

# TENANT HANDBOOK



THE MARQ

## WELCOME

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On behalf of CBRE, Inc., LLC and KBS Realty Advisors, we would like to take this opportunity to welcome you to The Marq. It is our desire to make your tenancy here as pleasant as possible.

This tenant manual is written specifically for you and your employees at The Marq. It is designed to help answer questions you may have on policies and procedures of the building. It also includes basic facts about the building such as the hours of services, emergency procedures and much more.

We suggest that you designate one person in your office to serve as the **facilities contact person**. This designated contact person should call the Building Management with any questions or requests that your suite may have. We at CBRE, Inc. will, in turn direct calls, emails, building updates, and any other inquiries to that person.

We are looking forward to a long lasting and mutually beneficial relationship with you.



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## DESCRIPTION OF PROPERTY

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The Marq was redeveloped in 2001, making this world-renowned architectural icon into a Class A office tower featuring the latest technology available in the marketplace. The 13-story Building contains 522,656 square feet of office space. Each floor consists of approximately 36,000 square feet of office space. The Marq offers its tenants a unique amenity package, including a 1.5-acre landscaped park, underground parking, 24/7 onsite security guard, and is located within convenient proximity to a variety of transit services and is also linked to the extensive Minneapolis skyway system.

### **Cancer Survivors Park aka "The Para at the Marq"**

The Marq is home to the Richard and Annette Bloch Cancer Survivor's Park. This 1.5-acre public park is a gateway to the property and offers beautiful landscaping, making it a perfect place for a relaxed gathering. The park features a 104-foot horizontal granite water fountain, sculptures and numerous seating areas amidst the lush greenery.

### **Parking**

The underground, on-site parking garages can accommodate up to 232 cars. The public parking garage is accessible from 3rd Street between Marquette and Nicollet Avenues. The Marq public parking garage is open to the public Monday through Friday from 7:00 a.m. to 7:00 p.m. Outside of these times, a building access card is required to gain access to the parking garage. This includes weekends and holidays. The maximum clearance height for this parking garage is 6' 8".

Imperial Parking manages the parking garage. For information on parking, please call Impark directly at 612-341-8000.

### **Transportation**

The Marq is exceptionally centered in a "transit oriented" location with direct access to light rail transit. This system offers service to numerous stations connecting downtown Minneapolis to the Minneapolis-Saint Paul International Airports and the famed Mall of America, as well as St. Paul and Northern suburbs.

Metro Transit is the public transit system that serves the downtown area. The Marq is conveniently located on the bus line which includes two bus shelters and on-time electronic schedule monitors. There is also direct access to the Light Rail Transit that connects Minneapolis to St. Paul and the MOA with numerous stops. Most of the line runs at surface level, although parts of the line run on elevated tracks and approximately two miles of the line runs underground. The NorthStar

Commuter Rail connected downtown to the northern and the Central Corridor Light Rail Green Line connects downtown Minneapolis with the University of Minnesota and Downtown St. Paul.

Below are a variety of resources provided by Metro Transit that will aid in your commute to work. We encourage you to research walking, biking, carpooling, and taking mass-transit to The Marq.

#### **Move Minneapolis**

[www.moveminneapolis.org](http://www.moveminneapolis.org)

Commuter resource store, trip planning, & carpool registration & renewal center

Metro pass photos

Bicycle maps, helmets & lights

#### **Guaranteed Ride Home Program**

[www.metrotransit.org/riderPrograms/grh.asp](http://www.metrotransit.org/riderPrograms/grh.asp)

This free program ensures that you have a ride home in the event of an emergency or unexpected work hours

#### **ABC Ramps**

[www.abcramps.com](http://www.abcramps.com)

\$20 per Month Carpool Parking

Bike Lockers & Shower Facilities

#### **Metro Transit**

[www.metrotransit.org](http://www.metrotransit.org)

- Bus, rail, park & ride information

#### **Hour Car**

[www.HOURCAR.org](http://www.HOURCAR.org)

- Car sharing for the Twin Cities with two hubs in downtown Minneapolis

### **Nearby Amenities**

Downtown Minneapolis is a progressive city with a dynamic vibe and a whirlwind of creative energy. The city is a haven for retail, dining, amazing theatre, world-class museums, festivals, sporting events and picturesque strolls in a green urban environment.

### **Nicollet Mall**

The Marq is located at the northern end of Nicollet Mall, an eleven block long open-air pedestrian and transit mall in an upscale shopping and dining district, which forms the cultural and commercial heart of the city.

Shopping stops include Banana Republic, Len Druskin, Brooks Brothers, Hubert White and Target's flagship store. Restaurants along Nicollet feature patio seating during warmer seasons. Nicollet Mall is the home to a vibrant outdoor farmers market, featuring the freshest of local flowers, fruits and vegetables.

## **Theater District**

Minneapolis is the third largest theatre market in the U.S. and is home to more than 100 theatre companies. Founded in 1963, the acclaimed Guthrie Theater is an American center for theater performance, production, education, and professional training.

The nearby Hennepin Theater District includes the historic Orpheum, State and Pantages Theatre which are home to a variety of Broadway plays and various other events throughout the year.

## **The Walker Art Center**

The Walker Art Center is home to the Minneapolis Sculpture Garden featuring the Spoonbridge and Cherry which has become a Minnesota symbol over the years.

## **The North Loop (Warehouse District)**

Located along the Mississippi River, the "North Loop" neighborhood is Minneapolis' oldest "new" neighborhood and is frequently referred to as the Warehouse District.

In this area, landmark buildings have been developed into unique lofts, innovative restaurants, classic neighborhood pubs, and specialty shops.

Great restaurants in this area include Smack Shack, Borough, Parlor, The Bachelor Farmer, Marvel Bar, Be'Wiched, Runyon's, Bar La Grassa and Fulton Brewery to name a few.

## **Sporting Arenas**

- The Twins found a new home at Target Field in the North Loop in April 2010. This LEED green facility is a state-of-the-art outdoor baseball field which offers a number of convenient commuter options. You can commute via light rail, bike, walk or bus to any game and then stick around after the game to enjoy more of downtown Minneapolis.
- The recently renovated Target Center is home to the Minnesota Timberwolves and Lynx, concerts, family shows and much more.
- US Bank Stadium is the newly constructed home of the Minnesota Vikings. The new stadium will include approximately 1.75 million square feet and 65,400 seats and was home to Super Bowl 2018.

**Mall of America**

This 4.2 million gross square foot mall is the largest and most well-known super regional shopping mall in the U.S. It contains over 520 stores arranged along three levels of pedestrian walkways, with a fourth level on one side.

With the addition of Radisson BLU and additional office space, the MOA is a one stop shop. The Mall of America is organized into 4 different zones, each with its own decorative style. The Mall is used as a major transportation hub in the region, with bus and light rail service linking the Mall to other destinations.

