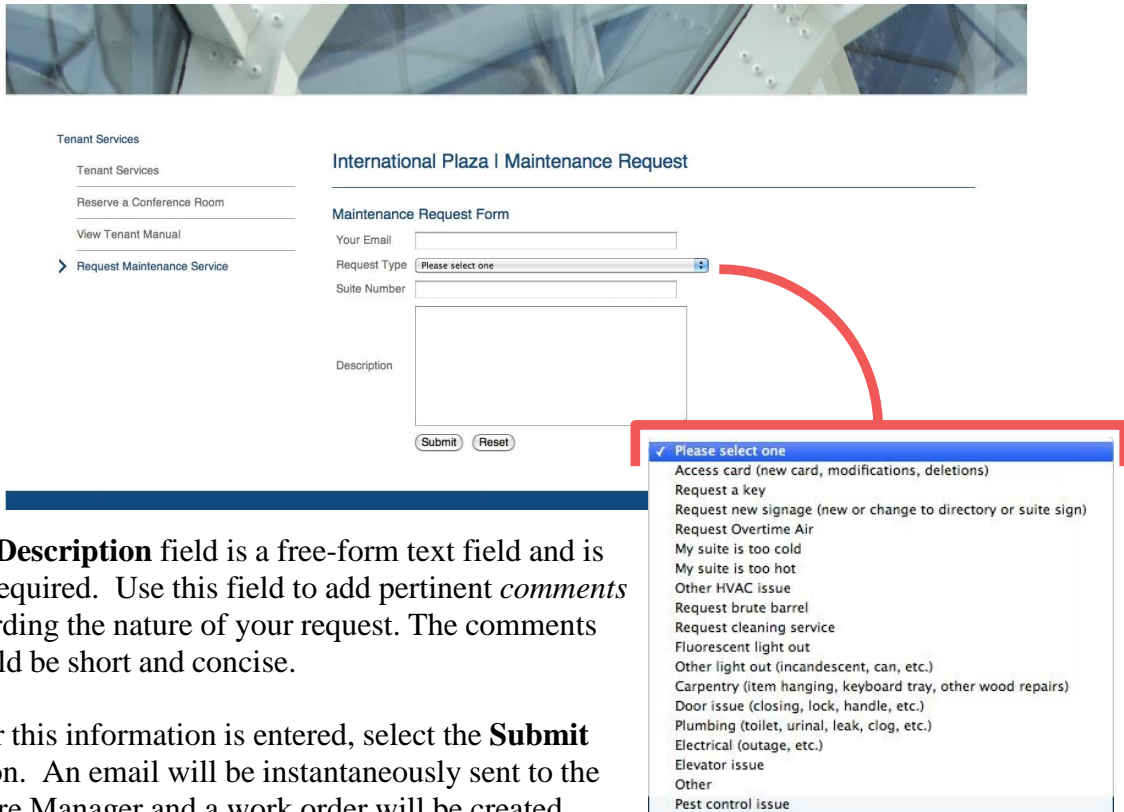
In an effort to further support your business needs and to serve you better, the management team of International Plaza has added email capability via the property website to create and send Maintenance Service Requests to the Management Office. The email information is automatically entered into the Aware Manager, the computerized system that manages Work Requests. It is easy and it is quick.

To access the form, navigate to the [www.theinternationalplaza.com](http://www.theinternationalplaza.com) web page. Select the **Tenant Services** link. From there, select the **Request Maintenance Service** link. At this time, the **Maintenance Request Form** will be displayed. The form is very intuitive and user friendly:



To create a Maintenance Service Request, three pieces of information will require entry:

1. **Your Email Address.** The Aware Manager uses this to automatically fill your contact information (name, phone number, and email) and your location (building and floor).
2. **Work Order Type.** A drop-down list appears when this is selected. Simply select the desired type.
3. **Location.** This is a free-form text field. Use this field to identify the exact location of the problem.



The **Description** field is a free-form text field and is not required. Use this field to add pertinent *comments* regarding the nature of your request. The comments should be short and concise.

After this information is entered, select the **Submit** button. An email will be instantaneously sent to the Aware Manager and a work order will be created.

The entry process only takes a couple of seconds and is that easy!

Should you forget to enter information in a required field, upon selecting submit, the following error message will be received:

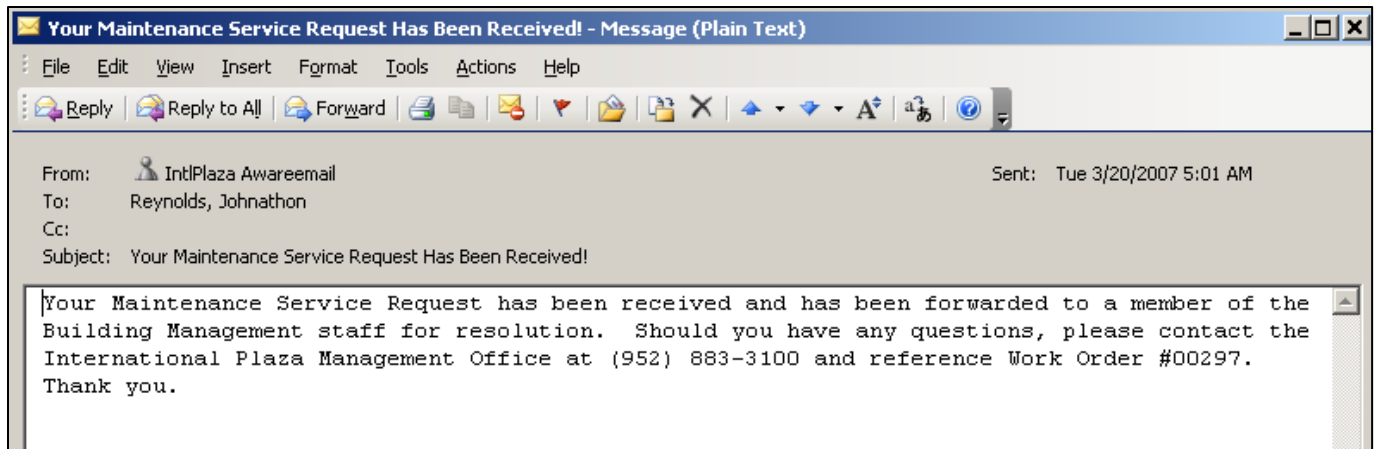
**ERROR -- You must fill out the following fields for your request to be submitted:**

- **Your Email**
- **Request Type**
- **Your Location**

To correct, enter the required information and select **Submit** again. Select the **Reset** button if you want to enter another request.

## Automatic Acknowledgement Response

Another enhancement that has been made to the on-line Maintenance Service Request process is the Automatic Acknowledgement Response. Whether you call the Management Office directly or enter your request on-line, an email acknowledging receipt is automatically sent back to your email address. The assigned work order number is included in the message. To find out the status of your work, please reference the work order number and call the International Plaza Management Office at (952) 883-3100.



### Copying the Request Maintenance Service Shortcut to Your Desktop

Another way to access the Maintenance Request Form without having to go through the above process every time is to copy the shortcut to your Desktop. To copy the shortcut, perform the following:

- Navigate to the **Maintenance Request Form** web page as previously described
- Perform a right mouse click on the link titled "**Request Maintenance Service**"
- Select Copy Shortcut
- Navigate to your Desktop and perform a right mouse click
- Select Paste Shortcut

Once copied, this shortcut will allow you to proceed directly to the Maintenance Request Form.

Thank you for the opportunity to serve you! As always, suggestions and comments are welcome.

## EXECUTIVE CONFERENCE ROOM, SUITE 35 (LOWER LEVEL)

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The International Plaza Executive Conference Room is located in Suite 35. The Executive Conference Room has been designed to serve the Tenants of the building and provides:

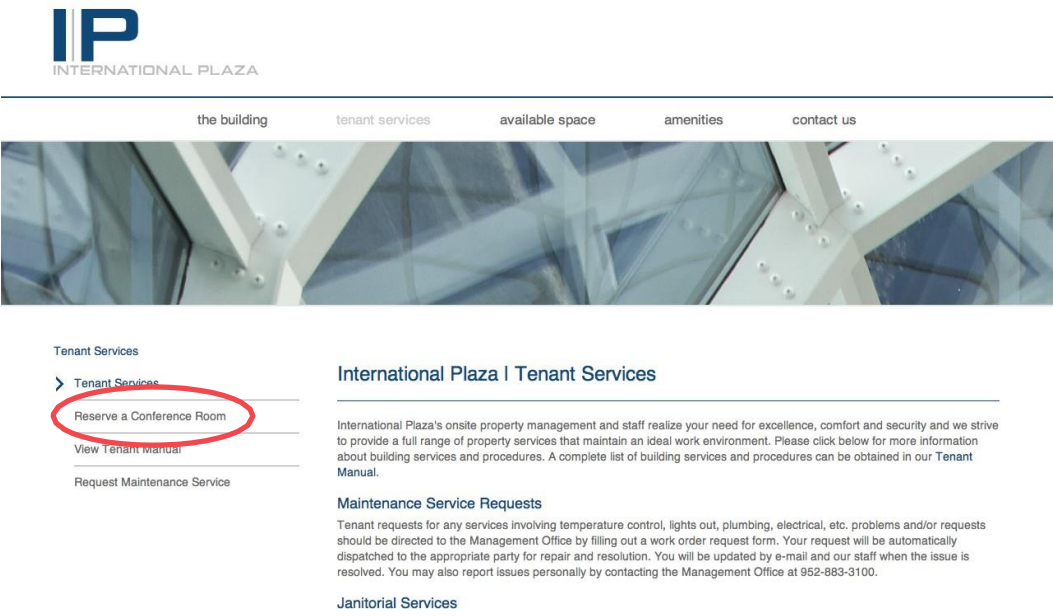
- boardroom style and training/ classroom style seating
  - telephones and polycom (dial #9 for outside line)
  - projector available by request
  - white board
  - break room with refrigerator and microwave
- 
- To reserve the Executive Conference Room, please login to the online reservation system with your supplied user name and password that is specific to your suite. You can login at [www.theinternationalplaza.com](http://www.theinternationalplaza.com) and navigate to the tenant services section of the site and select the “reserve a conference room”. After login, select the date/time that you wish to reserve on the conference room calendar. Step by step instructions are located on the next page of this manual (page 10).
  - Due to the high demand of the Executive Conference Room, we recommend reserving dates as early as possible.
  - In the event your meeting schedule changes, **please adjust/cancel your reservation so another Tenant may have access to the room.**
  - There is no charge to Tenants for the use of the Executive Conference Room.
  - Further instruction can be seen on video tutorials available after you have logged into your account. These may be helpful in showing you how to ad a reservation. Instructions for changing a reservation or delete any meetings that may have been cancelled can be seen on the following pages.

