

# US Bank Handbook

## Urban Land Interests

Urban Land Interests, LLC (ULI) is a real estate development and management company that is committed to the following mission:

ULI develops, manages, operates and invests in real estate with the perspective of long term owners committed to improving the value of every building. We build long term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.

Brad Binkowski and Tom Neujahr founded ULI in 1974. In Madison, its developments include:

- Fire Station No. 2
- Doty School Condominiums
- Lincoln School Apartments
- Tobacco Lofts Apartments
- Pinckney Row Townhomes
- 222 West Gorham Street
- American Exchange Bank renovation
- US Bank Plaza
- Tenney Plaza
- 44 East Mifflin Street office building and parking ramp, including Pinnacle Health & Fitness and UW Credit Union
- Block 89, an office and retail development which includes the 119 Martin Luther King, One East Main, 10 East Doty, and 33 East Main buildings, including Walgreens, Starbucks, Johnny Delmonicos, Marigold Kitchen, Bel Air Cantina, DLUX, Tavernakaya, Johnson Bank, and Park Bank
- 25 West Main Street (Redevelopment of the former Anchor Bank Properties)

ULI employs its own janitorial and maintenance staffs along with HVAC technicians to make sure that it delivers the highest possible quality of service to tenants.

Please contact the ULI office with any questions or concerns you may have. If you are unsure whom to contact for a specific request, the receptionist will be happy to direct your question/request to the appropriate person(s). We welcome your input.

# US Bank Handbook

## Restaurants

[Graze](#)

[L'Etoile](#)

[Gooseberry on the Square](#)

# US Bank Handbook

## Services

[US Bank](#)

[Capitol Square Dental](#)

# US Bank Handbook

## Building Hours

The lobby to the US Bank Plaza is currently open during the following normal business hours:

**Monday - Friday, 7:00 a.m. - 6:00 p.m.**

After normal business hours and during holidays, the entrances are locked and an authorized “C-Cure by Software House” access fobs will be required to gain access. Any tenant having after-hours functions will be responsible for complying with security requirements for the building. Please contact [maintenance@uli.com](mailto:maintenance@uli.com) with any access related questions or concerns.

# US Bank Handbook

## Making Payments

In order to expedite posting of your payments, please follow these guidelines:

### **Parking Services**

- a. Payments can be made via ACH, Credit Card, or by Check.
- b. If by ACH or Credit Card, please contact [parking@uli.com](mailto:parking@uli.com) to set up these arrangements.
- c. If by Check:

- Make check payable to Pinckney Investments LLC.
- Itemize payments by invoice number.
- Mail to:

Urban Land Interests  
33 East Main Street, Suite 251  
Madison, WI 53703

### **Rent Obligations and Other Services**

- a. Payments can be made via ACH or Check. If ACH, contact [accountsreceivable@uli.com](mailto:accountsreceivable@uli.com) to set up these arrangements.
- b. If by Check:

- Make payable to Pinckney Investments LLC.
- Itemize the items that you are paying for on your check stub.
- Mail to:

Urban Land Interests  
10 East Doty Street, Suite 300  
Madison, WI 53703

# US Bank Handbook

## Building Directory

In the main and P1 elevator lobbies of US Bank Plaza are directories that lists the tenants of the building. If you have changes or additional listings to include, please email your requests to [maintenance@uli.com](mailto:maintenance@uli.com). ULI will accommodate reasonable requests. Directory strips typically take 2-3 weeks to arrive.

# US Bank Handbook

## Internet & TV Service Providers

**Please note that ULI does not have preferred vendors and tenants may contract with whomever they choose. When preparing for any service provider to do installation, please make sure to contact ULI Maintenance prior so that we can assist if/when needed. Below is a listing of current providers that have service in the building.**

### US Bank-

- AT&T COPPER/FIBER
- CHARTER SPECTRUM COAX/FIBER
- CENTURY LINK/LEVEL 3 FIBER
- SUPRANET
- TDS COPPER
- HOYOS CONSULTING

# US Bank Handbook

## Distributed Antenna System (DAS)

The building and ramp contain a Distributed Antenna System (DAS) which provides a dedicated carrier-grade cellular signal indoors. Multiple antennas are installed on each floor to extend cellular coverage throughout the entire facility.

Verizon and U.S. Cellular are the carriers connected to the system currently. We will provide updates as new carriers are added to the system.

**No action is needed** to utilize this amenity. Devices on Verizon and U.S. Cellular networks will automatically connect to the system upon entry.

If your device is on either the Verizon or U.S. Cellular network, and you experience connectivity issues within in the building, please contact [maintenance@uli.com](mailto:maintenance@uli.com) so we can troubleshoot the issue.

# US Bank Handbook

## Parking Overview

The US Bank Plaza parking ramp contains two levels of parking with 407 spaces that are available on either a monthly or an hourly basis. Reserved stalls are clearly marked.

Please note: As of September 1<sup>st</sup> 2021 Urban Land Interests does not offer Electric Vehicle Charging in our commercial parking spaces, though we are actively researching options to deliver this service as soon as possible. Also please be aware that outlets in the ramp are covered and not intended for parker use.

# US Bank Handbook

## Monthly Parking

Monthly parking is available on a first come, first served basis in all areas except for stalls clearly marked for visitor or reserved parking.

### **CLEARANCE**

The parking ramp is designed for a maximum clearance of 6'6". Please make sure your vehicle has a clearance of 6'6" or less to avoid damage.

