

WEST END OFFICE PARK 

TENANT HANDBOOK

MANAGED BY:

**EXCELSIOR**

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 *The Excelsior Group*

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## GENERAL INFORMATION

Welcome to West End Office Park, professionally managed by The Excelsior Group, LLC. Our goal is to provide West End Office Park tenants with the highest level of customer service. During business hours, calls are taken by the tenant service coordinator. Should you have maintenance requests, please contact our tenant service coordinator at 952-525-3274 to set up your account for the online tenant portal. For emergencies and after-hours assistance, you may contact our 24-hour security officer at 952-232-9566. For quick reference, these frequently called numbers are noted at the bottom of each page of this handbook.

The property management office is located in West End Plaza, suite 400, and is open Monday through Friday from 8:00 a.m. to 5:00 p.m. Please feel free to call with any inquiries or comments - we are here to serve your needs! We would like to take this opportunity to introduce your property management staff:

## BUILDING MANAGEMENT CONTACT LIST

Quinn Davis  
Property Manager.....952-525-3273

Lizzie Esberg  
Tenant Services Coordinator.....952-525-3274

## HOURS OF OPERATION

With the exception of West End 3, all buildings are open from 6:00 AM to 7:00 PM, Monday-Friday and Saturdays 6:00 AM to 1:00 PM. West End 3 is open from 6:00 AM to 3:00 PM on Saturday.

Do not prop building doors open during evenings or weekends as this is a serious security issue. Please make sure all staff members that need after hour access have the appropriate key or access cards. **The management office, by company policy, cannot unlock tenant suite doors without proper authorization.** In the event of a forgotten or lost key, you will need to call another member of your staff for access to your suite.

## HOLIDAYS

West End Office Park is closed on the following federal holidays:

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

### **KEYS AND ACCESS CARDS**

For any new or replacement access cards there is a \$15 non-refundable charge per card and \$5 charge per key for additional keys. To order, please request on the online tenant portal or contact our tenant services coordinator at 952-525-3274 or [tenantservices@westendofficepark.com](mailto:tenantservices@westendofficepark.com).

### **LOADING DOCK**

Dock hours are Monday through Friday from 5:45 a.m. to 6:00 p.m. Weekend and after-hours deliveries can be arranged through the Tenant Services Coordinator. The loading dock entrance and exit is on the North side of West End Plaza. The dock can accept vehicles that are a maximum height of 13 feet with a 29-foot wheelbase. Semi-trailer trucks must unload from the street.

## **SERVICES & FACILITIES**

### **BICYCLE ROOM**

Interior bicycle rooms are available in the following locations:

West End Plaza: Lower level across from loading dock

West End 3: Lower level across from garage entrance

West End Center: Lower level next to loading dock.

To obtain bicycle room access please contact the tenant services coordinator at 952-525-3274 or [tenantservices@westendofficepark.com](mailto:tenantservices@westendofficepark.com).

### **BICYCLE RACK**

Exterior bicycle racks are available in the following locations:

West End Plaza: West side under parking ramp

West End 1-4 Courtyard area

West End Center: West side under stairs

### FITNESS CENTER

Located in West End Plaza on the 1<sup>st</sup> floor by the North entrance. Lockers, 2 shower rooms and a changing room are available for use. Personal items and locks are to be removed from the lockers on a daily basis. To obtain access please contact the tenant services coordinator.

### HOURS OF OPERATION

Fitness center hours are 5:00 AM – 8:00 PM Monday through Friday. Doors will be locked outside of these hours.

### COURIER SERVICE

All couriers using carts or hand trucks will be directed to enter through the loading dock entrance. To expedite your deliveries, please supply your courier service with an on-site contact name, suite number and phone number.

### CUSTODIAL SERVICES

Tenant areas are provided with building standard janitorial services 5-days-a-week. Special cleaning services, such as furniture or carpet cleaning, are available by calling our tenant services coordinator. Any special cleaning services are chargeable to the tenant and will be billed on a tenant's rent statement.