## HOW TO RESERVE THE CONFERENCE ROOM

The International Plaza Website offers an online booking feature for its conference room. Every tenant will receive a login username and password for the purpose of securing individual control over office reservations.

### Login

Log into the booking application from the tenant services section.



The screenshot shows the International Plaza website's navigation menu. The 'Tenant Services' menu is expanded, and the 'Reserve a Conference Room' option is circled in red. Below the navigation menu, the 'International Plaza | Tenant Services' page is visible, featuring sections for 'Maintenance Service Requests' and 'Janitorial Services'.

Tenant Services

- > Tenant Services
- Reserve a Conference Room**
- View Tenant Manual
- Request Maintenance Service

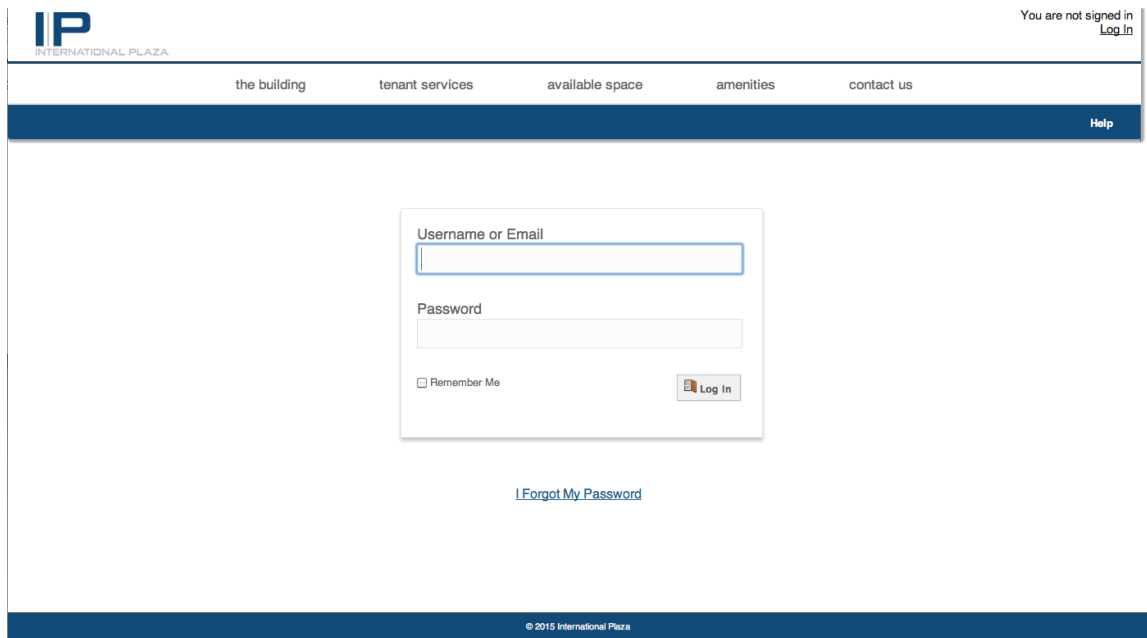
### International Plaza | Tenant Services

International Plaza's onsite property management and staff realize your need for excellence, comfort and security and we strive to provide a full range of property services that maintain an ideal work environment. Please click below for more information about building services and procedures. A complete list of building services and procedures can be obtained in our [Tenant Manual](#).

#### Maintenance Service Requests

Tenant requests for any services involving temperature control, lights out, plumbing, electrical, etc. problems and/or requests should be directed to the Management Office by filling out a work order request form. Your request will be automatically dispatched to the appropriate party for repair and resolution. You will be updated by e-mail and our staff when the issue is resolved. You may also report issues personally by contacting the Management Office at 952-883-3100.

#### Janitorial Services



The screenshot shows the International Plaza website's login page. The navigation menu is visible at the top, and the login form is centered on the page. The form includes fields for 'Username or Email' and 'Password', a 'Remember Me' checkbox, and a 'Log In' button. A link for 'Forgot My Password' is located below the form. The footer of the page displays the copyright information: © 2015 International Plaza.

You are not signed in [Log In](#)

the building tenant services available space amenities contact us [Help](#)

Username or Email

Password

Remember Me [Log In](#)

[Forgot My Password](#)

© 2015 International Plaza

## HOW TO RESERVE THE CONFERENCE ROOM

Upon login, you will be brought to the schedule screen. You will see all time that is scheduled for your suite, available time you can book and time blocked out by other suites that have reserved time already. Grey boxes are not available and any boxed time that is marked “Private” will not be able to capture a reservation. White boxes are available for booking.

**The Conference Room**

+ CANCELLED - 10/11/2015 +

	Reservable	Unreservable	Reserved	App. for booking	Unavailable	Cancelled	Private	Cancelled
<b>Sunday, 10/29/15</b>	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
Conference Room								
<b>Monday, 10/30/15</b>	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
Conference Room								
<b>Tuesday, 10/31/15</b>	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
Conference Room								
<b>Wednesday, 11/04/15</b>	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
Conference Room			Private	Private				
<b>Thursday, 11/05/15</b>	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
Conference Room								
<b>Friday, 11/06/15</b>	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
Conference Room								

+ CANCELLED - 10/11/2015 +

## HOW TO RESERVE THE CONFERENCE ROOM

### Reserving time for your suite

Simply click on the block of time (broken down into 1/2 hour increments) and adjust for the time you need for your meeting in the conference room. You can add “Title of your reservation” and “Description of your reservation” for easily tracking which meeting is coming up (view these either from the schedule or the dashboard).

Signed in as Dan  
Sign Out

the building tenant services available space amenities contact us

Dashboard My Account Schedule Video Training Help

Create Cancel

**Create a new reservation**

Suite 1234 - Dan (dan@dan.com)  
Resources to be reserved  
[Conference Room](#) [More Resources](#)

Begin 03/12/2015 10:00 AM

End 03/12/2015 10:30 AM

Reservation Length 0 days, 0.50 hours

Repeat Does Not Repeat

Title of reservation

Description of reservation

Create Cancel

© 2015 International Plaza

*Note: A red bracket highlights the 'Begin' and 'End' time fields with the text 'Time can be adjusted'.*

Signed in as Dan  
Sign Out

the building tenant services available space amenities contact us

Dashboard My Account Schedule Video Training Help

Create Cancel

**Create a new reservation**

Suite 1234 - Dan (dan@dan.com)  
Resources to be reserved  
[Conference Room](#) [More Resources](#)

Begin 03/12/2015 10:00 AM

End 03/12/2015 11:00 AM

Reservation Length 0 days, 1 hours

Repeat Does Not Repeat

Title of reservation  
Meeting for business

Description of reservation  
Go over business items...

**Your reservation was successfully created!**  
Your reference number is 5500941d936b2756759716  
03/12/2015  
Resources: Conference Room  
Close

Create Cancel

© 2015 International Plaza

# HOW TO RESERVE THE CONFERENCE ROOM

## Changing or Deleting Reservation

You can change a current reservation that you have, by clicking on the time block, to access your information that coincides with that particular reservation. You can increase time if time is available.

Deleting the block of time that has been reserved will open the time up for others to reserve.

INTERNATIONAL PLAZA

the building tenant services available space amenities contact us

Dashboard My Account Schedule Video Training Help

The Conference Room

03/09/2015 - 03/13/2015

Reservable Unreservable Reserved My Reservation Participant Pending Past Restricties

Day	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM
Monday, 03/09/2015	Conference Room								
Tuesday, 03/10/2015	Conference Room								
Wednesday, 03/11/2015	Conference Room	Private	Private						
Thursday, 03/12/2015	Conference Room		Suite 1234 - Dan						
Friday, 03/13/2015	Conference Room								

03/09/2015 - 03/13/2015

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Click on block to update or delete

INTERNATIONAL PLAZA

Signed in as Dan Sign Out

the building tenant services available space amenities contact us

Dashboard My Account Schedule Video Training Help

Update Print Cancel

### Editing Reservation

Suite 1234 - Dan (dan@dan.com)  
Resources to be reserved  
[Conference Room](#) [More Resources](#)

Begin 03/12/2015 10:00 AM

End 03/12/2015 11:00 AM

Reservation Length 0 days, 1 hours

Repeat Does Not Repeat

Title of reservation  
Meeting for business

Description of reservation  
Go over business items...

Delete Add to Calendar

Update Print Cancel

© 2015 International Plaza

Delete reservation

Update entry for reservation

## HOW TO RESERVE THE CONFERENCE ROOM

### Dashboard

Dashboard is a quick reference to see what is coming up or meetings scheduled weeks in advance. There is also an announcement section that is for global notifications from the admin to all users in the event that there is scheduled maintenance that will prevent the conference room from being booked.

The screenshot shows the International Plaza dashboard. At the top left is the IP logo with 'INTERNATIONAL PLAZA' below it. At the top right, it says 'Signed in as Dan' with a 'Sign Out' link. Below this is a navigation bar with links for 'the building', 'tenant services', 'available space', 'amenities', and 'contact us'. A dark blue menu bar contains 'Dashboard', 'My Account', 'Schedule', 'Video Training', and 'Help'. The main content area has two sections: 'Announcements' with the message 'There are no announcements' and 'Upcoming Reservations (1)'. The reservation table shows one entry: 'Meeting for business' in 'Suite 1234 - Dan' on 'Thursday, 03/12/2015 10:00 AM' to 'Thursday, 03/12/2015 11:00 AM' in the 'Conference Room'. Red arrows point from the text labels to these sections.

Announcements				
There are no announcements				
Upcoming Reservations (1)				
Today (0)				
Tomorrow (1)				
Meeting for business	Suite 1234 - Dan	Thursday, 03/12/2015 10:00 AM	Thursday, 03/12/2015 11:00 AM	Conference Room
Later This Week (0)				
Next Week (0)				

Announcements

Current reservations

## **MAIL STATION**

---

International Plaza has a Mail Station, located on the First Floor in the Loading Dock area. A postal employee delivers mail directly to your suite and collects mail between 9:30 a.m. and 11:30 a.m., Monday – Friday and makes an additional one-stop collection at the Mail Station at 4:00 p.m., Monday – Friday. On Saturdays, there is a one-stop mail collection done at the Mail Station.

Federal Express and UPS drop boxes are located in a room near the First Floor Elevator Lobby across from the management office. Collection times are noted on the individual drop boxes and express mailing supplies are also available at this location.

## PARKING LOT, PARKING RAMP AND EXECUTIVE GARAGE

---

The “surface” parking lot is located on the south and east sides of the building entrance and is designated as a “**Visitors Only**” lot. It is clearly marked and is intended for use by **guests, clients and other short-term visitors** to International Plaza. Please inform your employees, guests and vendors of this policy; **employees should park only in the parking ramp adjacent to the building.**

An executive, underground parking garage with a capacity of fifty parking spaces is available on a fee and/or Lease basis.

