

Tenant Handbook



Welcome to St. Louis County Depot

Mission Statement:

The St. Louis County Depot is a landmark cornerstone of arts and cultural organizations that entertains, educates, inspires, and provides space for a diverse group of guests. The St. Louis County Depot provides new, engaging experiences, is a destination and a community center, and fosters community through a diversity of education and entertainment that enhances the quality of life for visitors.

Diversity, Equity, Accessibility, and Inclusion Statement:

The St. Louis County Depot is committed to being an accessible organization that celebrates and welcomes visitors of all backgrounds. We strive to provide programming that encourages lifelong learning and fosters engagement amongst people of any socioeconomic status, race, gender, sexual orientation, ability, age, and identity.

Education is a core value for organizations housed in the Depot, and we understand the importance of fostering an environment where all people are valued and respected as they explore the cultures, arts, and heritage of our region. We are committed to reaching underserved people through sustainable, inclusive programming.

It is our desire to create an environment in which equity, inclusion, and collaboration are at the forefront of all we do. The Depot strives to be an asset to our community by reflecting a rich diversity of perspectives and celebrating the people who call St. Louis County home.



This Tenant Handbook has been designed to provide you with all the building information, procedures, and policies that will assist you in operating your business or non-profit here at St. Louis County Depot. An introduction to the property team is included to direct you to the proper individuals for assistance. Should you have any questions or need additional information, please contact the Management Office of the St. Louis County Depot at 218.733.7571, ext. 7.

All of your employees should read and keep current with this manual to be prepared to effectively deal with any given situation.

Please keep a copy of this handbook for quick reference.

We look forward to working together to create an enjoyable atmosphere for organizations, merchants, and visitors. Although the procedures that follow have been developed using St. Louis County's knowledge of building management, changes will inevitably occur. Therefore, we will be providing updates and revisions as necessary.

**St. Louis County
QUICK REFERENCE NUMBERS**

Management	218.733.7561
Marketing	218.733.7529
Maintenance Office	218.733.7513

Questions? Ideas? Suggestions? Compliments? Complaints?

Contact us at tennism@stlouiscountymn.gov or 218.733.7561

Visit www.experiencethedepot.org

CONTENTS

Helpful Hint: When referencing this document electronically, “Control + F” will allow you to search by keyword.

Contacts and General Information..... 6

Phone Numbers - Quick List.....	6
Depot Management Team	7
Office Location and Hours.....	9
Hours of Operation.....	9
Holidays.....	11
Please Notify Us.....	12

Tenant Services..... 15

Rules and Regulations	15
Marketing and Advertising Opportunities	15
Tenant’s Guide to Special Events Planning at the St. Louis County Depot	19
Exhibits	25
Music Noise Odors Balloons	26
Maintenance Assistance	26
Keys	27
Pest Management Services	28
Tips for Minimizing Pest Issues in Storage Areas	29
Clutter Management Recommendations	29
Remodeling and Redecorating.....	31
Construction or Repair.....	32
Buildout Remodeling Contracting.....	32
Receiving and Delivery	34
Loading Dock Information	34
Moving In Moving Out	35
Trash and Recycling	37
Amenities	39
Post Office Boxes/Mail.....	39
Heating, Ventilation and Air Conditioning.....	39

Cleaning	39
Emergency	42
Emergency Call List	42
Emergency Response Procedures	42
Evacuation Procedures	43
Active Shooter Protocols	44
Bomb Threat by Telephone	45
Chemical Spill or Release	45
Safety Systems	46
Fire Extinguisher Operation	46
Fire, Smoke, or Explosion	46
Medical Emergency	47
Safety Threat by Telephone	47
Safety Threat in Person	47
Safety Threat by Written	48
Severe Weather Emergencies	48
Suspicious Mail	49
Suspicious Package	49
Power Failure	49
Water Leaks	49
Media Events	51
Your Security Overview	51
Your Space's Security	52
Intrusion Alarms	54
Theft	54
Robbery	56
Burglaries	58
Public Health Crisis	58
EXHIBIT A	59
EXHIBIT B	66
ST. LOUIS COUNTY DEPOT TENANT SPECIAL EVENT REQUEST	

FORM	67
ST. LOUIS COUNTY DEPOT TENANT SPECIAL EXHIBIT REQUEST	
FORM	71
EXHIBIT C	74

Contacts and General Information

Phone Numbers – Quick List

Emergency	
Duluth Police Department	911
Duluth Fire Department	911
Depot Management	218.733.7561
Maintenance Office	218.733.7513

Non-Emergency and Information	
Clean and Safe Team	218.727.8317 218.390.8899
Duluth Police Department, non-emergency	218.730.5140
Duluth Fire Department	218.730.4394
Duluth Transit Authority	218.722.7283 218.722.3327
CHUM Center (Homeless Outreach)	218.726.0153

Depot Management Team

The St. Louis County Depot Management Team was chosen for its expertise in managing multi-use properties with in-depth knowledge covering all building functional areas.

The proven, standardized systems and approaches used at the Depot and all properties managed by St. Louis County (SLC) provide a consistently high level of management services. Both SLC and the tenants work together to make the St. Louis County Depot the best it can be.

Management		
Mary Tennis	Director	218.733.7561 tennism@stlouiscountymn.gov
Kristin Johnson	Marketing, Depot Events, Calendar, & General Assistance	218.733.7529 johnsonk2@stlouiscountymn.gov
	Main Office	218.733.7561
Finance		
Mary Tennis	Director	218.733.7651 tennism@stlouiscountymn.gov
Marketing & Events		
Kristin Johnson	Marketing Facilitator	218.733.7529 johnsonk2@stlouiscountymn.gov
Hailey Eidenschink	Program Coordinator	218.733.7566 tours@slcdepot.org
Stacey DeRoche	Depot/Extension Events and Marketing Community Connection Newsletter	218.733.2877 deroches@stlouiscountymn.gov

Operations

Mary Tennis	Director	218.733.7651 tennism@stlouiscountymn.gov
Sam Martin	Building Maintenance Office	218.733.7513 martins@stlouiscountymn.gov
St. Louis County Property Management	Oversees all building systems	218.725.5085 propertymanagement@stlouiscountymn.gov
Hailey Eidenschink	Board Room Technology	218.733.7566 tours@slcdepot.org

Office Location and Hours

- The Management, Marketing & Tours Office: is located on the Main Level adjacent to the Family Theater. Hours are from 8 AM- 4:30 PM Monday-Friday for management personnel. If not available in the office, you may contact the manager via email or cell phone during regular business hours. Weekend/after-hours non-emergencies will be addressed on the next day of business.
- The Maintenance Office is located on the track level, adjacent to the public restrooms. Engineers are on duty Monday-Friday, 8 AM – 2 PM, and also on call for emergencies at increased rates.

Hours of Operation

St. Louis County Depot General Building Hours:

The building's alarm will be deactivated by 7 AM daily and reactivated at 11 PM daily.

Doors are programmed to lock and unlock in correspondence to current building hours.

Your Gallery/Museum/Exhibit:

Although these hours differ for pop-ups, special events, show times, and special trains, normal public open hours are:

- Labor-Memorial Day: the St. Louis County Depot is open from 10 a.m. to 5 p.m., seven (7) days a week.
- Memorial-Labor Day: the St. Louis County Depot is open from 10 a.m. to 6 p.m., seven (7) days a week.

You will be notified in advance of any changes.

For security reasons, unless you are hosting a pre-approved late-night event which has lease-specified required hours of operation that necessitate personnel in the space after 11:00 p.m., no one is to remain on the building premises after 11:00 p.m.

If an emergency arises that may result in your organization opening or closing earlier or later than the required operating hours, please contact the Management Office immediately. For non-emergency changes in the operating hours, please inform the office in writing, specifying the dates, times, and explanations for the deviation from the normal hours. You can also email this information to johnsonk2@stlouiscountymn.gov, with a copy to tennism@stlouiscountymn.gov.

Organization hours for each holiday season will be published on the Depot website well in advance; adherence to holiday hours is required of each tenant.

Holidays

The dates that the **Exhibiting Tenants** will be closed to the public, unless arrangements are made with the Management Office, are as follows:

- ❖ New Year's Day
- ❖ Thanksgiving Day
- ❖ Christmas Eve
- ❖ Christmas Day
- ❖ New Year's Eve

Tenants are welcome to conduct non-public business on these days as long as security protocol is followed.

Management, Marketing & Maintenance offices will be closed on the following holidays:

- ❖ New Year's Day
- ❖ Martin Luther King Jr. Day
- ❖ President's Day
- ❖ Memorial Day
- ❖ Independence Day
- ❖ Labor Day
- ❖ Veteran's Day
- ❖ Thanksgiving Day
- ❖ The Day After Thanksgiving
- ❖ Christmas Day

However, **emergency services** are still available for elevator and plumbing needs.

Please Notify Us

Please email our Management Office at johnsonk2@stlouiscountymn.gov or tennism@stlouiscountymn.gov when:

- ❖ You are planning to close your exhibit or stay after hours;
- ❖ Any media events are to take place on your premises;
- ❖ You are expecting any large deliveries;
- ❖ You are planning to do any remodeling, construction, or repairs.

Your Neighbors at St. Louis County Depot

St. Louis County Depot Management

Mary Tennis	Director	tennism@stlouiscountymn.gov	218-733-7561
Kristin Johnson	Depot Marketing & Events	johnsonk2@stlouiscountymn.gov	218-733-7529
Hailey Eidenschink	Programs Coordinator	tours@slcdepot.org	218-733-7566
Stacey DeRoche	Extension Marketing & Events	deroches@stlouiscountymn.gov	218-733-2877

Maintenance

Sam Martin	Building Maintenance	martins@stlouiscountymn.gov	218-733-7513
-------------------	-----------------------------	------------------------------------	---------------------

Arrowhead Chorale – A vocal ensemble that performs at the Depot occasionally

Rachel Bartell	Business Manager and Board Secretary	arrowheadchorale@gmail.com	218-733-7521 218-348-7162
-----------------------	---	-----------------------------------	--------------------------------------

Duluth Art Institute – Rotating contemporary art, member shows, classes, and workshops

Christina Woods	Executive Director	cwoods@duluthartinstitute.org	218-733-7562
Amy Varsek	Exhibitions Director	avarsek@duluthartinstitute.org	218-733-7565
Aurora Webster	Community Engagement and Development Manager	awebster@duluthartinstitute.org	218-733-7559
Mollie Gilbertson	Administration & Engagement Assistant	mgilbertson@duluthartinstitute.org	218-733-7560
DAI Prep Room			218-733-7548

Duluth Playhouse— Family Stage - home of family-friendly theatre productions with 280 seats plus classes and workshops / Underground – productions of new scripts, classic plays, and intimate musicals in a 150-seat theater

Wes Drummond	Executive Director	wdrummond@duluthplayhouse.org	218-733-7551
Phillip Fazio	NorShor Artistic Director	pfazio@duluthplayhouse.org	218-733-7555
Amber Burns	Family Theatre Artistic Director	aburns@duluthplayhouse.org	218-733-7555 952-412-5431

Lake Superior Railroad Museum / North Shore Scenic Railroad – Vintage and rolling trains, exhibits, and events / Train tours and special events / & Bar services

Ken Buehler	Executive Director	kenbuehler@lsrm.org	218-733-7502 218-391-8490
--------------------	---------------------------	----------------------------	--------------------------------------