### **APPLICATIONS**

Applications for monthly parking spaces are available by contacting [parking@uli.com](mailto:parking@uli.com). Parking stalls that are on a month-to-month basis may be canceled by the user only by providing 30 days prior written notice to ULI. The terms are detailed on the monthly parking application/contract. Please make sure your parking fees are paid on time.

## TENANTS

Tenants and their employees will always be given priority for available parking. However, if spaces are available, monthly parking will be made available to non-tenants as well.

## ACCESS

Each monthly parker is provided a parking access card, which allows the parker to enter and exit the ramp 24 hours a day, 7 days a week. There is a replacement fee for lost or stolen parking cards.

## ACCESS PROBLEMS

If you are an authorized monthly parker and the gate does not automatically rise as you slowly approach, simply use your parking card or take a ticket from the ticket-dispensing machine, proceed to a parking space, and call the ULI office to report the incident.

# US Bank Handbook

## Visitor Parking

To make the US Bank Plaza ramp as convenient as possible for your clients, customers and visitors, several stalls are set aside for short-term visitors only. The visitor parking is clearly identified and is available for use by your guests and visitors. Please make sure you do not park in visitor stalls or designated reserved stalls. Monthly parkers who park in the designated visitor parking area will be ticketed and may lose their parking privileges for repeat offenses.

We will use our best efforts to set aside enough visitor parking so our tenants may be confident that their guests can be accommodated. If a tenant needs to schedule an event or meeting which involves a large number of visitors during normal business hours, please call the ULI office at least 24 hours before the meeting, and we will do our best to accommodate any special parking needs.

If at any time your visitor is unable to find available parking, please notify the ULI office immediately. If you are scheduling a special event after normal business hours, please call the ULI office prior to the event to ensure the elevator lobby is accessible to your guests.

# US Bank Handbook

## Validation of Visitor/Client Parking

Visitors or clients of US Bank Plaza tenants must take a ticket from the ticket-dispensing machine as they enter the ramp. They must either pay for the cost of parking or present a validation sticker issued from the tenant as they exit the ramp.

Tenants wanting to obtain validation stickers to validate visitor parking should contact [parking@uli.com](mailto:parking@uli.com) to setup an account. An invoice will then be generated monthly for the charges the tenant has accrued. When more validation stickers are needed, contact [parking@uli.com](mailto:parking@uli.com) and please allow 48 hours for processing.

If a visitor does not have a validation sticker issued by a tenant of US Bank Plaza, the visitor must pay

the general public hourly parking rate when exiting the ramp. Cash and credit cards are accepted.

# US Bank Handbook

## Parking Management

Daily operation of the US Bank Plaza parking ramp is managed by Urban Land Interests. ULI monitors and maintains the entry parking gates and ticket dispenser. For any maintenance needs within the ramp, e.g., broken glass, graffiti, burned-out lights, etc., please call the ULI maintenance line at (608)251-0707 or email [maintenance@uli.com](mailto:maintenance@uli.com).

# US Bank Handbook

## Liability Statement

You have sole responsibility for the protection of your automobile(s) or any other property located within the parking area. ULI is not responsible for policing or securing the parking area, and assumes no liability for theft of, or any damage to vehicles or other property located within the parking area. Please keep your vehicle locked at all times and report any incidents to the ULI office.

# US Bank Handbook

## Special Event Parking

A few times each year, ULI will rent parking spaces to the general public for special events, such as the Art Fair on the Square and the Taste of Madison. Parking will be rented to the general public for special events only on weekends and holidays, not on weekdays during normal business hours. During these times ULI will always try to reserve adequate parking spaces for monthly parkers with a valid parking access card. Your access card entitles you to parking privileges 24 hours a day, 365 days a year.

# US Bank Handbook

## Bicycle Parking

Bicycle racks are provided for tenants of US Bank Plaza. The racks are located next to the booth in the parking ramp. Please lock and secure your bicycle to the rack at all times. ULI is not responsible for theft or any damage to your bicycle or other property resulting from the use of its bicycle facilities. Please report any incidents to the ULI office.

**No bicycles are permitted in the building lobbies or any of the elevators. Bicycles may not be left on sidewalks adjacent to the building entrances.**

# US Bank Handbook

## Conference Center

The US Bank Plaza Conference Center is located at the mezzanine level just off the 1st floor. There is a large and small conference room available for tenant use on a first come, first served basis, Monday - Friday between the hours of 7:00am and 6:00pm. Hourly, half-day, and full day rates are offered. For more information regarding rates, or to reserve a room, please contact [homeoffice@uli.com](mailto:homeoffice@uli.com). See below for capacity and equipment information.

| Equipment           | Large Conference Room | Small Conference Room |  | Room Configuration Options   | Capacity Large Conference Room | Capacity Small Conference Room |
|---------------------|-----------------------|-----------------------|--|--|--------------------------------|--------------------------------|
| Projector           | x                     |                       |  | <b>Classroom:</b><br>Rows of tables and chairs                                 | 60 Max                         | 21 Max                         |
| Pull Down Screen    | x                     |                       |  | <b>Conference:</b><br>Tables in a closed square with chairs around the outside | 40 Max                         | 20 Max                         |
| White Board         | x                     |                       |  | <b>U-Shape:</b><br>Tables in an open u-shape with chairs around the outside    | 30 Max                         | 15 Max                         |
| Podium              | x                     | x                     |  |  |                                |                                |
| Wireless Microphone | x                     | x                     |  |  |                                |                                |
| Flipchart           | x                     | x                     |  |  |                                |                                |
| Conference Phone    | x                     | x                     |  |  |                                |                                |

# US Bank Handbook

## Receiving Area

The receiving area/dock for US Bank Plaza is located at the rear of the building on Webster Street. The service elevator is conveniently located at the top of the loading dock, and the clearance of the dock is 12 feet.