**All vehicles** left overnight must be parked on the north side of the **3<sup>rd</sup> level** of the parking ramp and logged in the “Overnight Parking Vehicle Log” located at the security desk. Vehicles that are not logged in or are parked on other levels of the parking ramp will be subject to towing. Vehicle owners will be responsible for all expenses related to the towing and storage of their vehicles. Vehicles will be towed and stored by Chief’s Towing (952-888-2201).

The privilege of parking in the ramp for free **is extended only to Tenants and their daily guests at International Plaza.** You may not invite friends or relatives to park in the ramp for extended periods of time, i.e., free parking for airport travel.

**Please Note:**

- 1) **Lock your car. Keep all valuables and personal items out of sight in your car trunk**
- 2) **Security Guard Escort:** If you need an after-hours escort from the building to your car, please contact the security desk located in the main lobby at **(952) 883-3172.**
- 3) Please help us keep the parking ramp and executive parking garage clean by using the **trash receptacles** at the entrances to the building.

## DOCK AND FREIGHT ELEVATOR INFORMATION

---

The International Plaza Management Office must receive **24-hour advance notice** for Tenant usage of the dock for Tenant move-in/move-out purposes. **Movers will be denied access if prior arrangements have not been made.**

All large deliveries must be made after building hours and arranged through the management office. Security can assist by providing access as directed. **Any delivery attempted during the day which consists of more than two trips from the dock to elevator lobby will be turned away.**

The dock is located ½ a block North of 80<sup>th</sup> St. on Metro Drive, on the West Side of the International Plaza building.

The exact measurements of the dock are as follows:

Door Height:	12 feet
Door Width:	8 feet
Truck Unloading Area:	14 feet

**FREIGHT ELEVATOR CAB #5: (All moves must be made using this elevator.)**

Door Height:	94 in.	Cab Depth:	63 inches
Door Width:	44 in.	Cab Capacity:	3,500 #'s
		Cab Width:	75 & ¾ in.

## **STANDARD BUILDING SERVICES**

---

We look forward to the prospect of working closely with the Tenants of International Plaza. It is our sincere wish to represent our Tenant's best interests and provide the utmost in building services to you. We feel it would be helpful to outline in general terms the services that are provided at no charge as standard building services (routine maintenance, such as air conditioning, lights, etc.) and those services that are considered a Special Request or Tenant expense obligation. If you ever have a question as to what is considered a standard building service, please feel free to call our office at (952) 883-3100.

For service, please submit your request at [www.theinternationalplaza.com](http://www.theinternationalplaza.com) under Tenant Services then Request Maintenance Service on the right side of the page or contact the Management Office at (952) 883-3100.

### **STANDARD SERVICES**

#### **(Within Tenant's Suite, or Building Common Areas)**

- . Thermostat adjustments for temperature control
- . Standard light bulb replacement
- . HVAC repair and maintenance
- . Building restroom issues
- . Janitorial service Monday – Friday

### **SPECIAL REQUEST SERVICES**

#### **(Tenant Expense Obligation)**

#### **UTILITY WORK**

- . Hanging office pictures or white boards
- . Unclogging private office restroom drains
- . Changing specialized lights (i.e. display cabinets, spotlighted office signs)
- . Promotional events – set-up & removal
- . Keys / Lock changes
- . Access card requests

#### **REPAIR**

- . Carpentry work
- . Plumbing repair for interior, private water works
- . Table/desk-top glass removal
- . Lock repairs for interior office doors
- . Additional keys / lock set changes
- . Shelf/keyboard tray installation
- . Furniture & specialized lighting fixture repairs
- . Any other services deemed above standard at the discretion of the management office.

**SECURITY** Additional security required for Tenant events or move in/out

- CUSTODIAL**
- . Cleaning of specialized glass topped furniture
  - . Janitorial cleaning at non-standard times (holidays, etc.)
  - . Carpet cleaning
  - . Washing dishes
  - . Cleaning refrigerator/microwave

The minimum charge for Special Request work is \$20.00 for up to one-half hour. Each additional full or partial half-hour is an additional \$20.00. For example, if a Special Request job takes 45 minutes to complete, you would be billed \$40.00. These rates are reasonable and typically lower than the rates charged by outside service vendors. If a technician's service is needed from an outside vendor, the Tenant will be charged for the hourly time charge plus materials.

**Any outside vendors doing work within your suite must provide the Management Office with a *current* Certificate of Insurance.**

Janitorial Service is provided under the site supervision of a Project Manager, Monday through Friday, after normal business hours. Routine office cleaning includes:

- Vacuuming
- Dusting
- Emptying of wastebaskets and recycling bins (not personal desk recycling bins)
- Spot cleaning of carpets

Trash from normal, everyday office operations will be removed nightly by the janitorial service. Do not place any object near or against trash receptacles if the material is not to be thrown away. Trash stickers should be used to designate all items that need disposal. If your office does not have trash stickers, please contact the Management Office at **(952) 883-3100**.

Furniture and equipment cartons or crates cannot be handled by the building or janitorial service and must be removed by the Tenant's' supplier.

Should your office require any special cleaning or other services of this nature, please notify the Management Office at least 24 hours in advance. Special janitorial services, other than the normal cleaning described above, will be provided at the expense of the Tenant. (Please refer to "Standard Building Services" for more information.)

A Day Porter is on duty Monday through Friday. If you observe a janitorial problem on the building's grounds, entrances, lobbies, corridors, restrooms, or parking ramp, please call the Management Office at **(952) 883-3100** immediately.

**Please Note:** In the event janitorial services are not up to your office's standards, please do not hesitate to call the Management Office so we may respond to your needs in an efficient and effective manner.

Your assistance in notifying the Management Office when building conditions or building equipment repairs is necessary and extremely appreciated by our staff. Please do not assume that someone else has reported a building problem. With your assistance, our staff will do everything possible to keep International Plaza in the very best condition.

International Plaza currently has the following recycling programs in place:

- Office paper of any kind, newspapers, aluminum cans, glass, cardboard, plastics bottles with necks and magazines. Please co-mingle recyclables and place in the provided large office recycle bin. This will be removed daily by the janitorial service.
- Personal desk recycling bins are provided. Employees must deposit paper into a large office recycling bin – janitorial personnel have been instructed not to dispose of paper in personal desk recycling bins.

Security for International Plaza is provided on a 24-hour per day, 7-day per week basis. The Security Officers will assist Tenants in a variety of ways:

- Greets and directs visitors to their destinations at International Plaza
- Monitors deliveries, parking lot/ramp activity
- Will provide escort from building to car when necessary
- Monitors overnight parking of cars in executive garage and lot/ramp
- Assists Tenants with after hours access to suites

The security desk is located on the first floor near the entrance of the building. To reach the security officer, call **(952) 883-3172**. When the security officer is not seated at the desk, all calls roll over to the mobile phone they carry, so a call should never go unanswered.

There is a sign-in/out sheet located at the security desk. This **must** be signed whenever entering or leaving the building after hours. This system allows us to know who is in the building and assists building personnel with the location of people in the event of an emergency situation.

Tenants should report all vandalism and thefts immediately to the Bloomington Police Department (**emergency 911, non-emergency 952-948-3900**), security desk at **(952) 883-3172** and then to the Management Office at **(952) 883-3100**.

**CARD ACCESS SYSTEM**

International Plaza has a card access system, which controls after hour access to the building at the front doors, as well as the first and lower level doors from the parking ramp. The system is designed to not only enhance the building's security, but also provide more convenient after hours and weekend access to the building for employees.

<b>Card Access Request Form</b>			
This form can be e-mailed to <a href="mailto:Kristi.Sanders@hines.com">Kristi.Sanders@hines.com</a> or faxed to: Attn: Kristi Sanders at 952-883-3100			
<b>Tenant Name:</b> _____			
<b>Requestor's Name:</b> _____			
<b>Please issue a new card for this employee. I understand I will be charged \$5.50 for each card issued.</b>			
Card # (to be filled in by management)	Employee Name	Access Given (24 hr, garage, floor)	
<b>Please deactivate (D) or permanently delete(DL) the following card(s).</b>			
Card #	Employee Name	Location of Card (in tenant possession, lost, not returned)	Code D or DL
<b>Please modify (M) the name or re-activate(R) this card.</b>			
Card #	Employee Name	Access Given (24 hr, garage, floor)	Code M or R

The card access system utilizes proximity readers and magnetic cards similar in size to a credit card. The building's doors are unlocked by simply holding the card up to the proximity reader. Upon move-in to the building, each employee who may need to access the building after-hours can be issued one card free of charge; **thereafter, additional or replacement cards for those lost, stolen or not collected from terminated employees, will cost \$5.00.** (The additional cost also includes new employees hired by an existing tenant.)

Each new Tenant must provide the Management Office with a list of all employees who will require access cards. We will then assign each employee a numbered card. Once this information has been input into the card access system, we will deliver the cards to the Tenant along with a copy of their employee list. The Tenant will be responsible for distributing the assigned cards to each of their employees and notifying the Management Office **in writing** of any changes/termination in access cards.

To make name or access changes (new employee, terminated employee, lost/damaged card) please submit these requests via the building website at [www.theinternationalplaza.com](http://www.theinternationalplaza.com). You may also submit these requests in writing to the Management Office by using the Card Access Request Form on the previous page.

If you have any questions regarding the card access system, please contact the Management Office at **(952) 883-3100**.

### **BUILDING ACCESS, AFTER HOURS & SUITE ACCESS**

Access to International Plaza is available to Tenants 24 hours per day, seven days a week. After-hour arrivals and exits from the building must be registered on a sign-in/out form at the security desk located in the main lobby. If you have office guests arriving after-hours, please make arrangements to meet them in the building's main lobby.

If Tenants arrive without a key or have locked themselves out of their suite, the building policy is strict and will be enforced. **This procedure is enforced in order to keep unauthorized persons and/or terminated and disgruntled employees from having access to Tenant suites.**

If an employee arrives at the building and is without an office key, security will try to resolve the lockout by the following means:

- The employee will be asked to call a supervisor or co-worker to bring a key or return to their home for the key.
- If this is not possible, security will call the persons listed on the Tenant Emergency Contact Sheet to obtain approval in order to allow the employee into the suite.
- If Security cannot reach the contact (s) to provide authorization, **access will be denied.**

If an employee is working in the building after hours and finds they are locked-out of their suite, security will resolve the lockout by the following means:

- Contact Security. Inform them where your office is located within the suite and where your keys have been left. The security officer will then retrieve your keys for you or walk you to your desk so that you can show them your keys.

The following page is a copy of the **Release For After-Hour Emergency Access** form which security uses to document any after-hours access or requests.