Tim Schandel	Curator	tim@lsrm.org	218-733-7593
Scott Leibel	Operations Manager	scott@duluthtrains.com	218-733-7531
Zach Start	Asst. Operations Manager	zach@duluthtrains.com	218-733-7531
Josh Miller	Station Manager	josh@northshorescenicrailroad.org	218-733-7594
Kristina Pederson	Accounts Specialist	kristina@duluthdepot.org	218-733-7564
Corrie Hackbarth	Assistant Curator	corrie@lsrm.org	218-733-7549
Jake Konczak	Maintenance Supervisor	jake@lsrm.org	218-393-9591
Dennis Freid	Shop Foreman	dennis@lsrm.org	218-786-9226
Scott Hovland	Gift shop Manager / Membership		218-733-5609
NSSR Ticket Office		Duluthtrains.com	218-722-1273 218-733-7530
Crew Room Dispatch			218-733-7515
FAX			218-733-7596

Minnesota Ballet— Home to a professional dance company and classes

Kelli Latuska	Executive Director	klatuska@minnesotaballet.org	218-310-3456
Karl von Rabenau	Artistic Director	kvonrabenau@minnesotaballet.org	218-277-9970
Main Office			218-733-7570

St. Louis County Historical Society — Collecting institution with archives, exhibits, and objects from St. Louis County

JoAnne Coombe	Executive Director	joanne@thehistorypeople.org	218-733-7581
Kathleen Cargill	Executive Assistant	kathleen@thehistorypeople.org	218-733-7507
Julie Bolos	Manager of Administrative Services	julie@thehistorypeople.org	218-733-7568
Jay Hagen	VMH Program Assistant	jay@thehistorypeople.org	218-733-7500
	Marketing Coordinator		218-733-7586
Ryan Kuchta	Collections Manager	ryan@thehistorypeople.org	218-733-7588
	Senior Collections Assistant		218-733-7583
	Curator		218-733-7587
Beatrice Dornfeld	Collections Assistant		218-733-7582
Katelyn Brinza	Collections Assistant		218-733-7582
Lindsey Wood	Collections Assistant		218-733-7582
FAX			218-733-7585

Tenant Services

Rules and Regulations

(See attached Exhibit A)

Marketing and Advertising Opportunities

St. Louis County continually markets the St. Louis County Depot to the public. The annual marketing campaign incorporates advertising, public relations, and ongoing public events. Our messages are tailored to reach daily visitors, regular donors and volunteers, and guests from all over the world.

The Depot Marketing team is used to establish and develop advertising and promotional programs, seasonal décor and special events. In addition to directing guests to the St. Louis County Depot, we offer a number of opportunities for you to direct those guests to your organization. Following is a list of those opportunities. Updated memos will be sent to your business with more specific information on many of these opportunities.

Should you be interested in any of the below opportunities, or have any questions regarding them, please contact Kristin Johnson at johnsonk2@stlouiscountymn.gov.

Marketing Opportunities

1. **St. Louis County Depot website, www.experiencethedepot.org**
 - Please email the marketing team with any promotions, events, calls, or exhibits you would like to put on the website.
 - Any information should be submitted at least two (2) weeks prior to desired posting date.
 - Please send high quality .jpegs if you would like images posted.
 - Please send links to tickets, Facebook pages, and/or websites if you would like these included.
2. **Social Media**

- Facebook – we have thousands of Facebook fans and use our page to promote tenant offerings and events. Please send any content you’d like promoted, and tag “[St. Louis County Depot](#)” in your posts about your location here.
- Instagram – we have grown our Instagram followers over the years. We use Instagram to promote the St. Louis County Depot as a performing, exhibiting, traveling, and architectural destination. We promote tenants and events through the use of organic posts and Instagram Stories. Please send any content you’d like promoted and tag “[St. Louis County Depot](#)” in your posts about your Depot story.
- YouTube – We use our page/channel to promote the St. Louis County Depot as a complete destination: shopping, dining, errands, tourism all under one roof. Please send any video content you’d like promoted.
- The building wide hashtag is “#experiencethedepot”.

3. **Newsletters**

- “Community Connection”: Any relevant update, cultural information, images to share, and/or events about your organization is great. Please note that some information may be shared with discrete segments of our database depending on customer demographics.

4. **St. Louis County Depot Signage**

- The St. Louis County Depot Marketing Team will provide updated, cohesive signage to assist in wayfinding and identifying your organization. This includes outdoor areas, elevators, hallways, and other common areas. The St. Louis County Depot will utilize its own unique brand on public signage, but can incorporate some organizations’ logos, colors, and fonts where appropriate.

5. **Tenant Events & Promotions**

- St. Louis County produces themed events to help organizations and vendors meet new guests. Events may include Movies on Michigan, Deck the Depot, Bienvenue Coffee Fest, Great Hall Marketplace, Eek! The Depot, and more.
- Tenants are offered an annual use of the Great Hall for their own events. They can use the Great Hall for this purpose up to three times per year, and must adhere to Event Guidelines. If interested, please reach out to

johnsonk2@stlouiscountymn.gov no less than six (6) weeks before the event. All event requests are subject to availability.

- Semiannual Calendar Meetings are available to tenants in order to book spaces 18 months in advance.

6. Other Media

- From time to time, we will have access to radio, television, online, and other media opportunities. Please keep this in mind and communicate any potential events/exhibits ahead of time to take advantage of these opportunities.

7. Creative/Design Firm

- We have a current contract with Graphic Science design, who designed our logo, updated our style-guide, and created core content.

Annual Depot Marketing Events

Each month tenants are encouraged to share the news/offerings/events as we plan for newsletter, social media, press releases, etc. Please contact johnsonk2@stlouiscountymn.gov to share news or if you have ideas for other promotions that we should pursue during the calendar year.

January

- Connecting Health & Happiness

February

- Movies on Michigan

March

- Depot Birthday Celebration

April

- Themed Trivia Night

May

- Celebrating Innovation
- STEM Festival

September

- Bienvenue Coffee Fest

October

- Depot Ghost Tours
- Eek! The Depot
- Brainzzz Trivia Night
- Puzzle Derby

November

- Deck the Depot: Capturing Memories

December

- Great Hall Marketplace

Signage Specifications:

St. Louis County Depot is has implemented digital signage throughout the building. Tenants may utilize signage to promote sales, events, exhibits, etc.

- Current sign locations: Great Hall, Performing Arts Wing, 3rd Floor Elevator, 2nd Floor, and Track Level.
- Digital Signage Request Forms are available for submitting digital signage needs.
 - Email text, images, & video to johnsonk2@stlouiscountymn.org at least 2 weeks prior to posting date. Any requests submitted after 14 days prior to event will be left to the discretion of the Depot Management Staff.

Tenants are free to post any signage, rack cards, and other marketing materials they wish in their leased space. Please do not post/place in common areas.

Tenant's Guide to Special Events Planning at the St. Louis County Depot

Introduction:

This guide has been created to give you – the event planner – all the important information you need to ensure your event is a success and to assist you with filling out the **St. Louis County Depot Tenant Special Event Request Form**. This form is required in order to hold an event/special exhibit in any space at the Depot.

Each November and May, the Management Office will conduct planning sessions with tenants in order to plan long-term events/exhibits, answer questions, and facilitate the best strategies to partner with you for your events and exhibits. Note that these dates are ideal for long-term planning, but you may be able to secure dates throughout the year. At these planning sessions, tenants may book common space up to 18 months into the future.

In this guide you will find information on the following:

- Tips on completing the **St. Louis County Depot Tenant Special Event Request Form**
- Tips on completing the **St. Louis County Depot Tenant Special Exhibit Request Form**
- Event safety guidelines
- Event services
- Tips on completing your **Event Checklists**

Completing the St. Louis County Depot Tenant Special Events Request Form (See attached Exhibit B)

Deadline: The St. Louis County Depot Tenant Event Request Form should be submitted a minimum of **six (6) weeks prior** to your event. When you begin planning the event, please keep this submittal deadline in mind. If you have information to share before the deadline, please share it with the Management Office. Don't hesitate to ask questions at any stage of the planning process. Also keep in mind that you may reserve space on the calendar up to one year in advance and complete the Event Request Form closer to the date.

- **Headcount / Occupancy:** It's important to provide us with a complete number of individuals who will be at your event and a detailed floor plan of the event layout so SLC (St. Louis County) can determine a safe number who can be in your event space at any given time. This might include: staff, guests, media, and security. Based on your headcount and the occupancy of the designated event space your event may require Duluth Police Department officers and/or extra security to safeguard your guests.
- **Deliveries:**
 - Large deliveries that require movement through public space (including the Great Hall) cannot be made between 10 AM – 3 PM on weekdays unless arranged with the Management Office in advance.
 - Some examples of a large delivery includes anything that requires a dolly, lift, crane, or other heavy equipment, such as appliances, rigging, pianos and other musical equipment, booths, and other large furniture.
- **Catering:**
 - Gas burners, convection ovens, induction burners or cooktops, and appliances with exposed heating elements are strictly prohibited.
 - Cooking is prohibited.
 - Caterers may warm pre-cooked food using food warmers/chafing dishes and slow cookers.
 - Warming devices shall have temperature settings that do not exceed 210 degrees and must be electrically powered.
 - All catering equipment/elements must be rated for commercial use, and

carry UL approved / tested or equivalent electrical safety certification and appear on the floor plan. No appliances designated or labeled for household use shall be permitted.

- All appliances must carry the proper certification for their intended use. All appliances must be used in accordance with their manufacturer's recommendations.
 - All electrical equipment / components must be grounded; there are NO exceptions
 - All table displays/centerpieces must be stabilized
 - Permittee is solely responsible for following all rules and regulations set forth by the MN Department of Health, including but not limited to getting the appropriate permits and licenses.
-
- **Alcohol Serving and Selling.** There are a number of tenants that hold various licenses to sell and serve alcohol at the St. Louis County Depot. Additionally, tenants may hire any licensed caterer to serve alcohol at any qualified event if the tenants hold current insurance, licenses, and comply with the City of Duluth's guidelines, which are available at the City's website, <https://duluthmn.gov/city-clerk/licenses-permits/liquor-licensing/>, and they comply with all requirements of the City of Duluth Code, specifically including Sec. 8-69, which provides that a tenant at the St. Louis County Depot may hire a licensed seller if the tenant notifies the Director (formerly Board of Directors) and both the City and the County before the 20th day of any month (see rules, sec. 38) for the full code.

Event Safety Guidelines

General Rules

- All events must have an event sponsor.
- Construction activities shall adhere to all applicable safety procedures established by OSHA, local, and federal governments.
- All safety rules apply at all time especially during load out.
- Egress/ingress must be kept clear at all times
 - Equipment, tools, and event elements must not be placed in front of entrances and exits.
- Public and work-spaces must be kept clear of tripping hazards.

- SLC reserves the right to request more info in the case of any event.
- All events must include an event checklist and signature.
- The event sponsor must agree in writing to indemnify the county from and defend the county against any and all liability arising from the event.

Please Note: failure to comply will result in a work stoppage until corrections are made.

Electrical Requirements must comply with local, state, and federal guidelines.

Cable Arrangement

- Cables must be covered by Gaffer's tape only.
- All electrical cords must be clear of any and all items including sand bags and/or personal belongings.
- Electrical cords may not be placed under flooring of any kind (wood/carpet/vinyl, decal, etc.) at any time.
- Cables must not be run in areas of guest or public egress, or in areas where the guests or the public are likely to walk.

Event Inspection

- The need for an event inspection will be decided by SLC on a case-by-case basis. If it is required, an inspection with SLC staff as well as members of your events team will be scheduled about 30-60 minutes before event opens to your guests. Changes or adjustments may be needed at the time of inspection in order to maintain a safe environment. SLC will not be responsible for delays or costs associated with the latter.