### CLEANING SCHEDULE:

Monday, Wednesday, Friday: Trash removal in desk areas

Tuesday & Thursday: Vacuuming in desk areas

Common areas such as entrances, kitchens and conference rooms have trash removal and vacuuming completed nightly.

If there are additional items you would like removed such as extra trash or cardboard boxes please label with "trash" or "recycling" stickers so that the cleaning team knows it is acceptable to remove. If you would like to obtain more stickers, please contact the tenant services

coordinator.

If you have any comments or questions regarding cleaning, please call the tenant services coordinator.

#### **DIRECTORY LISTINGS**

Building directories are located in West End Plaza, West End Center and West End 1-4. For changes or additions to the building directories, please contact our tenant services coordinator at [tenantservices@westendofficepark.com](mailto:tenantservices@westendofficepark.com) or 952-525-3274.

#### **FIRE DRILLS**

The St. Louis Park fire code mandates that building owners conduct fire drills annually. To ensure the safety of all West End Office Park occupants, property management will coordinate fire drills with your assigned tenant suite wardens. We encourage you to participate in building fire drills so that all occupants are informed of safety procedures.

#### **HANDICAPPED ACCESS**

Each building has their own designated handicapped entrance.

#### **LEASING INFORMATION**

Leasing information can be obtained by visiting [westendofficepark.com](http://westendofficepark.com) or by calling 952-241-1111.

#### **LOST AND FOUND**

Lost and found is located in the security office. Please contact [security@westendofficepark.com](mailto:security@westendofficepark.com) or 952-232-9566.

#### **MEETING AND CONFERENCE ROOMS**

To reserve conference rooms, please use the online tenant portal.

The following is a list of available conference rooms:

**West End Plaza 1<sup>st</sup> Floor Conference Rooms:**

**Ambassador and Gamble:** Up to 12 guests

- 80" TV
- Polycom
- HDMI Cable for Laptop Connection
- Secure Wi-Fi

**Parkdale Training Room:** Up to 82 guests

- 133" screen
- Ceiling-mounted Projector
- Lavalier Microphone
- Presentation Clicker
- HDMI Cable for Laptop Connection
- Secure Wi-Fi

**West End Four 1<sup>st</sup> Floor Conference Room:**

**Square Conference Room:** Up to 12 guests

- 70" TV
- Polycom
- Airtame
- Secure Wi-Fi

**WELLNESS ROOM**

A wellness room is located on the lower level of West End Plaza. This room is the perfect place for nursing mothers or anyone else who needs a quiet place to rest. The room is available on a first-come, first-served basis.

**VENDING MACHINES**

Vending machines are located on the lower level of West End Plaza. A variety of snacks and sodas are available for purchase.

**DRY-CLEANING**

Bizziebox dry cleaning is a convenient way to clean your clothes without having to leave work. Lockers are located in the bike room at West End 3, East lower level of West End Plaza and lower

level of West End Center.

### FOODSBY

Foodsby provides varieties of lunch options each day that get delivered to your building! For questions about signing up contact [tenantservices@westendofficepark.com](mailto:tenantservices@westendofficepark.com). Foodsby locations are on the 1<sup>st</sup> floor of West End 1, East lower level of West End Plaza, and lower level of West End Center.

### MOVING PROCEDURES

Tenants should call the tenant services coordinator at least two weeks prior to a move to reserve an elevator. Tenants should indicate the name of the moving company, a contact name and telephone number, and the time of the move. All moves from the loading dock must be made on weekends or after 6:00 p.m. on weekdays. A certificate of insurance from the moving company and tenant is required prior to move-in.

If the loading dock cannot be used because of truck height or length restrictions, arrangements can be made to unload at street level. ***Contact the property management office for building specific moving rules & regulations to give to your moving company.***

### PARKING

Monthly contract parkers are issued an access card and can access the garage 24 hours-a-day, 7 days-a-week. A card reader is located at each entrance. If you would like to inquire about monthly parking, please call the property management office.