For the benefit of all tenants, no parking is permitted in the receiving docks at any time. Never leave vehicles running while located in the loading docks.

# US Bank Handbook

## Trash Area

The main trash and recycling area for US Bank Plaza is located in the loading dock area. Tenants utilizing the trash area for waste disposal are responsible for cleaning up any messes related to their use.

The building utilizes a “single sort” process for collecting standard recycling material. There is a compactor in the loading dock area labeled for recycling. The building follows residential guidelines for the City of Madison. Items that can be recycled are similar to items you would recycle at home, such as paper, cardboard, glass, plastic, and aluminum.

Items requiring special handling that cannot be placed in or around the waste and recycling compactors/dumpsters are:

- Appliances
- Batteries
- Bulky items (furniture)
- Chemical products
- Christmas trees
- Construction debris
- Electronics
- Flammables
- Fluorescent bulbs
- Hazardous waste
- Pesticides
- Liquids
- Medical waste/needles
- Tires

For information on how to properly dispose of these items, please call the ULI office.

# US Bank Handbook

## Break Room/Vending Machines

There is a common area break room located on the 3rd floor. The break room contains vending machines that offer snacks and beverages, as well as microwaves for heating up meals.

# US Bank Handbook



## Mail Services

**U.S. Mail** – Drop boxes are located just outside of the East Washington Street entrance of US Bank Plaza.

The Post Office Capitol Station is located at 2 East Mifflin Street, Suite 103.

FedEx and UPS drop boxes are located near the 1st floor restrooms. See boxes for pick up time listings.

## US Bank Handbook

### Locker Rooms and Showers

Men's and women's locker rooms with showers are located on the lower level of the US Bank Plaza. Facilities are available on a first-come, first-served basis. The locker rooms are secure 24 hours a day; therefore, individual access fobs will need to be programmed for access. Contact [maintenance@uli.com](mailto:maintenance@uli.com) for this service. Since locker space is very limited, all belongings must be removed after each use. Locks left on lockers overnight may be cut and the contents removed at management's discretion.

## US Bank Handbook

### Smoking Policy

US Bank is a smoke-free facility in accordance with City of Madison Ordinance 23.05(6)(a). This also includes the use of e-cigarettes and vaping devices. Please refrain from smoking at or within 20 feet of all entrances. The receptacles at the building entrances are there solely to extinguish and dispose of smoking materials before entering the building.

## US Bank Handbook

### Mother's Room

Urban Land Interests is proud to offer a designated lactation room. The room is located within US Bank and is offered as an amenity to our US Bank tenants on a first come, first serve basis.

Please contact Maintenance at [maintenance@uli.com](mailto:maintenance@uli.com) to find out more information about this amenity or to gain access to the space.

## US Bank Handbook

# Furniture Rental & Special Events

To better facilitate the set up and tear down of special events at US Bank Plaza, Urban Land Interests has developed the following policy for tenants to rent furniture.

All items are available on a first come, first serve basis. ULI currently has an inventory of:

| Item                               | Quantity | Price Per Item |
|------------------------------------|----------|----------------|
| Folding Chairs (outside only)      | 66       | \$1.00         |
| Folding Chairs (inside only)       | 40       | \$1.00         |
| 6 Ft. x 2.5 Ft. Rectangular Tables | 9        | \$7.50         |
| 30 Inch Round Cocktail Tables      | 10       | \$10.00        |
| 60 Inch Round Tables               | 14       | \$12.00        |

The rectangular tables can fit 6 people comfortably (2 per side, 1 at each end). The 60 inch round tables typically fit 8 people comfortably.

Furniture rental/set up requests should be submitted to ULI's office with at least 48 hours notice prior to your event. Requests should be submitted to [maintenance@uli.com](mailto:maintenance@uli.com).

ULI will do its best to accommodate each request, but may not be able to guarantee availability of furniture or staffing. In the event that ULI cannot fulfill your request, we recommend contacting [A-Z Event Essentials](#) at (608)846-5004.

ULI will use the rate structure outlined below for rental fees. ULI labor fees will also be applied.

## Janitorial Services for Events

Many tenant events occur after business hours. This is also the time when Janitorial services are performed throughout the building. Our staff is trained to observe and respect the privacy of these events. Pending the duration of the events, the janitorial staff will attempt to provide services to the meeting area after the event is complete. There may be times when this is not possible. Please let ULI know the time and duration of the event so we may best meet your cleaning needs.

ULI can provide additional janitorial services for events if needed. ULI will perform our standard lease-stipulated services for the event area at no charge for minor events. Pending the size and scope of the event, if the cleaning need is greater than our standard services there will be additional janitorial charges. In practice, this generally means that if event cleanup is greater than 1 hour, we will charge for the additional time needed to clean the event area. Standard hourly rates apply.

## Access Control Services for Events

For events that start or extend through after-business hours, you may need your suite and elevators "unlocked" for outside visitors to access your event. Please let us know in advance of any special needs you may have for your event. In order for ULI to meet your needs effectively, we request at least 48 hours notice.