Alcohol:

- Must submit a liquor license with the City of Duluth
- Must have liquor liability insurance
- Must abide by all City of Duluth and State of Minnesota laws and guidelines
- Guests must be IDed and 21+ years of age in order to receive an alcoholic beverage
- Guests may not exit your space with any alcoholic beverages
- Third-party security may be required

Prohibited Items for Events in the Great Hall

- Open heating elements (Open flames, gas burners, coils and candles)

- Painting staining and/or varnishing
- Toxic substances
- “Hot-work” sawing, painting or construction – assembly only
- Motorized or self-propelled equipment or pneumatic tools
- Powder or other fuel actuated fastening tools (e.g. but not limited to: Ramset, Hilti, Paslode)
- Any objects blocking air vents
- Helium balloons
- Smoke, haze, fog, particle and dry ice
- Aerosols of any kind
- Generators
- Air compressors
- Propane tanks
- Helium tanks
- More than one gallon of water used in décor items or props
- Loose sand
- Potentially harmful giveaway items such as matches

Event Services and Fees

Housekeeping

Tenants must clean up after every event. Failure to properly clean after an event and in time for opening the following day will incur extra cleaning fees outlined in the **Fee Schedule**. This includes the following expectations, also listed on the **Event Checklist**, After:

- Clean all refuse, including napkins, disposable plates, cutlery, and glassware.
- All refuse must be properly disposed of. This means recyclable materials must be placed in the recycling bins, cardboard in the cardboard bins, and all trash in the dumpster outside the building.
- All food must be removed from all common areas, including the kitchen space off the Great Hall.
- The floor must be swept and cleared of all debris.

- All surfaces must be wiped down/cleaned (if they incurred dirt/debris in the course of an event).
- All chairs and tables must be removed and stowed in their appointed spaces.
- Any residual décor must be removed by opening time the following day.
- Any Great Hall furniture must be returned to its appointed space.

Booking the Great Hall

- All event activity must happen within the dedicated event space.
- With the price of their rent, tenants can use public space in the St. Louis County Depot up to three times per year if all guidelines are met, **though if they are coordinating the space for non-tenants, they are subject to non-tenant fees.** Above and beyond three times per year, tenants will incur a fee.
- Tenants who host events outside the scope of their organizations will be subject to **rental fees (see Event Fee Schedule, Exhibit C)** and must follow all guidelines, including supervisory roles.
- Special Exhibits are not to be considered Events.
- No event or exhibit shall limit entrance, egress, signage, or access of any kind from exhibit, staff, volunteer, or guest during regular business hours without prior written permission, submitted along with all other event paperwork, six (6) weeks prior to the event.
- All safety guidelines and general rules apply.
- All events in any common area, including the Great Hall, **must begin and end with respect for public open hours.** Event setup/tear-down must not interfere with public enjoyment/access.
- Common space outside the Great Hall is not to be used for storage during your event unless booked in advance.
- **Event set-up can begin up to two hours earlier than the building closes,** as long as the guidelines above are followed and guests are still able to access all open exhibits, restrooms, exits, and elevators.
- Events must be completely broken down and cleaned by opening the following day. This includes the kitchen and any storage areas used.
- **Any extra cleaning incurred will be charged to the tenant at a rate of \$60/hour with a minimum of two hours, outlined in the Fee Schedule, Exhibit C.**
- Tenants who plan to use Depot-owned tables and chairs must reserve them at the time they fill out the Special Event Request Form. Tables & chairs are **free** for tenant use.

- Tenants must use the tables and chairs checklist before and after the event. All damaged, missing, or destroyed items will be charged as outlined in the **Event Fee Schedule, Exhibit C**.

Booking the Boardroom

- Tenants have unlimited access to the boardroom if all conditions are met.
- All boardroom activity must happen within the dedicated boardroom space.
- In the spirit of fairness, the Director can refuse reservations that abuse the “common use” nature of the boardroom.
- Please do not book time in the boardroom that you do not use.
- If using the boardroom after hours, the tenant is responsible for locking the doors and turning off the lights, as well as ensuring that the main entrance is secure.
- Tenants may not sublease the boardroom.
- **Tenants can book the boardroom through Kristin Johnson via email: johnsonk2@stlouiscountymn.gov.**
- All safety guidelines and general rules apply.
- All debris, food, pamphlets, agendas, etc. must be cleared at the end of your meeting.
- As equipment is added to the Boardroom, tenants will be required to undertake a training in order to use it. Additionally, tenants may be asked to check out and check in such equipment.
- Any extra cleaning incurred will be charged to the tenant at a rate of \$60/hour with a minimum of two hours.

Exhibits

Display windows, exhibit signage, and other surfaces should be kept clean of fingerprints, smudges and streaks as well as dust and dirt. Exhibits should be clean and orderly at all times during business hours. Furthermore, all exhibit features should be safe and well-functioning during business hours. Exhibit cleaning is restricted to non-working hours (except in the case where only minor touch-up cleaning is required).

All exhibit features should be regularly checked for cleanliness.

Music | Noise | Odors | Balloons

In an effort to provide a comfortable environment for guests, we ask that you observe the following points:

- All exhibit music must be kept at a volume that cannot be heard outside the tenant space. This applies to all sounds from televisions, stereos, and/or other devices
- Flashing lights may not be seen from outside the tenant space.
- Anything (unreasonably) emitting an offensive odor or vapor is not allowed in or around the Tenant space. **Please note that the St. Louis County Depot is an active train station.*
- No helium balloons are allowed to be sold or given away anywhere in the St. Louis County Depot. The expense and difficulty of removing escaped balloons from the St. Louis County Depot ceiling is great and your organization will be charged if they must be removed.

Maintenance Assistance

To request assistance from the St. Louis County Depot Maintenance staff, please follow the procedures listed below. Billing for such work will appear on your next regular monthly invoice.

Procedures:

Please remember that regular leased space maintenance is your responsibility. Call the Maintenance Office at 218.733. 7513 between the hours of 8:00 a.m. to 4:30 p.m. Monday through Friday.

Give the following information:

- Tenant Organization
- Name of the person calling
- Nature of the request or problem (temperature, electrical, etc.)

Response time to the request will vary, but the following may be used as a guideline:

- Emergency (flood, fire, etc.) – immediate response

- Comfort call (temperature) – next available Engineer
- Cleaning – for common areas only - will be handled during the day by cleaning staff
- Other – times vary

Keys

Please note that the Management and Maintenance Office has access to all tenant spaces but does NOT hold any keys to individual spaces. Instead, the Management and Maintenance Office holds a master key that cannot be loaned out or duplicated. Security for tenant spaces is the tenant's responsibility.

If you would like additional keys made to any locks, we can make additional keys for you for a charge. Depending on your security needs, we can provide the following additional services:

- Separate keys to individual spaces
- Re-keying the entire space

In the interest of your organization's security, you should consider re-keying doors when keys are lost or when someone who has access to the keys leaves your employment, even if all keys are returned, as there is no guarantee that copies were not made.

Should you require any of the above-described services or if you need further information, **please contact the Management Office at 218.733.7561.**

Key Cards:

- Each tenant will be given up to 5 complimentary key cards per each organization in order to have building access when public doors are locked.
- These keys will allow tenants access between 7 AM – 11 PM.
- If you need consistent access outside of these hours, please coordinate with the Management Office.
- If you enter the building before 7 AM or after 11 PM, even with a key card, you may set off building alarms. Only personnel with assigned alarm codes can enter the building during these times.
- If you need additional key cards, you may purchase them from the Management Office. Fobs are also available for a price. Please see the Fee

schedule for pricing information. Any request for a key card will need one week of lead time.

- If you or your staff lose a keycard, please report this to the Management Office immediately.
- All requests for key cards should include first and last names of individuals. Any cards that are not active for six months will be deactivated. Organizations with seasonal employees/volunteers may choose to keep deactivated cards until the next season as a cost-saving measure, but will need to request re-activation the next season.
- Organizations should turn in any dormant key cards that they do not plan to reuse to the Management Office.

Pest Management Services

Pest management services are provided through SLC. This includes

- Integrated pest management services to tenant premises
- Emergency re-treatments at no extra charge

There is only *one* Pest Control Company insured and certified to do work in the St. Louis County Depot:

Guardian Pest Solutions
3131 Halvor Lane
Superior, WI 54880-2273
800-777-4616

The pest management technician is on-site once a month and on call.

If any needs arise, or you have any special requirements, please email the Property Management Office at martins@stlouiscountymn.gov as soon as the situation arises. **Give your name, location and contact number and the specific incident you are reporting.**

The pest management service is used throughout the St. Louis County Depot including the public areas and is fully familiar with the St. Louis County Depot. Pest Control price is included in your lease agreement.

Please refer to the following sections for actions that your staff can take to minimize

pest issues.

Tips for Minimizing Pest Issues in Storage Areas

In a multi-use facility such as the St. Louis County Depot, all organizations are subject to daily delivery boxes and packages of all sorts. Consequently, the storage cages and the backrooms of organizations can become full and cluttered fairly quickly.

Nevertheless, properly storing boxes, packages, food supplies, and equipment in the St. Louis County Depot is **very important in controlling pests** such as cockroaches, mice and rats.

This is because clutter and pest problems go together for the following reasons:

- Pests gravitate towards cluttered areas because clutter enables pests to hide and reproduce undisturbed.
- Cockroaches like to hide in boxes, especially those that are placed into corners and not moved for days or weeks. They hide in the glued portions and feed on the glue.
- Rodents also love clutter. It is not uncommon for two to three families of mice (15-20 mice) to live in the bottom of just one big box placed in the corner of a back room of just one organization at St. Louis County Depot.
- Even the best exterminator in the world cannot kill pests that hide in clutter. There are no sprays, bug bombs or mouse baits that will penetrate cluttered closets or rooms and eliminate hiding pests. **To eliminate pests, the exterminators must have access to all walls and spaces beneath shelving and stored items.**
- Sweeping up and cleaning practices are difficult to perform in cluttered rooms. This causes more problems with rodents, flies and cockroaches.
- Pest proofing (sealing holes and gaps) cannot be done when clutter

blocks access.

- All storage areas should have the proper cleaning supplies on hand.
PLEASE SEE THE SUGGESTED LIST BELOW
 - Small (2.5 gallon) wet/dry shop vac.
 - Windex, Simple Green or some good degreaser that cuts through and removes fly specs, roach droppings and rodent pheromone.
 - A good, non-frayed, working broom and dustpan.
 - Cleaning rags and a dry mop with a clean head. *Excess water causes more problems than it solves...* **PLEASE – DRY MOP SPILLS AND EXCESS WATER.**

Clutter Management Recommendations

1. REDUCE CLUTTER IN BITE-SIZE PIECES.

Sometimes, the clutter is so overwhelming, we realize it will take hours and hours of work to organize (i.e., what to save, what to discard), and thus we procrastinate starting. We tend to think in terms of “when things slow down, I’ll clean up this mess.” But in these busy times, “cleanup days” have become rare events indeed. It is far more realistic to allocate 30 minutes three days each week and reduce the clutter in bits and pieces. After just a week or two, cluttered areas will be organized.

2. STORE ITEMS PROPERLY TO PREVENT PEST INFESTATIONS.

Boxes and packages that are stored on the floor and up against the wall are most vulnerable to pest invasion.

Therefore, all boxes should be stored at least eight inches (20 cm) off the floor. This allows for easy access by brooms and mops. It also allows for inspection and the application of pest monitors and pest traps when needed. Leaving these spaces clear also discourages cockroaches and rodents from hiding beneath the first shelf.