Safety and security are prime concerns in our parking facility. The garage is patrolled regularly by our security staff. Security escort service to your car is available upon request by calling the security desk.

Since the garage facility is entirely two-way trafficked, we ask that you always proceed with caution and travel at minimal speed.



## **MAIL**

The U.S. Mail delivers to suites daily in West End Plaza, Center and West End 1-4.

## **UPS / FEDERAL EXPRESS DROBOXES**

West End Plaza building:	Lower level near the postal station (UPS)
West End Center building:	Mail box outside the main building entrance (bottom of stairs)
West End 1:	UPS box on 1 <sup>st</sup> floor
West End 4:	FedEx

## **RECYCLING PROGRAM**

West End Office Park takes pride in providing its tenants with a full-service recycling program for office paper, cans, bottles, telephone books, periodicals, magazines, plastic bottles and corrugated cardboard. For additional information, please contact our tenant services coordinator.

## **REPAIRS**

Our operations staff is trained and equipped to handle a wide variety of issues. If you require assistance, please enter a work order on the online building portal and the appropriate person will be dispatched. If there is an emergency situation outside of normal business hours, please contact security at 952-232-9566, and the security representative will dispatch the appropriate personnel.

## **SECURITY**

Security staff is on-site at this facility 24 hours-a-day, 7-days-a-week. In addition, the building utilizes a fully automated access control system which will limit after-hours and weekend traffic to authorized visitors only. All after-hours access is through the main entrance. After hours, your access card will be programmed to allow access to your building.

## **SMOKING AREAS**

To accommodate smokers, designated smoking areas have been provided for West End Center, West End Plaza and West End 1-4. We request your cooperation in encouraging those who wish

to smoke to utilize the following facilities provided:

Location

West End Plaza: L level of parking ramp

West End Center: L level of parking ramp

West End 1-4: West End 2 East parking lot

**SOLICITATION**

West End Office Park enforces a strict "No Solicitation" rule throughout the buildings for the convenience and protection of our tenants. If you notice a solicitor, please contact security.

**STORAGE**

For information on possible availability of storage space at West End Office Park, please contact our tenant services at 952-525-3274.

**Billable Work Orders**

After-hours HVAC	\$75 per hour
Engineering Special Assistance	\$75 per hour (1/2-hour minimum)
-Hang pictures, hang white boards, install keyboard trays, move furniture, etc.	
Keys (New office & storage)	\$5 per key
Access Cards	\$15 per card
Suite Re-Key	\$25 per cylinder

**RULES AND REGULATIONS**

The following rules and regulations for West End Office Park have been established to provide a safe and well-maintained workplace for the tenants of the park. Please be sure all employees, visitors and guests adhere to the following rules:

1. The sidewalks, entries, passages, stairways and elevators shall not be obstructed or used for purposes other than ingress to or egress.
2. All large deliveries shall be scheduled with tenant services. Any damage to the property, caused by tenant or the tenant's contractor, shall be paid for by tenant.

3. Tenant will refer all contractors, and installation technicians to landlord for landlord's approval before beginning any work. This applies to all work performed, including installation of telephones, communications equipment, electrical devices and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment or any other physical portion of the project.
4. No advertising, signage, or notice shall be inscribed, painted or affixed on any part of the inside or outside of the buildings without the prior written consent of landlord.
5. Tenant shall not permit firearms to be brought into West End Office Park.,
6. The management staff, security, maintenance and janitors of West End Office Park may at all times keep a pass key, and be allowed admittance to the office space.
7. No additional locks may be placed upon any doors without the written consent of the landlord.
8. No windows or other openings that reflect or admit light into a corridor or to any other place in the building, shall be covered or obstructed without approval from landlord.
9. The use of musical instruments, radios or televisions at high volume, and the making of unreasonable noises, odors or vibrations is prohibited.
10. The water closets and other water fixtures shall not be used for any purpose other than those for which they were constructed.
11. No bicycles or similar vehicles will be allowed in the building. Bicycles must be parked in designated bike racks.
12. Landlord shall not be responsible for the acceptance of any goods or other deliveries designated for tenant.
13. If tenant desires to install, at tenant cost, shades and draperies, they must be approved by landlord.
14. Landlord or its agents shall have the right to enter any office space to examine the same or to make repairs, alterations or additions as landlord shall deem necessary for the safety, preservation or improvement of West End Office Park.
15. Tenant shall not install or authorize the installation of any vending machines, food or beverage preparation machines or dispensing devices without landlord's prior written approval.
16. West End Office Park is smoke-free. Smoking is strictly prohibited in all common areas. Anyone found smoking in the buildings will be asked to leave.