# US Bank Handbook

## Access Fobs

The “C-Cure by Software House” access system provides after-hours access and security for US Bank Plaza. This access system replaces conventional key systems and is intended to provide greater security to tenants. Unlike conventional key systems, access cards and tags are easily reprogrammed. The access tags for the building can be conveniently attached to your key ring.

To gain access through a locked door controlled by the “C-Cure by Software House” system, present the access tag at the front of the card reader. The card readers are small black boxes that are installed next to the doors that they control. In some areas, such as the elevators, these card readers will be installed behind a black plexiglass panel. When you present your access tag to the front of the black box or black panel, you will hear the electric strike on the door click. The lock will remain unlocked for a few seconds to allow you access through the door.

For additional access cards or to make changes to access cards, please contact [maintenance@uli.com](mailto:maintenance@uli.com).

# US Bank Handbook

## Phone Entry System

US Bank Plaza is unlocked during normal business hours. If your visitors arrive after normal business hours, when the lobby doors are locked, they may notify you of their presence by using the Phone Entry System.

Phone Entry Systems are at the following locations:

- the East Washington Street entrance
- the P-1 elevator lobby entrance

The Phone Entry System is designed for easy use.

Step 1: Press button A to scroll through company listings to find/select the desired tenant

Step 2: Press Call button and wait for someone to answer and send the prompt to unlock the door

When the phone is answered in your office and you have identified your visitor/client, simply press “9” on your telephone keypad for a few seconds to unlock the door. This will allow your client access into the first floor lobby. It will then be necessary for someone in your office to go to the lobby to accompany your visitor to your suite. Please note that if your phone system automatically sends your caller into a voice mail directory, the Phone Entry System will not interface with it. If your phone is not currently connected to the Phone Entry System and you would like it added, please contact the ULI office for assistance at 608-251-0707 or [maintenance@uli.com](mailto:maintenance@uli.com).

# US Bank Handbook

# Keys

For additional office suite keys or key replacements, please call the ULI maintenance line at (608)251-0707 or email [maintenance@uli.com](mailto:maintenance@uli.com). There is a fee for keys.

# US Bank Handbook

## Overview

US Bank Plaza has three passenger elevators and one service elevator. The service elevator is intended for anyone who is moving items, using a push cart or hand truck, or receiving deliveries of any kind. All deliveries must be made using the service elevator. The dimensions of the service elevator are: 110" high, 78 1/4" wide, 52" deep.

The elevators are accessible without keys or access tags during normal business hours. After business hours, only persons with authorized access tags may access the building lobby and elevators. Please let your delivery people know of these restrictions on access.

All of the elevators are connected to a call center and are monitored 24 hours a day, 365 days a year. If an elevator malfunctions for any reason, please remain calm and push the button on the car operating panel that is marked with a phone symbol. You will be automatically connected to the call center and assistance will be immediately dispatched.

*Note: ULI staff is not authorized to retrieve items that fall down the elevator shaft. The elevator company will need to be contacted to provide this service, and fees may be assessed.*

# US Bank Handbook

## General Information

The rooftop terrace at US Bank Plaza is a spacious outdoor area which directly overlooks the Capitol Square, offering some of the best views of the WI State Capitol building that Madison has to offer.

The fully landscaped rooftop terrace offers increased space, shade structures, and a wide variety of carefully selected furniture and seating options. There is plenty of room for individuals to step away from their desks to enjoy the fresh air or for businesses to host anything from a small outdoor meeting or happy hour to large full-terrace events. All US Bank Plaza tenants can take advantage of this great new outdoor space during normal business hours from 7AM to 6PM, Monday through Friday, or the terrace can be reserved for private, tenant-sponsored events or functions.

The terrace can be easily accessed by taking the main US Bank Plaza elevators up to the 4th floor. The terrace entrance is located directly off of the 4th floor elevator lobby. Restrooms can be found on the 1st floor of the building.

To learn more about the terrace rules, or to make a reservation please call the ULI office at (608)251-0706 or email [homeoffice@uli.com](mailto:homeoffice@uli.com).

We hope that you enjoy this outdoor space at US Bank Plaza! If you have any questions, please don't hesitate to reach out.

# US Bank Handbook

## Rules

It is important for all who use these outdoor areas to adhere to a few simple rules. These rules are designed to ensure that the space will be enjoyable for everyone.

### General and Private Terrace Rules

The following rules apply to all building terraces - both private and shared:

- No smoking of any kind is permitted at any time. This includes the use of vapes or e-cigarettes
- No glass bottles or drinking glasses are permitted on the terrace except in designated areas and subject to specific usage rules
- No grills of any kind are allowed on terraces or courtyards
- No heaters of any kind are allowed on terraces or courtyards
- Do not feed any birds or other wildlife
- Please respect the privacy of tenants in office suites that border the outdoor spaces

### Shared Terrace Rules

The following rules apply to the US Bank Plaza 4th floor Rooftop Terrace:

- Please leave the terrace clean when you leave
- Please respect the rights of other people who may be using the terrace at the same time
- Please do not move existing terrace furniture
- Terrace occupancy is subject to any city, county, state or federal restrictions

Terrace Hours:

- Standard Terrace Hours: 7AM to 6PM, Monday through Friday (*except when reserved for a private event*)
- Extended Terrace Hours: 7AM to 9PM, Monday through Friday (*by reservation only*)

Terrace / Courtyard Reservations:

- All terrace reservations must be made and sponsored by US Bank Plaza tenants. We are unable to provide private reservations for tenant employees or the general public.
- Exclusive use of the terrace can only be obtained by reservation through Urban Land Interests. Reservations are available on a first-come, first-served basis, and are subject to availability.
- Tenants are required to provide proof of insurance for any vendors they work with to provide, food, furniture, etc. for an event or reservation.
- The preferred furniture vendor is [Event Essentials](#)
- All items must be removed from the terrace at the end of a reservation, with the exception of rented furniture. If possible, please fold any chairs and stack them under tables.
- In the event of inclement weather, there will not be an alternate event location available.
- Reservations are only allowed on standard business days (Monday through Friday) and reservations are not available on weekends or holidays.
- Please note that the US Bank Plaza parking ramp closes daily at 6PM

*Each office lease contains a complete list of building rules, which apply to all areas of US Bank Plaza, including the outdoor terraces.*

**To reserve the US Bank Plaza Terrace, or if you have any questions please contact Urban Land**

# US Bank Handbook

## Maintenance Services Provided

To satisfy your needs and expectations, ULI employs its own maintenance staff. Each member of the maintenance staff is experienced and skilled in a variety of fields. Plumbing, painting, heating, ventilation, air-conditioning and minor electrical repair are some of the specialties handled by ULI field staff. Common maintenance requests include changing light bulbs, tightening doorknobs, hanging pictures, painting, etc. At times, it is necessary or prudent for ULI to outsource a maintenance request. Please refer to your lease to determine whether your request will result in a service fee.

# US Bank Handbook

## Maintenance Request During Office Hours

For maintenance requests, please call the ULI maintenance line at (608) 251-0707 or email [maintenance@uli.com](mailto:maintenance@uli.com). Urban Land Interests office hours are Monday through Friday 8:00am to 5:00pm. A maintenance request might be anything from a tear in the wallpaper, a leaky faucet or a burned out light bulb. Anything that you feel needs attention or repair, either within your suite or in the common areas of the building, should be reported to the ULI office.

When you contact ULI with a maintenance request, please be prepared to provide the following information:

- Your company name
- The name of a contact person
- Telephone number
- Your building address
- Your suite number
- Description of the problem and its general location

Our Service Coordinator will record the information and issue a work order. Work orders are completed as quickly as possible, but in some instances they need to be prioritized. For example, water leaks or heating and cooling issues will take priority.

It is important that all maintenance requests are submitted to the ULI office, rather than directly to maintenance or Janitorial staff. Although the field staff is eager to be of service, they cannot be responsible for requests made in person. Every request must be reported to the ULI office for proper documentation and follow-up.

# US Bank Handbook

## Maintenance Requests After Office Hours

If you have a maintenance request to report outside of our normal business hours, please call the ULI maintenance line at (608) 251-0707. The call will be answered by our answering service, which is monitored 24 hours a day. If the situation is not an emergency, a message will be taken for the next

business day, and a work order will be generated. If the situation requires immediate attention, the message will be dispatched to the appropriate on-call maintenance personnel.

# US Bank Handbook

## Emergencies

What constitutes an emergency, and whom should you call? Typically, any event that could endanger a person's safety or could cause damage to the building should be considered an emergency. If there is fire, smoke, running water or a threatening intruder, you should immediately call the following number(s):

- Fire - 911
- Smoke - 911
- Significant water leak or flood - (608) 251-0707
- Security issues - If life threatening - 911; otherwise, (608) 251-0707

# US Bank Handbook

## Indoor Air Quality

Indoor air quality is an issue important to everyone. Outside fresh air is supplied from a central "fresh air handler" to the return air plenum above the acoustical ceiling and, in some cases, to the individual heat pumps in your suite. The fans and ducts have been designed with the purpose of having the amount of fresh air being delivered to each suite exceed what is required by current building codes. If you have any concerns about the quality of air in your space, please contact the ULI office to discuss your concerns.

# US Bank Handbook

## Water Leaks

The potential for mold to develop in a building has received a lot of attention. Not all molds are dangerous, and molds are present all around us naturally. Mold can result from moisture being trapped in walls or above ceilings. ULI has established a system to document all water leaks reported to our office in order to provide better follow-up and monitoring. It is important that you immediately notify our office if a leak is noticed anywhere in your office space. ULI will address the water leaks by catching the water, dehumidifying the area, and investigating the source.

Please call ULI's maintenance line at (608) 251-0707 or email [maintenance@uli.com](mailto:maintenance@uli.com) whenever a leak occurs, even if you may have reported it in the past.

# US Bank Handbook

## Maintenance Charges

There may be a charge for certain maintenance services. If you have any questions regarding what services are included in your lease without further charge, please do not hesitate to call the ULI office.

# US Bank Handbook

## Moving Furniture

In an effort to keep our maintenance staff healthy and available to serve your everyday needs, we rely on professional movers to perform any heavy lifting or moving. Below is a list of vendors that are familiar with ULI's building standards and rules. Tenants are welcome to procure bids from others.

[C. Coakley Relocation Systems](#)

[Coakley Brothers](#)

[Reynolds Transfer & Storage](#)

# US Bank Handbook

## Services Provided

To ensure our high standard of service, ULI employs its own Janitorial staff. Evening Janitorial services are generally scheduled after business hours from 5:00 p.m. -11:00 p.m. Monday - Friday. We also have daytime staff who respond to situations that need immediate attention. Offices and restrooms are serviced according to the schedule listed below. Our staff also cares for the parking facility, other common areas and the grounds.