3. HEAVY-DUTY ADJUSTABLE METAL OR PLASTIC RACK SHELVES ARE THE BEST DESIGN FOR PREVENTING PEST PROBLEMS.

Metal or plastic rack shelving with slats allow spills to fall thru to the floor

where they can be swept up. Also, the bottom shelf can be adjusted up and off the floor to allow access for cleaning.

NOTE: *Wooden storage shelves that enclose the bottom shelf close to the floor should be avoided.* When the bottom shelf is enclosed it basically creates a pest cave in which rats, mice and cockroaches can hide and thrive. Voids and hidden undisturbed areas are where all pests like to harbor.

Remodeling and Redecorating

Remodeling/redecorating work can be either minor or major, and may include any of the following:

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wall covering
- Installing an exhibit that alters current footprints

During the beginning phases please contact the Director at to meet with you to discuss your design proposal. All work must follow the St. Louis County Depot Architectural Design Guidelines. Tenant will be required to submit drawings for approval in compliance with the SLC Depot Architectural Design Guidelines.

Once the necessary approvals are obtained, the Tenant may begin the work. It is the tenant's responsibility to hire a general contractor who will perform the work.

Drawings must be submitted to the Management Office for approval before the work begins. Management will in turn submit them to St. Louis County Property Management for review.

Construction or Repair

The St. Louis County Depot aims to provide its guests with the most comfortable environment possible. Guests should see only the final educational, artistic, or exhibition effort, not the cleaning of windows, the repair of signs or construction work in progress. For this reason, any construction or repair work should be discussed with, and approved by, the Management Office prior to its commencement.

Furthermore, the St. Louis County Depot's leases require that *all changes* in design, including ventilation, lighting and fixtures, ***be approved in writing by St. Louis County Property Management prior to the beginning of construction.*** See the next two pages for contractor's rules and regulations.

Buildout | Remodeling | Contracting

Prior to any planned construction SLC Property Management and Management Office staffs must approve all plans in writing. Once approval has been given, the following contractor rules apply:

- Tenant must meet with the Director and other necessary St. Louis County parties to discuss plans, review regulations and furnish all necessary insurance certificates. ***Any deviations from approved plans must be approved in writing by the Director prior to proceeding with work.***
- An entrance will be designated for deliveries and trash removal. All movement of materials including supplies, tools and debris, is restricted to the hours between 5 PM - 10 AM, and must not conflict with any event or production unless prior approval is met.
- Construction debris necessitate dumpsters. Please coordinate with the Management Office in order to acquire a dumpster. You will be charged a fee for this extra service, outlined in the **Fee Schedule**.
- All work must be confined to the sealed tenant space. The barricade between the space and the common area must be sealed. Any dust, dirt, noise or

vibration that is above St. Louis County's acceptable levels is restricted to the hours between 5 PM – 10 AM.

- The contractor must notify the Director forty-eight (48) hours prior to needing sprinkler system shutdown.
- The contractor shall not disturb or interrupt any utility services running through the ceiling or floor area of the space servicing the common area of other tenants. Any work involving removal of, or alterations to the HVAC unit, including chilled water routing, thermostat removal or replacement and electrical feed supply requires that the contractor notify the Director and Property Management.
- The contractor is responsible for notifying of access required after 11 PM, so that arrangements may be made with GSSC Security and Duluth Police Department (if necessary).
- The contractor must St. Louis County for final inspection of the space prior to removal of the barricade. All construction must be completed and the space safe and ready to open. A final inspection will be made by St. Louis County and approval given for removal of barricade and opening for business.
- *St. Louis County Ownership:* In order to preserve the integrity of the common area systems and other tenant systems, we need to be considerate of any piping – either sprinkler, fresh water or waste water. Note that there will be areas above your present ceiling and deck and under your floor system which serve such things as the fire sprinkler, electrical, HVAC systems etc., which are, and will remain part of St. Louis County's property. As soon as you recognize that one of these systems exists in your space and does not relate to your internal space, please contact the Director. *Do not tamper with these systems prior to contacting the Director.*
- Accepting a space in "as-is" condition means that any articles remaining in that space that are not part of St. Louis County's ownership are at your disposal and are not the responsibility of St. Louis County to move or add to.

Receiving and Delivery

Tenants ***must*** be on-site to accept and sign for all large deliveries and arrange for the immediate transport of those items to their space or storage location.

In addition, the trucking company should be informed that they must transfer their delivery onto rubber-wheeled hand trucks in order to transport materials within the St. Louis County Depot.

**Ideal Delivery Times Are: 7 AM – 8 AM
6 PM – 11 PM**

For large moves or equipment delivery, it is imperative that you notify the Management Office in writing and receive approval at least forty-eight (48) hours in advance of intended move so that the coordination of the various parties in the St. Louis County Depot is possible.

Loading Dock Information

- The loading dock is located at the East side of the building adjacent to the theater space. The Duluth Playhouse is open to tenants receiving deliveries through this loading dock, but these deliveries must be scheduled with a minimum of one week's notice and with express permission of Playhouse management.
- There are also designated loading areas on the main level off Michigan Street.
- There are also designated delivery areas throughout St. Louis County Depot. Please contact the Management Office to determine which routes pertain to your space.
- No vehicles should be left unattended in the loading dock and other loading areas unless it has been coordinated with the Management Office.

- The loading dock and loading areas are to be used for loading and unloading only. Standing time in this area is limited to 30 minutes per vehicle unless permission has been coordinated by the Management Office. Loading and unloading should be conducted as quickly as possible to minimize the impact on other deliveries and guests.
- Please help keep loading areas free of debris and odors. All deliveries must be moved through St. Louis County Depot on hand trucks or dollies with clean rubber wheels.

Moving In | Moving Out

Move In

Prior to your move-in, you must coordinate with the Management Office in order to ensure a smooth and efficient relocation. Items you need to complete before moving are listed below:

- Ensure that the post office has address information.
- Notify the phone company to arrange for installation of new phones and equipment.

Move Out

To ensure that your move out is as smooth as possible, we ask that you adhere to the following procedures:

- Contact the Management Office at least one week prior to the move to discuss your arrangements.
- Contact the phone company to discontinue telephone service.
- Provide the Management Office with a Certificate of Insurance for the moving company prior to the move.
- Inform the post office of your change of address.

Please submit in writing the following information to the Management Office no later than forty-eight (48) hours prior to intended move:

- Date of move

- Time periods the elevator(s) will be required (if necessary).
- Name, phone number, and title of the Tenant contact person.
- Certificate of Insurance for moving company forwarded to the Management Office evidencing the moving company's Worker's Compensation Insurance and Commercial General Liability Insurance.

Clean-Up

Moving companies and tenants will be responsible for leaving the St. Louis County Depot and premises clean by removing all cartons and other trash generated in the move. If you wish to have extra trash removed, arrangements can be made through the Management Office at 218.733.7561.

Property Damage

Any damages caused by the tenant, the moving company or its employees or agents, will be the responsibility of the tenant. Required repairs will be done by St. Louis County at the tenant's expense.

The following sections contain specific information, of which your mover should be made aware. A copy of this information should be given firsthand to the moving companies bidding for the move.

Instructions to Movers

The mover shall perform all services required to move furniture, merchandise, office machines, records and supplies. The elevators are available on a first come, first serve basis. Large moves (requiring more than one hour) must be done after 5:00 PM and mustn't conflict with any event or show. Each employee of the mover must be bonded and uniformed in a consistent type and color uniform plainly lettered with the moving company's name. These requirements are necessary in order to maintain the security of the building and to provide easy identification. The mover must carry a certificate of insurance and provide proof of said insurance to the Management Office ten (10) days prior to a move.

Inspection of Premises

The mover is responsible for inspecting the tenant's space prior to the move so that it may furnish such equipment and labor necessary to provide for an orderly, timely and efficient move. The mover should be acquainted with all the available

information regarding difficulties that may be encountered and the conditions, including safety precautions under which the work must be accomplished.

Supervision, Labor Materials and Equipment

The mover must furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services needed. Such equipment shall include, but not be limited to, dollies, trucks and pads. All material-handling vehicles used in the interior of the St. Louis County Depot must have rubber-tired wheels and must be maintained free from grease and dirt.

Crating, Padding and Packing Materials

The mover should take every precaution by means of crating and padding to safeguard the property from damage. All padding and packaging materials used are to be removed by the mover.

Floor and Wall Protection

The mover should at all times protect St. Louis County Depot from damage. The move must comply with all reasonable requests for special protection. This includes furnishing, installing and removing floor, carpet, wall and glass protection materials wherever necessary.

Permits, Franchises, Licenses or Other Lawful Authority

The mover, at its own expense, must obtain and maintain all necessary permits, franchises, licenses, or other lawful authority required for moving, handling and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authorities to the Management Office.

Insurance requirements are outlined in tenant leases and additional indemnity/ insurance requirements available by request to the Management Office.

Trash and Recycling

The St. Louis County Depot provides trash and recycling services to all tenants at the Depot. Services are as follows:

- 6 yard cardboard recycling picked up weekly on Monday (Track Side)
- 6 yard waste dumpster picked up twice a week on Mondays and Fridays

(Track Side)

- 8 96-gallon recycling totes picked up weekly on Wednesday (2nd Floor Side Door)
- 4 yard waste dumpster picked weekly on Monday (Playhouse Loading Dock)

Any trash placed in cardboard/other recycling will be charged as a fee. As these fees are incurred, the price for trash services, and therefore billable utility payments, will increase. Please avoid this error.

Extra trash services are available for events etc. outlined in the fee schedule.

**If you have any questions or need further information
please contact the Management Office at 218.733.7561**

Amenities

The St. Louis County Depot provides many services. The following list identifies services which you or your customer may wish to utilize:

Electronic Doors:	Electronic daily lock & unlock.
ATM:	There is an ATM in the lobby area adjacent to the Main level women's bathrooms.
Post Office Boxes:	All tenants shall have access to a post office box. Only tenants of the St. Louis County Depot may have a post office box.
Rest Rooms:	Public restrooms are located on the Main floor and also on the track level adjacent to the Underground Theater.
Security:	Nightly security sweep.

ATM

Our ATM is managed by Lake Superior Railroad Museum. In the event of malfunction, please call the museum office.

Post Office Boxes/Mail

- *Mailboxes:* The USPS will provide all tenants with a locked box at the time of move-in. The box cluster is located on the Main Level of the building adjacent to elevator one. Tenants may duplicate their keys, at their own expense, indefinitely. At the time of move-out, the USPS will change the lock and assign the box number to any incoming tenant(s). Please note that the St. Louis County Depot does not hold copies to individual mailboxes. Tenants must fill out a change of address form in a timely fashion. Only tenants on a lease with St. Louis County may receive mail at the St. Louis County Depot.
- *Parcels:* Packages will be dropped off right at tenant mailboxes, because this place is very public we suggest you check for deliveries daily. If you are expecting a valuable package, please use tracking technology and meet the letter carrier in order to receive such deliveries.
- We also ask that outgoing mail is put into the historic post office box next to those boxes. It's big, gold, and right next to the staff elevator on the main level.

Heating, Ventilation and Air Conditioning

For your convenience, HVAC is supplied either to your individual space or to the adjacent common area.

The overall temperature of the St. Louis County Depot is maintained at a comfortable level and is centrally controlled. Your air handling unit enables you to control the temperature of your space.

Please remember that even if your space feels cool in the morning, it will heat up as guest traffic builds through the day. A comfortable guest will spend more time in your exhibit and generate more engagement.

Please contact the Maintenance Office at 218.733.7513 with any concerns regarding temperature at your location, or with any questions relating to heating or air conditioning.

