

**Carlson Center  
Electronic Tenant® Portal**

**Created on July 10, 2025**

## **Amenities: ATM**

There is a Wells Fargo ATM located in the Conservatory at Carlson Center between 301 and 401 Carlson Parkway that is available to the public. There is also a US Bank ATM located at 601 Carlson Parkway and at the Holiday Gas Station in Carlson Center at the corner of Carlson Parkway and Cheshire Lane.

## **Amenities: Catering**

The Conservatory Café at Carlson Center is located between 301 and 401 Carlson Parkway. The hours of operation for the café are as follows:

**Monday through Friday:** 7:00 a.m. until 2:00 p.m.

**Breakfast:** 7:00 a.m. until 9:30 a.m.

**Snacks:** 9:30 a.m. until 11:00 am

**Lunch:** 11:00 a.m. until 1:30 p.m.

**Limited Lunch & Snacks:** 1:30 p.m. until 2:00 p.m.

For more information or to view menu options, please visit [The Conservatory website](#).

## **Amenities: Fitness Center**

Two Carlson Parkway, 301 Carlson Parkway and Carlson Center East I are each equipped with a fitness center for those building's employees. Lockers and showers are available at each fitness center for no additional charge.

The fitness center is available for any employee of the building who has a building access card. To gain entrance you will need to present your access card to unlock the door. Individuals who do not have an access card should not be given access to the facility.

We appreciate your cooperation in the following:

- While using the lockers, please use a combination lock while you exercise. After you have completed your workout, the lock must be removed. Locks left overnight will be removed by the building staff. Items inside these lockers will be removed and will not be saved.
- Do not take food or beverages into the facility. Drinking fountains are located within the center.
- Use fitness equipment based on its intended use.
- If a piece of equipment is not functioning correctly, please contact Colliers International immediately.
- Do not leave soap, shampoo, etc. in the shower area. Items left will be discarded nightly by the cleaning staff.

## **Amenities: Cheshire Park**

Cheshire Park, located on Cheshire Parkway across the street from 301 Carlson Parkway, is available for use by Carlson Center tenants. The park can be reserved for a nominal cleaning and maintenance fee for your company or private function by calling (952) 897-7700. The park is also open to the public when not reserved.

## **Amenities: Vending Area**

Vending areas are located in the Lower Level of 301 Carlson Parkway, Carlson Center East I, first floor of One Carlson Parkway and first floor of Two Carlson Parkway.

## Amenities: Nearby Amenities

### Other amenities surrounding Carlson Center

- [Kinderberry Hill](#)
- [Bawarchi Indian Bistro](#)
- [Jimmy Johns](#)
- [Ham's Sandwich Shop](#)
- [Pizza Hut](#)
- [Subway](#)
- [Holiday](#)
- [Northern Taphouse](#)
- [Country Inn & Suites](#)
- [Step by Step Montessori](#)
- [Creative Kids Academy](#)
- [Park Nicollet Urgent Care](#)
- [Gates at Carlson Center](#)
- [The Island Residences at Carlson Center](#)
- [Ridgedale Mall](#)

## **Emergencies: Automated External Defibrillators**

All of Carlson Center office buildings are equipped with an Automated External Defibrillator (AED) located on the first floor of each building. AED's are used to reset irregular heartbeats that occur during sudden cardiac arrest by administering an increasingly stronger shock to the heart. The AED is extremely user-friendly and will only shock if the person is in sudden cardiac arrest.

While calling 911 is a critical first step should you encounter such a situation, research has shown that victims of sudden cardiac arrest have a survival rate as high as 70% if defibrillation occurs in the first three to five minutes following an episode. Additionally, every minute spent waiting for a paramedic lowers the chance of survival by 10%.



## **Emergencies: Bomb Threat**

If you receive a bomb threat, complete the following steps:

- Contact the police and tell them you have had a bomb threat.
- Give your company name, address and suite number.
- Wait for the police/fire department/bomb squad for further direction.
- Report the bomb threat to your Property Manager at Colliers International.

