

# US Bank Plaza

1015 St. Germain St, St. Cloud, MN 5301

## Tenant Handbook & Emergency Procedures



Managed By: GC Real Estate Partners  
320.253.0003 | [www.gcremn.com](http://www.gcremn.com)

## **WELCOME**

On behalf of Minnesota – MAP LLC and GC Real Estate Partners, we would like to take this opportunity welcome you to the US Bank Plaza building. It is our goal to make your tenancy here as pleasant as possible by working diligently to provide quality, professional building management services.

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

You can rest assured that your investment in space at the US Bank Plaza building is backed by the proven management services and staff of GC Real Estate Partners.

## **ABOUT GC REAL ESTATE PARTNERS**

Founded in 2004, GC Real Estate Partners (GCRE) is an innovative real estate firm that provides & tailored professional services to clients in Minnesota and North Dakota. The company is recognized as a service centric organization focused on growing long-term business relationships. GCRE offers a wealth of expertise in multi housing property management, commercial property management, facilities maintenance, brokerage and advisory services.

Property management is a core competency for GCRE and we deliver unmatched service to multi housing communities and commercial properties. GCRE's staff of more than 120 professionals is led by a Partner team with over 160 years of combined real estate experience. Our management portfolio is comprised of over 4,600 multi housing units and 2.4 million square feet of commercial property. Experience on its own is not what makes a company exceptional. GCRE prides itself on promoting education and industry specific training across the organization.

## **ABOUT THIS HANDBOOK**

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

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

## BUILDING MANAGEMENT & OPERATIONS

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

CONTACT INFORMATION			
Office Hours	Monday – Friday: 8:00 a.m. – 5:00 p.m.		
GC Real Estate Partners	320-253-0003		
24-Hour Emergency Line	320-253-0003 Ext 0		
RELEVANT PERSONNEL			
TITLE	NAME	PHONE	EMAIL
Sr. Portfolio Manager	Jack Reimer	320-257-3724	<a href="mailto:JackR@gcremn.com">JackR@gcremn.com</a>
		320-380-3157 (C)	
Property Accountant	Julene Bense	320-257-3727	<a href="mailto:JuleneB@gcremn.com">JuleneB@gcremn.com</a>
Building Engineer	Cory Heinen	320-257-3741	<a href="mailto:coryh@advantagepsinc.com">coryh@advantagepsinc.com</a> <a href="mailto:info@advantagepsinc.com">info@advantagepsinc.com</a>
Leasing	Kate Hanson	320-420-6485	<a href="mailto:kate.hanson@svn.com">kate.hanson@svn.com</a>
After Hours/Emergency	Emergency Service	320-253-0003	

## CONTACTING BUILDING MANAGEMENT

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

Any service related requests are to be made through (website)

## EMERGENCY CONTACTS

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

### Advantage Property Services/GCRE After Hours/Emergency Call Center: (320-253-0003)

BUILDING HOURS	
Monday – Friday	7:00 a.m. – 5:00p.m.
Saturday	Closed
Sunday & Holidays	Closed

## EMERGENCY PROCEDURES

### IN CASE OF AN EMERGENCY

#### FIRST - CALL 911

This number provides direct access to police, fire, ambulance, and rescue assistance. If one of the following emergencies occurs at US Bank Plaza, **FIRST** call **911**, then call our 24-hour service line at (320)-253-0003 from a safe place to assist in the emergency team response:

- To report a medical emergency
- To save a life
- To report a fire
- To report or prevent a crime that is occurring, has just occurred, or is about to occur

#### FIRE

1. Close the door leading to the source of the fire
2. **Call 911** and state the following information:
  - a. Building name: US Bank Plaza
  - b. Building Address: 1015 St. Germain Street
  - c. Tenant Suite number:
3. Call 24-hour Service line at (320) 253-0003 from a safe place and state the following information:
  - a. You have called 911 and reported a fire emergency.
  - b. Name of Caller:
  - c. Building name: US Bank Plaza
  - d. Building Address: 1015 St. Germain Street
  - e. Tenant Suite number:
4. Evacuate out of the building using stairwells.