Cleaning

All common areas in the St. Louis County Depot are cleaned by janitorial personnel. ***Cleaning inside tenant spaces is the responsibility of each tenant.*** Tenants are welcome to contract any licensed, bonded professional cleaning staff available, or they can elect to enlist St. Louis County's janitorial team for additional fees, billed in a monthly statement.

However, for tenants that elect to care for their spaces, recommended cleaning regiments are as follows:

Carpets

Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting, as well as ongoing spot cleaning. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space.

Floors

Prolonging the life and beauty of any floor requires a combination of proper maintenance techniques (sealing, waxing and buffing) and specialized equipment.

Wooden, tile and marble floors often require special care on a regular basis to preserve their natural appeal and lifespan.

Upholstery

Upholstery should be vacuumed and cleaned on a regular basis with spot-cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first-class image of your space at the St. Louis County Depot.

Walls

It is recommended that you have your walls washed and painted as needed. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean appearance of your space.

Exhibits

Many exhibits, particularly those frequented by children, will suffer from wear and tear. It is imperative to maintain these exhibits in good working order and also to practice the best sanitation measure possible in these circumstances, as children are susceptible to outbreaks and failure to clean/maintain exhibits can result in sickness (or worse). It is each tenant's responsibility to clean, repair, and maintain their exhibits.

Miscellaneous

Other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture, etc. all have special cleaning and care needs to keep them in top condition.

Emergency

Emergency Call List

The following list of local emergency numbers is provided for your information but please remember to call **Duluth Police Department at 911** to report any emergency.

Medical Emergency, Police, or Fire Emergency	911
Management Office	218.733.7561
Director's Office	218.733.7561
Maintenance Office	218.733.7513
GSSC Security Team	218.726.1606

Duluth POLICE: 911

Each person must become familiar with all provisions of these emergency procedures. Each Director/Manager should be responsible for assuring that each employee is aware of the emergency procedures. Everyone should know the Managers/Directors in their organization. **It is the responsibility of the Directors and Managers to become familiar with individual space layouts and general personnel staffing levels, so that in an emergency an accurate headcount can be made during and after evacuation procedures.**

Emergency Response Procedures

IN A BUILDING EMERGENCY, AN ALARM WILL SOUND IN THE AFFECTED AREA. AT THIS TIME, THE OCCUPANTS OF THE SPACES WILL EVACUATE.

In such case, use good judgment.

If a fire alarm is sounded, the following sequence of events will occur:

01. An audible alarm will begin on all affected floors and in stairwells.
02. THE RESPONSE TEAM (Duluth Fire Department) WILL REPORT TO THE SCENE WHETHER OR NOT IT IS A FALSE ALARM!
03. After the alarm is sounded, the Manager for each organization will then direct all employees and guests in their exhibit spaces to the closest exit and all employees will report to their emergency meeting area.
04. The Manager will take roll call of employees and report to the St. Louis County Depot Director to report missing personnel and to be advised on further action. Do not allow employees to disperse from the emergency meeting areas until all personnel are accounted for to ensure an accurate headcount.

Evacuation Procedures

The safety of our guests and employees is our first priority. Should an evacuation of the St. Louis County Depot prove necessary, an announcement will be made over the building's emergency public address system, by phone, or verbally by Duluth Police or Management staff.

In such an event, **do not call us**. We will be busy contacting the proper authorities. Instead, please proceed to:

- Orient your guests towards the nearest exit.
- Encourage your guests to remain calm, helping to prevent panic. Do not run.
- Do not use the elevators.
- Pay attention to handicapped persons.
- When everyone is out, close the doors and leave via the nearest exit.

It is your responsibility to note the nearest exit, as well as the nearest alternative exit, and to inform all employees of the location. All exits are clearly marked. SLC Safety and Risk Management will provide exits for all organizations, and it is the role

of each organization to educate their leadership teams and to participate in drills in order to raise awareness among staff and volunteers.

Depot Management staff will assemble in the vicinity of the Ballet Turret, outside (please do not use this area for an assembly point for tenant staff) and an organizational manager should report to that point for updates on re-occupation of the St. Louis County Depot.

When necessary, in the event of an evacuation, the **Duluth Police Department** (DPD) and **Duluth Fire Department** (DFD) will instruct people and direct them to the appropriate area.

Active Shooter Protocols

1. Evacuate or hide.
2. Call 911 when possible. If you cannot speak leave the line open so dispatch can listen.
3. If evacuation is possible, find an accessible escape path and leave immediately. Follow instructions of law enforcement.
4. If evacuation is not possible, find a place to hide.
 - a. Be out of view of the shooter.
 - b. Shut off lights.
 - c. Close, lock, barricade doors.
 - d. Hide behind large items (desks, cabinets).
 - e. Silence cell phones.
 - f. Remain quiet.
5. If you are unable to evacuate or hide and your life is in danger the last resort is to take action.
 - a. Act as aggressively as possible against the shooter.
 - b. Throw items and improvise weapons.
 - c. Yell.
6. While you are exiting the building:
 - a. Remain calm and follow instructions.
 - b. Do not take any items with you.
 - c. Raise hands and spread fingers.
 - d. Avoid quick movement.

- e. Avoid pointing and screaming.
- 7. Follow instructions of law enforcement and provide details to them.
 - a. Location of shooter.
 - b. Number of shooters.
 - c. Description of shooter(s).
 - d. Weapons.
 - e. Any additional details.

Bomb Threat by Telephone

1. If a bomb threat is received by telephone do not hang up. Try to gather detailed information:
 - Date
 - Time
 - Name of caller
 - Exact words
 - Location
 - Type of bomb
 - Time of detonation
2. If possible, get the attention of a co-worker and have them call 911. Otherwise, call 911 as soon as possible.
3. Notify your supervisor and forward any information gathered. Supervisors are required to report any information to the Management Office.

Refer to suspicious package or threat by written communication if the bomb threat is applicable to these.

Chemical Spill or Release

1. Do not walk through the substance. If possible, prevent others from walking through the substance.
2. Contact the Management Office and your supervisor. Inform them of the status of the situation. Give them any information you may have:
 - Location.
 - Extent.
 - Type of product.
 - Descriptive information (container type, labels, color, etc.)

- Need for first aid.

Supervisors are required to report any information to the Management Office.

Safety Systems

St. Louis County Depot is equipped with an automatic and manual fire alarm and voice communication system. Alarms in the buildings are monitored by the St. Louis County Depot Fire Command Center, and they can be initiated in any of the following manners:

- Manually – Pull Station.
- Automatically – Activation of a heat detector or smoke detector in a work area.
- Automatically – Activation of a smoke detector in the duct system.
- Automatically – Sprinkler system flow switch activation.

Fire Extinguisher Operation

Fire extinguisher types vary for different applications. Be sure the type of extinguisher being used is proper for the situation. Tenants that install fire extinguishers should seek training from the local suppliers.

Fire, Smoke, or Explosion

1. Communicate the existence of an emergency requiring evacuation by pulling the fire alarm and calling 911.
2. Immediately exit the building. Exit routes are posted. Walk, don't run to the nearest stairway or exit. **DO NOT USE ELEVATORS.**
3. Assist clients/public that may not know the proper emergency procedures.
4. As soon as safe, notify your supervisor. Inform them of the status of the situation and the rationale to evacuate. Supervisors are required to report any information to the Management Office.
5. Assemble with your work group to end-point meeting location (determined by your organization in your safety plan).
6. Do not re-occupy the building until you receive the all-clear.

Medical Emergency

1. Notify another person to call 911 and meet emergency personnel at a designated entrance, if possible. If no one else is around to help, call 911 yourself. Gather and give the following information:
 - Building address
 - Floor and location of victim
 - Description of what happened if known
 - Injuries
 - Information about the victim
 2. Administer first aid/CPR/AED if trained and willing.
 3. Contact your supervisor to notify them of the medical emergency.
- Supervisors are required to report any information to the Management Office.

Safety Threat by Telephone

1. Do not hang up. Gather accurate and detailed information such as:
 - Date
 - Time
 - Name of caller
 - Name of person(s) being threatened
 - Telephone numbers
 - Exact words
 - Additional details
2. Notify your supervisor and forward information that was gathered.
3. Supervisors to notify the police (911), then the Management Office.

Safety Threat in Person

1. If subject is making an immediate threat in person and you need emergency assistance immediately, call 911.
2. Notify your supervisor. Supervisors are required to communicate with the Management Office.

3. As soon as possible, write down the following information and send it to the Management Office:
 - Names of those involved
 - Date
 - Time
 - Location
 - Details of the threat
 - Weapons
 - Injuries
 - Additional information

Safety Threat by Written

1. Do not handle the document any more than necessary. It is evidence and needs to be secured.
2. Set the document down and don't let anyone touch it.
3. Gather the following information and give to your supervisor:
 - Date and time received
 - How it was received
 - Any information concerning who wrote and/or delivered the document
4. Supervisor to notify the police (911), then the Management Office.
5. Turn the documents over to law enforcement.

Severe Weather Emergencies

1. Proceed to severe weather shelter areas. Report to organization-specific emergency procedures.
2. Stay away from large open areas and exterior windows.
3. Assist public to shelter areas.
4. Do not exit the shelter area until an all clear is given.
5. Report to supervisor as soon as possible. Supervisors notify the Management Office.

Weather Watch: Weather conditions are favorable for producing severe thunderstorms or tornados.

Weather Warning: Severe thunderstorms or tornados have been sighted in the

area. Seek shelter immediately.

Suspicious Mail

Letter or package delivery received via mail that has excess tape or string, strange writing, ridged or bulky, excess postage or other descriptive markings.

1. Handle with care. Don't shake or bump. Don't open, smell, touch, or taste.
2. Isolate the mail immediately.
3. Treat it as suspect. Call the police (911).
4. Give a detailed description of the mail:
 - Size
 - Location
 - Color
 - Identifying markings
5. Report to supervisor. Supervisors notify the Management Office.

Suspicious Package

Box, backpack, case, etc.

1. Notify the police (911).
2. Notification should include a detailed description with the information below:
 - Size
 - Location
 - Color
 - Identifying marks
3. Do not touch the suspicious object. If accidentally touched, wash hands with soap and water as soon as possible.
4. Do not move the suspicious object. If the suspicious object is outside the building, leave it.
5. If the object is a bomb or explosive device, immediately move away from it and call 911 (do not use a cell or radio in the area of the suspected bomb).
6. Leave the area.

Power Failure

The St. Louis County Depot is designed to minimize the risk of a general power failure resulting from causes within the building. Typically, should a power failure

occur, it will affect either an isolated area of the building or some larger portion of the surrounding geographic area.

All exhibits and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure.

If an electrical failure does occur, the following guidelines should be observed:

- Contact the Maintenance Office at 218.733.7513.
- If you are instructed to evacuate, lock all areas.
- Do not congregate in public building areas but at your designated congregation point.
- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, but it **WILL NOT FALL**. Do not force open the doors or try to escape through the roof hatch. **DO NOT PANIC**.
- The Management Office and Duluth Police Department will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Water Leaks

Persons discovering water leaks should immediately report them to the Maintenance Office at 733.7513, and as an alternate, the Management Office at 218.733.7571.

Be certain to give your name, organization name, location, and extent of leak. If water is coming through the ceiling and it is feasible, close all open receptacles in the vicinity of the leak, move papers or work in progress, and place wastebaskets or buckets under leak(s) and move artifacts.

Turn off machines only if a remote switch is available. Under no circumstances should machines be turned off if someone has to stand in water to turn them off. All electric devices and machines within the water leak area should be avoided by occupants.

Plumbers and emergency clean-up crews will respond immediately to the scene. All persons should be kept clear of the water leak area.