**INTERNATIONAL PLAZA**

**RELEASE FOR AFTER HOUR EMERGENCY ACCESS**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ A.M / P.M.

Company Name: \_\_\_\_\_

Suite #: \_\_\_\_\_ Office Telephone: \_\_\_\_\_

Person Authorizing Access: \_\_\_\_\_

(Check one)

\_\_\_\_\_ Unable to reach Tenant Contact – **access denied.**

\_\_\_\_\_ **Access granted** by after-hours contact.

\_\_\_\_\_ **Access denied** by after-hours contact.

**Note: If employee is locked-out of their office while working, after hours, the Security Officer will escort employee to office suite, and remain there until employee can show the officer their office key. If key cannot be located in officer's presence, the officer will escort employee out of the suite and notify the Tenant Contact immediately.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
(Please print name)

\_\_\_\_\_  
Security Guard Signature

\_\_\_\_\_  
(Please print name)

**\*No deliveries can be made through the front entrance of the building.**

Deliveries from your vendors and/or suppliers must be made via the loading dock. Small deliveries that can be transported on a two-wheel dolly can be made from the parking ramp; however, no vehicles should be parked in front of the doors between the parking ramp and the building entrance and nothing larger than a two-wheeler cart may be used.

Large deliveries that require moving equipment, would require more than two trips in the freight elevator and/or would tie up the freight elevator and lobby for a period of time, **must** occur prior to 7:00 a.m. and after 6:00 p.m.

Any damage to carpet, walls or elevator interiors that are caused by a Tenant or Tenant's vendor during deliveries, **will be repaired at the Tenant's expense**. Please stress to your vendors their need to be very careful to avoid damage to the building's common areas.

**\*All deliveries must access the building's floors via the freight elevator.**

The surface parking lot is located on the south and east sides of the building and is designated as a "**Visitors Only**" lot. It is clearly marked and is intended for use by your guests and other short-term visitors to International Plaza. **Vehicles will not be allowed to park in the drive-through (drop-off circle) of the main entrance or handicapped parking space to make deliveries.** Please advise your suppliers of this policy.

The following page is a copy of the Parking Violation form. Parking lot violations will be kept on file and repeat violators of this policy will be subject to towing.

**INTERNATIONAL PLAZA  
Management Office**

***International Plaza  
PARKING VIOLATION***

You have parked on private property. Parking regulations must be followed, in order to provide adequate parking space for all Tenants, and to protect the efficient, safe operation of this parking lot.

The following violation has occurred:

- Your vehicle is not registered in the “Overnight Vehicle Parking Log” located at the security officer’s desk in the main lobby.
- Your vehicle is not parked in the designated area for overnight parking (the north side of the parking ramp on level (3) three) – OR – you have parked in a reserved Park & Go Parking space.
- Your vehicle is parked in reserved parking leased exclusively to Park ‘N’ Go. Tenants must park on levels one through three in the International Plaza ramp. Park ‘N’ Go offers free shuttle service to all International Plaza Tenants. Please see the management office (Suite 150) for passes.

Date Violation Written: \_\_\_\_\_ Level Parked On: \_\_\_\_\_

License Number: \_\_\_\_\_

Vehicle Make: \_\_\_\_\_ Vehicle Model: \_\_\_\_\_

These parking facilities are provided for the use and convenience of our Tenants ONLY. Your future cooperation in observing these regulations will be greatly appreciated. *A copy of this notice will be kept; a repeat parking violation will result in your car being towed by Chief’s Towing (952-888-2201).* Thank you.

## MISCELLANEOUS: BICYCLES, PETS, AND SMOKING

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### **BICYCLES:**

There is a bicycle rack located on the main level and lower level of the parking ramp next to the Executive Parking garage door. **Please use this location to park and secure all bicycles.**

- **Bicycles are not allowed to be brought through the building to your suite.**
- **Bicycles are not to be left at the front entrance of the building or secured to its canopy piers, sidewalks, or secured to signposts on building grounds.**

### **PETS:**

**No pets of any kind** are permitted within the common areas or office suites of International Plaza, with the exception of working animals that aid the disabled. Also, pets are not to be tied or leashed to signposts or trees on the building's grounds.

### **SMOKING:**

**Smoking in the public areas of the building (restaurant, restrooms, corridors, stairwells, executive parking, etc.) is strictly prohibited.** If a Tenant smokes within their premises and the odor can be detected in the common areas of the building, we will insist that the smoking be stopped. Failure to comply would be a violation of the building's rules and regulations, as well as the Minnesota Clean Air Act.

For smoking breaks, we ask that you use the designated smoking area in the southwest corner of the building's parking ramp. Also, please remember that cigarette butts are litter; discard in the ash receptacles rather than on the ground or in the landscaping.

### **Please Note:**

Other rules pertaining to the building may also be found in your Lease document. Please contact the Management Office with questions relating to any of International Plaza's building policies.

## “NO SOLICITATION” RULE/UNAUTHORIZED VISITOR

For Tenant security, International Plaza has a “**No Solicitation**” rule, which prohibits the unauthorized solicitation and distribution of printed materials or general canvassing of Tenants. **This also includes solicitation by Tenants at International Plaza.** To help the Management Office enforce this rule, we would request you have your staff inform our office if they ever encounter a solicitor within the building:

- If someone enters your office for the purpose of solicitation or is suspicious and disruptive, please note any identifying details (appearance, clothing, what they are carrying, the direction they take when they leave your office suite, etc.).
- **Call the management office at (952) 883-3100 with your information immediately. If the person is being very disruptive or threatening, call the Police Department (911).** We will send security or one of our staff to that floor’s lobby to intercept the solicitor/unauthorized person and escort them from the building.
- To prevent theft, please ensure when your office is open, that someone is always stationed at the receptionist desk to greet people.
- Criminals are very familiar with office buildings and know exactly what to look for. For example, many people keep purses, wallets and valuables in their lower, larger desk drawers. Criminals will also survey desktops for checkbooks, keys, security badges, etc.; keep important, valuable items secured during the workday and after hours.

<p><b>Please Note:</b> Any suspicious person should be reported to minimize theft and other security problems.</p>
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## SUITE IMPROVEMENT, EXPANSION, CONSTRUCTION

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Any tenant improvement or construction after move-in must be coordinated through the Management Office to ensure architectural quality control and that all construction work meets building, system, safety and fire code requirements.

If such work is being contemplated, please contact the Management Office as soon as possible to ensure the expeditious completion of your plans. The contractor and Tenant must adhere to the detailed Construction Guidelines For International Plaza.

Any construction work initiated without the approval of the International Plaza's owner and its management is subject to removal at the Tenant's expense. This procedure will be strictly enforced since both the building owner and Tenant may incur substantial risk if the work does not meet all applicable legal requirements.

**Please Note:** If you have any questions or require further information in regards to suite improvements with respect to your Lease, please contact the Management Office at **(952) 883-3100**.

For your information, the Construction Guidelines For International Plaza is included on the following pages.

**CONSTRUCTION GUIDELINES FOR**  
**INTERNATIONAL PLAZA**

**Landlord's Representatives**

It is imperative that the contractor maintains open communications with the Landlord's representatives while engaged in construction activity at International Plaza. Personnel listed below are willing and able to assist:

Management Office General Number		(952) 883-3100
Property Manager:	Geoff Halverson	(952) 883-3163
Tenant Service Coordinator:	Stefanie Sundeen	(952) 883-3100
Accountant:	Brittany Brandt	(952) 883-3106
Building Engineers:	Brett Gardner	(952) 883-3171
	Brian Greenhalge	(952) 883-3171

***Contractor***

1. Tenant's contractor shall contact building management to arrange the date and times for subcontractors to inspect the premises and develop respective bids. Generally, the premises will be opened for one or two days and all subcontractors must inspect the premises at this time.
2. Tenant's contractor shall contact the property manager at least three days prior to the commencement of construction so that a meeting can be held to discuss the building's policies and procedures prior to work commencing.
3. The contractor must meet with the building's engineer to review the plans with respect to the HVAC, electrical, fire/life safety and other mechanical systems.
4. Prior to commencement of construction, the contractor **must** provide to the Landlord:
  - a) A copy of the building permit.
  - b) Two (2) sets of approved final construction drawings and related documents.
  - c) A list of all subcontractors, the contact person and their telephone number.
  - d) A current Certificate of Insurance from the general contractor and all subcontractors with the information below:

Additionally Insured language:

*International Plaza Partners, LLC; ICM Realty Group, LLC; Gehoben Management, LLC; Lakeridge International Plaza, LLC.; Hines Interests Limited Partnership*

Certificate Holder:

*Gehoben Management, LLC  
7900 International Drive, Suite 150  
Bloomington, MN 55431*

5. All contractors, subcontractors and workmen are required to be a member of the union(s) having jurisdiction. It is necessary that the general contractor maintains a full-time supervisor and/or field person on site at all times during construction of the Tenant's space.

### **Construction Schedule**

At least ten (10) days prior to the commencement of construction, the Tenant's general contractor shall submit to the general manager's attention a construction schedule for the construction of the premises. This schedule should indicate intended start of construction, construction duration for all major elements of work to be performed and the anticipated construction completion. This information is necessary for overall site coordination.

### **Permits**

It is the responsibility of the Tenant's general contractor to obtain the building permit. The permit shall be posted in a conspicuous location on the premises. No work shall commence until the permit is received and posted. The original building permit with final sign off by the city must be submitted to the property management office upon completion of the project.

### **Approved Drawings**

It is required that the Tenant and/or Tenant's general contractor have a complete set of approved drawings and specifications on site and available for review at all times. Further, it is the responsibility of the Tenant's general contractor to verify the Lease lines and demised premises relative to adjacent Tenant spaces and common areas. The Tenant's contractor is also responsible for verifying field conditions and dimensions prior to construction.

### **Indemnification**

Contractor herein agrees that the owner and manager of International Plaza are not and shall not be responsible for any labor, material or considerations furnished for improvements as a part of these premises, without written approval from the owner directly to the company furnishing any labor or material, and contractor shall inform all laborers, mechanics and materialmen engaged by it of the same. A notice of this affect will be posted in the construction area and must not be removed.

### **Lien Waivers**

Upon completion of work, Landlord shall be provided with unconditional lien waivers from the general contractor and all subcontractors and suppliers.

## **Signage**

1. The contractor is not allowed to post any company name or signs on doors, barricade or windows.
2. The contractor shall post signage as required by management for public safety or general warning.

## **Protection of Property**

1. **Adjacent Tenants:**  
The contractor is responsible to replace and/or repair anything damaged in an adjacent Tenant's space that is the result of the contractor or subcontractors work. Such damage may include ceiling tiles, walls, wall covering, glass/mirrors, carpet, etc.
2. **Existing Building:**  
The contractor shall replace and/or repair anything damaged to the existing building and/or facilities.
3. There shall be a rug or mat of sufficient size on the inside of the entrance to the construction area for workers to clean their feet so as not to track dirt or dust into the building's corridors. Contractors will be billed for the clean up of any common areas that become dirty as the result of construction work.