## **Emergencies: Elevator Emergency**

If you become trapped in an elevator, please do the following:

- Remain calm.
- Use the Emergency Phone located at the bottom of the main control panel to contact the elevator company. This phone line is monitored 24 hours a day.
- Wait for help to arrive.

# **Emergencies: Emergency Contacts**

## **Emergency Telephone Numbers**

Police, Fire, 911  
Ambulance  
Minnetonka (952)  
Police 939-  
Department 8500  
Plymouth (508)  
Police 830-  
Department 4218  
Colliers (952)  
International 897-  
Main Line 7700

## Emergencies: Fire Alarm

Always assume a fire alarm is real and not a test. Fire alarm tests will be brought to everyone's attention well in advance of the actual test.

When a fire alarm sounds, please do the following:

- Do not panic.
- Immediately leave the building using the closest exit.
- Do not use the elevators.
- If while exiting, you encounter a door which is hot or has smoke emitting from it, do not open the door. Proceed to a different exit.
- Once outside, meet with the other members of your company at the company's designated gathering area to determine if anyone is missing.
- Report any missing individuals to the fire department.

Should you become trapped in a fire, proceed to an office and close the door. Seal cracks which may allow smoke to come into the room using available material. Call 911 to relay your exact location to the dispatcher. And try to remain calm.

**IMPORTANT:** Our security system will notify us if the fire department has been dispatched to your site. It is extremely important that you think of your safety and the safety of your co-workers first and evacuate the building immediately. We will dispatch a member of the Carlson Center Engineering team to the site to speak to the authorities, but you do not need to call us to notify us of the alarm unless you have already evacuated the building.

## **Emergencies: Medical Emergency**

If illness or injury to an individual requires emergency medical attention, immediately call 911 to request an ambulance. Provide the building name, address and suite number. Describe the situation and follow the dispatcher's instructions. Dispatch someone to meet the medical technicians at the main building entrance.

In addition, contact Colliers International and advise us of the situation. If elevator travel will be needed, one can be held while the ambulance is en route.

## **Emergencies: Power Outage**

In the event a power outage occurs, Colliers International will contact Xcel Energy to gather information concerning the outage, the expected time for repairs to be completed and the power restored. As this information is gathered, it will be communicated to all tenants as quickly as possible. While the power is out, the following should be completed subject to each company's action plan:

- Raise blinds to allow more light into your space.
- Consider shutting off the power switches and/or unplugging electronic devices. Computers, copiers and other electronic equipment can be damaged when power is restored by a voltage spike.
- Do not use the elevators.
- If a power outage occurs after hours, the exterior doors will remain secure. A battery back-up system is in place to prevent the doors from unlocking.

# **Emergencies: Severe Weather**

## **Flash Flood**

The safest place to be during a flash flood is inside your building. If you notice a roof leak or water infiltration of any kind in your suite or in the building, please contact Colliers International immediately. We will do our best to temporarily fix the leak. However please note that most roofing companies will not fix a leak while it is raining. The appropriate roofing company will be contacted and dispatched to your site as soon as it is safe to do so.

- Don't use the elevator.
- Take stairwells to upper levels as needed.

## **Lightning**

At the first sign of an impending storm, it is a good idea to have someone in your company monitoring the situation. If lightening is prevalent, stay away from open windows, metal pipes, fireplaces, sinks and electrical appliances. Avoid talking on the phone as lightening has been known to hit telephone poles and shock people on the phone nearby. Most importantly, stay inside the building.

- Stay inside and away from windows.
- If you are not in the building, stay away from trees and get inside the building as soon as possible.

## **Tornadoes**

The best place to seek shelter during a tornado is the lower level of your building. If your building does not have a lower level or if you are unable to access it for any reason, stay in a small interior room without windows; such as a bathroom or closet and seek shelter under a piece of sturdy furniture to protect yourself from falling debris.

- Do not leave the building.
- Do not use the elevators.
- Stay away from perimeter glass. Proceed to interior offices, restrooms or other locations which do not have windows.
- Close blinds on exterior windows.
- Close doors to exterior offices (lock up valuables).