17. No pets of any kind will be allowed in the building. Service animals are permitted.

## **EMERGENCY PROCEDURES**

The ownership and management of West End Office Park take fire and life safety very seriously. Our objective is to provide our tenants with a safe and comfortable work environment.

While the fire/life safety systems in the buildings are designed to ensure the safety of all occupants, in the event of a fire or other emergency it is important that all individuals working in the building understand the emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the fire and life safety systems in place at West End Office Park, please contact the management office at 952-525-3274.

### **EMERGENCY PHONE NUMBERS**

Emergency	911
Police Department (non-emergency)	952-924-2600
Management Office	952-525-3274
Security	952-232-9566

### **SUITE RESPONSE TEAM**

At the time of move-in, each tenant is asked to complete the **Emergency Response Team Form** designating personnel that will be responsible for taking charge in the event of an emergency. It is up to each tenant to assure that this form is updated when designated personnel leave employment of the firm or for other reasons are no longer able to perform the outlined duties of emergency response personnel.

While the West End Office Park management staff may periodically host emergency response team training, the general responsibilities are outlined here. It is the responsibility of all emergency response team personnel to familiarize themselves with these guidelines as well as all the emergency procedures.

There are three emergency response team positions. They are:

- **Suite warden** – responsible for directing staff in event of an emergency and explaining/overseeing all emergency actions.

- **Searcher** – after all personnel have evacuated the suite, the searcher sweeps the suite to ensure that all have in fact evacuated and that there are no injured persons left behind.
- **Physically impaired assistance monitor** – assists any physically impaired individuals during an emergency and/or building evacuation.

#### SUITE RESPONSE TEAM RESPONSIBILITIES

Each member of the suite response team has an extremely important job to perform in the event of an emergency. Each suite response team designee should become familiar with the following duties.

##### **Suite Warden**

- Ensure all team members know their duties, locations of stairwell exits, and safe refuge areas.
- Maintains an updated roster of suite response team personnel.
- Keeps property management updated on any changes in the suite response team.
- Alerts suite response team of potential emergencies.
- Supervises the activities and training of the suite response team.
- Predetermines search patterns and routes.
- Predetermines a safe refuge area for staff to meet during an evacuation.
- Supervises fire drills.
- Responsible for informing and training suite response team in emergency procedures.
- Maintains current list of all physically impaired occupants in your suite.
- Pre-plans the handling of physically impaired occupants during evacuation.
- Takes roll at predetermined safe refuge/meeting area and reports any missing team members.

##### **Searcher**

- Under the supervision of the suite warden, searchers are responsible for finding and evacuating all personnel from the suite, specifically from remote areas such as storage rooms, file rooms, coffee/break areas, restrooms, etc.
- Close, but do not lock, all doors after you have determined that the room has been evacuated.

- Advises any remaining personnel in the suite of the emergency and insists on their evacuation.
- Evacuates non-employees from the suite.
- Must be familiar with the emergency procedures and the location of all stairwells.

#### **Physically Impaired Assistance Monitor**

- Under the supervision of the suite warden, the assistant to the physically impaired is responsible for the safe evacuation of any physically impaired personnel.
- Maintains up-to-date list of physically impaired employees.
- Moves all wheelchair bound personnel and others unable to use stairs to the stairwell and waits with them until emergency personnel arrive.