Media Events

If an unscheduled Media Event should take place within your space, the following guidelines should be followed:

- Call Management at 218.733.7571.
- Call the Duluth Police Department at 911 if necessary.
- We suggest that you do not answer or comment on any questions that have not been approved by your Board/Oversight Committee.

Your Security Overview

St. Louis County Depot security is provided by GSSC (Midwest Patrol). They patrol nightly at 11 PM and check all exhibits, doors, windows, alarms, etc. Occasionally, if there is an event scheduled after-hours, they will come at a later time. GSSC is also the first-alerted if any building alarms are tripped. They can be called at any time at 218.726.1606.

GSSC can be recognized by their black and white uniforms, badges, and GSSC logo patches.

GSSC is trained in procedures of break-in situations and will respond accordingly.

GSSC is in contact with, and can call upon, the appropriate local agencies to assist in any emergency, if necessary. All tenants are requested to ensure that their staff is briefed on their own company policies with respect to emergencies and to confirm that these policies do not conflict with those of GSSC.

Duluth Police Department (Emergency)	911
GSSC	218.726.1606
Management Office	218.733.7571

Your Space's Security

Your space's security is your responsibility. Make sure that all of your employees (part-time and full-time) are aware of your written policies regarding theft, vandalism and other security issues.

GSSC will check and patrol common areas and service corridors. If they find a door open or unlocked after the St. Louis County Depot has closed, they will call the person on your Emergency Call List at the number listed. They will ask the person to come down to the St. Louis County Depot and check the space for evidence of burglary or vandalism. If they cannot reach the first person on the list, the officers will go down the list until someone is contacted.

Officers are not able to stand guard at a tenant's space for an indefinite period and will only do so pending the arrival of a **key holder**.

Every tenant must provide the Management Office with a written list of people that we can contact in after-hour emergency situations. These people should be listed in the order in which they should be contacted (at least three people should be listed). This list will be used only in the case of an emergency involving your space. Please email your emergency contact list to tennism@stlouiscountymn.gov with the following:

Organization Name	First Name	Last Name	Title	Email	Organization Tel.#	Mobile #
	1.		(i.e. Owner, Manager, Key Holder)			
	2.					
	3.					

As organization personnel changes, please contact the Management Office or tennism@stlouiscountymn.gov to update the Emergency Contact List which must include mobile telephone numbers. Any changes to this list which are not reported could result in critical time lost in future emergency situations.

If it is necessary for employees to enter the building after normal organization operating hours, the organization's Management should advise the Management Office at johnsonk2@stlouiscountymn.gov in advance. This information will then be passed onto GSSC for use during normal patrol cycles.

The employees should carry photo identification with them and produce it on request to a GSSC officer. Remember GSSC and Duluth Police Department are unable to help employees gain entry to space.

Tenants can request access codes for alarm panels in their organization's space in order to use the space during off-hours. It is the duty of each of these tenants to observe and follow these guidelines:

1. Inform the Management Office of the individual names and four-digit access codes they require to de-arm the space.
2. Inform the Management Office when any individual no longer works for your organization so that permissions are removed.
3. Encourage individuals to follow the general hourly guidelines of the building.
4. Educate any individuals using the space outside of the normal hours of de-activation on how to properly de-activate the panels.
5. Codes will only deactivate certain areas of the building, not the building as a whole, so staff cannot enter space that does not belong to their organization.
6. Any false alarm incurred by tenants entering space in off-hours that results in a fine from the Duluth Police Department shall be charged accordingly.

The building's alarm will be deactivated by 7 AM daily and reactivated at 11 PM daily.

For security reasons, unless you are hosting a pre-approved late-night event which has lease-specified required hours of operation that necessitate personnel in the space after 11:00 p.m., no one is to remain on the building premises after 11:00 PM.

If an emergency arises that may result in your organization opening or closing earlier or later than the required operating hours, please contact the Management Office immediately. For non-emergency changes in the operating hours, please inform the office in writing, specifying the dates, times, and explanations for the

deviation from the normal hours. You can also email this information to johnsonk2@stlouiscountymn.gov, with a copy to tennism@stlouiscountymn.gov.

Organization hours for each holiday season will be published well in advance; adherence to holiday hours is required of each tenant.

Please email the Management Office at johnsonk2@stlouiscountymn.gov if you are working after hours (for audits, inventory, exhibit set up, etc.) so that we can avoid misunderstandings and false alarms.

Intrusion Alarms

Individual organizations may install their own intrusion alarms, but they must adhere to the following guidelines:

The first contact for the responding alarm company should be GSSC at **218.726.1606** with a designated person on your staff being the second contact.

You must have written consent to install any alarms. Contact the Management Office at 733.7651 or tennism@stlouiscountymn.gov.

You must have it installed professionally by a County-approved contractor.

Theft

Remember at all times, prevention is better than cure. If you stay alert and observant you will discourage theft from your space. In the event of theft, call Duluth Police Department at 911.

To deal with thieves follow these guidelines:

- When you see a suspect keep them in sight at all times. Do not approach until a definite effort has been made to conceal stolen objects/cash from view.

- If the suspect remains in the building, Duluth Police Department will enter the building in the interest of safety and welfare of tenants and guests.
- As detention presumes prosecution, your call to the Duluth Police Department is presumed to be an indication of your intention to prosecute the offense.
- Please note that Duluth Police Department cannot make an arrest unless you have already made a positive identification of the suspect to the Officer at the scene.
- When you approach a suspect, have another employee accompany you and remain with you until the police arrive. Do not create a scene or alarm other guests. Do not physically restrain the suspect.
- Ask the suspect to accompany you to a quiet area or to the Manager's office. One possible approach may be: "I think there has been some mistake. Would you please come with me so we can straighten it out?" Do not say "steal" or "stolen" to the suspect. Do not threaten to have the suspect arrested unless you definitely plan to prosecute.
- Seek witnesses. If you believe that the suspect was stealing, obtain written statement from a witness that details what was seen, address, telephone numbers, etc. Do not physically intimidate the suspect or in any way coerce them to sign a statement. Do not discuss the matter with anyone except your staff, the staff of the Management Office and the Duluth Police Department.
- Immediately write down exactly what happened. Make thorough notes before the suspect is released to the police or while you are awaiting the arrival of the police. Your report should include:
 - **Names and statements of witnesses.**
 - **Exact time of apprehension.**
 - **Physical and clothing description of suspect.**
 - **Description of confiscated property.**
- Do not make any deals with the suspect. If prosecution is not required, then do not accept any payment higher than the selling value of the merchandise. Prosecution is strongly recommended to discourage future thefts.
- Put an alert system into operation. If a shoplifter is spotted by an employee a team effort by trained personnel can prevent a loss. An alert system is easy to create and costs nothing. A possible system is outlined below:

- The employee who first observes the suspect should keep the suspect under constant observation and should immediately alert other employees as discreetly as possible (such as a comment made as discreetly and calmly as possible, i.e., “Don’t forget to complete the (*stealing code name*) order today”). This statement would be made while looking directly at the suspect. Other employees would then know which person was under suspicion.
- Other employees, hearing the alert signal should relay the signal until all floor personnel have been alerted.
- The suspect is observed constantly until they have left the space.
- There are six (6) ground rules that should be followed when dealing with thieves:
 - You must know exactly what was taken.
 - You must know where the property came from.
 - You must know how the property was taken.
 - You must know where the property is concealed.
 - You must know without a doubt, that the property is still concealed.
 - You must be able to identify the property as belonging to your organization.

If the case goes to court, you will be required to furnish the above information. Your answers will have a direct effect on the court’s verdict.

Please note that although the St. Louis County Depot is equipped with security cameras, there are many ways for thieves to circumvent the monitoring system, and it can be tough to make a positive ID with camera footage alone. There is no replacement for active staff and personnel acting as witnesses.

Robbery

In the event of a robbery, contact the Duluth Police Department at 911.

If a person comes into your space with a weapon and makes a demand, take the following steps:

Step One:

- Remain calm
- Make no sudden moves
- Cooperate fully. Do not risk injury to yourself by resisting

Step Two:

Observe and note the suspect's:

- Height
- Gender
- Approximate weight
- Color of hair
- Color of eye
- Any distinguishing marks (tattoos, birth marks, physical defects, etc.)
- Clothing
- Complexion

Step Three:

- Notify Duluth Police Department at 911
- As the suspect leaves, note which direction he/she is heading
- Tell the Police that the robbery is in progress or has just occurred
- Stay on the phone until you are asked to hang up so that the Police can obtain all details regarding the robbery

Step Four:

- Notify the Management Office at 218.733.7651

When you deal with your cash donations, you are vulnerable to robbery. The following are suggestions to keep in mind:

- Do not establish a routine. Avoid habits in times and routes.
- Do not always use the same identifiable bag to carry money to the bank.

- Do not always empty your donation box/cash register at the same time.
- Do not always use the same person to carry cash bags to the bank.
- When counting money or working on figures, always have someone looking out for you. Look up and about frequently to show that you are alert. Do not count money in public view.
- Do not always cash out in the same place every evening. Select two or three places and use them at random.
- Make several deposits with your bank during the day when necessary.
- Do not leave large amounts of cash in your space at any time. Leave only enough cash to make change.

Burglaries

If you discover that there has been a break-in at your organization, take the following steps:

- Do not enter the space. Your safety is more important than money or property. Call the Duluth Police Department at 911. Please do not use the space's phone (for possibility of fingerprints on the phone).

After the Police arrive, follow their directions.

- If you enter the space and find there has been a break-in, do not touch anything. Leave everything alone until the Police have conducted a thorough investigation.
- Duluth Police Department is unable to stand guard at a specific space for an extended period in excess of thirty minutes. Therefore, it is imperative that there is a manager or director on the call list available and you keep this list current, notifying the Management Office for any changes, additions or deletions in contact information.

Public Health Crisis

In the event of a local, federal, and/or global health crisis, emergency procedures will be in effect according to health authorities, and may limit or preclude sections and/or the entirety of this handbook.

EXHIBIT A

Rules and Regulations

- 1. The sidewalks, driveways, entrances, passages, courts, lobbies, plazas, elevators, stairways, vestibules, corridors, halls and other common areas and public portions of the building and surrounding the building ("Public Areas") shall not be obstructed or encumbered by any tenant or used for any purpose other than ingress and egress to and from its premises, and no tenant shall permit any of its employees, agents, licensees or invitees to congregate or loiter in any of the Public Areas or on the front, roof or any part of the building used in common by other occupants of the Building. No tenant shall invite to, or permit to visit, its premises persons in such numbers or under such conditions as may interfere with the use and enjoyment by others of the Public Areas. The Public Areas shall not be used by any tenant, or the employees, agents, licensees or invitees of any tenant, for solicitations, distributions of handbills or other advertising matter unless coordinated with the Marketing Committee. Fire corridors, exits and stairways are for emergency use only, and they shall not be used for any other purposes by any tenant, or the employees, agents, licensees or invitees of any tenant; in the event a tenant obstructs any such fire corridors, exits or stairways, such tenant shall be liable for the payment of all fines and charges assessed against St. Louis County by reason of such obstruction. Tenants shall not place objects against glass partitions or doors or windows which would be unsightly from the passageways or corridors, or from the exterior of the Building, and will promptly remove the same upon notice from St. Louis County.**
- 2. No awnings or other projections shall be attached to the exterior side of any walls of any tenant's premises, and no curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with any window or door of any tenant's premises without the prior written consent of St. Louis County . Such curtains, blinds, shades or screens must be of a quality, type, design and color approved by St. Louis County. Tenants shall have no right to remove or change shades, blinds or other window coverings within their premises without St. Louis County's consent. In order that the building can and will maintain a uniform and high quality appearance to those persons outside of its premises, each tenant shall (a) in areas where lighting is visible from the outside of its premises, use only lighting which has been previously approved by St. Louis County, and (b) in window areas, use only blinds which have previously been approved by St. Louis County.**
- 3. All receiving and delivery of goods and merchandise and all removal of merchandise, supplies, equipment, garbage, trash, rubbish and refuse shall be made only by way of the areas provided therefor by St. Louis County and in**

accordance with procedures and at the hours specified, from time to time, by St. Louis County . Garbage, trash, rubbish and refuse shall be kept in a sanitary and adequate closed container so as not to be visible to the public.