## **Landlord Inspection**

1. The premises may be inspected at any time by the building management staff to ensure compliance with Landlord's requirements as set forth in the Lease agreement and in accordance with the approved working drawings. Any unauthorized construction will be corrected at the contractor's expense.
2. Building management may stop work and contractors will correct anything which is in violation, in the opinion of building management, of O.S.H.A. standards or may cause injury or harm to the public.

## **Modifications to the Existing Building**

1. All roof penetrations required by the Tenant shall be performed by a Landlord approved roofing contractor. The contractor must notify management at least 1 week prior to needing the roof cut, for necessary review and coordination. No roof penetrations will be allowed without written approval from building management.

2. In the event the Tenant design requires a revision or modification to the building's existing structural, plumbing, electrical or HVAC systems, the Tenant's contractor shall request in writing, the building management's approval to change these systems. If approved by building management, a Landlord approved contractor shall make the necessary changes at Landlord's discretion.
3. All Tenant build outs are required to include adequate fire/life safety equipment (smoke detectors, heat detectors, sprinklers, speakers and strobes, compatible with the building's existing system). With the exception of the sprinkler system all other fire life safety work must be completed by LVC (Low Voltage Contractors).
4. The building's floor plates are constructed of poured concrete with a post tensioning cable system. The location and size of all floor penetrations must first be approved by the building engineer and the areas of the intended penetration must be x-rayed before any core drilling can occur. All core drilling must be completed between the hours of 6:00 p.m. and 6:00 a.m. Access to any tenant spaces must be coordinated with building management. Floor trenching is **not allowed**.

### **Interruption of Utilities and Services**

Building management must be notified in writing at least 1 week prior to any modifications to utility services that will temporarily interrupt services to other Tenants or to the building.

### **Noise / Vibration**

1. Building management has established working hours during which contractors may perform "noisy / vibratory" construction. These hours are after 6:00 p.m. and before 6:00 a.m., Monday through Friday, and before 7:00 a.m. and after 1:00 p.m. on Saturday and Sunday.
2. Building management reserves the right to order an immediate halt to any excessive noisy / vibratory work being done that creates a disruption to the normal operation of adjacent Tenants.

### **Odors**

Any work that will produce a strong odor that can be detected outside of the construction area such as carpet laying, painting, soldering, welding, etc., requires coordination with the building engineer and must be completed during off hours. All wood finishing must be completed off site. Failure to follow these rules **will** result in the job being shut down.

### **Delivery of Material to Site**

1. All deliveries must be made through the International Plaza loading dock. The loading dock is located one-half block north of International Drive on Metro Drive, on the west side of the building.

2. All construction material must be on site prior to 6:00 a.m.
3. The delivery of drywall and other construction material that may cause a mess, will not be allowed for any reason after 7:00 a.m. or before 6:00 p.m. (the freight elevator will only accommodate 8 ft. long sheets of drywall or other materials).
4. Any delivery of tools or materials requiring a cart or dolly must have hard rubber wheels (steel wheels are not allowed).

### **Site Cleanliness**

1. Contractor will maintain a clean and orderly construction at all times.
2. Trash will be removed daily. **Contractor is responsible for providing a dumpster.** The dumpster must be coordinated with building management. No construction trash or debris is to be placed in the building trash compactor. Construction debris should be staged from removal from the job site after 6:00 p.m. or before 6:00 a.m.
3. Contractor will contain all tools and/or supplies within leased space. Equipment is not to be left in janitorial rooms, electrical rooms, common areas, loading dock, or corridors of the building.
4. If tools and/or supplies are left in the above listed areas, they will be removed and disposed of by Landlord without liability to Landlord and all time incurred for such removal will be charged to the contractor.
5. Deliveries may be made any time prior to 6:00 a.m. and after 6:00 p.m. Masonite sheets must be laid down between the loading dock and freight elevator.

### **Concrete Work**

Prior to any core drilling or concrete cutting, contractor must receive approval from and coordinate with Landlord the following:

1. All core drilling requires x-ray.
2. All x-raying must be coordinated with the engineer and be completed prior to 6:00 a.m.
3. Gas powered equipment will not be allowed.
4. All work that produces excessive sound shall be performed prior to 6:00 a.m.
5. All floor penetrations shall be sealed watertight and be fire-proofed. Additionally, all floor penetrations within wall cavities, cabinets, fixtures, etc. shall be sleeved to 2" above finished floor.

6. All floor penetrations shall be core drilled or saw cut only. Floors are not to be trenched. Floor penetrations less than 1” in diameter may be hammer drilled with Landlord approval.

### **Sprinkler Modifications**

1. All sprinkler shutdowns will be returned back to normal by Landlord’s personnel only.
2. Request for sprinkler shutdowns must have 24-hour prior notice. Request must be made through building management.
3. Due to the lack of fire protection caused by the system being down, the contractor shall complete construction in as short amount of time as possible.
4. All sprinkler modifications must meet local codes.

### **Miscellaneous Notes**

1. Support wires for ceilings, lights, etc. are not permitted to be tied to any mechanical or piping.
2. All heat pumps and above ceiling equipment must be provided with proper access for repair and maintenance.
3. All above ceiling spaces are to be considered as a rated air plenum and must meet all requirements.
4. Combustibles, whether fire treated or not, will not be permitted above the ceilings.
5. All water piping and the first 10 feet of heat pump supply duct must be insulated to prevent condensation.
6. Any work done after 6:00 p.m. and before 7:00 a.m. must be coordinated with building management.

## **SPECIAL**

Should the contractor need to work in an adjacent, upper or lower level Tenant's space, the contractor shall contact building management to coordinate with Tenant. The contractor shall give building management **not less than three days notice** but as many as possible when access is needed. Any security requirements to protect the Tenant's property shall be the responsibility of the contractor.

Any damage or other cost related to this work will be the responsibility of the contractor.

## **MANAGEMENT SUPERVISORY FEE**

All construction activity that is performed at International Plaza is subject to a Management Supervisory fee equal to 5% of the cost of work. This fee is not negotiable.

The fee reimburses the Landlord for costs associated with the building management staffs review of plans, providing staff for subcontractor walkthroughs and inspections, as well as Administrative expenses.

"Cost of Work" is defined as the gross amount paid to a general contractor or subcontractor for the completion of the work under the terms of the general contract between the Tenant and the general contractor. The Tenant is required to provide the Landlord with a copy of the general contract before the work can commence.

The management supervisory fee must be paid in advance of any work being performed. The payment should be made payable to International Plaza Partners, LLC.

International Plaza is serviced by five high (5) high speed, traction Otis Elevators in the main lobby, including the freight elevator, and two (2) hydraulic Otis Elevators in the entrances accessing the parking ramp levels. The elevators feature computerized dispatch control with digital display and Braille on the control panel for the sight-impaired.

- All elevators contain an emergency push button, which is directly connected to the elevator company and answered 24 hours a day, seven days a week.
- If you are riding in an elevator that happens to stall between floors or if there is any other type of problem, **STAY CALM**. Simply push the button inside the lower telephone cabinet and it will automatically ring as described above. Stay on the line until someone responds to your call. The elevator's identifying cab number is located on the inside of the cabinet door.
- **DO NOT:** Use the red emergency button to hold the elevator. If the elevator should stop between floors, check that this has not been accidentally depressed.
- **DO NOT:** Press the call buttons for both the passenger elevators and the freight elevator in order to take the first one that arrives. **The freight elevator should be used by service and delivery personnel only**; however, if a Tenant is using a two-wheel cart to transport supplies, etc., we do ask that they use the freight elevator.

## AIR CONDITIONING & ENERGY CONSERVATION

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HVAC is provided as needed in your suite Monday through Friday, 7:30 a.m. – 6:00 p.m. unless otherwise noted in the Tenant's Lease Document. After-hours and weekend HVAC is available at your request for an additional charge. The charge for such after hours services shall be at the rate documented in the Tenant's Lease Document or, if no rate is documented, at the rate of \$5.00 per hour (or partial hour), per heat pump serving specific areas of the Premises with \$35.00 maximum charge per service hour and a \$20.00 minimum charge per day, which amount may be changed by Landlord from time to time to account for any change in the cost to Landlord of providing such services. Please make your requests to the Management Office at (952) 883-3100 as far in advance as possible, but not less than 24 hours.

The following are ways to conserve energy at International Plaza:

- 1) Throughout the day, when the sun's exposure is the strongest in your office, be sure to deflect the heat this causes by using your office window blinds. This will help our engineering staff maintain better control and balance in the building's air conditioning; as a result, employees will have more comfortable room temperatures.
- 2) Interior lights also contribute to excessive energy usage and create heat within office spaces. Please remember to turn off lights when not needed during the day and also when leaving your office suite.

<p><b>Please note:</b> Lights should not be left on at the end of the work day for the janitorial company. With our Tenant's continuing cooperation, we can do a great deal to conserve the building's energy.</p>
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## **SAFETY FEATURES & AUTOMATED FIRE ALARM SYSTEM**

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International Plaza is equipped with modern life-safety systems, which are designed to detect, report, and in some cases, extinguish fires completely. The systems are backed up by an emergency generator support system. These systems include:

- **SPRINKLER SYSTEM** – The sprinkler heads are individually activated by high temperature that melts a link and causes the sprinkler to discharge water in an affected area. A flow of water from a sprinkler head will activate the fire alarm system. If the fire is not controlled, other sprinklers will be activated as the links melt. Water pressure within the sprinkler system is maintained by automatic fire pumps; this system is tested on a regular basis.
  
- **FIRE LIGHT STROBES and SPEAKERS** – These audio-visual devices are the system’s means of communication. These speakers are placed in various locations throughout the building to provide communication during an emergency situation. For the hearing impaired, the fire light strobes will flash to indicate a fire alarm.
  
- **MECHANICAL SYSTEMS:**
  1. **STAIRWELL PRESSURIZATION SYSTEM** – All stairwells in the building are pressurized. Stairwell pressurization is a system in which fresh air is pumped into the stairwells to prevent smoke from entering and providing safe egress from the building. The system is automatically activated by any fire alarm device.
  
  2. **SMOKE EXHAUST SYSTEM** – When a fire signal is activated on a floor, the air-conditioning system will shut down and a smoke exhaust fan will remove smoke from the floor on incidence. The smoke will be discharged from the roof level.
  