#### **BOMB THREAT**

Bomb threats must always be taken seriously. Do not assume that a bomb threat is a prank call. Anyone can receive a bomb threat and all West End Office Park tenants should be prepared.

- 1) Remain calm and keep the caller on the line as long as possible. DO NOT HANG UP, even if the caller does.
- 2) Listen carefully. Be polite and show interest.
- 3) Try to keep the caller talking to learn more information.
- 4) If your phone has caller ID, write down the number.
- 5) Complete the Bomb Threat Checklist. Write down as much detail as you can remember.
- 6) Upon termination of the call, DO NOT HANG UP, but from a different phone, contact the authorities.
- 7) **Call 911** immediately and give them all information you have.

Call the West End Office Park security office at 952-232-9566. Give them all information and inform them that 911 has been called.

Notify the Suite Warden.

#### **REPORT, BUT DO NOT TOUCH ANY SUSPICIOUS OBJECTS.**

Fill out the attached bomb threat checklist sheet to record pertinent information. Have this checklist available for the authorities.

#### **EMERGENCY RESPONSE**

- 1) Police will be dispatched by your call to 911.
- 2) The Excelsior Group property management staff will respond.

3) The police will question the person who took the call.

4) An evacuation may take place.

**\*DO NOT USE CELL PHONES, AS THEY  
MAY INTERACT WITH RADIO-CONTROLLED DEVICES OR BOMBS.**



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**Bomb Threat Checklist**

Date \_\_\_\_\_

Time \_\_\_\_\_

Time caller hung up \_\_\_\_\_ Phone number where call was received \_\_\_\_\_

**Receive as much information as you can:**

1. Where is the bomb located (floor)? \_\_\_\_\_
2. When will it go off? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will make it explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why was it placed? \_\_\_\_\_
8. What is your name? \_\_\_\_\_

**Record the exact words of the threat:**

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**DESCRIPTION OF VOICE**

Male_____	Female_____	Calm_____	Frightened_____
Young_____	Middle-aged_____	Old_____	Accent_____
Slang_____	Educated_____	Slow_____	Rapid_____
Normal_____	Excited_____	Loud_____	Sincere_____
Calm_____	Deliberate_____	Incoherent_____	Rational_____
Righteous_____	Emotional_____	Coherent_____	Irrational_____
Laughing_____			

**BACKGROUND NOISE**

Music_____	Children/Babies_____	Cars/Trucks_____	Typing_____
Talking_____	Machines_____	Airplanes_____	Other_____

### **ELEVATOR EMERGENCY (ENTRAPMENT)**

If an elevator malfunctions:

- 1) Press the “Push to Call” or Push for Help” button (Exception: on the parking ramp elevators open the “Phone” door to access the call button) this will automatically call the elevator service provider. An automated message will play twice and then the operator will communicate with you.
- 2) Remain calm - building personnel and an elevator technician will be dispatched to you.
- 3) Face the speaker and respond if someone calls into the elevator.
- 4) DO NOT attempt to force the elevator doors open.
- 5) DO NOT attempt to exit an elevator that stops well above or well below the floor level; wait for assistance.

### **EMERGENCY RESPONSE**

Security personnel will dispatch the necessary building personnel to assist you.

### **EVACUATION PROCEDURES**

In the event of an emergency, it may become necessary to evacuate the building. All suite response team personnel as well as general personnel should be completely familiar with the following evacuation procedures.

#### **In the event an evacuation is necessary:**

- 1) Follow the evacuation route to an emergency exit. Follow the instructions of any police, fire or other official who may be on the scene to take charge.
- 2) Close office doors as you leave.
- 3) Form single-file evacuation line.
- 4) Use enclosed stairwells and grip handrails when descending stairs. Keep to the right to allow firefighters access to individual floors.
- 5) Minimize talking.
- 6) No smoking.
- 7) Assist in moving physically impaired persons to building stairwell landings.
- 8) In the event of total building evacuation, go to your predesignated safe refuge area and ensure that all your employees have evacuated.