**CBRE, INC.**

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Each member of the CBRE, Inc. staff is here to assist you. Please feel free to contact us with any needs or concerns that may arise. The Building Management is open Monday through Friday, 8:00 am to 5:00 pm. Summer hours are 8:00 am to 4:00 pm on Fridays between Memorial Day and Labor Day. To reach anyone at CBRE, Inc. during regular business hours, call 612-332-6300 and your call will be transferred to the appropriate staff member.

For any after hour or weekend/holiday emergencies or maintenance requests that require immediate attention, please call the 24-hour answering service at 612-332-6300 and they will page the on-call engineer.

Below are other important numbers you may need:

- Emergency/Police/Fire.....9-1-1
- Onsite Security..... 612-604-0253 desk  
or 612-385-0989 cell
- Leasing Information ..... 612-332-6300
- Parking Ramp Manager ..... 612-341-8000

**Building Address**

(Company Name)  
250 Marquette Ave, (Company suite)  
Minneapolis, MN 55401



## **Website**

Our [www.marquetteplaza.info](http://www.marquetteplaza.info) is a great resource for all tenants within the building. This Electronic Tenant Solutions (or ETS) Portal is where you will find up-to-date building events, transportation information, and many other great resources. Within this homepage, you will find access to Service Requests (our work order system), Forms, Traffic, Weather, Operations, Security, Emergency Procedures, Services, Sustainability, Amenities, Policies and Procedures and Amenities.

## **BUILDING HOURS**

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The Marq is accessible to tenants and their employees 7 days a week, 24 hours a day. The building will be open to the public:

<b>Monday through Friday</b>	<b>6:00 AM to 6:00 PM</b>
<b>Saturday</b>	<b>8:00 AM to 1:00 PM</b>
<b>Sunday and Holidays</b>	<b>Closed</b>

Access to The Marq after regular business hours is limited to the main entrance on Marquette Avenue and the Park level off Nicollet Mall. At these entrances, there are access card readers that will allow you to access the building using your CBRE, Inc.- issued access card.

## **Holidays**

The Building Management will be closed on most federal holidays. During the days designated as a holiday, the building will operate in "Holiday Mode."

This means:

- The management, engineering and janitorial staff will be off duty
- There will be no HVAC services - unless prior arrangements have been made with CBRE, Inc.
- To gain access to the building and the elevators, you will need to use a building access card

The holidays observed are:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Eve Day
- Christmas Day

**Note:** Building Management will be closed on MLK Day, President's Day, the day after Thanksgiving, on Christmas Eve Day and on New Year's Eve Day but the building will not be in "Holiday Mode." Also, for those holidays that fall on a weekend, CBRE, Inc. will be closed the Friday before or the Monday after. You will be notified of this well in advance.

## **WORK ORDER SYSTEM-ELECTRONIC TENANT SOLUTIONS**

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All tenant work orders should be submitted to CBRE, Inc. via the Electronic Tenant Solutions (or ETS) service request system. This resource can be at [www.marquetteplaza.info](http://www.marquetteplaza.info) under *Service Request*. Your office tenant contact will be issued a password for this page of the website as well as usernames and passwords for designated individuals in your suite that will use ETS.

Each tenant should minimally designate one employee as a main user and at least one employee as backup user to cover absences - this ratio will vary with suite size. These individuals will be responsible for placing work orders such as: building access card needs, HVAC hot/cold calls, light bulb replacement, and a variety of other needs you may have in your suite. The more details that are provided, the more efficient the engineers can be in response to the request. If you need help navigating the ETS system, contact the Building Management for assistance. If your request is urgent, please contact CBRE, Inc. immediately at 612-332-6300.

## **BUILDING ACCESS CARDS**

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An initial allotment of access cards is given to each tenant at the time of their move-in. Any additional and replacement cards can be ordered at a nominal charge of \$15 each additional card. CBRE, Inc. must be notified if building access cards need to be activated, deleted or if there are any changes to card assignments. All access cards can be kept for future use, so please be sure to collect the building access cards when employees leave your company. All access cards are assigned to a specific individual--they are not to be shared between individuals.

Access to The Marq is restricted to those employees with programmed building access cards between the hours of:

Monday through Friday	6:00 PM to 6:00 AM
Saturdays	After 1:00 PM
Sundays and Holidays	All Day

During these times you will need to have your building access card to gain access to The Marq. All individuals entering the building after regular business hours will need to sign in at the security guard desk located on the 2<sup>nd</sup> floor. If you have office guests arriving after hours, please make arrangements to meet them at the security desk located in the 2<sup>nd</sup> floor skyway lobby area.

**IMPORTANT:** Although we do have a security guard on duty 24/7, they are not permitted to allow any unverified person access to your suite. This means that any employee who forgets their building access card after regular hours will need to be verified by an authorized individual designated by your suite.

**Note:** If your suite is on the building security system and you need to adjust your office's lock schedule please notify CBRE, Inc. of this request so your needs can be accommodated.

## KEYS & LOCKS

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Prior to move-in, you will be supplied with two (2) sets of keys for your suite. This includes:

- Suite entry keys
- Two (2) men's and two (2) women's restroom keys
- Interior office keys (only if applicable)

Additional keys, new lock cylinders and a complete re-key of your office may be requested at an additional charge by submitting a work order via our Electronic Tenant Services website which can be found at [www.marquetteplaza.info](http://www.marquetteplaza.info) under the **Service Request** page.

Telephone and electrical room keys are not distributed to tenants or their vendors. Due to the nature of these rooms, the Building Management will need to be contacted in order to gain access and the person will need to be accompanied at all times. Requests should be made 24-hours in advance, unless in the case of an emergency and an Authorized Activity Report should be filled out which can be found at [www.marquetteplaza.info](http://www.marquetteplaza.info) under the **Forms** page.

## **ELEVATORS**

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The Marq houses three (3) different types of elevators:

- Two (2) parking elevators servicing P2, P1, 1<sup>st</sup> and 2<sup>nd</sup> floors
- Six (6) building passenger elevators servicing floors 1 to 13
- One (1) freight elevator servicing P1 to roof access

### **After hours elevator access**

The building elevators are open during regular business hours:

Monday- Friday	6:00 am - 6:00 pm
Saturdays	8:00 am - 1:00 pm
Sundays and Holidays	Closed without access card

**Note:** These hours apply unless other desired ranges have been designated by a tenant occupying an entire floor.

After hours The Marq tenants may gain access to their respective floor(s) via the use of their building access cards in all elevators. After hour access of employees can be adjusted as you see fit for your suite needs. Please notify CBRE, Inc. to accommodate for this arrangement.

### **How to use Your Building Access Card in the Elevator**

Each access card contains an encoded stripe, which activates the card reader when you place the card near the reader. Upon entering the elevator, hold the access card one inch from the card reader face. The light on the card reader should blink and turn green. Now you will be able to select the floor you wish to access. If your card has not been programmed for access to a particular floor, the indicator in the elevator will not light up when you select the desired floor. If you are having problems accessing your suite floor after hours, please contact the Building Management for clarifications or to troubleshoot this issue.