## **Emergencies: Unwelcome Visitors**

In the event you are encountering an unwanted visitor or solicitor, ask the individual to leave your office and the building. If the individual does not leave at your request, they are considered to be trespassing or loitering. Please contact Colliers International at (952) 897-7700 and inform us of the situation.

The above is also true if you have a disgruntled employee or suspect an individual will become unruly, or possibly violent, upon termination. If you suspect a situation may arise because of an upcoming termination, contact the Property Manager to arrange for a security guard to help escort the individual out of the building.



## **Introduction: Welcome**

### **Welcome to Carlson Center**

It is our desire that Carlson Center exceed your expectations and provide your organization with a location that is ideal for conducting your business. We look forward to servicing the needs of your company.

This site is designed to answer common questions by providing an overview of Carlson Center and its systems, amenities and guidelines.

## **Introduction: About Carlson Center**

Carlson Center is a premier business park that has earned accolades for its mixed-use design. The beautifully landscaped setting of lakes and wetlands complements flexible business space as well as multi-family residential property. Retail shops, restaurants, a healthcare facility and a hotel are architecturally integrated as well, creating an appealing and unique suburban campus.

The 250-acre Carlson Center campus is located just eight miles west of downtown Minneapolis at the intersection of I-494 and I-394. Spanning the border between Minnetonka and Plymouth (two prominent suburbs of the Twin Cities) Carlson Center is near key business districts, desirable residential areas, Lake Minnetonka's recreational opportunities and a wealth of fine dining and entertainment venues.

Carlson Center properties offer highly functional features and valuable amenities. Each building is designed to meet the unique needs of business tenants and their guests. From comfort and space efficiency to energy management and advanced technology, these buildings demonstrate a rare mixture of form and function.

Natural wetlands, serene lakes and manicured landscaping have been intentionally integrated into the design of the Carlson Center campus. These natural elements are important to the overall vision of the development. In addition to providing picturesque views from the office buildings and acres of habitat for the area's wildlife, they also serve as a calming backdrop for relaxing walks along Carlson Center's many paths.

Carlson Real Estate Company has developed strong working relationships with both Minnetonka and Plymouth municipalities. As the Center's primary developer and owner, CRC has worked continuously over the years to be an excellent community partner and create solutions that satisfy all parties involved.

In 2009, Carlson Center received the International TOBY Award for Low-Rise Suburban Office. TOBY winners are recognized for excellence in their office building management and operations in specific categories of the building size or type. Receiving The Office Building of the Year (TOBY) Award is one of the most prestigious and comprehensive awards in the commercial real estate industry.

## **Introduction: About Carlson Real Estate**

[Carlson Real Estate Company](#) (CRC) owns and manages commercial real estate in Minnesota, fulfilling business space needs by providing high quality properties, exceptional service and creative solutions. CRC was founded in 1985 as a limited partnership to acquire and manage the real estate assets of various entities for the Curtis L. Carlson family. CRC is related by common ownership to Carlson and its worldwide operating business. The Carlson Real Estate headquarter office is located in Minnetonka, Minnesota.

## **Operations: Hours**

Carlson Center's office buildings are open to the public during normal business hours but are secured facilities after hours. Building hours are listed below:

Monday - Friday	6 a.m. to 6 p.m.
Weekends	Closed
Holidays	Closed

At the discretion of Colliers International, these hours may change from time to time to better ensure the safety of all tenants, invited guests and the property.

## **Operations: Holidays**

On certain holidays, the buildings will be closed. Recognized holidays include:

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

Certain services are not provided on weekends and holidays. If you have questions pertaining to the dates the building and Colliers International are closed, please contact the [Property Manager](#).

# **Operations: Communications**

## **Event Notices and Invitations**

Special events such as blood, food and toy drives, ice cream socials, holiday breakfasts, etc. are planned by Colliers International. Invitations and notices for these events will be sent via e-mail to your main company contact and should be distributed as deemed appropriate. These notices will also be displayed on the [Building Calendar](#) which can be accessed by clicking on the Building Calendar tab on the Quick Links toolbar below.