## EVACUATION

If evacuation becomes necessary, proceed as follows:

1. Form a line in the corridor leading to stairwells.
2. Proceed by stairwell out of the building.
3. Proceed away from the building to the east and out of the parking lot - Stand by for further instructions.

**a. What to do:**

Use stairwells to evacuate.

Assist in moving individuals with special needs to stairwell landings.

Be prepared to merge with people evacuating from other floors.

Watch for fire fighters coming up stairwells to handle the emergency.

**b. What NOT to do:**

DO NOT go to the elevators - they will not respond.

DO NOT run or create a panic.

DO NOT return to your office until the "ALL CLEAR" is given.

Once the emergency personnel has given the "ALL CLEAR" you may return to your office.

## BOMB THREAT

Keep caller on the phone as long as possible, find out and record as much information as you can, i.e.:

Caller's intent, timing of bomb,

location Age/Sex

Accent/Slang

Background noise

**Call 911** and state the following information: You have received a bomb

threat Location:

Building name: US Bank Plaza

1015 St. Germaine St, Suite Number:

Your company's name:

Your name:

Call the 24-hour service line at (320) 253 0003 from a safe place and state the following information: You have received a bomb threat

Your building name and suite number

## ACCIDENT/ILLNESS

**FIRST - CALL 911 only if medical attention is needed!**

a. You need medical assistance

b. Location: US Bank Plaza

1015 St. Germain Street (Suite number)

c. Type of illness or injury

d. Individual's present condition

2. Call the 24-hour service line at (320) 253-0003 from a safe place and state the following information:
  - a. You have called 911 and requested medical assistance
  - b. Location: US Bank Plaza  
1015 St. Germaine St (Suite Number)  
Your name:  
Individual's name (if known):
  - c. Try to make the individual comfortable, **but do not move them**

## **BIOLOGICAL OR CHEMICAL THREATS**

**If you receive or encounter any suspicious material or substance: Call**

**911 and state the following information:**

- a. Location:  
Building name: US Bank Plaza  
1015 St. Germaine St, Suite Number:
- b. Explain the situation

Call the 24-hour service line at (320) 253 0003 from a safe place and state the following information:

- a. You have called 911 and reported a suspicious material/substance

## **SEVERE WEATHER & TORNADO**

Severe weather may include rain, hail, tornadoes, high winds, ice, sleet and snow, excessive heat, etc. Remain calm and always use your best judgment when severe weather occurs, because it may be difficult to predict what situation may arise due to a weather-related emergency. Local authorities may issue a severe weather warning by radio or civil defense sirens.

Public warning sirens operated by county and city municipalities are designed to be heard outside and may not be heard inside the building. Building management strongly recommends that each tenant also have a weather radio to monitor severe weather warnings and a plan of action in place for dealing with severe weather, both during and after business hours, for the safety of their employees. For weather information you may visit the National Weather Service's website at [www.nws.noaa.gov](http://www.nws.noaa.gov).

### **ADVISORY**

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

### **WATCH**

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

### **WARNING**

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



## **IN THE EVENT OF SEVERE WEATHER OR TORNADO:**

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

## **IF YOU ARE IN TRANSIT IN THE BUILDING**

- Go to nearest stairwell and take it to the underground tornado shelter.
- Do NOT go outside the building.

## **IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:**

- Seek protection under a desk. Remain in these areas until the “All Clear” has been issued by the National Weather Service. Then building management will instruct everyone to return to their offices.

## **WINTER WEATHER**

Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain and/or fog.

One of the primary concerns of winter weather storms is the ability to knock out heat, power and communications services to your home or office, sometimes for days at a time. Heavy snowfall and extreme can immobilize an entire region.

The National Weather Service refers to winter storms as the “Deceptive Killers” because most deaths are indirectly related to the storm. Instead, people are injured or killed in traffic accidents, hypothermia or frostbite from prolonged exposure to the cold. It is important to be prepared for winter weather before it strikes.