### **Freight Elevator**

Large deliveries requiring the use of handcarts/dollies must be made through the loading dock and freight elevator. Deliveries over 20 minutes need to be scheduled with CBRE, Inc. by submitting an Authorized Activity Report found under *Forms* from [www.marquetteplaza.info](http://www.marquetteplaza.info) The freight elevator is not intended for use by daily passengers. If you are not making a delivery, please use the regular passenger elevators.

### **Elevator Emergency or Malfunction**

Although elevators are one of the safest modes of transportation available, they can occasionally malfunction like any other mechanical device. On occasion, a parking elevator may be activating a "test run" which will reset and may go to floors you hadn't previously designated which may take longer to get to your desired floor destination.

In the event of a malfunction:

1. Open telephone panel
2. Push button on phone box. When the elevator assistance service answers, they will prompt you for the following information:
  - a. Building name
  - b. Floor level you are stuck on (if possible)
  - c. Elevator number located on the inside of the elevator cab
3. Remain calm
4. Do not try to force open the elevator door
5. Help will be on the way ASAP

## **RENT PAYMENT**

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Monthly you will receive a statement for any applicable charges such as rent, storage rent, operating costs, real estate taxes and any miscellaneous charges of services rendered or additional supplies requested, etc. This amount is due and payable on the first day of each month in accordance with your Lease. Payments for both rental statements and miscellaneous charges should be remitted to this mailing address:

**KBS SOR MARQUETTE PLAZA, LLC  
Bldg ID S11930  
PO BOX 6180  
HICKSVILLE, NY 11802-6180**

Or you can call the Building Management to setup ACH payments. To ensure proper handling, please include remittance information and indicate the distribution of monies, as well as invoice number, name of company and suite number. If you have any questions regarding rent statements/payments, please call the Building Management at 612-332-6300.

**Note:** Any payment not received after the fifth day of the month is considered delinquent. Keep in mind that whether or not a statement is received, rent is still due on the first of the month.

## MAIL

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The Post Office will deliver mail to the post office boxes located on Level P-1. Outgoing mail slots are located just to the right of the tenant post office boxes. New mail will be dropped off between 9 and 11 AM and pickup is at 4 PM Monday through Friday. Mail is not picked up on weekends or holidays. In the event you miss the daily pickup and need something mailed that day, the downtown Post Office Main Branch is located at 100 First Street South (two blocks north of the building, on Marquette Avenue and First Street).

### Overnight Carrier Drop Boxes

On Level P-1 there is an alcove around the corner from the post office boxes with drop boxes for UPS and Fed Ex. The current pickup times Monday through Friday are:

Fed Express	5:00 PM
UPS	6:00 PM

Note: These times are subject to change. The best way to find out if the drop box has been picked up is by going down to the box and look at its status. The carriers indicate when they have picked it up for the last time each day. Also, there are no pickups for either of these carriers on weekends or holidays.

## LOADING DOCK AND DELIVERIES

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The Marq's loading dock is located on the P-1 Level. Trucks and cars making deliveries may enter the loading dock along Marquette Avenue. The loading dock can accommodate trucks no larger than **40 feet long by 12.6 feet high. Semi trucks and busses are not allowed.**

The Marq's freight elevator size capacity is as follows:

Door width	40"
Door height	7'
Cab width	5'
Cab depth	9'
Cab capacity	5,000 lbs.

Loading dock hours are:

Monday through Friday	6:00 am - 6:00 pm
Saturdays	8:00 am - 1:00 pm
Sundays and Holidays	Closed

Contact the Management Office to schedule use of the freight elevator and loading dock. All deliveries of furniture, merchandise, equipment, supplies, etc., must arrive at the loading dock and be moved via the freight elevator. Deliveries are not permitted to be brought in via any other The Marq entrance, passenger elevators, or escalators unless previously arranged with management.

The loading dock is a busy place during the day; in efforts to keep it as orderly as possible we limit regular deliveries to 20 minutes or less. If you have deliveries that you know will take longer than 20 minutes please schedule them with the Management Office. Long deliveries are suggested to be scheduled as early in the morning as possible or as late in the afternoon as possible. This will ensure the dock doesn't get too congested and you are able to perform the needed deliveries without delays.

The entrance doors to the loading dock are monitored by Security at all times to assist with scheduled afterhours deliveries. However, it is very important that evening or weekend deliveries are scheduled with the Management Office, those that are not scheduled and approved will be denied access. No reservations are needed during the normal dock hours as trucks are served on a first come, first serve basis only. Access to the dock is controlled at all times.

Other important notes about the loading dock area:

When you schedule your long deliveries with the Management Office, it is for one dock space, unless otherwise requested.

1. Labor and equipment for loading and unloading must be supplied by the shipper and/or tenant. However, there are four-wheel and two-wheel carts available for tenant use upon request. Please return the equipment to the dock after they are used.
2. No materials or equipment of any kind can be stored on the loading dock for any amount of time.
3. No material may be stored in corridors or in any other area adjacent to the loading dock.
4. All shippers must clean the area immediately after delivery of goods and take all pallets with them when leaving.
5. No containers of any kind may be washed in the dock area.

## CERTIFICATES OF INSURANCE

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**Before any contractor is able to do any work at The Marq, they must first supply the Management Office with a Certificate of Insurance evidencing a \$1 million-dollar general liability coverage, as well as workers' compensation and auto liability coverage.** KBS SOR Marquette Plaza, LLC and CBRE, Inc. are to be named as Additional Insured and Certificate Holder. Please contact CBRE, Inc. for specific minimum coverage amounts for insurance policy holders.

Below is an example of the language required under the "Description of Operations/Locations/Vehicles" section:

KBS SOR Marquette Plaza, LLC as owners and KBS Capital Advisors, LLC as owner's agent and CBRE, Inc. as managing agent are included as additionally insured parties in respect to the Commercial General Liability when required by written contract.

### Certificate Holder

CBRE, Inc.  
Attn: Emily Boesen  
250 Marquette Avenue, Suite 200  
Minneapolis, MN 55401

The Additional Insured requirement must be included and supported by an attached Endorsement Page in order for the certificate to be accepted.

## AUTHORIZED ACTIVITY REPORT

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Any work performed after hours or work that requires special access or instructions, i.e. temporary changes to the fire alarm system, use of the freight elevator, use of loading dock, or additional ventilation or any work being done through a tenant contractor within a tenant space all require the completion of an Authorized Activity Report (AAR). This form can be found at [www.marquetteplaza.info](http://www.marquetteplaza.info) under the *Forms* page or by contacting the Building Management. If you have any questions or need any clarification on the use of this form, please contact the Building Management for guidance.