To make a Janitorial request, please call the ULI maintenance line at (608) 251-0707. When you call with a request, please be prepared to provide the following information:

- Your company name
- The name of a contact person
- Telephone number
- Your building address
- Your suite number
- Description of the problem and its general location

### REGULAR SERVICE

The following services will be provided Monday - Friday after normal business hours. For a more complete service schedule, please see the "Schedule of Custodial Services" that is attached to your lease.

- Waste, recyclables gathered and disposed of appropriately. (Note: Purchase of trash and recycling containers is tenant's responsibility.)
- Floors swept and treated with dust mopped
- Carpets vacuumed
- Furniture properly positioned
- Spot cleaning of doors, doorframes and walls
- Drinking fountains cleaned

### RESTROOM SERVICE

- Wastepaper receptacles emptied and cleaned
- Sanitary napkin disposal containers emptied and inserts replaced
- Metal and mirrors polished



- Washbasins, toilet bowls and urinals cleaned and disinfected
- Tile walls and toilet partitions spot cleaned
- Floors swept and chemically treated
- Paper hand towel and sanitary napkin dispensers refilled and maintained

# US Bank Handbook

## Additional Services

For services not listed above, there may be an additional charge to the tenant. If you have any questions about what services are included in your lease, please call our office. Charges will reflect the cost of materials and labor. Some examples of additional services are described below.

**Window washing** of the exterior and interior windows is performed multiple times per year. Additional interior window washing may be requested at any time and will be charged to the tenant.

**Carpet cleaning** can be performed by our staff and billed to the tenant. The charge reflects the cost of materials and labor. Contact [maintenance@uli.com](mailto:maintenance@uli.com) to obtain a quote for this service.

**Maintenance of tile floors**, including stripping, coating and buffing, will be billed to the tenant. The charge reflects the costs of materials and labor. Contact [maintenance@uli.com](mailto:maintenance@uli.com) to obtain a quote for this service.

**Light bulb replacements** are performed by ULI staff and billed to the tenant as the lease permits. There is a minimum labor charge plus materials and recycling fees for light bulb replacements.

# US Bank Handbook

## Recycling

ULI fully complies with the Wisconsin Waste Reduction and Recycling Law that requires building owners and occupants to recycle the following materials:

- Office Paper
- Newspapers
- Magazines
- Corrugated Cardboard
- Aluminum Containers (cans)
- Steel and Bi-Metal Containers
- Glass and Plastic Containers
- Foam Polystyrene Packaging

In order to make recycling as easy and convenient as possible, tenants should make sure their offices are furnished with the appropriate

recycling containers. The major points of the recycling program are as follows:

- Employees/staff members should have a blue “Recycle” container at their desks for all recyclables
- Next to the blue “Recycle” container, each office should have another container clearly labeled “Trash Only.” This will be for all non-recyclable materials
- Each suite should have a centralized recycling area, with a blue “recycle” container clearly marked for “Co-Mingled Recyclables” (glass, paper, cardboard, metal cans, plastic, etc.)
- All cardboard to be recycled should be broken down and placed next to the suite’s central blue recycling container

In order to avoid any confusion, we highly recommend that you use appropriate containers for trash and for your recyclables.

## US Bank Handbook

### Disposal of Specialty Materials

To dispose of confidential documents, the follow vendors offer shredding services:

[Pellitteri Waste Systems](#)

[Shred-it](#)

For proper disposal of computer equipment and small appliances:

[File 13 E-Waste Solutions](#)

For proper disposal of scrap metals and Freon containing appliances:

[Resource Solutions Corp](#)

For proper disposal of broken glass, please collect pieces in a separate bag or container and notify ULI. We ask that broken glass is not mixed with other trash or recycling, as this could be a safety concern for our staff. If large pieces of glass or windows are broken, please call the

ULI maintenance line immediately at (608) 251-0707.

# US Bank Handbook

## Fire Protection Systems

The fire protection system includes sophisticated fire/smoke detection equipment. To ensure that our equipment is functioning properly, we test the fire alarms monthly. Fire alarm testing occurs the first Friday of each month during non-business hours. An announcement will be made over the fire alarm intercom system prior to testing.

# US Bank Handbook

## Fire Evacuation Plan

### GETTING PREPARED

Review your office for potential fire-hazards, e.g. items stored in front of exit doors, tripping hazards, burned out exit lights, power strips, etc. If a condition exists in your work area that you deem a fire hazard, contact your supervisor. If satisfactory precautions are not immediately taken to correct the hazard, call the ULI office. Know where fire extinguishers are located on your floor and know how to use them properly. Know how to evacuate your work area, i.e., Where are your exits? Where do exits lead you?

### SOME HAZARDS COMMONLY FOUND ARE:

- Extension cords used as permanent wire substitutes
- Missing or inadequately charged fire extinguishers
- Blockage of fire lanes
- Exit lights burned out
- Excess trash accumulation
- Personal Space Heaters

### EMPLOYEE FACT SHEET

In the event of an actual emergency, such as a fire, have a plan of action:

- Exit the building in an orderly fashion
- **Call 911** after you've reached safety. State the address, floor, and nature of the emergency (fire, ambulance, etc.)
- Immediately call the ULI office to notify us of the emergency.

If a fire or emergency does occur in your area/presence, begin evacuation of personnel. Your office should designate a person to pull the building fire alarm. If possible, isolate the fire (i.e., close the door to area or room where the fire has started).