## **Memos**

Colliers International will attempt to notify you in advance of any work being done in; the building, your suite, the parking lots or common areas of Carlson Center such as the walking trails, the parkway and Cheshire Park.

These notices are sent via e-mail to one main contact and should be forwarded to your co-workers at your discretion. Although we take special care to make sure that any work taking place in the building will not affect your business in any way, sometimes these memos will contain important information such as temporary parking restrictions or restroom closures.

## **Operations: Property Management**

Colliers International MN, LLC

### **John Dahlin**

Senior Property Manager

(952) 897-7784

[john.dahlin@colliers.com](mailto:john.dahlin@colliers.com)

### **Kayla Wennberg**

Assistant Property Manager

(952) 374-5821

[kayla.wennberg@colliers.com](mailto:kayla.wennberg@colliers.com)

## Operations: Engineering

Our Building Engineering Team for Carlson Center is as follows:

<b>Name</b>	<b>Title</b>
<b>Jeremy</b>	<i>Chief</i>
<b>Schneider</b>	<i>Engineer</i>
<b>James</b>	<i>Building</i>
<b>Blumenthal</b>	<i>Engineer</i>
<b>Charles</b>	<i>Building</i>
<b>White</b>	<i>Engineer</i>

On call pager: (612) 589-5957

[Service Requests](#)



## **Policies: Communication Systems**

Access into telephone rooms at Carlson Center will require the consent of Colliers International. If you will require access to these phone rooms, please contact Carlson Real Estate to provide the following information:

- The name of your vendor
- The time when access to the phone room is needed.

Please contact Colliers International at least 24 hours prior to the scheduled work. Vendors will need to present their driver's license to the Colliers International to check out a key or access card for the required room.

## Policies: Moving and Deliveries

Small deliveries can be accepted through the front entrance of the building or through the lower level. Deliveries at 301 Carlson Parkway must be made through the loading area. Someone from your company must be present to accept all deliveries. Colliers International will not accept any deliveries on your behalf. Packages may not be left outside your suite door. Delivery of furniture or other large items must take place during non-business hours.

1. All moves are to be scheduled for after-hours (5:00 p.m. - 7:00 a.m., Monday through Thursday, and 5:00 p.m. Friday to 7:00 a.m. Monday).
2. All moves must be scheduled a minimum of 72 hours in advance by contacting the building's [Property Manager](#).
3. The tenant is responsible for obtaining in advance of the move a Certificate of Insurance from the vendor. Please contact the Property Manager for the required language for each location.
4. The tenant will be responsible for any excess garbage or debris left in the common areas of the building.
5. Only rubber-wheeled carts and dollies are allowed for moving in and throughout the building.
6. The tenant/moving company shall be responsible for laying masonite overall marble and granite or carpeted surfaces that they are moving over. The tenant/moving company shall also provide corner guards for edges of doors, elevators, or corners in the corridor.

Any questions or concerns regarding the above shall be directed to the building's [Property Management Team](#).

## **Policies: Parking**

### **Employee Parking**

Employees may park in any of the surface lots at any time.

### **Overnight Parking**

If you are planning to leave your vehicle in the lot overnight or for a long period of time, please notify your Property Manager at Colliers International. If sweeping, striping, landscaping, painting, snowplowing, etc. is scheduled in the lot for the evening hours, you may be asked not to park in certain areas of the lot or not to leave vehicles overnight.

### **Company Vehicles**

Company vehicles may be parked in the surface lot of your building. Please pay attention to memos regarding maintenance requiring the parking lots to be cleared. If you need to park your vehicle in another Carlson Center lot during these times, please contact the management office. In addition, if you have a company vehicle move it periodically in the winter for snow removal.

### **Visitor Parking**

Visitor parking spaces are located near the front entrance to the building. Vehicles parked longer than the time limit posted on the sign will be subject to towing without warning at the owner's expense.

### **Delivery Parking**

All furniture and other large deliveries must take place (before 7:30 a.m. and after 5:30 p.m. Monday through Friday or any time on the weekend). Minor deliveries of mail and office supplies can be taken through the lobby or through the lower level.