**Note: This form should be completed and signed by the tenant at least 24 hours in advance of the access or work if possible. Before any work is performed, there must be a current Certificate of Insurance on file with the Building Management.**

## **MOVE INS/MOVE OUTS**

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The Building Management must be notified prior to moving any furniture in or out of the building. This will ensure that the loading dock and freight elevator are available to make your move go as smooth as possible. All tenant move-in/outs are to be scheduled after regular business hours between 6:00 pm and 6:00 am or over the weekend.

## **BUILDING MAINTENANCE**

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For service and maintenance requests, each tenant should designate one employee as a main contact person and at least one employee (or more) as a backup contact person to cover absences - this ratio will vary with suite size. It is also helpful if the users of Electronic Tenant Solutions system and the contact persons are the same people.

These individuals will be responsible for communicating all the needs of the suite with CBRE, Inc. These individuals will also be sent a copy of all building communications i.e. building events, parking ramp cleaning, major cleaning etc., it is his/her responsibility to ensure that these communications are passed along as necessary.

This same person should also be responsible for ensuring that corrective measures are being taken to remedy any situation. This will eliminate the need for more than one person to call in the same issue. It also allows the Building Management to communicate resolutions with one person and leave it to their discretion to share it with the rest of the office.

**HVAC**

In the event of a major heating or cooling problem in the building, The Marq staff will promptly email the main contact person for your office and inform this person of the problem. The contact person should then immediately inform all others within the tenant suite. Again, speedy broadcasting of the information provided is very important.

Heating and cooling is supplied to tenants Monday through Friday from 6:00 a.m. to 6:00 p.m. and Saturdays 8:00 a.m. to 1:00 p.m.; unless otherwise noted in their Lease. Additional heating/cooling can be purchased on an hourly basis. There is a two-hour minimum charge unless you begin or end at a time included in the normal building schedule.

The HVAC system for the building is unlike your furnace and thermostat at home. If you have an office that is too hot, too cold, has too much air movement or not enough, please have the contact person place a work order through our Electronic Tenant Services portal and a member of the engineering staff will be dispatched to resolve your temperature problem.

Regular HVAC will be provided during normal building hours

Monday through Friday	6:00 am - 6:00 pm
Saturdays	8:00 am - 1:00 pm
Sundays and Holidays	Closed

If you wish to have HVAC services outside of these hours the following charges will apply:

<b>After Hours Cooling/Heating Charges</b>		
	Building Standard	Charges
Monday - Friday	6:00 p. m. - 6:00 a.m.	\$80/hour / quadrant
Saturday	1:00 p.m. - Midnight	\$80/hour/ quadrant
Sunday	None	\$80/hour/ quadrant

Note: Each floor is divided into four quadrants; depending on how much space you wish to heat/cool, your charges will vary. One full floor of cooling/heating is \$320.00 per hour (minimum of 2 hrs. required).

## **Repairs**

The on-site engineering staff is capable of performing a variety of repairs within your suite such as: ordering and installing non-standard building light bulbs, minor plumbing problems (kitchen sink issues, clogs and leaks), moving of furniture or other equipment, installing shelving, furniture repair or miscellaneous repair jobs. There will be an additional charge for labor and parts if they are required. In the event that you require something beyond their abilities, Building Management can coordinate the services of the appropriate trade person to meet your needs.

All maintenance requests should be processed through the Electronic Tenant Handbook work order system. Although some items may require additional attention, our typical turnaround time for the average work order is typically 24 hours. If any additional scheduling is needed, it will be scheduled with you by Building Management. Any charges that may have been incurred during a maintenance request will be included on your next monthly rent statement.

Please report any problems to Building management as soon as they occur. We would like to remedy all issues as promptly as possible to keep The Marq looking its best.

## **SERVICE CHARGES**

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Minimum billing	\$40.00
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<u>Service</u>	<u>Hourly Rate</u>
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Utility	\$45.00
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Repair	\$50.00
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HVAC (private systems)	\$75.00
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### Service Rates

Overtime HVAC - heat/air	\$80.00/per quadrant (4 quadrants per floor)
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Re-pin core (no keys)	\$55.00/each
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New core w/pinning and 2 keys	\$100.00/each
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New lockset w/new core	
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w/pinning and 2 keys	
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(Standard building finish only. Price	
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subject to change. Average	\$460.00/each
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delivery time is 3-4 weeks)	
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### Repair Rates

Keys	1-5	\$10.00/each
	6 or more	\$9.50/each*
Access cards		\$15.00/each*

\*\$40.00 minimum billing does not apply for key and access card orders

If you require additional storage space, contact the Building Management for more information and current rates.

## **CLEANING SERVICES**

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Janitorial service is provided Monday through Friday during regular business hour if possible or after business hours if the lease requires it. Routine office cleaning includes periodic vacuuming, dusting and emptying of wastebaskets and recycling containers. Do not place any object near or against trash receptacles if material is not to be thrown away. Trash stickers should be used to designate all large items that are to be thrown away. Recycle stickers should be used to designate cardboard or any other commodity accepted under the building recycling program. If your office needs trash and/or recycling stickers, please contact the Building Management.

If you would like to request any special cleaning services, please contact the Building Management at least one day in advance to allow time for scheduling. Any additional cleaning services requested outside of the normal cleaning responsibilities, will be at the expense of Tenant and billed on the monthly statement. Any issues concerning the janitorial service should be directed to the Building Management.

Restrooms on your floor are cleaned every evening and checked during daytime hours. However, if you notice any problems such as; low supplies, abnormal running water, blockages, etc., please submit a work order via ETS under *Service Request*. If you have a situation that needs expedited attention such as; spilled coffee, spilled toner, broken glass, etc. please do not hesitate to call CBRE, Inc. immediately.

Cleaning inspections of the building are performed on a monthly rotating basis. Although clearing issues are addressed daily, the inspection gives us an opportunity to look at the entire building. If you have any questions or concerns we want to hear from you, so please don't hesitate to contact us and share your thoughts.

## SECURITY

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We offer 24-hour security coverage at The Marq. If you have a security need, please feel free to contact the Security Guard desk at 612-604-0253 or on their cell at 612-385-0989 or 612-715-6542. You may also contact the Building Management during regular business hours.

### **After-hours Office Guest Access to the Building**

If you have office guests arriving after regular building hours, please meet them at an entrance to escort them or instruct them to contact Security and then speak to Security on the Skyway level.

### **Emergency Contact List**

In the event of an "after-hours" emergency at The Marq, it is imperative that the Building Management has the name and contact numbers for at least two of your personnel who would be able to respond and take responsibility.

Individuals on this list will also be the contact if an employee from your suite needs to gain access after-hours and arrives without their access card and/or key. Security is not allowed to give them access without authorization. After checking a photo ID, Security will contact the after-hours person delegated by the tenant to approve after-hours access and request permission to give access to the employee. Once the permission is granted, the Security guard will escort the employee to the requested suite.