**Call 911** to report the fire. Remember that it may be appropriate to call the fire department after you have evacuated the building. Also, do not assume that someone else has reported the fire.

Remove all occupants from offices and direct them to the appropriate exit - away from any smoke. Close all doors and evacuate immediately by your primary exit (or alternate exit if your primary exit is blocked by smoke and/or flames). Meet outside the building at your designated place. Someone from your office should be designated as responsible to account for all personnel. Notify emergency personnel of anyone unaccounted for and their possible location in the building.

### **CAUTION: DO NOT USE ELEVATORS IN THE CASE OF A FIRE.**

If you are in the elevator when a fire breaks out and the elevator stops at a floor that is not in immediate danger, exit immediately and evacuate the building by the nearest fire exit. If the elevator stops at the fire floor, exit the elevator, staying as close to the floor as possible and evacuate the building by the nearest fire exit. Remember, smoke and heat rise - stay low.

Please take time to locate all of your potential exit routes before an emergency arises. If you encounter smoke during evacuation, proceed to one of the remaining exits.

If it is impossible to reach a stairwell because of smoke and/or flames or if you are trapped in an area, go to a room as far away from the fire as possible. Ideally, the room should have a window and access to a telephone. Seal off cracks around doors and vents with a towel, or other suitable material. Soak them if water is nearby. Go to the window and signal for help. **Do not break the window.** If you have access to a telephone or cell phone, call the fire department (911) and notify them of your location, even if they are already on the scene.

### **ALARM**

- Preservation of life is primary when a fire is discovered. Turning on the alarm is the first step.
- Sound the building alarm. Know where the alarm pull stations are located on your floor. Please take time to locate them before an emergency arises.
- Notify the fire department by **calling 911**. If no immediate danger exists, contact the fire department prior to evacuation. If you are in immediate danger, evacuate the building and then contact the fire department. Do not assume that some other tenant has contacted the fire department—there have been cases where precious time has been lost because the fire department was not notified for several minutes after the fire was discovered.
- If no immediate danger exists, call ULI and report the fire. Any fire in the building, regardless of size and duration, should be reported. Even though you have extinguished a small fire, it may be advisable to check with the fire department and have them conduct a search of the area for any sparks, smoldering areas, etc.

The building is equipped with fire extinguishers on each floor. Please take time to locate them before an emergency arises.

- Fire extinguishers should be used only for small fires.
- Do not attempt to use the fire extinguishers unless you have been instructed in their proper use. When in doubt let the fire department extinguish the fire.
- The fire department conducts training in the proper use of fire extinguishers. You may contact them for more information regarding time and place.

### **ALL CLEAR SIGNAL**

In the event of a fire alarm, a representative of ULI will first determine the cause of the failure. When it has been determined that absolutely no danger exists, an announcement will be made over the fire alarm public address system that it is safe to return to the building. ULI staff members will walk around

the exterior of Block 89 to inform evacuated employees that it is safe to re-enter.

**PLEASE NOTE: WHENEVER A FIRE ALARM SOUNDS, YOU ARE TO LEAVE THE BUILDING IMMEDIATELY!**

## **SPECIAL HAZARDS**

The building may serve a number of people who are disabled, hearing-impaired, etc. who may present evacuation challenges and will require special attention in the event of a fire.

Non-ambulatory clients and/or employees should be directed to the nearest stairwell exit. Advise them to remain on the stairwell landing until help arrives. People evacuating via the stairwells should make a note of anyone needing assistance and relay this information to ULI or emergency personnel on the grounds after evacuation.

If disabled occupants cannot reach a stairwell because of smoke and/or flames, they should be directed to a room as far away from the fire as possible and follow the recommendations as outlined above.

The name and location of any disabled personnel should be put in writing and given to ULI in advance. This information will be made available to the fire department to aid them in rescue efforts. Office staff should be aware of anyone needing special assistance and be prepared to assist in their evacuation.

## **BE AWARE**

In the case of an emergency, stay calm and think. Remember, smoke is your worst enemy. Smoke, heat and gases can choke and kill you after a few breaths. If you are caught in smoke, get down and crawl. Also, hold your breath and close your eyes when you can.

# **US Bank Handbook**

## **Severe Weather Conditions**

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity via local radio and television stations.

## **TORNADOES**

By definition, a tornado warning is an alert by the National Weather Service confirming a funnel cloud sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater. A public warning will come over the radio and TV or there will be five-minute steady blasts of sirens by the Dane County warning system.

## **ACTIONS TO TAKE:**

- Get away from the perimeter of the building and exterior glass.
- Leave your exterior office and close the door.
- Go to the center corridor and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
- Stairwells are safe. If crowded, move down to a lower level for shelter. Do not use the elevator!
- Do not go to the first floor lobby or outside the building.

## **IF YOU ARE TRAPPED IN AN EXTERIOR OFFICE:**

- Seek protection under a desk.
- Keep your radio or television set turned to a local station for information.
- If possible, information and directions will be broadcast via the building public address system.
- Remain calm.

# US Bank Handbook

## Bomb Threat Procedure

FIRST AND FOREMOST CALL 911 AND REPORT THE BOMB THREAT TO THE POLICE!

The purpose of a bomb threat procedure is to have an orderly, safe and rapid procedure of conducting searches, providing prompt and necessary communications, rendering assistance, and evacuating and returning personnel to work afterwards.