## **Policies: Signage**

Tenant suite signs and company identification for the building lobby directory are ordered through Colliers International prior to move-in. We furnish the original suite sign and one directory strip upon move-in.

To place an order for sign changes, contact your Property Manager at Colliers International.

## **Policies: Smoking**

It is extremely important to us that you have a safe, healthy and comfortable working environment here at Carlson Center and that's why we ask that abide by the smoking policies outlined for each property below.

- Smoking is prohibited in all indoor areas of all Carlson Center properties.
- 301 Carlson Parkway, 401 Carlson Parkway and Two Carlson Parkway are all smoke-free buildings. Smoking is prohibited on the premises of each of these properties.
- Smoking is allowed only in the designated smoking areas located behind the One Carlson Parkway and Carlson Center East I properties.

## **Policies: Solicitation**

For the convenience and protection of everyone in the building, solicitation of any kind is unwelcome. This includes door-to-door selling, petitioning and posting of signs in the lobby, restroom, parking lot and common areas of the building.

# Policies: Vendor and Contractor Rules

If you are having work done in your suite by an outside vendor or contractor, we ask that you adhere to the following rules and regulations:

## General Guidelines

Contractors shall contact the [Property Manager](#) prior to starting work. A list of all subcontractors and their phone numbers is required before the start of a project and must be submitted to the Property Management Office at 1600 Utica Ave S, Suite 300, St Louis Park, MN 55416.

## Insurance

Each vendor working for your company to complete work (including, but not limited to, repairs, moving furniture, installing cabling, etc.) in your premises must submit the following information to Colliers International ("Property Manager") at its offices located at 1600 Utica Ave S, Suite 300, St Louis Park, MN 55416 seven (7) days prior to performing work on the premises:

- A list of all Vendors and their phone numbers.
- A Certificate of Insurance evidencing the following insurance coverage.

Certificates can be mailed to us, or sent via email to [kayla.wennberg@colliers.com](mailto:kayla.wennberg@colliers.com). Please refer to your lease agreement for a more specific overview of insurance requirements for vendors and contractors.

All work performed by Vendors must conform to all applicable laws, local codes and ordinances. All Vendors must post any required building permits before starting work. All new mechanical equipment and fixtures must meet building standards and be approved by the Property Manager. Please contact the Property Manager for your building's standards.

## Deliveries & Parking

Deliveries must be made through the garage area. Elevator access hours are before 7:30 a.m. and after 5:30 p.m. Elevators must be padded prior to hauling materials. It is the responsibility of the contractor to contact Carlson Real Estate for installation and removal of the elevator pads.

There is no parking in loading areas. These areas are for delivery and pick-up only. Any vehicle parked in the loading areas for more than the posted limits will be ticketed and/or towed.

## Construction/Trash:

Contractor must maintain a clean and orderly construction site at all times and adhere to the following:

- Contractor is responsible for providing a dumpster; the location must be coordinated with the [Property Manager](#).
- Trash must be removed daily from the job site unless authorized by the Property Manager.
- Keep restrooms clean.
- Do not use restrooms for construction cleanup.
- Contractors will be charged for cleanup of trash if necessary.

## Construction Clean-up:

Contractor is responsible to arrange and pay for final cleaning of the construction area and the area immediately surrounding the construction site. All construction material must be on site and the common areas cleaned up before 7:30 a.m.

Specific duties covered by the contractor are:

- Remove taping compound from windows and mullions
- Removing boxes and trash
- Detail carpet vacuuming
- Wiping doors, cleaning sinks and stainless steel
- Washing newly installed glass and cleaning light lenses

- Cleaning concrete floors prior to floor covering installation

### **Adjacent Spaces to Construction Site**

Contractor is responsible for repairing all damages to adjacent spaces. If damages are not repaired or are repaired incorrectly, the contractor will be billed for repair done by another party.

Materials from adjacent spaces are not allowed to be taken for use on construction sites. The back wall of an adjacent space must be insulated and sheet rocked, painting or taping is not required.

A Landlord's representative can inspect premises at any given time for compliance with lease agreement and Landlord's requirements. Any unauthorized construction will be corrected at the contractor's expense. Management may direct contractors to stop work and correct any violation of the agreement, OSHA standards or work that may cause injury or harm to the public.