Please see that these names and telephone numbers are kept up-to-date and that the Building Management is notified immediately if any changes occur.

### **Employee or Public Accident**

In the event of an emergency incident:

1. Call 9-1-1 and Security at 612-604-0253 or Security cell phone at 612-385-0989 or 612-715-6542.
2. Give the following information to both the 9-1-1 operator.
  - a) Building name is **The Marq** and the building address is **250 Marquette Avenue**

- b) Floor in building and the location of incident
  - c) Type of incident such as: injury, illness or symptom
3. Do not move an injured or ill person. Try to make the person comfortable. Send someone to meet paramedics and security in the lobby of your floor and direct them to the injured person.

**This is What Happens:**

- 1. The Marq personnel will respond in accordance to the incident.
- 2. Security and/or The Marq personnel will meet the emergency units and escort them to your location or floor.
- 3. Fire Rescue Squad and/or ambulance administer medical assistance.

**TENANT LOUNGE**

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The Marq Tenant Lounge is accessible to tenants and their employees during these building hours:

**Monday through Friday      6:00 AM to 6:00 PM**

Access to the Tenant Lounge after regular business hours must be approved by building management. To gain access to this area, employees must use their building issued card with the card reader located on the concierge desk on the 2<sup>nd</sup> floor.

The Tenant Lounge includes a fireplace lounge, game area, dining area, Town Hall meeting space, outdoor patio, kitchenette and micro market.

Complimentary coffee is provided to tenants while they are using the space. Areas of this lounge can be booked for meetings, group activities and special events by going to the RESERVATIONS section of the Work Order system within the Electronic Tenant Solutions website and logging in. This system also includes floor plans and ways to set up the spaces for different configurations as well as A/V options that are available. Please contact the management office if you have further questions on how to use/book spaces.

Please remember that the lounge area is located on a working business floor with other tenants. Noise must be kept to an appropriate

business level at all times. The room will be cleaned throughout the day but it is still the tenant's responsibility to pick up after themselves. Please also note that this is a semi-private space and while a sign will be posted announcing your event, we cannot guarantee full privacy.

We welcome all tenants to feel welcome to use this space but do ask that general business decorum be used within the space which includes:

- All guests must be accompanied by an employee of The Marq at all times
- No minor under the age of 18 is allowed to be in the lounge without being escorted by an employee of The Marq at all times
- Tenants shall not make or permit any improper noises in the lounge or otherwise interfere in any way with other Tenants in the lounge which includes: no cursing, no Facetime calls, no public speakerphone calls, no smoking or vaping allowed within the lounge or on the patio.
- Please keep shoes on at all times and keep feet off of furniture and refrain from laying down on furniture
- Plates, glasses and utensils are not provided, please use your own dishware if dining or enjoying lunch in the space
- Party décor, meeting signs or event graphics shall be subject to Landlord's approval
- All doors to the tenant lounge shall be kept closed and not propped open
- Any damage to the furniture or equipment used by a tenant employee shall be repaired at the tenant/tenant employee's expense
- Landlord has the right to restrict lounge access at their discretion
- Landlord will not be responsible for lost or stolen personal property, money or jewelry from any public areas regardless of whether such loss occurs when an area is locked against entry or not.
- Tenants will work with Landlord in informing and enforcing lounge rules with Building Management personnel and Security
- No alcohol use is permitted in the lounge or on the patio unless prior permission has been given from building management which includes signing off on a waiver of liability

## **FITNESS CENTER**

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The Marq Fitness Center is accessible to tenants only during these building hours:

**FITNESS CENTER**  
**Monday through Friday 5:00 AM to 7:00 PM**  
**LOCKER ROOMS**  
**Monday through Friday 5:00 AM to 8:00 PM**

## **RULES AND REGULATIONS**

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***Bicycles***

Bicycles and other vehicles are not allowed inside the Building or parked on the sidewalks surrounding the Building unless they are in areas designated by the Building Management. Bicycle racks are available on a first-come, first-serve basis and are located in the P2 public parking garage and outside the Marquette Avenue entrance.

***Animals***

No animals or birds of any kind are allowed in the Building, with the exception of occupational therapy dogs.

***Christmas Trees/Wreaths***

Live Christmas trees are not allowed within the building however, live wreaths are allowed, as long as the wreaths are flame-retardant and are not decorated with lighting or candles.

***Dangerous Activities***

Tenant shall not make any use of the Premises which involves the danger of injury to any person, nor shall the same be used for any immoral purpose.

***Deliveries***

Tenant shall ensure that deliveries of materials and supplies to the Premises are made through specified entrances, elevators and corridors designated by Landlord. Landlord may redirect deliveries to alternate entrances, elevators and corridors from time to time. Tenant shall promptly pay Landlord the cost of repairing any damage in the Building caused thereby.

***Employees, Agents  
& Invitees***

In these Rules and Regulations, "Tenant" includes the employees, agents, invitees and licensees of Tenant and others permitted by Tenant to use or occupy the Premises.



**Energy Conservation**

Tenant shall make every effort to practice energy conservation and will cooperate with Landlord in establishing and implementing such conservation programs as Landlord may develop from time to time.

**Food & Beverages**

Tenant shall not permit the use of equipment for distributing food or beverages, solicit orders for, sell or serve food or beverages on the Premises without consent of Landlord.

**Heavy Articles**

Tenant shall not place in or move about the Premises, without Landlord's prior written consent, any safe or heavy article, which in Landlord's reasonable opinion may damage the Building. Landlord may designate the location of any heavy articles in the Premises.

**Housekeeping**

Tenant shall prevent paper, books, magazines and other obstructions from being placed on heating, ventilating and air conditioning convectors and any other interference with the heating, ventilating and/or air conditioning system within the Premises.

**Locks**

Landlord, from time to time, may install and change locking mechanisms on entrances to the Building, common areas and the Premises. In the event that the Building does not provide 24-hour security, Landlord shall provide to Tenant a reasonable number of keys and replacements to meet the bona fide requirements of Tenant. In these rules, "keys" include any device serving the same purpose. Tenant shall not add to or change existing locking mechanisms on any door in or to the Premises without Landlord's prior written consent. If without Landlord's consent, Tenant installs lock(s) incompatible with the Building master locking system:

- a) Landlord without abatement of Rent, shall be relieved of any obligation under the Lease to provide any service to the affected areas which require access hereto.
- b) Tenant shall indemnify Landlord against any expense as a result of forced entry thereto which may be required in any emergency, and
- c) Tenant shall at the end of the Term and at Landlord's request remove such lock(s) at Tenant's expense.

**Obstructions**

Without Landlord's prior written consent, Tenant shall not obstruct or place anything in or on the sidewalks, driveways outside the Building, lobbies, corridors, stairwells or other common areas of the Building for any purpose except access to and exit from the Premises. Landlord may remove, at Tenant's expense, any such obstruction (unauthorized by Landlord) without notice or obligation to Tenant.