4. Neither the sashes, sash doors, skylights or windows that reflect or admit light and air into the halls, passageways or other Public Areas in the building nor the heating, ventilating and air conditioning vents and doors shall be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the window sills or on the peripheral heating enclosures.
5. No showcases or other articles shall be put by tenants in front of or affixed to any part of the exterior of the building, nor placed in the Public Areas without Management consent.
6. Tenants shall keep their premises, both interior and exterior, in clean and sanitary condition, including cleaning of floors, windows and lighting fixtures and will cause all dirt, rubbish and other refuse matter to be carefully collected and promptly disposed of in a manner satisfactory to St. Louis County.
7. No acids, vapors or other harmful materials shall be discharged, or permitted to be discharged, into the water lines, vents or flues of the Building. The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were designed and constructed, and no sweepings, rubbish, rags, acids or other foreign substances shall be thrown or deposited therein. Nothing shall be swept or thrown into the Public Areas or other areas of the building, or into or upon any heating or ventilating vents or registers or plumbing apparatus in the building, or upon adjoining buildings or land or the street. The cost of repairing any damage resulting from any misuse of such fixtures, vents, registers and apparatus and the cost of repairing any damage to the building, or to any facilities of the building, or to any adjoining building or property, caused by any tenant, or the employees, agents, concessionaires, licensees, guests or invitees of such tenant, shall be paid by such tenant.
8. No tenant shall mark, paint, drill into, or in any way deface, any part of its premises or the building. No boring, cutting or stringing of wires shall be permitted, except with the prior written consent of, and as directed by, St. Louis County. No telephone, telegraph or other wires or instruments shall be introduced into the building by any tenant except in a manner approved by St. Louis County. Tenants shall not lay linoleum, or other similar floor covering, so that the same shall come in direct contact with the floor of their premises, and, if linoleum or other similar floor covering is desired to be used, an interlining of builders deadening felt shall be first affixed to the floor by a paste or other material, soluble in water, the use of cement or other similar adhesive material being expressly prohibited.
9. No bicycles, vehicles, animals (except service animals), fish or birds of any kind shall be brought into, or kept in or about, any tenant's premises without special permission from Management.

10. **Nothing shall be done or permitted in any tenant's premises, and nothing shall be brought into, or kept in or about any tenant's premises, which would impair or interfere with any of the building equipment or the services of the building or the proper and economic heating, cleaning or other services of the building or any tenant's premises, nor shall there be installed by any tenant any ventilating, air conditioning, electrical or other equipment of any kind which, in the judgment of St. Louis County , might cause any such impairment or interference. No tenant, nor the employees, agents, concessionaires, licensees, guests or invitees of any tenant, shall at any time bring or keep upon its premises any inflammable, combustible or explosive fluid, chemical or substance. Smoking or carrying lighted cigars or cigarettes in the building is prohibited. Vaping in the building is prohibited.**
11. **No additional locks or bolts of any kind shall be installed upon any of the doors or windows by any tenant, nor shall any changes be made in locks or the mechanism thereof without St. Louis County's prior approval. Each tenant shall, upon the expiration or earlier termination of the Lease of which these Rules and Regulations are a part, turn over to St. Louis County all keys to storage, offices and exhibits.**
12. **All removals, or the carrying in or out of any safes, freight, furniture, packages, boxes, crates or any other object or matter of any description if made by hand trucks, shall be only by hand trucks equipped with rubber tires, side guards and other safeguards that St. Louis County may require, and all such activity shall take place only during such hours and in such elevators as St. Louis County may from time to time determine, which may involve overtime work for St. Louis County 's employees. Tenants shall reimburse St. Louis County for extra costs incurred by St. Louis County including but not limited to the cost of such overtime work. St. Louis County reserves the right to inspect all objects and matter to be brought into the building and to exclude from the building all objects and matter which violate any of these Rules and Regulations or the tenant's lease. St. Louis County shall in no way be liable to any tenant for damages or loss arising from the admission, exclusion or ejection of any person to or from its premises or the building under the provisions of this Rule.**
13. **St. Louis County shall have the right to prohibit any advertising or identifying sign by any tenant which, in the judgment of St. Louis County, tends to impair the appearance or reputation of the building or the desirability of the building as a mixed-use building, and upon written notice from St. Louis County, such tenant shall refrain from and discontinue such advertising or identifying sign.**
14. **All entrance doors in its premises shall be kept locked by each tenant when its premises are not in use and St. Louis County shall not be liable to any tenant for damage or loss within such tenant's premises, whether such doors are locked or unlocked.**
15. **No tenant's premises shall be used for lodging or sleeping or for any immoral or illegal purpose.**

16. Tenants' requests will be attended to only upon application at St. Louis County's office. Employees of St. Louis County shall not perform any work or do anything outside of their regular duties, unless under instructions from St. Louis County.
17. Other than retail selling within a tenant's premises and special events, canvassing, soliciting and peddling in the building are prohibited and each tenant shall cooperate to prevent the same.
18. Where possible, no tenant shall cause or permit any unnecessary odors of cooking or other processes, or any unusual or objectionable odors, to emanate from its premises which would annoy other tenants or create a public or private nuisance. No cooking shall be done in any tenant's premises except as is expressly permitted in the tenant's lease.
19. No tenant shall operate any coin or token operated vending machine or similar device for the sale of any goods, wares, merchandise, food, beverages, or services, including but not limited to, pay telephones, pay lockers, pay toilets, scales, amusement devices and machines for the sale of beverages, foods, candy, cigarettes or other commodities, without the prior written consent of St. Louis County.
20. St. Louis County reserves the right to rescind, alter, waive or add, as to one or more or all tenants, any rule or regulation at any time prescribed for the building when St. Louis County deems it necessary or desirable for the reputation, safety, character, security, care, appearance or interests of the building, or the preservation of good order therein, or the operation or Maintenance Office of the building, or the equipment thereof, or the comfort of tenants or others in the building. No rescission, alteration, waiver or addition of any rule or regulation in respect of one tenant shall operate as a rescission, alteration or waiver in respect of any other tenant.
21. Within reason, all mechanical equipment and machinery will be kept free of noise and vibrations which may be transmitted either to any part of the walls or building of which each tenant's premises forms a part or beyond the confines of each tenant's premises.
22. All tenants shall install and maintain fire extinguishers of the type and capacity and in such locations as may be required by law, and in the absence of any such legal requirement, all tenants shall install and maintain at a readily available location within their premises the type of fire extinguisher specified by all applicable fire and building codes.
23. Tenants shall not install, suffer or permit to be installed or placed any cover, facade, partition, decoration, alteration or improvement or the like over, upon or under the sprinkler heads within their premises, and such sprinkler heads are to remain exposed at all times.
24. Subject to St. Louis County's prior approval, a tenant may install a security system within its premises, such system to be linked to the Duluth Police

Department or other agency as approved by St. Louis County. St. Louis County reserves the right to charge tenant a fee for and on account of any and each false alarm occasioned by tenant's security system (including any fire alarm system). St. Louis County shall have the right to determine the amount of any such fee, and any such fee(s) charged by St. Louis County pursuant to this provision shall be considered additional rent under the tenant's lease. Such fees shall be in addition to any charge imposed by any governmental authority.

25. Tenants shall not install, place or permit any sign, awning, canopy, banner, flag, pennant, aerial, antenna or the like on the perimeter walls of their premises unless provided or consented to in writing by St. Louis County and each such item so provided or consented to shall be kept clean and in good order and state of repair and appearance by and at the expense of such tenant, including, without limitation, whenever necessary, the replacement thereof with materials similarly approved by St. Louis County .
26. Tenants shall not install, place or permit to be installed or placed any lights, fixtures, decorations of any sort or any flashing, blinking, neon or animated signs or lights in windows or areas visible to public view.
27. Tenants shall not solicit business or distribute handbills or other advertising matter in any common area within the building or on the sidewalks, driveways, entrances or other areas adjacent to the building.
28. Tenants shall not display in the windows of their premises or place in a location visible from the windows or glass door fronting on the building Public Areas any items to which St. Louis County objects. All fixtures, trade fixtures, case work, millwork, and displays in or about the premises shall be maintained at all times by tenant in first class condition and repair.
29. Tenants shall not permit any delivery vehicles servicing their premises to park in front of or otherwise block any entrance to the building or the sidewalk adjacent thereto.
30. Tenants shall not place on the sidewalk or street adjacent to the building or in the Public Areas outside their premises any trash or recyclables for pickup.
31. Tenants shall not discharge or permit the discharge of objectionable fumes, vapors or odors into the building's flues or vents or otherwise in such manner as may offend other tenants or occupants of the building.
32. Tenants shall publicly not sell any food, beverage or merchandise other than as expressly permitted in the tenant's lease, without first obtaining St. Louis County's approval of the sale of such food, beverage or merchandise.
33. Tenants shall not install, place or permit any exterior grille or gate for closure of entrances or windows, except with the prior written approval of St. Louis County as to size, placement, color and design.

34. **Leased Space Naming Rights:** Tenants may name leased spaces; however, names of spaces are not permanent and are only guaranteed for the duration of the lease. Selling naming rights of spaces must include this clause in the sponsorship.
35. Tenants shall not use or permit to be used the Public Areas or other space in the building outside of their premises for any display, sale or similar undertaking or storage or use or permit to be used any loudspeaker or other sound system or advertising device which may be heard outside their premises.
36. Tenants shall keep all mechanical apparatus free of vibration and noise which may be transmitted beyond their premises.
37. Tenants shall not conduct or permit to be conducted any auction, fire sale, going out of business sale, bankruptcy sale (unless directed by a court order), or other similar type sale without prior written approval from St. Louis County.
38. Unless a tenant's permitted use of its premises, as expressly provided in the the tenant's lease, is the sale of alcoholic beverages for off premises consumption, St. Louis County reserves the right to restrict and/or prohibit the selling of alcoholic beverages in the building for off-premises consumption.
39. According to the City of Duluth code, Sec. 8-69. Sale of alcoholic beverages at the St. Louis County Heritage and Arts Center: On sale intoxicating liquor license holders in the city may sell intoxicating liquor at any convention, banquet, conference, meeting, or social affair conducted on the premises of the St. Louis County Heritage and Arts Center when such licensee has been engaged by a person or organization authorized by the board of directors of the St. Louis County Heritage and Arts Center to use said premises for such event. Sales shall be made only to persons attending such event and shall be subject to all laws and ordinances governing the sale of intoxicating liquor which are not inconsistent with the Section. The form of the rental agreement used by St. Louis County Heritage and Arts Center for events where alcoholic beverages are sold shall be approved by both the Duluth City Council and St. Louis County Board and shall specify the time, date, and area where alcoholic beverages are to be sold and consumed, any provisions made for security personnel at the event, and the name of the licensee catering the event. On or before the 20th day of any month the St. Louis County Heritage and Arts Center shall file with the Duluth City Council and St. Louis County Board copies of all executed rental agreements for events in the following month where alcoholic beverages will be sold. The Duluth City Council or St. Louis County Board may, by resolution passed before the end of the month, file an objection to any event where alcoholic beverages are sold. Such resolution shall state the specific grounds of the objections. No alcoholic beverages shall be sold at any event where an objecting resolution has been passed and no alcoholic beverages shall be sold at any event where the rental agreement for such event has not been filed with the Duluth City Council and St. Louis County Board as provided herein. (Ord. No. 8694, 5-7-1984, §1.)
40. No employee of any tenant of the premises nor any employee of any contractor or subcontractor of any of the foregoing, including without limitation, any

security guard employed by any of the foregoing directly or indirectly through a contractor, to provide security at the premises, is permitted to have any firearms in his or her possession while on the premises, except for employees licensed to carry firearms employed by St. Louis County to provide security services.