  3. **SYSTEMATIC SHUTDOWN OF VENTILATION** – In addition to the alarm sirens, a systematic shutdown of the ventilation system occurs and the smoke evacuation process begins. This process begins with the closing of all floor dampers, except for the floor with the alarm, so that contaminated air or smoke can be removed. The stairwells are then pressurized with fresh outside air to make for a safe escape.
  
- **SMOKE DETECTORS** – Located on every floor, in each elevator lobby, in building mechanical room, and in each air return shaft on every floor. These devices provide the initial warning signal of a fire in the building. The activation of a smoke detector will cause the life-safety systems to start-up and the fire department will be notified automatically by our 24-hour alarm monitoring company.

**SMOKE DETECTORS** (continued)

All smoke detectors and sprinkler flow switches are addressed to notify a 24-hour monitoring company (ADT Security Services) as to where the smoke or water flow has been detected. This sets off a series of events to contain the fire and smoke and alert the fire department. Smoke or water flow in the sprinkler system will cause the alarms to sound on the floor where the fire is, as well as the floors directly above and below the fire. All fire strobe lights on these floors will flash and horns will continue to sound until the cause of the alarms has been eliminated.

- **STAIRWELL DOORS** – All stairwell doors are fire-rated doors and are designed to seal off the stairwell from the office space, thus preventing fire and smoke from spreading floor to floor. It is important that these doors not be held or blocked open, as this allows smoke into the stairwell and reduces the efficiency of the stairwell pressurization system.
- **STANDPIPE RISERS** – Standpipe riser systems are normally required in buildings over 75 ft. in height or in buildings with seven or more floors. A pipe riser is extended up the stairwells and is used by the Fire Department to attach hoses to. These are located on every floor.
- **EMERGENCY LIGHTING SYSTEM** – The emergency lighting system will light exit signs and other emergency lighting to provide sufficient illumination for safe travel around the premises. The emergency lighting system is powered by an emergency generator in the case of a power failure.
- **FIRE EXTINGUISHER CABINETS** – A fire extinguisher cabinet is located next to each stairwell door. These fire extinguishers are chemical based and can be used on electrical fires.

**Please Note:** It is not a building requirement for Tenants to have a fire extinguisher in their office suite; however, it is recommended. This decision should be made by the Tenant's management personnel.

- **RAMP and BUILDING ELEVATORS** – Once an alarm is activated, the elevators will descend to either the first or lower level and remain inoperative, except to the fire department and building engineers. The fire doors in the lobbies will also close to contain the smoke to the floor from which it is coming.

(Continued)

- **FIRE and SUITE ENTRY DOORS** – Suite entry doors, unless equipped with magnetic hold-opens, must **NOT** be propped open at any time. The magnetic hold-opens will release when an alarm on that floor sounds or in some cases, when any alarm sounds.
  
- **REMEMBER:**
  - Any door with a door closure is generally a fire door.
  - Fire doors should **never** be propped open, unless done so by the engineering staff.
  - Fire doors are often equipped with magnetic hold-opens, which are de-energized, thus, allowing the doors to close automatically by an alarm on that floor or for any general alarm.

**RENT PAYMENT**

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The Owner of International Plaza places a high priority on the Management Office for the collection of receivables. We will be most appreciative of your promptness in this regard.

In keeping with the terms of the Lease document, **rent is due and payable on the first day of each month**. If you have any questions regarding the balance due on your account, please contact the management project accountant in the Management Office at **(952) 883-3106**. Any payment not received after five (5) days will be considered delinquent.

**Rent payment checks should be made payable to:**

**International Plaza Partners, LLC.**

**Your rent payment should be sent, with your rent remittance advice to ensure proper credit, to:**

**International Plaza Partners, LLC.**

**NW 6402**

**PO Box 1450**

**Minneapolis, MN 55485-6402**

## MOVE-IN / MOVE-OUT INFORMATION

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These procedures and policies apply to the movement of any large pieces of equipment or furniture in or out of the building, irrespective of whether it is a complete move-in/out by a Tenant. An example would be the delivery of new work stations or computer equipment.

- 1) **ONLY** the freight elevator may be used for moving Tenant property. Under **NO** circumstance may a **passenger elevator** be used at any time for moving purposes.
- 2) Tenant moves must occur between **6:00 p.m. & 7:00 a.m. Monday – Friday**, and may occur **anytime on weekends**. (Weekday moves are **NOT** permitted.)
- 3) There are masonite sheets located in the loading dock area; these **must** be laid down on the floor from the loading dock over to the freight elevator. All carts and two wheelers must travel on these sheets.
- 4) Movers are responsible for providing their own carts and two wheelers.
- 5) **DO NOT BLOCK THE ELEVATOR DOORS SO THEY REMAIN OPEN!** You will shut down the elevator and this will generate a service call to the elevator Service Company. **YOU WILL BE BILLED FOR THE CALL.**
- 6) Wall pads are provided for the freight elevator's protection. Please make sure the elevator pads are in place before use of the freight elevator.
- 7) If you encounter a problem during your move, **all elevator service calls should to go through Security.**
- 8) If a key to a Tenant's space is required, it is the Tenant's responsibility to provide this to the mover. If needed, security can furnish access to the building and Tenant spaces with written Tenant approval but will not check out a key to Tenant spaces.
- 9) Movers will be held responsible for **ANY** damage to premises. A Certificate of Insurance **must be on file** for all movers working on the International Plaza premises. Please contact, or have your mover contact, the Management Office at **(952) 883-3100** for further information.



## STORAGE

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Limited storage space may be available at International Plaza. Please contact the Management Office at **(952) 883-3100** for more information.

**DO**

- Keep all office exits clean and unobstructed at all times.
- Maintain a minimum 18 inch clearance below all sprinkler heads.
- Monitor emergency exit lights and notify the Management Office at **(952) 883-3100**, if they are not lit.
- Immediately report any situation that could cause a fire or an accident.
- If you notice any discharged fire extinguishers, immediately contact the Management Office at **(952) 883-3100**.
- Post a list of emergency phone numbers for employee's use. Also, be sure to have an office first aid kit accessible for any minor emergencies.
- If loiterers are observed in corridors, restrooms or stairwells, notify the Management Office at **(952) 883-3100**.
- Remember, a "No Solicitation" rule is enforced at International Plaza (see "No Solicitation" Rule for more information).
- Unplug all electrical equipment that is not working properly or is in need of repair.

**DON'T**

- Overload electrical circuits with extension cords or other non-standard type electrical work. When in doubt, please call the Management Office and we will dispatch an engineer to your suite to assist you. **Please note that the use of a supplementary electrical heater is a fire hazard and is not allowed at International Plaza.**
- Allow accumulation of trash or waste material that is flammable.
- Hold suite doors or lobby doors open with doorstops or other items, unless directed by the building engineers.
- Store flammable liquids within the building.

**TENANT SIGN-OFF OF TENANT MANUAL  
TENANT FLOOR WARDEN & ALTERNATE**

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I hereby certify that:

I have received, read and understand the contents of the Tenant Manual Emergency Procedure Section for International Plaza.

I have instructed **all employees** in the specific emergency procedures.

I understand the function of the **Tenant Floor Warden** and their responsibility in the immediate reporting of any potential or actual emergency condition in our office space or common areas of the floor to the fire department, police and the Management Office. This individual must also be aware of our company's evacuation plan for employees in the event of an actual building emergency.

I have identified **the location of emergency exits** and **fire fighting equipment** on this floor.