## **PLAN AHEAD FOR WINTER WEATHER: STAY INFORMED:**

- Listen to **NOAA** Weather Radio to stay informed of winter weather watches and warnings.
- Also monitor commercial radio, television and the Internet.



### **FAMILIARIZE YOURSELF WITH THESE TERMS TO HELP IDENTIFY A WINTER STORM HAZARD:**

- **Freezing Rain** - Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees and power lines.
- **Sleet** - Rain that turns to ice pellets before reaching the ground. Sleet also causes moisture on roads to freeze and become slippery.
- **Winter Weather Advisory** - Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.
- **Winter Storm Watch** - A winter storm is possible in your area.
- **Winter Storm Warning** - A winter storm is occurring or will soon occur in your area.
- **Blizzard Warning** - Sustained winds or frequent gusts to 35 miles per hour or greater and considerable amounts of falling or blowing snow.

### **PREPARE YOUR CAR:**

- Keep your gas tank at least half full.
- Check the following items on your car:
  - Antifreeze levels
  - Battery and ignition
  - Brakes
  - Exhaust system
  - Fuel and air filters
  - Heater and defroster
  - Lights and flashing hazard lights
  - Oil
  - Thermostat.
  - Windshield wiper equipment
  - Tires

### **POWER FAILURE**

In the event of a power failure in your suite or in the building please immediately contact our 24-hour service line at 320-253-0003.

Property Management as well as our engineering team will work with the Xcel Energy to restore power as quickly as possible.

## **BUILDING INFORMATION**

### **ELECTRONIC CARD ACCESS**

Access to US Bank Plaza is by cardkey access after building hours.

Monday - Friday	7:00 a.m. – 6:00 p.m.
Saturday & Sunday	Closed

GC Real Estate Partners provides each tenant with cardkeys that are assigned by the tenant to specific employees. Each employee is responsible for his/her own cardkey. Transfer of cardkeys among employees is prohibited.

If an employee loses his/her cardkey, please report it to the Property Engineer immediately at 320-250-1522 or [CoryH@advantagepsinc.com](mailto:CoryH@advantagepsinc.com). When a cardkey is reported lost or stolen, it is immediately deleted from the computer memory, rendering it useless for future access. Replacements may be obtained from GC Real Estate Partners for \$15.00 per card.

### **KEYS**

Each tenant receives keys to their suite at move-in.

All dispersed keys are the responsibility of the tenant. In the event keys are lost or misplaced or if you desire to have suite entry changed, please contact the property management team or submit your request through Angus Workorders. All locksets must be keyed to the building master key system to permit access to all areas of the building by the property manager or other officials in the event of a fire or other emergency.

All costs associated with keys, re-keying, or additional locksets will be billed separately to each tenant. All key related requests should be submitted on company stationery and requested by an authorized representative.

### **PARKING**

#### **Employee Parking**

US Bank Plaza has free surface parking guests. Parking is available on a first come first serve basis. There is a public ramp directly across the street that has monthly contract options.

#### **Visitor Parking**

A visitor/client area is provided in front of the building. Vehicles violating the visitor parking will be subject to towing.

#### **Overnight and Long-Term Parking**

Overnight and long-term parking in the surface parking lot and underground garage is prohibited. Please notify the property management team.

#### **Underground (garage) parking**

We do have underground parking at US Bank Plaza. The ramp is currently full. To reserve your spot on the waiting list, please contact property management at 320-257-3724 or [JackR@gcremn.com](mailto:JackR@gcremn.com)

## **SMOKING**

**Please note that this policy applies to e-cigarettes as well as traditional cigarettes.**

- There is absolutely no smoking permitted in the building.
- E-cigarette use is not permitted within the building or entryway vestibules.
- Smoking is not permitted within 40 feet of all exits and entrances.

## **SOLICITING**

For the convenience and protection of our tenants, soliciting, selling and petitioning is prohibited. The posting of signs is not permitted without authorization from GC Real Estate Partners. If a tenant observes any of these activities in the building, please inform the solicitor that such activities are not permitted in the building and immediately notify the property management team.