Engineering must be notified 24-hours prior to any modifications that will interrupt services to any other tenants. However, 24-hour notice does not deem approval by Carlson Real Estate to proceed with any work.

For a full set of vendor/contractor rules and regulations, please contact your [Property Manager](#).

We appreciate your cooperation on these rules and regulations. We believe that these standards provide a safe, quiet and professional working environment for everyone conducting business at Carlson Center.



## **Properties: 301 Carlson Parkway**

Set on the north shore of the Lake at Carlson Center, 301 & 401 Carlson Parkway include two five-story buildings of approximately 215,000 square feet each. The two buildings are linked together by The Conservatory, which houses a café and convenience store.

In 2008, 301 Carlson Parkway received the "A List" Award, an honor which is given to the commercial properties "achieving the highest level of quality and service" as rated by tenants of those properties. This is a "Best in the Industry" rating and is achieved by only the top few percent of office buildings nationwide.

## **Properties: 401 Carlson Parkway**

Set on the north shore of the lake at Carlson Center, 301 & 401 Carlson Parkway include two 5-story buildings of approximately 215,000 square feet each. The two buildings are linked together by The Conservatory, which houses a café and convenience store.

In 2008, 401 Carlson Parkway received the "A List" Award, an honor which is given to the commercial properties "achieving the highest level of quality and service" as rated by tenants of those properties. This is a "Best in the Industry" rating and is achieved by only the top few percent of office buildings nationwide.

## **Properties: One Carlson Parkway**

One Carlson Parkway is an 82,000 square foot two-story brick and glass multi-tenant office development located within the Carlson Center campus in Plymouth, MN.

In 2008, One Carlson Parkway received the "A List" Award, an honor which is given to the commercial properties "achieving the highest level of quality and service" as rated by tenants of those properties. This is a "Best in the Industry" rating and is achieved by only the top few percent of office buildings nationwide.

## **Properties: Two Carlson Parkway**

Two Carlson Parkway is a 130,000 square foot four-story brick and glass multi-tenant office development located within the Carlson Center campus in Plymouth, MN.

In 2008, Two Carlson Parkway received the "A List" Award, an honor which is given to the commercial properties "achieving the highest level of quality and service" as rated by tenants of those properties. This is a "Best in the Industry" rating and is achieved by only the top few percent of office buildings nationwide.

## **Properties: Carlson Center East**

Carlson Center East I is an 83,000 square foot three-story granite and glass multitenant office development located within the Carlson Center campus in Minnetonka, MN.

In 2008, Carlson Center East I received CEL & Associates "A List" Award, an honor which is given to the commercial properties "achieving the highest level of quality and service" as rated by tenants of those properties. This is a "Best in the Industry" rating and is achieved by only the top few percent of office buildings nationwide.

## **Security: After Hours Procedures**

Colliers International or the Carlson Center Security Guard will not let anyone into your suite after hours. If you or another employee of your company is locked out of your suite for any reason or has forgotten his/her access card to the building, you must contact someone else from within your company. This person must come to the building to give you access. There are no exceptions to this policy as we cannot be responsible for who has after-hours access to your business.

## **Security: Card Access System**

Carlson Center is equipped with a state-of-the-art access control system. The system locks and unlocks doors at certain times as programmed in the system's computer. In addition, at each door, a card reader has been installed to enable card holders to access the building after hours, weekends and holidays. The system tracks who enters the building and from which entrance and at what time of day or night. Cards can be programmed to enable access through some or all doors as needed.

To use your access card, hold the card four to six inches from the card reader. The reader will show a green light and make a beep noting that access has been granted. The door will unlock and you may proceed to your destination.

If your card is not working, please wait approximately two minutes and try your card again (sometimes the system will not recognize a card and needs a minute to reset). If your card still doesn't work, please contact Colliers International to investigate the problem at your earliest convenience.

If your access card is lost or stolen, immediately report it to Colliers International immediately so the card can be removed from the system. Each card holder is responsible for their card and its use at the building. We strongly recommend that you not loan your card to anyone for their use as you will be responsible for that individual's actions.