Name / Title (Print): \_\_\_\_\_

Company: \_\_\_\_\_ Suite No.: \_\_\_\_\_

Tenant Warden: \_\_\_\_\_ Extension: \_\_\_\_\_

Alternate Warden: \_\_\_\_\_ Extension: \_\_\_\_\_

Signature: \_\_\_\_\_

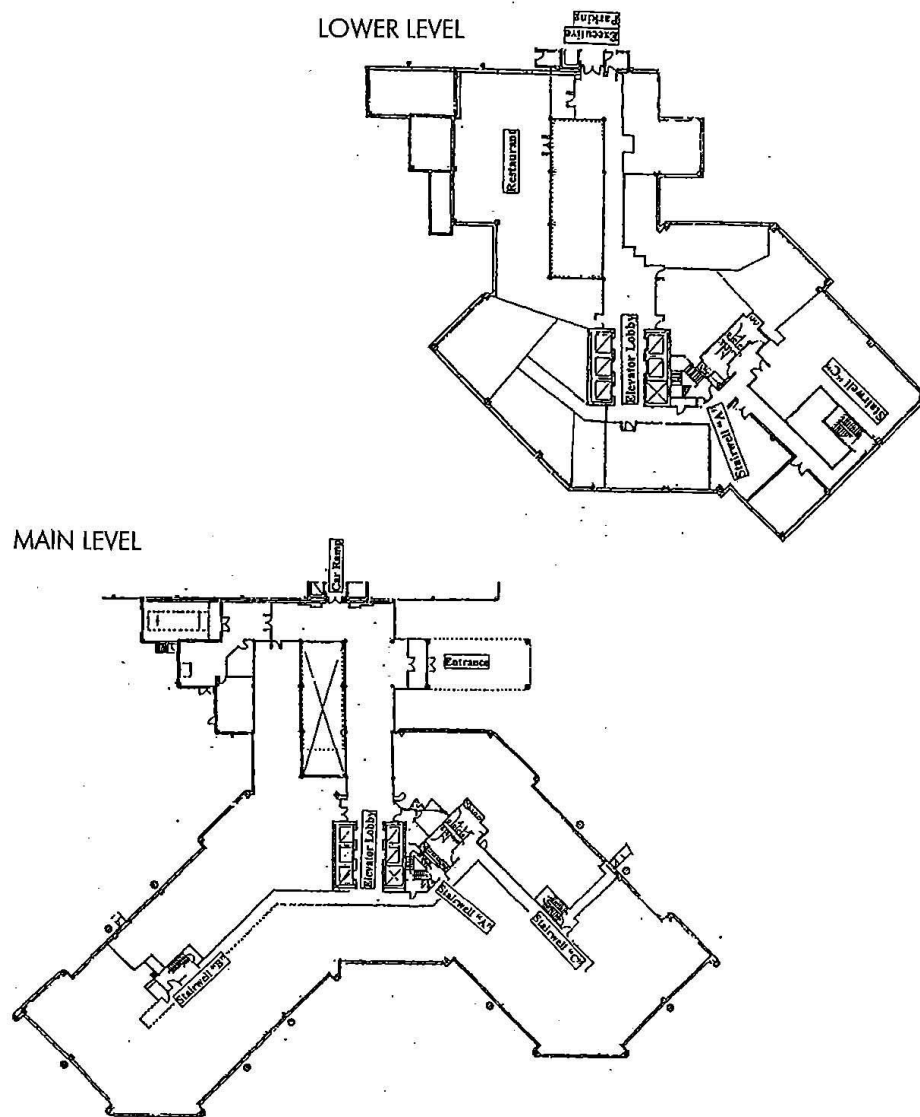
Date: \_\_\_\_\_

## EMERGENCY EXIT FLOOR PLANS

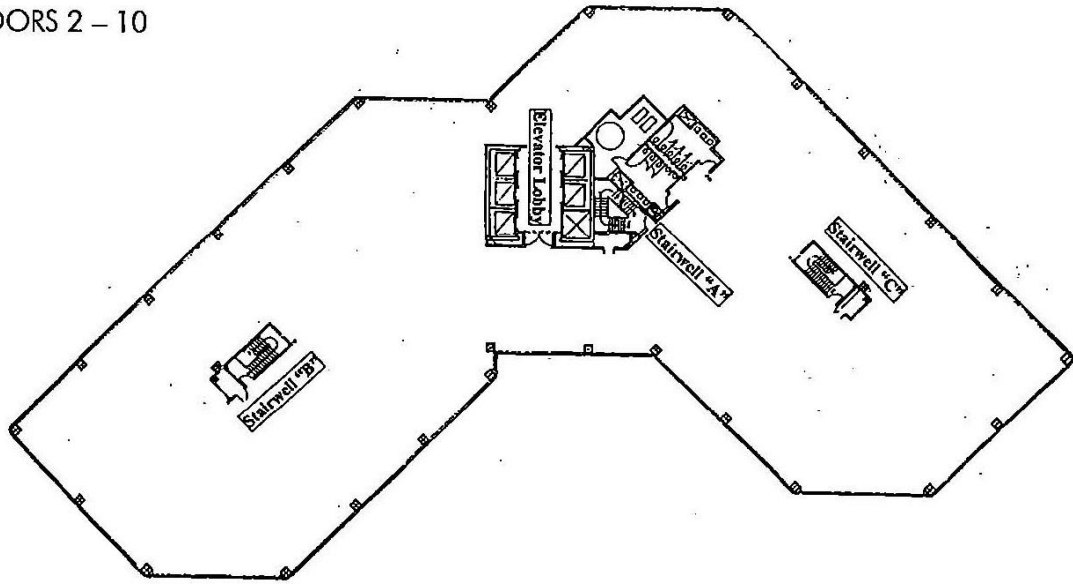
The following diagrams show the locations of the building's emergency exits on the Lower Level, Main Lobby and Floors 2 – 10:

Both Stairwell "A" (located in the center of building), and Stairwell "C" (located on the east side of the building) stops on the Lower Level.

Stairwell "B" (located on the west side of building) stops at the Main Level.



FLOORS 2 – 10



**TENANT FLOOR WARDEN**

**FUNCTION**

The function of the Tenant Floor Warden is to:

1. Coordinate and be responsible for the immediate reporting of any potential or actual emergency condition to the Fire or Police Department and the Management Office.
2. Be responsible for and implement an organized plan of evacuation within office suite and stairwells, if such a situation should ever arise.
3. Coordinate and communicate with the other members of the building's emergency personnel and the fire and police departments.

**DUTIES**

Each Tenant shall designate one (1) employee as Floor/Tenant Warden **for each floor occupied** and one (1) employee as an alternative Warden in case of illness or absence.

The Tenant Floor Warden is responsible for emergency operations in the Tenant's space. As such, the warden should have a complete knowledge of the building's life safety systems and a complete understanding of the emergency procedures. The Tenant Floor Warden must cooperate with the Management Office and the fire department having jurisdiction in the training of employees in the use of the fire fighting equipment or during mandatory fire drills.

If fire is discovered in its beginning stage, or if fire is suspected, it is the responsibility of the Warden to see to it that the fire department is called.

**RESPONSIBILITIES**

The Tenant Floor Warden should relocate Tenant employees and facilitate an evacuation if it is deemed necessary. If the automatic fire alarm signal sounds on your floor, initiate an evacuation. **When in doubt – EVACUATE.**

- If you have made the decision to evacuate your Tenant space, notify all other Tenants on the floor, apprise them of the emergency and have them initiate their evacuation plans.

**RESPONSIBILITIES** (continued)

- Identify any handicapped person who would require assistance in an evacuation or other emergency. Ensure the safe evacuation of such persons by assigning responsible persons to help.
- Upon notification of an emergency, all non-office spaces, including restrooms, should be searched. If an evacuation has been ordered, direct all persons to the nearest stairwell.

**SAFETY SYSTEMS INFORMATION FOR TENANT FLOOR WARDENS**

**Fire Life Safety Speaker System** – The building is equipped with a life safety speaker system, which has the capability of notifying all floors, simultaneously or individually, of emergency situations. Special instructions may be broadcast from the Fire Control Room through the ceiling speaker system, which is audible in the Tenant spaces, corridors and exit stairwells.

**Sprinklers and Smoke Detectors** – The building is fully equipped with sprinklers and smoke/heat detectors on each floor. Both of these systems are automatically monitored so that if either one is activated by smoke or heat, the alarm signal will sound on the affected floor, as well as the floor above and below; the central station fire service and building staff will also be alerted.

**Elevators** – The elevator lobby doors will close and the elevators will automatically be recalled to the ground floor lobby once a floor alarm signal is activated as a result of smoke in any elevator lobby. The elevators will not respond to the lobby call buttons; **they can not be used for evacuation.**

**Stairwells** – The stairwell doors for the alarmed floor, one floor above and one floor below, will automatically unlock in both directions of travel, upon activation of the alarm signal. They will remain unlocked until after the emergency. The stairwells will automatically be pressurized to keep smoke from entering. Please proceed to the stairwells for potential evacuation and await further instructions from Security via the speaker system.

**Fire Alarm Signal** – The signal is an intermittent high-pitched tone sounded on each floor in an emergency. In addition, each floor has light strobes located in the restrooms and common areas, which will flash when there is an alarm.

**DISABLED PERSONNEL**

Disabled personnel should be familiarized with the building's emergency procedures for the following emergency items:

- 1) Evacuation.
  - 2) Use of exits.
  - 3) Fire stairwells.
  - 4) Any special arrangements (i.e., those persons needing carrying and/or walking assistance in the stairwells) relative to their safe egress from the building.
- The Management Office requests notification of all disabled employees and each Tenant's plan for their safe evacuation.
  - More than one person should be designated to aid all disabled personnel in the immediate area during an emergency.

**EVACUATION PROCEDURES**

Due to extreme difficulties encountered while evacuating large numbers of occupants from high-rise buildings, Hines Management, in conjunction with the fire department, has adopted an evacuation plan, consisting of three (3) stages. These stages are:

- Local Evacuation
- Limited Evacuation
- General Evacuation

You will find an explanation of these evacuation stages on the following pages. This plan may be used as a guide for the evacuation process in **most** emergency situations. In each stage of evacuation, certain points must be taken into consideration:

- When an emergency situation exists, the fire or police department will notify the building Management Office staff and the appropriate tenant representatives. Additionally, the members of the emergency team (management office staff or local authorities) will designate the required exit routes.
- With the exception of a local evacuation, do not start evacuating until so directed. When the fire or police department arrives on the scene, they will be given information about the situation and the area involved from the control center. Members of the emergency team will provide assistance as needed.
- Elevators should not be used unless directed by members of the emergency team. Tenant wardens should prevent persons in their area from using the elevators. Occupants should not delay or return for personal belongings.
- Every consideration should be given to assisting the handicapped. Each tenant warden should be aware of any handicapped individuals who are occupants on their floor.
- If there is a deviation from the pre-planned evacuation route, the occupants on the floor (s) that need to be evacuated will receive individual instructions from the fire or police department or the emergency team.
- Occupants of the building may return to their designated areas when directed to do so by the fire or police department or the emergency team. This decision will be made by the chief officer in charge of the emergency.

## **STAGES OF EVACUATION**

### **STAGE ONE (1) – Local Evacuation**

Local evacuation is the horizontal movement of occupants from an endangered area to a safe area located on the same floor.

In these incidents, the horizontal movement will be sufficient to evacuate the occupants from the immediate area until the situation has been resolved.

### **STAGE TWO (2) – Limited Evacuation**

Limited evacuation is the downward movement of the occupants of three (3) floors.

1. Occupants of the floor above the emergency, the floor of the emergency, and the floor below the emergency, should move down three (3) floors via the stairwells and re-enter the common areas on that third floor down.
2. If the first exit route is blocked, alternate stairwell routes should be used.

### **STAGE THREE (3) – General Evacuation**

General evacuation consists of the downward evacuation of the entire building by its occupants. This state of evacuation is an advance plan of action, in any emergency, which would require evacuation of the entire building.

1. The emergency team will notify all floors above the emergency to be evacuated downward.
2. Evacuation should begin from either the top floor of the building, or each individual floor should evacuate at set intervals as instructed by an emergency team member, until the building is completely evacuated.

**STAGE THREE (3) – General Evacuation (continued)**

3. The tenant wardens of the floor above the emergency will be instructed as to which stairways are designated for exiting. These will be designated by an emergency team member to avoid hindrance to the authorities and/or fire fighting and rescue operations.
4. The tenant wardens will direct the occupants in their assigned areas to these designated exits.
5. After the floors above the emergency are evacuated, the emergency team will notify the floors below to begin evacuation.
6. The tenant wardens will direct occupants to designated stairways and a final destination as instructed by the emergency team.

**EVACUATION**

- Evacuation will be by stairway from the floor on which the emergency situation has occurred.
- All Tenants are urged to become familiar with the location of all stairways and exits. The decision to evacuate may be made by **1) the floor/tenant warden, 2) announced by security personnel or, 3) building management via the emergency speaker.**
- Unnecessary evacuations crowd corridors and stairs can prevent emergency personnel from reaching the site of the emergency. However, if you are instructed to evacuate by fire department personnel or the Management Office, please be aware of the following:

**DO**

- Respond quickly, and calmly.
- Go to the designated stairway, keep to the right side of the stairs and use the handrail.
- Keep emergency stairwell doors clear.
- Assist disabled personnel.

**EVACUATION** (continued)

- Remember, usually only a small area is involved in the evacuation, and only two (2) or three (3) floors may need to be evacuated.
- Search office space and restrooms for all personnel.

**DON'T**

- Use the elevators.
- Re-enter area until cleared by emergency personnel or Management Office.
- Block stairwells, vestibules or doors.
- React in any manner that may cause undo alarm and panic.