**Personal Use of Premises**

Premises shall not be used or permitted to be used for residential, lodging, sleeping purposes or for the storage of personal effects or property not required for business purposes. Premises shall not be used for any illegal activity or those prohibited in the Lease Agreement.

**Personal Heaters**

Personal electric heaters are not allowed as can cause electrical issues within the tenant space and be a potential fire hazard.

**Proper Conduct**

Tenant shall not conduct itself in any manner which is inconsistent with the character of the Building as a first quality building or which will impair the comfort and convenience of other Tenants in the Building.

**Refuse/Recycling**

Tenant shall participate in the building-wide recycling program to the best of their ability. Tenant shall place all refuse on the Premises in proper receptacles provided by Tenant at its expense, or in receptacles (if any) provided by Landlord for the Building. Tenant shall keep sidewalks and driveways outside the Building, lobbies, corridors, stairwells, ducts and shafts of the Building, free of all refuse

**Repair, Maintenance, Alterations & Improvements**

Tenant shall carry out Tenant's repair, maintenance, alterations and improvements in the Premises only during times agreed to in advance by Landlord and in a manner, which will not interfere with the rights of other Tenants in the Building. For more details please refer to the **Tenant Construction Manual**.

**Return of Keys**

Tenant shall promptly return to Landlord all keys for the Building and Premises, which are in possession of Tenant at the end of the Term.

**Signage**

All exterior signage must meet building standard requirements. If you need additional signage Please communicate this request with the Building Management If you require additional signage the request will be processed through CBRE, Inc. and the pricing will be sent to you for review

**Smoking**

The Marq is a fully smoke-free environment. This means that cigarette, e-cig or vapor smoking is not permitted in restrooms, hallways, elevators, stairwells, parking garages, loading dock or any other interior locations at The Marq.

**Security**

Landlord, from time to time, may adopt appropriate systems and procedures for the security or safety of the Building. Any persons or Tenant occupying, using or entering the Building, equipment, furnishings or contents

thereof, shall comply with Landlord's reasonable requirements.

***Solicitations***

Canvassing, soliciting, or peddling is not allowed within the Building without the express written consent of the Building Management.

***Tenant Improvements***

Without Landlord's prior written consent, Tenant shall not obstruct or place anything in or on the sidewalks, driveways outside the Building, lobbies, corridors, stairwells or other common areas of the Building for any purpose except access to and exit from the Premises. Landlord may remove, at Tenant's expense, any such obstruction (unauthorized by Landlord) without notice or obligation to Tenant.

Any work initiated without the approval of the Building Owner 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 work does not meet all applicable legal requirements.

***Water Fixtures***

Tenant should not use water fixtures for any purpose for which they are not intended, nor shall water be wasted by tampering with such fixtures. Any costs or damages resulting from such misuse by Tenant shall be paid for by Tenant.

***Windows***

Tenant shall observe Landlord's rules with respect to maintaining window coverings on all windows in the Premises so that the Building presents a uniform exterior appearance. Tenant shall not install any window shades, screens, drapes, covers or other materials on or at any window in the Premises without Landlord's prior written consent.

Other rules pertaining to the building may be found throughout this manual and in your lease document. Please contact the CBRE, Inc. for questions relating to any of the building policies.

## NO SMOKING POLICY

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The Marq is a fully smoke-free environment. This means that cigarette/vaporizer/electronic cigarette/cigar smoking is not permitted in restrooms, hallways, elevators, stairwells, parking garages, loading dock or any other interior locations at The Marq.

Cigarette/vapor/e-cigarette/cigar smoking is permitted only in those areas as designated by the Landlord.

There is one area at The Marq that is designated for smoking. It is outside of the Marquette Avenue entrance and is beyond the 25 foot distance from the public entrance doors. Please be sure you are 25 feet from the entrance—the planters in that area are visual reminders that you need to be beyond them to be within our rules and regulations for smoking. An ash urn is located in this area for proper disposal of cigarette butts. Please utilize these ash urns in an effort to keep the grounds and the surrounding environment clean, attractive and free of debris.

## RECYCLING/LEED PROGRAM

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We ask that all tenants participate in the recycling program at The Marq to the best of their ability. We offer a multi-stream recycling service which means that all recycled materials must be sorted in separate containers. Please separate your cardboard from all other recyclables. Our hauler does utilize single sort for recycling materials (with the exception of cardboard) so all office paper, newspapers & magazines, glass, plastic and aluminum cans can all be put into containers together—paper clips, staples and rubber bands do not need to be removed.

Additionally, the building does do a recycling event in the spring. This would include office electronic equipment that is damaged or no longer in use such as: computers, monitors, copiers, scanners, printers, etc. They also collect used or unwanted or broken office furniture and construction materials. Please contact Building Management for more information.

### **Responsibility**

Tenants are responsible for taking all recyclables from their desks to a common area, where the recyclables will be collected by cleaning staff. Our cleaning contractor is not responsible for emptying desk-side recycling bins unless otherwise agreed upon for an additional charge. They will, however, remove trash from desk wastebaskets on a daily basis.

## The Marq is Platinum LEED-EBO&M Certified

LEED: EB O&M (Existing Buildings Operations & Maintenance) is a set of performance standards for certifying the operations and maintenance of existing buildings. The intent is to promote healthful, high-performance, durable, affordable, and environmentally sound practices in existing buildings.

Throughout this process The Marq worked to meet the highest level of sustainability and earned enough points to gain Platinum certification process. Below are some highlights from the process.

### Sustainable Sites:

The Marq is home to the largest green roof in the Central Business District. This green space is inviting making it a great place to relax during lunch or have an outdoor meeting with co-workers.

### Water Efficiency:

All the toilets in the building are low-flow and all the lavatories have been equipped with aerators to reduce the amount while maintaining pressure. Drip irrigation system is used to aid in the reduction of water consumption. The Marq now uses **694,000 fewer gallons** of water. If all downtown Minneapolis buildings followed the same measures, more than **90 million gallons** of water would be conserved. That's about 600 gallons/FTE/year!

### Energy & Atmosphere:

The Marq consumes **100% renewable energy**, including solar and wind, uses **41% less energy** than other buildings of similar size, has energy efficient lighting, HE hot water heaters, and monitors steam & chilled water use. Also, adding tenants and common area, over 50% of the building is cleaned during the day to reduce energy usage at night.

### Materials & Resources:

Extensive recycling services are offered, including: cardboard, plastic, aluminum, electronics, furniture, toner cartridges, batteries, and fluorescent lamps. Through its efforts, the building has reduced landfill waste by 89 tons per year. That equates to 154 lbs. per FTE employee. Of that, 55.99 tons (111,975 lbs.) was paper and cardboard during 2010. This equates to the following being saved:

- 952 trees
- 3,359,400 gallons of water
- 12,598 kilowatt hours
- 185 cubic yards of landfill space

### Indoor Environmental Quality:

Strategies have been developed to increase ventilation, manage air contaminants with the use of high-efficiency filters, and designated outdoor smoking areas.