## **BUILDING SECURITY**

Tenants may access the building after hours by cardkey. Cardkeys will be assigned to you upon your move in. If you notice anything suspicious at the building, please contact the property management team. We are committed to make US Bank Plaza a safe environment for you to work in. As always, in the event of an emergency, please call 9-1-1 and then contact Property Management.

## **CONFERENCE ROOMS**

US Bank Plaza has a conference room for you to use on the third floor. Please reach out to Jack Reimer to reserve the conference room. [JackR@gcremn.com](mailto:JackR@gcremn.com)

## **MAIL SERVICES/BUILDING ADDRESS**

### **Mail**

The U.S. Postal Service delivers incoming mail to your suite during the day. Outgoing mail can be dropped off in the box in the lobby. Mass mailing must be taken to the Post Office.

### **Mailing Address**

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

1015 St. Germain Street, Suite XXX  
St. Cloud, Minnesota 56301

### **Express Boxes**

Express boxes are located in the basement level.

## **MAINTENANCE**

In the event maintenance problems arise within your space or in the building common area, please submit a service request through [JackR@gcremn.com](mailto:JackR@gcremn.com) Workorders and maintenance personnel will be sent to assist you as soon as possible. If you don't have access to email please call Jack at 320-380-3157.

## **LIGHTS**

If you have lights that need to be changed, please submit a request through GC Real Estate Partners website. There is no charge to replace building standard lighting.

***Please remember to turn off lights to conserve energy!***

## **HVAC (HEATING, VENTILATION AND AIR CONDITIONING)**

GC Real Estate Partners is committed to a quick response to your heating or air-conditioning adjustment needs.

To adjust the temperature in your suite, please Submit a request through GC Real Estate Partners website. A building engineer will be dispatched to make adjustments.

Tenants can assist in maintaining comfortable temperatures by closing blinds on the south side of the building on sunny days.

## **JANITORIAL SERVICES**

Janitorial services are provided by St Cloud Cleaning Services. Listed below is a brief overview of services that are provided routinely:

- Mop all tile flooring in office spaces as necessary, not less than twice a week.
- Vacuum carpeted areas (rugs) moving light furniture, other than desks, file cabinets, etc.
- Dust, furniture, fixtures, desk equipment, displays, telephones, files, windowsills as needed.
- Dust window blinds, air conditioning louvers and or grills quarterly.
- Sweep and wash lavatory flooring. Wash and polish mirrors, clean toilets (including seats, piping, hinges), urinals, and basins.
- Empty and clean wastepaper baskets, receptacles, etc.
- Clean side light glass as necessary.
- Clean all sinks and countertops in kitchens, checking under sink areas for trash and cleaning as necessary.
- Spot clean all partitions and partition glass.

In the event services are not to your satisfaction, please contact Property Management so that we may respond to your needs in an efficient and effective manner. Additional services such as carpet cleaning and furniture cleaning are available for a fee.

Trash from normal everyday office operations will be removed nightly by the janitorial staff. Trash labels are provided by the cleaning contractor for items too large for wastebaskets.

Disposal of furniture, delivery and equipment crates, etc. is the responsibility of the tenant

## **MOVING PROCEDURES**

Moving and all necessary arrangements are the responsibility of the tenant. GC Real Estate Partners will assist in every way possible to make your move into your new office as easy and convenient as possible.

- Please inform us of your moving contractor and have your agent call to set up a meeting with us as soon as possible to discuss the proper move-in procedures.
- Please schedule all move-ins with your property management team. All moves must take place through the designated doors after 5:00 p.m. Monday through Friday, or anytime on Saturday or Sunday.
- All moves must take place using the padded elevator.
- Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move.

#### **VENDOR CERTIFICATE OF INSURANCE (COI)**

Any outside vendors hired by the Tenant to do work on the property needs to provide a Vendor COI per the requirements listed in your lease.