With the exception of contract parkers, each person will be entitled to only one active card at a time. Contract parkers will be given an additional card to keep in their vehicle.

The fitness and executive parking areas are locked 24 hours a day. Each individual who has an access card will be provided access to the fitness area. The executive parking garage will be restricted to those who have contracted for a parking stall.

## **Security: Securing Your Suite**

Carlson Center is equipped with an excellent perimeter access system; however, it is still very important to secure your suite. At the end of each business day, your office and interior offices should be secured and locked.

In addition, the main suite door and also side/rear entrances should be locked at times when office personnel are at a minimum. This typically occurs first thing in the morning, around the lunch hour and after 4:00 p.m. Security systems are a great deterrent, but during business hours, awareness is your best defense.

If you encounter suspicious person(s) or have a theft occur, please contact the Minnetonka or Plymouth Police Department. Please also contact the [Property Manager](#) so that appropriate measures can be taken.



## **Security: Suite Keys**

While we strongly advise you to invest in a card access system for security purposes, you may opt to use a standard key instead. Colliers International can pin and re-pin your locks and make additional copies of keys for you. It is extremely important that you retrieve an employee's key if he/she leaves the company. Colliers International may charge you at our discretion for additional hardware, changing of your locks and duplicating of keys.

## **Security: Video Surveillance**

Each location has surveillance cameras covering entrances and common areas. Saved footage can be reviewed by Colliers International in case of an accident, emergency or theft.

## **Services: Cleaning**

### **Suite Cleaning**

Your lease agreement includes evening janitorial service for your suite. General specifications have been developed by Colliers International that pertain to office suites, break rooms, conference rooms, etc. The cleaning occurs nightly, Monday through Friday. This schedule may be modified around different holiday schedules or office functions.

If you have any special requests, please communicate them to Colliers International at (952) 897-7700. Special requests which go beyond our general specifications can be performed by Harvard Maintenance for an additional fee.

# Services: Mail Service

## U.S. Postal Service

The U.S. Postal Service will deliver and pick-up mail from your suite once a day. There is one additional pick-up each day at 4 p.m. in the lower level of 301 Carlson Parkway.

## Overnight Delivery

FedEx and UPS drop-off boxes are located in the following locations:

## BuildingLocation

One	1st floor
Carlson	Mail Room
Parkway	Lower
Two	Level
Carlson	1st floor
Parkway	Freight
301	Elevator
Carlson	Lobby
Parkway	Lower
Carlson	Level
Center	Elevator
East I	

## **Services: Recycling Services**

### **Trash and Recycling Services**

In the Carlson Center office buildings, trash is removed nightly from desks and centralized containers. Each building recycles paper, cardboard, aluminum, glass and plastic.

From time to time, offices specify a day where desks and files are purged. If you are planning an event of this type, please contact the Property Manager so the building cleaning staff and trash hauler can be informed. A special billing will be created for the cost of disposing the extra waste and invoiced by Colliers International.

## Services: Service Requests

In the event you need service, please contact the Management Office at (952) 897-7700 or by emailing [john.dahlin@colliers.com](mailto:john.dahlin@colliers.com) and [kayla.wennberg@colliers.com](mailto:kayla.wennberg@colliers.com). They will create a username and password for their service request system.

Typical requests include the following:

- Adjusting heating and cooling in your office suite
- Special cleaning requests
- Minor repairs to doors and associated hardware
- Replacing lights
- Additional access cards
- Problems with restroom fixtures
- Requests for after hours heating or cooling
- Extra trash service
- Access to phone rooms
- Power outages

Please do not hesitate to call if you see a problem in your space or anywhere around the building. We try very hard to make sure the building is in excellent condition each and every day, but if we have missed or forgotten anything, please let us know.

Other services can be completed by a maintenance person at an additional charge. These services include:

- Hanging pictures
- Installing white boards
- Installing pull-down screens
- Office appliance repair

The determination of whether a maintenance request is a chargeable item will be the responsibility of the Property Manager.