## **ENERGY CONSERVATION**

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CBRE appreciates your contribution to energy conservation. We ask that you assist us in the following:

- Assign someone to make sure all appliances are turned off at the end of the day.
- Leave lights off in unoccupied areas.
- Turn off all lights in the suite at the end of the business day.
- Dress appropriately to avoid use of desk fans or heaters.

## **EMERGENCY PROCEDURES**

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### **Tenant Emergency Team Captain/Members**

Each suite, depending upon size, will need to elect at least one Tenant Emergency Team Captain and one more back-up Tenant Emergency Team Member(s) to assist in the following procedures. Please be sure to provide contact information for the individuals to Building Management as there will be period communication regarding this policy, such as training and fire drills.

### **Importance**

Tenant Emergency Team Members are vital to the building's emergency response. When an alarm sounds, you, as a Tenant Emergency Team Captain/Member are in charge of everyone who works within your suite. You are the connecting link between your suite's employees and the Management staff. You also have direct control and responsibility for all decisive matters relating to the safety of your suite's employees during an emergency. The role of the Tenant Emergency Team Captain/Member is essential to an organized, safe evacuation of employees.

### **Responsibility**

- 1) Each Tenant Emergency Team Member shall be familiar with the fire safety plan, the location of all building exits and the location address.
- 2) Tenant Emergency Team Members are responsible for disseminating information to all other personnel within their suite concerning emergency procedures.
- 3) In a "shelter-in-place" scenario, the Tenant Emergency Team Captain is responsible for communicating a suite/floor assembly area

to the employees within his/her suite. In a building evacuation situation, the Tenant Emergency Team Captain/Members will send employees to the exterior designated assembly area to make sure all employees are accounted for and await the "all clear" from the fire department before re-entering the building. (SEE ASSEMBLY AREA MAPS FOR YOUR DESIGNATED ASSEMBLY AREA)

- A.) The Tenant Emergency Team Captain/Members must assign backup Tenant Emergency Team Members to assist in effectively performing the duties and responsibilities and to act as the Tenant Emergency Team Captain/Member in the event of an absence. The qualifications for the Backup Tenant Emergency Team Member are the same as those for the main Tenant Emergency Team Member.
- B.) Building Management staff must be informed of any personnel changes involving Tenant Emergency Team Captains/Members.
- C.) Tenant Emergency Team Members are responsible for visually checking their floors for corridors and exits for obstructions. Please report any obstructions to the Building Management at 612- 332-6300.
- D.) Tenant Emergency Team Captains should be aware of any physically impaired occupants in their areas and share this information with the Building Management. Teams of two will be assigned to assist these employees with evacuation. At the minimum, mobility impaired occupants must be brought to the main elevator bank by the team assigned to them. At this time a member of the fire department will be able to override the elevator system and aid in the evacuation of these employees. (Physically impaired persons include those with heart conditions, those who are ill for any reason, and those who may have anxieties). **Note:** Be sure to notify the Building Management of all impaired employees.
  - i. Tenant Emergency Team Captains must be aware of any visitors present in the suite to give them appropriate direction during the evacuation.



- ii. Tenant Emergency Team Captains must be aware of the attendance of employees within their suite so they have an accurate list in the event an evacuation is necessary
- iii. Tenant Emergency Team Captains must inform other personnel to:
  1. Be quiet during the evacuation so that the announcements can be heard.
  2. Take essential personal possessions only. They may not be able to reenter the building. (Purse, car keys, etc.)
  3. If wearing high heels, it may be easiest to take them off before going down the stairs.

### **Qualifications**

- (1) They must work primarily on the floor where they have been assigned to be a Tenant Emergency Team Captain. Someone who has duties and responsibilities outside of the office regularly cannot be a Tenant Emergency Team Captains.
- (2) They are intelligent, alert and resourceful individuals who are capable of performing in a leadership role during an emergency situation.

### **Reporting Fires or Fire Alarms**

#### **Priorities:**

If the following is reported to you, or if you see smoke, or flames, or smell something burning, IMMEDIATELY:

- Isolate the fire by closing the door if you can do so safely.
- Call the Building Management at 612-332-6300 or the onsite Security Guard at 612-604-0253 or 612-385-0989 and 612-715-6542.
- Evacuate - If directed to evacuate by the Fire Department or Building Management, or if unsafe conditions warrant leaving the floor, evacuate the suite by using the exit/stairs.

### **Procedures for Evacuation**

In the event of a fire or fire alarm, the Tenant Emergency Team Captain, when it can be done safely, shall:

- (1) Notify the Building Management
- (2) Prepare to evacuate by going to the nearest stairwell door. Direct the evacuation of the floor in accordance with directions received from the Minneapolis Fire Department or Management staff over the alarm speakers from the Fire Command Center.
- (3) Evacuate in the following manner:
  - (a) Tenant Emergency Team Captains shall see that occupants are notified of the fire or fire alarm, and shall instruct occupants as per the fire safety plan. The Tenant Emergency Team Captains should make sure that all restrooms, offices, copy areas and coffee rooms are checked for employees.
  - (b) The Tenant Emergency Team Captains shall select the nearest exit/stairwell to use for evacuation on the basis of location of the fire and any information received. The stairwells are pressurized and should be clear of smoke.
  - (c) The priority floors for immediate evacuation are the floor of incident, the floor above and the floor below.
    - The alarm will sound on the affected floor(s), as well as the floor above and below the incident, and the two main entrance floors 1 and 2.
    - Direction will also be given over the buildings PA system if necessary.
  - (d) Evacuation from other floors shall be instituted when conditions indicate such action or when instructed by the Minneapolis Fire Department. Evacuation shall be via uncontaminated exit/stairwell.
  - (e) Tenant Emergency Team Captains shall notify the Building Management of all physically impaired occupants that may require special assistance in the event of an evacuation. This information will be shared with the Minneapolis Fire Department to aid in the evacuation process.

- (f) All employees within the suite should meet at the rendezvous location, outside of the building to be accounted for by the Tenant Emergency Team Captain.
- (g) The Minneapolis Fire Department will give an "all clear" signal or announcement when it is okay to reenter the building.

**Special items that a Tenant Emergency Team Captain may need to perform this function:**

- Be in possession of a flashlight or know the location of one in the event of a power failure
- Arrange for company first aid kit to be taken in the event of an evacuation (if not too heavy)
- Properly secure and safeguard company records
- Close office doors, but do NOT lock an office involved in a fire.