- 41. Tenants should not relocate or tamper with Depot donation boxes, promotional materials, displays, or digital signage without prior authorization from the Depot Management Staff.**

- end of Rules and Regulations -

EXHIBIT B

**ST. LOUIS COUNTY DEPOT TENANT SPECIAL EVENT REQUEST FORM,
SPECIAL EXHIBIT REQUEST FORM
(See following page)**



The St. Louis County Depot Tenant Special Event Request Form must be submitted and approved in order for any events to be held within the tenant space or any other designated event space in the Building.

An event is an activity which includes one or more of the following: external catering, rental equipment, the rearrangement of current furniture, special guests/speakers, celebrities or public figures, substantial audio, visual or structural components, facility management needs or special security considerations.

Please provide all information listed below. Additional information may be required based on the event details provided. Requests must be submitted a MINIMUM of six (6) weeks prior to your event.

Please fill out this form to the best of your knowledge & ability.

ST. LOUIS COUNTY DEPOT TENANT SPECIAL EVENT REQUEST FORM

Date Request Submitted: [Click here to enter a date.](#)

Requestor / Tenant's Name: [Click here to enter text.](#)

Phone #: [Click here to enter text.](#) Mobile #: [Click here to enter text.](#) Email: [Click here to enter text.](#)

Tenant Space/ Designated Event Location(s): [Click here to enter text.](#)

Event title: [Click here to enter text.](#)

Event date(s): [Click here to enter a date.](#)

Section 1.Event Basics

Event start time: [Click here to enter text.](#) Event end time: [Click here to enter text.](#)

Nature of Event (detailed description): [Click here to enter text.](#)

Provide estimated headcount for: Staff: [Click here to enter text.](#) Guest: [Click here to enter text.](#) Crew: [Click here to enter text.](#)

Is this event public or private? [Choose an item.](#)

Is any area by or within the event space open to the public? [Choose an item.](#)

If so, what part? [Click here to enter text.](#)

Section 1A.Delivery Details

Load In time: [Click here to enter text.](#) Load Out time: [Choose an item.](#)

Delivery* entrance: [Choose an item.](#)

Delivery Items/Rentals. *List all elements/equipment being delivered (Props, catering, drapes, signs, etc.):* [Click here to enter text.](#)

Section 2.Additional Event Elements

Will there be Catering? [Choose an item.](#)

Name of Catering Company: [Click here to enter text.](#)

Electrical and/or Catering Equipment. *List all electrical equipment.* [Click here to enter text.](#)

Will alcohol be served? [Choose an item.](#) Do you have a City of Duluth Liquor

License*? [Choose an item.](#) **A liquor permit is required to serve alcohol.*

Performers/Entertainment/Music: [Choose an item.](#)

List instruments and equipment: [Click here to enter text.](#)

Will you be renting Depot Tables/Chairs? [Click here to enter text.](#) How many? TABLES:

[Click here to enter text.](#) CHAIRS: [Click here to enter text.](#)

Will you be needing A/V Equipment? : [Choose an item.](#)

If so, List equipment: [Click here to enter text.](#)

Will you be using special lighting? [Click here to enter text.](#) Where/What? Be detailed and include a drawing: [Click here to enter text.](#) **please note you must follow all Event Guidelines for electricity, load, and placement.*

Section 3. Security and Depot Staffing

Will private security be present? [Choose an item.](#)

Name of private Security Firm: [Click here to enter text.](#)

Section 5. Media

Is media coverage expected? Choose an item. Can we promote this event? Choose an item.

Floor Plan: When requested, a floor plan, detailing all elements within the event space, must be submitted with this form.

St. Louis County Depot Support Services & Fees: Event support service requirements will be based on event details provided and determined by St. Louis County Management services. *Services include, but are not limited to: elevator operator, fire guards, weekend event supervision and housekeeping. All fees must be paid by the Requestor. For more information regarding services and fees, please refer to the “Tenant’s Guide to Special Events Planning at the St. Louis County Depot” provided with this form, or you may contact the Director.*

BY SIGNING BELOW, you indicate the following:

- You agree with the below policies and agree to comply with SLC's safety rules and regulations as well as all state, county, and municipal requirements/permits, including: Health, Alcohol, OSHA, etc.
 - *Promote safety, to facilitate the proper use of the St. Louis County Depot and to protect the facility, its guests, its employees, lessees/tenants and the public.*
 - *Ensure all events must comply with all SLC's safety rules and regulations for the St. Louis County Depot and any permit requirements of the City of Duluth.*
Requestor will pay for any and all support services from SLC as deemed necessary for the event.
 - *You understand that all requests should be considered TENTATIVE until confirmation is RECEIVED.*
- You have provided all up-to-date and complete information for this event on this request form, along with a detailed floor plan (if requested) and have submitted this form six (6) weeks prior to your event.
- You acknowledge having received and read a copy of the “Tenant’s Guide to Special Events planning at the St. Louis County Depot”.
- Any information not provided, or that has not been received prior to approval, may cause the event to be delayed or canceled at the sole expense of the Tenant/Requestor.

SIGNATURE: _____ DATE: [Click here to enter a date.](#)
TITLE: _____

You may submit your request electronically to Kristin Johnson, St. Louis County, Retail Marketing and Events, at JohnsonK2@stlouiscountymn.gov or in person at SLC Depot Management Offices.

For Internal Use Only

Received On _____ Received By _____

Floor Plan Needed Y N Security Needed Y N

Tables/Chairs Checkout Y N Tables/Chairs Check in Y N

Extra Cleaning Needed? Details:

Cost:

Extra Staff Needed? Details:

Cost:



The St. Louis County Depot Tenant Special Exhibit Request Form must be submitted and approved in order for any exhibits to be held within any unleased, common areas of the building.

Please provide all information listed below. Additional information may be required based on the event details provided. Requests must be submitted a MINIMUM of six (6) weeks prior to your exhibit.

ST. LOUIS COUNTY DEPOT TENANT SPECIAL EXHIBIT REQUEST FORM

Date Request Submitted: [Click here to enter a date.](#)

Requestor / Tenant's Name: [Click here to enter text.](#)

Phone #: [Click here to enter text.](#) Mobile #: [Click here to enter text.](#) Email: [Click here to enter text.](#)

Location(s) Requested: [Click here to enter text.](#)

Exhibit title: [Click here to enter text.](#)

Start date: [Click here to enter a date.](#) End date: [Click here to enter a date.](#)

Section 1.Exhibit Basics

Nature of Exhibit (detailed description): [Click here to enter text.](#)

Section 1A.Setup Details

SET UP Start date: [Click here to enter text.](#) End Date: [Choose an item.](#)

Please note: No exhibit installation shall interfere with public enjoyment of space unless prior approval is obtained.

Delivery Items *List all elements/equipment being delivered (art work, artifacts, props, drapes, displays, signage, etc.):* [Click here to enter text.](#)

Can this exhibit be temporarily relocated/stored to accommodate other events: [Click here to](#)

enter text.

Section 3. Personnel

Who is the person in charge of this exhibit?

Contact Information [Click here to enter text.](#)

Who else will aid in installation? Names and contact info: [Click here to enter text.](#)

**Note only folks listed above can participate in installation.*

Section 5. Media

Can we release exhibit info to the media? [Choose an item.](#)

Floor Plan: A floor plan, detailing all elements within the exhibit space, must be submitted with this form.

Floor plans also may change, with approval, on or before exhibit start date.

St. Louis County Depot Support Services & Fees: Exhibit support service requirements will be based on details provided and determined by St. Louis County Management services. *Services include, but are not limited to: elevator operator, fire guards, weekend event supervision and housekeeping. All fees must be paid by the Requestor. For more information regarding services and fees, please refer to the “Tenant’s Guide to Special Events Planning at the St. Louis County Depot” provided with this form, or you may contact the Director.*

BY SIGNING BELOW, you indicate the following:

- You agree with the below policies and agree to comply with SLC's safety rules and regulations as well as all state, county, and municipal requirements/permits, including: Health, Alcohol, OSHA, etc.
 - *Promote safety, to facilitate the proper use of the St. Louis County Depot and to protect the facility, its guests, its employees, lessees/tenants and the public.*
 - *Ensure all exhibits must comply with all SLC's safety rules and regulations for the St. Louis County Depot and any permit requirements of the City of Duluth. Requestor will pay for any and all support services from SLC as deemed necessary for the event.*
 - *You understand that all requests should be considered TENTATIVE until confirmation is RECEIVED.*

- You have provided all up-to-date and complete information for this exhibit on this request form, along with a detailed floor plan and have submitted this form six (6) weeks prior to your event.
- Any information not provided, or that has not been received prior to approval, may cause the event to be delayed or canceled at the sole expense of the Tenant/Requestor.

SIGNATURE: _____ **DATE:** [Click here to enter a date.](#)

TITLE: _____

You may submit your request electronically to Kristin Johnson, St. Louis County, Retail Marketing and Events, at JohnsonK2@stlouiscountymn.gov or in person at SLC Depot Management Offices.

For Internal Use Only

Received On _____ Received By _____

Floor Plan Received Y N After Hours Needed Y.....N

Extra Cleaning Needed? Details: _____
 _____ Cost: _____

Additional Details: _____

EXHIBIT C

ST. LOUIS COUNTY DEPOT SPECIAL EVENT FEES

(See following page)

EVENTS	2020 Fee	Notes
- Chairs, tenant	\$0	
- Tables, tenant	\$0	
-Chairs, non-tenant	\$5	
-Tables, non-tenant	\$10	
- Extra Trash per 30 yard dumpster	\$500	
- Evening Rental: Great Hall, non-tenant	\$800	After 5PM-11PM, Must include tenant MOD
- Late Night Great Hall Rental per hour, non-tenant (minimum of one hour)	\$150	After 11 PM - 8 AM, must include tenant MOD
- Day Rental Great Hall, non-tenant	\$1,000	10 AM- 5 PM, must stay open to the public, must include tenant MOD
- Board Room Rental per hour, non-tenant	\$50/hour, minimum of 1 hour	9 AM – 5 PM Monday-Sunday
- Extra key cards for event personnel	\$10	
- Full Facility Rental per evening * <i>After 5 PM -11PM</i>	\$3,000	Includes main entrance, Great Hall, SLCHS exhibits Spaces, DAI Exhibit Spaces, bathrooms, must also hire

		professional security team
- Full Facility Rental per day <i>*8 AM - 5 PM</i>	\$10,000	Includes main entrance, Great Hall, SLCHS exhibits Spaces, DAI Exhibit Spaces, bathrooms, must also hire professional security team, must have twelve (12) months' notice/permission.
- Vendors: special	\$25/event	Non- profits, partners
- Extra Cleaning per hour	\$60 /hour, minimum of (1) hour	
- Special Cleaning <i>*includes floor waxing/buffing, after hours snow removal, kitchen cleanout, ladders/equipment stowage</i>	\$60/hour, minimum of (2) hours	
- False Alarms	\$250	