**EVACUATION RESPONSIBILITIES**

<b>COMMON QUESTIONS</b>	<b>DAY SHIFT</b>	<b>EVENINGS/WEEKENDS</b>
1. Who is in charge on site?	Property manager, engineer, building staff	On call engineer, security
2. Who are the members of the <b>Emergency Team</b> ?	All property management staff and/or police/fire dept.	On call engineer, security and/or property management staff
3. Who is trained in emergency equipment?	Engineers, security, police or fire department	On call engineer, security
4. Who ensures that all emergency equipment is in good working condition?	Engineering Staff	Engineering Staff
5. Who shuts down electrical apparatus, gas lines, etc.?	Engineering staff, police/fire department	Engineering staff, police/fire department
6. Who decides if evacuation is necessary?	Property management (property manager, engineer or building staff)	Security, fire/police department, engineer or property management
7. Who gives the order to evacuate?	Property manager, engineer or building staff	Security or fire/police department
8. How are Tenants notified of evacuation?	PA system	PA System
9. Who will direct the Tenants to the evacuation area?	PA System and/or property management	PA system and/or security
10. What special considerations are there for identifying disabled individuals?	Request quarterly updates from Tenants	Quarterly update from property management office
11. What will each Tenant Warden do to secure their area(s) before evacuation?	See tenant warden duties	Not applicable
12. Who does final "all clear" building check?	Engineering staff, property management staff and/or security	Security, engineering staff and/or property management staff

**FIRE EMERGENCY**

Bloomington Fire Department	911
Management Office	(952) 883-3100
Security Desk	(952) 883-3172

**PLAN AHEAD**

**KNOW ALL EXIT STAIRWELL LOCATIONS  
KNOW ALL FIRE EXTINGUISHER LOCATIONS**

**DO**

- When fire is suspected or discovered inside or outside your Tenant area, and you cannot safely extinguish the fire, move to a safe location and **CALL THE FIRE DEPARTMENT (whether or not the fire alarm signal has already sounded)**.
- If possible, give them the following information:
  1. Exact location of the building: 7900 International Drive, Bloomington, MN
  2. Your floor and suite number
  3. Description of problem – what is burning, etc.
  4. Your name and any other information that is requested
- Stay on the telephone long enough to know the information was received and understood.
- Call the Management Office at **(952) 883-3100**.
- Alert your Tenant Floor Warden and follow their instructions. Alert all others on the floor.
- If ordered to evacuate, follow the routes described in the Emergency Exit Plan.
- Close all doors to prevent the spread of the fire.
- If your door feels hot, do not open it – there may be a fire outside your suite. Place a rug, blanket, coat or other material along the bottom of your door to keep out smoke.  
**RETREAT – close as many doors as possible between you and fire.**

**FIRE EMERGENCY (continued)**

- If the door is not hot, open it cautiously. Stand behind the door and prepare to close it fast. If path is open and clear, exit by stairwells only.

**DON'T**

- Panic.
- Use the elevators.
- Open doors that feel hot.
- Re-enter space for valuables or personal items.
- Become a spectator.
- Break windows – more oxygen will feed the fire.

## **FIRE EXTINGUISHERS**

It is not a Lease requirement for Tenants to have a fire extinguisher within their office premises. It is a personal safety choice the Tenant must make. There are fire extinguishers located on each floor – it is a good idea to acquaint yourself with their locations.

The following information is provided to the Management Office by the Richfield Fire Extinguisher Company. Be sure to **read and follow the directions on your fire extinguisher** – most portable extinguishers work according to the following directions, but some may not:

### **Remember the word “P A S S”:**

**PULL – the pin.** Some extinguishers require releasing a lock latch, pressing a puncture lever, or other motion.

**AIM – low.** Point the extinguisher nozzle or hose at the base of the fire.

**SQUEEZE – the handle.** This releases the extinguishing agent.

**SWEEP – from side to side.** Sweep at the base of the fire until it appears to be out. Fire can break out again, so watch carefully and repeat use of the fire extinguisher if necessary.

**Please Note:** Using an extinguisher that is not rated for the fire you are fighting may make the fire worse.

Multipurpose extinguishers are rated for more than one type of fire. An **ABC** extinguisher puts out most types of fires that could start in your office – paper, cloth, flammable liquid and electrical fires.

**FIRE ALARM**

Floor/tenant wardens and all Tenants should know the following information regarding our life/safety system at International Plaza:

The fire alarm system can be activated in the following three (3) ways:

1. Sprinkler flow (water is emitted from sprinklers)
2. Smoke detector (located in HVAC mechanical system and in common areas)
3. Heat detectors (in electrical rooms)

**If one (1) of the alarms are activated, the siren will sound automatically on the floor affected, as well as one (1) floor above and one (1) floor below.** The siren will be heard clearly on the floor on which it was activated. In addition, the light strobes will begin flashing a warning to alert the floors affected. At the same time, our 24-hour monitoring company is automatically notified and they, in turn, dispatch the Bloomington fire department.

The fire enunciator panel will light at the security console and an alarm will be set off in the fire control room. The fire control room functions indicate what floor zone alarm was activated. An engineer or security officer will immediately be dispatched to investigate the alarm.

Following the automatic siren, the engineer or the security officer will give you specific instructions on the nature of the emergency. **Stay calm and do not panic.**

If the alarm is false, the building engineer or security officer will notify affected personnel as soon as an investigation of the area has been completed.

**MEDICAL EMERGENCY**

**Paramedics 911**

**Police Dept. 911**

**Fire Dept. 911**

Workplace accidents or sudden illness may cause an emergency in your suite, which necessitates immediate first aid and subsequent medical attention. The police and fire departments are equipped to handle medical problems and have trained resuscitation teams for any emergency. In case of a medical emergency:

**DO**

- Call 911
- Notify the Management Office at **(952) 883-3100** or security desk at **(952) 883-3172**. A member of the management staff or security will hold the freight elevator, meet emergency personnel in the lobby and escort them to the floor of incidence.
- Have tenant/floor warden meet emergency personnel in the elevator lobby on the floor of incidence and direct them to injured person(s).

**TORNADO / SEVERE WEATHER PROCEDURE**

- When a tornado warning goes into effect for the metro area, the National Weather Service will sound the Hennepin County Civil Defense Warning System with a five (5) minute, steady siren blast.
- The International Plaza Management Office is also equipped with a severe weather alert radio.
- They will also announce tornado/severe storm information over the radio and television. The following numbers can also be called for additional information:

KARE 11 TV:	763-546-1111 - ask for weather information
KMSP TV:	952-946-1234 - category 4000 for weather info.
KSTP TV:	651-646-5555 - ask for the weather line
WCCO TV:	612-586-5700 ext. 4444 - ask for the weather center

- Upon hearing the warning, take shelter immediately, away from the perimeter of the building and exterior glass, by going to the center public corridors, enclosed stairwells or restrooms of the building. Be sure to close office doors behind you. Those Tenants on the first floor or lower level should go to the interior corridors and restrooms and **avoid** the atrium area.
- **Do not** go outside the building, rather to the first floor or lower level lobby. You are much safer in the interior area of the building.
- If you are caught in a windowed office, seek protection under a desk or table.

<p><b>Please Note:</b> If your office area sustains damage, building and medical assistance will arrive to assist you as soon as possible.</p>
--

**BOMB THREAT**

**In the event a bomb threat is received by a Tenant:**

- Immediately call 911 and the Management Office at (952) 883-3100. The police department will be dispatched by the 911 Operator.
- Give the following information to both parties:
  - 1) Company name
  - 2) Floor location
  - 3) Name of person who received threat
- Notify the tenant/floor warden and all alternate wardens.
- Commence evacuation of your area. The emergency teams will determine if entire building must be evacuated, or an “all clear” will be reported.
- **DO NOT TOUCH ANY SUSPICIOUS OBJECTS OR ANY OBJECTS CALLER HAS MADE REFERENCE TO.**
- A search of the affected area will be initiated by police department/bomb squad, property management and/or security.
- The police department will contact the individual who received the original threat and question them regarding the caller.
- A guide to handling a bomb threat call is on the following page. If possible, use this form for recording all pertinent information for the authorities.

**INTERNATIONAL PLAZA - BOMB THREAT CHECKLIST**

**A bomb threat is a very serious crime. It is very important for the person receiving the threat to keep calm – Do not let the caller know you are visibly affected by his/her threats.**

Time call received: \_\_\_\_\_ a.m. / p.m. Date: \_\_\_\_\_

Call came in on main number: Yes / No      Did call come in on a private line? Yes / No  
If so, which number: \_\_\_\_\_

Try to keep the caller on the telephone as long as possible – ask the caller to repeat information. Below are some possible questions to help get as much information as possible from the caller:

- 1) When is bomb set to explode? \_\_\_\_\_
- 2) Where is it located? \_\_\_\_\_ Floor: \_\_\_\_\_ Suite #: \_\_\_\_\_
- 3) What does it look like? \_\_\_\_\_
- 4) What kind of bomb? \_\_\_\_\_
- 5) What causes it to explode? \_\_\_\_\_
- 6) Did caller place the bomb? \_\_\_\_\_
- 7) Why did you place the bomb? \_\_\_\_\_

Note Voice Characteristics (speech impediment, accent, lisp, or if voice sounds familiar):

Male _____	calm _____	Other _____
Female _____	angry _____	_____
Age _____	excited _____	_____
	crying _____	_____

Threat Language:

Well spoken, educated? \_\_\_\_\_ Irrational? \_\_\_\_\_ Foul? \_\_\_\_\_  
Taped message? \_\_\_\_\_ Message read by caller? \_\_\_\_\_

Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Notice Background Sounds:

Street _____	noises _____	Office _____
PA system _____	_____	Factory _____
Music _____	_____	Airport _____
House noises _____	_____	Other _____

**POWER FAILURE**

International Plaza may experience a power failure as a result of a mechanical failure within the building or because of a power company breakdown.

A substantial interruption in power will result in the following:

- The building's emergency generator will turn on automatically and generate power to various areas of the building.
- Certain lights will remain on in the corridors, offices and stairwells for the safety of the Tenants.
- All elevators will return to the first floor and remain stationary until power is restored.
- The power of the life/safety and P/A system will remain operational.

**DO**

- Keep a flashlight(s) available in your office space.
- Turn off electrical office machines and appliances.
- Be careful in dimly lit areas, especially corridors and stairwells.

**DON'T**

- Call the electric company.
- Panic – remain at ease. **Be assured the building staff is hard at work trying to restore power to the building.**
- Attempt to exit the building via corridors and stairwells without a flashlight.

**HARASSING / THREATENING PHONE CALLS**

If someone in your company is receiving harassing or threatening phone calls at work, please contact your telephone service/vendor to **report immediately**. Your telephone vendor will have procedures in place for you to follow for this type of criminal activity and if necessary, will investigate the harassment with the help of the police department.

**DO**

- Report harassing telephone calls immediately.
- Note the frequency of calls.
- Time of day calls occur.
- Quickly notice the characteristics of caller.
- **HANG UP.**

**DON'T**

- Try to keep the caller talking -- **conversing with a telephone abuser is not advised.**
- The caller desires a reaction -- do not emit any emotion (anger, excitement, disgust, etc.).