In the event of a bomb threat against the building, either through a telephone call or by other means, follow the procedures listed below.

If you receive a call by telephone, you should attempt to attract someone's attention in the office discreetly and quietly while listening to the caller.

Try to keep the caller talking as long as possible. Ask the person to repeat parts of his message. Remain calm.

Write down the message and obtain as much relevant information as possible. Ask the bomb threat caller about the following items:

- The location of the bomb?
- Has the bomb been placed outside or inside the building?
- What does it look like? Is it incendiary or highly explosive?
- How did it get into the building (i.e., mail or hand-carried)?
- Where is the caller calling from?
- Identification of the caller.

Try to recall every statement made by the caller and find out as much as possible about the caller. For example:

- Sex
- Age
- Voice characteristics (educated, low or high-pitched, accent)
- Speech (fast, slow, nervous, slurred through alcohol or drugs)
- Manner (calm, angry, hysterical, humorous)
- Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately call 911 and then inform the ULI office of the full details of the call. As soon as circumstances permit, record details of the call.

# US Bank Handbook

## Power Failure Procedure

In the event of a power failure, the emergency generator will activate within a few minutes. The emergency generator will provide emergency lighting in stairwells, exit lights and corridor lights.

- Raise blinds to let in outside light.
- If you are instructed to evacuate, lock all areas.
- Do not congregate in lobby areas or in the street.
- If you are so instructed, go to the designated area and remain with your group.
- Return to your building when instructed by the proper authority.

If you are trapped in an elevator during a power failure, wait for assistance (there are emergency telephones in the elevators, which are directly connected to a live 24-hour answering service.). Do not force open the doors or try to escape through the roof hatch. Do not panic.

Keep an appropriate number of flashlights available for emergency use and make sure all employees know the locations.

# US Bank Handbook

## Office Building Evacuation

We have modeled our evacuation plan after those used by the Cities of Madison and Chicago, IL. Accordingly, we have generated the following list of recommended procedures for our tenants.

### **Appoint an "Area Captain" for Your Office**

The Area Captain is responsible for emergency coordination and reporting of any potential or actual emergency condition to ULI. The Area Captain is also responsible for organizing his/her emergency team and making sure emergency procedures are carried out. The Area Captain:

- Appoints personnel to the emergency team and fills all vacant positions.
- Maintains an updated roster of all Searchers, Stairwell Monitors, Physically Challenged and Senior Citizen Aides and alternates.
- Maintains an updated roster of emergency team member alternates. An alternate must be selected immediately in the event of sickness or vacation of a team member.
- Alerts key personnel (Assistant Area Captain, Searchers, Floor Leaders, Stairwell Monitors, Physically Challenged and Senior Citizen Aides) of potential emergencies.
- Supervises the activity and training of all key emergency team members.
- Ensures that all emergency team personnel know their assigned duties and locations in case of an emergency.
- Informs and trains key emergency personnel and all floor personnel in emergency procedures.
- Pre-plans the handling of physically challenged and senior citizen personnel during evacuation.
- Is responsible for the evacuation of floor personnel.

- Is responsible for notifying the Elevator Monitor to evacuate.

### **Appoint "Searchers" for Your Office**

Under the supervision of the Area Captain, Searchers are responsible for finding and evacuating all personnel from the offices, specifically from remote areas such as storerooms, file rooms, coffee areas, etc. Searchers should:

- Be responsible for checking all rooms, including restrooms, conference rooms, reception areas and remote areas, closing, but not locking, all doors behind them. Once a room has been cleared, the Searcher must place a yellow post-it note (or any color) on the door at knee level or below. This sticker will indicate to firemen that the room has been cleared of occupants.
- Advise any remaining personnel in the offices of the emergency and insist on their evacuation.
- Evacuate non-employees found in the offices.

### **Appoint "Stairwell Monitors" for Your Office**

Under the supervision of the Area Captain, Stairwell Monitors are responsible for assigned exits and assist in the orderly evacuation of personnel. The Stairwell Monitor should:

- Inspect stairwells for possible heat and smoke conditions before evacuation.
- Take a position at his/her assigned exit and assist in the orderly evacuation of personnel.
- Instruct personnel to form single file lines into the stairwell and direct personnel to exit along the right side of the stairwell.
- Supervise and monitor evacuation flow while remaining calm and encouraging calmness and orderliness in evacuating personnel.
- Stay at the exits until Searchers have cleared all personnel from the floor.

### **Appoint a "Physically Challenged/Senior Citizen Aide" for Your Office**

Under the supervision of the Area Captain, the Physically Challenged/Senior Citizen Aide is responsible for making sure all physically challenged and senior citizen personnel are evacuated. This aide should:

- Maintain an up-to-date list of physically challenged and senior citizen employees in the office.
- Implement a "Buddy System" in which one or two Physically Challenged/Senior Citizen Aides will be responsible for evacuating specific physically challenged and senior citizen co-workers.
- Maintain a current list of physically challenged and senior citizen employees including his/her buddy. A copy of this list should be sent to the Area Captain and to the ULI office.

### **Appoint an "Elevator Monitor" for Your Office**

Under the supervision of the Area Captain, Elevator Monitors are responsible for making sure nobody uses the elevators. The Elevator Monitor should:

- Direct employees to the nearest stairway.
- Be familiar with the building evacuation plan and the location of all stairways.
- Stay at his/her designated post until instructed to evacuate by the Area Captain.