**Reminders:**

- There will be an annual fire drill.
- When in doubt - **EVACUATE.**
- There is **no** such thing as a **FALSE** alarm.
- Under no circumstances should anyone attempt to use the elevators during an evacuation unless specifically instructed by the Minneapolis Fire Department or Building Management.
- The Building has 3 main stairwells that can be used for evacuations. Each occupant should be familiar with the location of the nearest stairwells and always know the quickest route for evacuation.
- The roof is **never** an approved exit, as a fire will progress upward.
- If it is safe to do so, close all doors (but do NOT lock).
- Closing doors can help keep a fire from spreading and can buy us valuable time in evacuating.
- The air handler units on the floor of incident shut off to prevent the spread of smoke.
- All electronic locks in the building are tied to the fire panel. When

an alarm is activated, the electronic locks on the floor of incident, floor above and floor below will failsafe open and all elevator lobby doors will automatically release.

- As a Tenant Emergency Team Captain, it is your responsibility to designate a rendezvous area after an evacuation has taken place so that you can take a head count.

### **Training Requirements**

- As a Tenant Emergency Team Captain, you are responsible for reading the emergency procedure for The Marq and fully comprehending what is expected of you. If you need further training or have questions regarding these procedures please contact the Building Management.
- There will be building wide training classes held as needed.

### **About the Fire/Life/Safety System**

#### **Fire/Life/Safety Speaker System**

The building is equipped with a speaker system which has the capability of notifying all floors, simultaneously or individually in the event of an emergency situation. Special instructions may be broadcast from the Fire Control Room through the speaker system which can be heard in the tenant spaces, corridors, and exit stairwells.

#### **Sprinklers and Smoke Detectors**

The building meets the current building code requirements for sprinkler protection. Also, each floor is equipped with the required amount of smoke detectors. These systems are monitored 24 hours a day and if activated by smoke or heat, the alarm signal will sound on the alarmed floor as well as the floor above and the floor below the alarmed floor. The Minneapolis Fire Department will also be automatically dispatched to the building.

#### **Elevators**

In the event of a fire, the elevators will automatically be recalled to the 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 at this time. Elevators cannot be used for evacuation.

## **Stairwells**

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

## **Fire Alarm Signal**

The signal is a high-pitched tone sounded on the alarmed floor, one floor above, and one floor below in an emergency. The non-alarmed floors will be evacuated as determined by the Fire Department.

## **Fire Extinguishers**

Fire extinguishers are located on each floor of the building as required by the City of Minneapolis fire code and are for emergency use only. If there are extinguishers within the tenant space, they should be inspected on an annual basis to ensure proper operation

## **Medical Emergency**

In case of a medical emergency:

- Call for an ambulance.
- Determine extent of injury or nature of illness from the patient.
- Notify Building Management at 612-332-6300 and the onsite Security Guard
- Meet emergency personnel in building lobby and direct them to injured person(s).
- Security will record information regarding this activity Person(s) Injured, medical problem, hospital and who notified.

## **Power Failure**

Like any other facility, The Marq can experience a power failure although it is highly unlikely.

An 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 tenants.
- All elevators will return to the first floor, leaving only one elevator in each bank to operate.
- The power of the Life/Safety and PA system will remain operational

For your own safety:

- Keep a flashlight handy.
- Turn off electrical office machines and appliances.
- Be cautious when moving in dimly lit areas.
- Remain calm.

### **Public Riot or Disturbance**

- Avoid the area of disturbance.
- Avoid windows.  
Lock doors and close draperies or blinds.
- Report any suspicious persons.
- Notify the onsite security guard, Building Management and police if the situation merits the call. Bomb Threat

### In the event a bomb threat is received:

1. Immediately call 9-1-1 and Security desk at 612-604-0253 or cell phone at 612-385-0989 or 612-715-6542.
2. Give the following information to both parties:
  - Company name and suite number
  - Building name and floor location
  - Name of person who received the threat
  - Details of the threat
3. Notify the designated Tenant Emergency Team Captains and other required personnel.
4. Commence evacuation of your area. Do not touch suspicious objects.

### In the event of a bomb threat:

1. The police are dispatched.
2. A search is initiated by the Minneapolis Police.
3. A member of the Minneapolis Police will contact the person who received the original threat and question them regarding the caller.
4. Depending upon what is found, either the building will be evacuated or an "all clear" will be reported.

## **Evacuation**

In the event that an evacuation is deemed necessary by the Minneapolis Police Department there will be an announcement over the building's PA system. The Tenant Emergency Team Captain will then direct all employees to the nearest stairwell.

## **Quick Reference for Guidance**

### **Do:**

- Respond quickly, but calmly
- Go to the designated stairway, keep to the right side of the stairs, and use the handrail.
- Clear emergency stairwell doors.
- Assist handicapped personnel.
- Search office space, conference and storage rooms, as well as restrooms for all personnel

### **Don't:**

- Don't use elevators.
- Don't re-enter area until the "all clear" is received from City of Minneapolis Fire Personnel
- Don't block stairwells, vestibules, or doors
- Don't react in any manner that may cause undue alarm and panic
- All stairwell doors have an alarm contact and are self-locking. Once you enter a stairway, you should remember that only the stairwells for the affected floor, one floor above and one floor below will be unsecured. Ground level stairwell doors will always allow you to exit from the stairway to the outside

## **Tornado or Severe Weather**

The Security staff monitors a weather alert radio 24 hours a day, seven days per week. If a tornado warning is issued for our immediate area, an announcement will be made over the PA system.

### **Do:**

- Get away from the perimeter of the building and exterior glass. Leave your exterior office and close the door.
- If you have a portable radio or flashlight, take it with you.
- Go to a core location (central corridor, elevator lobby, enclosed stairwell or restroom) or parking levels
- Create a tornado or severe weather procedure within your suite. Pick a centralized location for all personnel to go.
- Protect your head and eyes, lie flat and make as small a target as possible.
- Seek protection under furniture if necessary.

**Don't:**

- Don't use the elevators
- Don't go to the lobby or outside the building
- Don't touch any exposed wiring after the tornado passes.

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**PEST CONTROL**

As a preventative maintenance measure, The Marq is treated by licensed pest control professionals on an ongoing basis. The technician applies treatments of pesticides during the monthly visit. These treatments are located in locked bait stations or applied as to avoid contact with our tenants at The Marq.

In the event of an infestation of your suite or any building common area that requires treatment of ANY pesticide measure, Building Management will notify all potentially affected occupants, visitors, etc. You can expect that Building Management will send out a universal notification to all affected parties when pesticides are applied onsite 72 hours before application under normal conditions and within 24 hours after application in emergency conditions.

If you are interested in seeing the MSDS sheets for these treatment methods, please contact the Building Management and we will be more than happy to share this information with you.

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**IMPORTANT NUMBERS**

Minneapolis Fire	9-1-1
Department Minneapolis	9-1-1
Police Department	9-1-1
Building Management	612-332-6300
Security Desk	612-604-0253
Security Cell	612-385-0989
	612-715-6542