- 9) Do not use the elevators unless directed by building personnel.

#### EMERGENCY RESPONSE

- 1) Emergency personnel will assist with evacuation of physically impaired persons.
- 2) In conjunction with the appropriate emergency authority, property management personnel will issue an "All Clear" when it is safe to return to the building.

#### FIRE PROCEDURES

In the event you discover a fire or heavy smoke within the building:

- 1) Call the fire department by dialing 911.
  - a) Give your building name
  - b) Street address
  - c) Floor where you are located
  - d) Details of fire emergency
  - e) Your name and telephone number
- 2) Call the West End Office Park security office at 952-232-9566 and reiterate above information. Confirm that the fire department (911) has been called.
- 3) Notify your suite warden
- 4) If evacuation is necessary, following instructions of the suite warden.
- 5) Close office doors as you leave.
- 6) Listen for voice communication instructions.
- 7) Use stairwells to evacuate - bear to the right in the stairwell to allow emergency personnel to pass.
- 8) **DO NOT USE ELEVATORS.**
- 9) If caught in heavy smoke, take short breaths through a piece of clothing held to your nose and crouch low to the floor where the air is purest and move to the exit by crawling.
- 10) Once outside the building, proceed to your predetermined safe refuge area.

#### EMERGENCY RESPONSE

- 1) The fire department will respond.

- 2) The Excelsior Group property management staff will prepare for the arrival of the fire department.
- 3) Firefighters will handle the emergency.
- 4) An "All Clear" will be issued when/if it is safe to return to the building.

### **MEDICAL EMERGENCY**

In the event an accident or medical emergency takes place in your office area:

- 1) Call 911 and give the following information:
  - a) Building name
  - b) Street address
  - c) Floor and suite number
  - d) Nature of injury/illness and symptoms
- 2) Call the West End Office Park Security Office at 952-232-9566. and reiterate the above information. Confirm that 911 has been called.
- 3) Do not move the injured/ill person. Try to make them comfortable.
- 4) If possible, have someone meet the emergency personnel when they arrive.

### **EMERGENCY RESPONSE**

- 1) The 911 center will dispatch paramedics.
- 2) Property management personnel will prepare for the arrival of emergency units.
- 3) Paramedics will arrive to administer medical assistance.

### **AED**

This is a portable device that checks the heart rhythm and can send an electrical shock to the heart to try to restore a normal rhythm. It is used to treat sudden cardiac arrest.

An AED is located on the first floor in the East entrance of West End Plaza as well as the lobby of West End 2.

### **SECURITY**

#### **EMERGENCY PROCEDURE**

To report a police emergency:

- 1) Call 911 and give your building information:
  - a) Give your building name
  - b) Street address
  - c) Floor where you are located
  - d) Type of security issue
- 2) Call the West End Office Park security office at 952-232-9566 and reiterate above information and confirm that (911) has been called.

#### NON-EMERGENCY PROCEDURE

To report or discuss a security matter, call our security desk at 952-232-9566.

#### OFFICE SECURITY

To reduce the possibility of office theft, we recommend the following:

- 1) Do not leave purses, cell phones or other valuables unsecured and unattended.
- 2) Ensure that a receptionist is always at the office entrance while the office is open.
- 3) Be aware of times when the office may be particularly vulnerable (early morning, noon hour and rush hour).
- 4) Lock all office doors after business hours and report all suspicious activity to The West End Office Park security personnel at 952-232-9566.
- 5) If a tenant's employee is locked out of their office at any time, they must contact their supervisor or designated tenant contact to unlock the door. It is the policy of West End Office Park not to unlock tenant doors without proper authorization.

#### SUSPICIOUS MAIL OR SUBSTANCE

Review the attached two notices from the federal government with regard to suspicious mail or packages.

In the event a suspicious substance is discovered:

- 1) **CALL 911 AND GIVE THIS INFORMATION:**
  - a) State "I have discovered a suspicious substance"
  - b) Your name, company name and telephone number
  - c) Give building name
  - d) Give building address
  - e) Company floor and suite number
- 2) Call the West End Office Park Security Office at 952-232-9566. Re-state the above

information, and that 911 has been called.

- 3) Notify your designated suite warden.
- 4) Do not touch any suspicious objects and do not disturb contents.
- 5) Keep all non-government/unauthorized personnel out of the area.

#### EMERGENCY RESPONSE

- 1) Police will be dispatched by your call to 911.
- 2) Property management staff will respond.

# FBI Advisory

**If you receive a suspicious letter or package**

**What should you do?**

- 1 Handle with care  
Don't shake or bump**
- 2 Isolate and look  
for indicators**
- 3 Don't Open, Smell  
or Taste**
- 4 Treat it as Suspect!  
Call 911**



- No Return Address  
Restrictive Markings
- Possibly Mailed from a Foreign Country  
Excessive Postage
- Misspelled Words  
Addressed to Title Only or Incorrect Title  
Badly typed or written
- Protruding Wires
- Lopsided or Uneven
- Rigid or Bulky
- Strange Odor
- Wrong Title with Name
- Oily Stains, Discolorations, or Crystallization on Wrapper
- Excessive Tape or String

## If parcel is open and/or a threat is identified...

#### For a Bomb

Evacuate Immediately  
Call 911 (Police)  
Contact local FBI

#### For Radiological

Limit Exposure - Don't Handle  
Distance (Evacuate area)  
Shield yourself from object  
Call 911 (Police)  
Contact local FBI

#### For Biological or Chemical

Isolate - Don't Handle  
Call 911 (Police)  
Wash your hands with soap and warm water  
Contact local FBI



Police Department \_\_\_\_\_

Fire Department \_\_\_\_\_

Local FBI Office \_\_\_\_\_

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)

**What should make me suspect a piece of mail?**

- It's unexpected or from someone you don't know.
- It's addressed to someone no longer at your address.
- It's handwritten and has no return address or bears one that you can't confirm is legitimate.
- It's lopsided or lumpy in appearance.
- It's sealed with excessive amounts of tape.
- It's marked with restrictive endorsements such as "Personal" or "Confidential."
- It has excessive postage.

**What should I do with a suspicious piece of mail?**

- Don't handle a letter or package that you suspect is contaminated.
- Don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- Notify local law enforcement authorities.

## **TORNADO**

There are two designations placed on a tornado; a WATCH and a WARNING. A tornado WATCH indicated weather conditions are right for a tornado. A tornado WARNING indicates that a tornado has been sighted in the immediate area.

### **IN THE EVENT OF A TORNADO WARNING**

- When a warning sounds and severe weather is approaching, move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
- Take stairs to the basement of the building. DO NOT USE ELEVATORS.
- If you cannot reach a safe area in time, the next safest place is under a desk, table or chair.
- Sit on the floor with your back to the interior wall and cover your head with your arms.
- Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your workstation.
- If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.
- Each suite is responsible for monitoring weather conditions and taking appropriate precautions.

## **ACTIVE SHOOTER**

An active shooter is an individual engaged in killing or attempting to kill people in a confined and populated area: in most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate the harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

### **Good practices for coping with an active shooter situation**

- Be aware of your environments and any possible dangers.
- Take note of the two nearest exits
- If you are in an office, stay there and secure the door



- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- CALL 911 WHEN IT IS SAFE TO DO SO

**How to respond when an active shooter is in your vicinity:**

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

**1. Run/Evacuate**

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

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

**2. Hide/Take shelter**

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

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Do not trap or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the shooter is nearby:

- Lock the door

- Silence your cell phone
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

### **3. Fight/Take Action**

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

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

#### **How to react when law enforcement arrives**

- Remain calm, and follow officer's instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises

#### **Information to provide law enforcement or 911 operator:**

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

The first officer to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assemble point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.