



**THE
DEPOT
TENANT
HANDBOOK**

Welcome to The 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 education and entertainment that enhances the quality of life for visitors.

Vision Statement:

To provide welcoming space and foster connections for distinctive educational and cultural activity.

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 St. Louis County 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 building information, procedures, and policies to assist you in operating your business or non-profit here at The 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.

Each tenant organization must submit a copy of the Tenant Handbook to Depot Management that is initialed and signed where indicated, evidencing your receipt, review, and acceptance of all of the conditions herein. Compliance with the procedures and policies in this Tenant Handbook is required by your Lease and is essential to the efficient use and management of The Depot.

Additionally, all of your employees should read and keep current with this manual to be prepared to appropriately handle any given situation.

Please keep a copy of this handbook for 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.

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Contacts and General Information

Depot Management Team

Management		
Mary Tennis	Director	218.733.7561 tennism@stlouiscountymn.gov
Kristin Johnson	Marketing, Depot Events, Calendar, & General Assistance	218.733.7529 johnsonk2@stlouiscountymn.gov
Programming, Marketing & Events		
Kristin Johnson	Marketing Facilitator	218.733.7529 johnsonk2@stlouiscountymn.gov
Hailey Eidenschink	4-H Extension Educator and Cultural Coordinator	218.733.7566 eidenschinkh@stlouiscountymn.gov
Stacey DeRoche	Depot/Extension Events Community Connection Newsletter	218.733.2877 deroches@stlouiscountymn.gov
General Service Inquiries		depotservices@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 buildingsystems	218.725.5085 propertymanagement@stlouiscountymn.gov
General Operations Inquires		depotoperations@stlouiscountymn.gov

Administration		
SLC Administration	General Number	218.726.2450 administration@stlouiscountymn.gov

Hours of Operation

St. Louis County Depot General Building Hours:

The building's alarm will be deactivated by 7:00 a.m. daily and reactivated at 11:00 p.m. 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, **Required Operating Hours** for all galleries, exhibits and museums are:

- Labor-Memorial Day: 10 a.m. to 5p.m., seven (7) days a week.
- Memorial-Labor Day: 10 a.m. to 6p.m., seven (7) days a week.

You will be notified in advance of any changes to General Building Hours or Required Operating Hours.

For security reasons, unless you are hosting a pre-approved late-night event no one is to remain on The Depot premises after 11:00p.m.

If an emergency arises that results in your organization opening or closing earlier or later than the Required Operating Hours, **contact the Management Office immediately**. For non-emergency changes to your operating hours, please inform the office in writing, specifying the dates, times, and explanations for the deviation from the Required Operating Hours. You can also email this information to depotoperations@stlouiscountymn.gov.

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

Management Office Location and Hours

- The Management, Marketing & Tours Office is located on the Main Level in the Performing Arts Wing. Normal business days and hours for management personnel are from 8:00 a.m. - 4:30 p.m., Monday- Friday.
- Tenants are required to make appointments via email with management personnel.
- For non-emergency matters, please email Director Tennis or Kristin Johnson with your question/request, or to schedule an appointment.
- Non-emergencies occurring outside of normal management office hours will be addressed on the next normal business day.
- 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 oncall for emergencies at increased rates. Non-emergency requests must be made by email as set forth in the Tenant Services Sections, page 38.

Holidays

The dates galleries, exhibits and museums 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 provided 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.

Your Neighbors

The St Louis County Depot is home to seven different organizations.

Duluth Art Institute – Rotating exhibitions of contemporary fine art, classes, and workshops. Advocacy and services for artists and arts learners. **218-733-7530**

Duluth Superior Symphony Orchestra – Provides professional level performances of symphonic music, both traditional and new to audiences of every age and background. **218-623-3776 (DSSO)**

Lake Superior Railroad Museum / North Shore Scenic Railroad – Vintage and rolling trains, exhibits, and events / Train tours and special events / & Bar services. **218-727-8025 / 218-722-1273**

Minnesota Ballet – Home to a professional dance company and classes. **218-733-7570**

St. Louis County Historical Society – Collecting institution with archives, exhibits, and objects from St. Louis County. **218-733-7580**

The Depot Foundation – Goal to protect the Depot and assist the extraordinary artistic and historical organizations housed there by providing them with programmatic funding. **218-733-7592**

Full Electronic Depot Tenant Directory:

<https://docs.google.com/document/d/1DXXQEgJFsJUlo5PGdoHsTw2kz-2MIAyls1Wh-97MyA/edit?usp=sharing> (*Available for tenants to update as needed.*)

*****Internal extensions are the last 3 digits of each number 733-7__ _**

Rules and Regulations

The following Rules and Regulations are applicable to all tenants within The Depot. They are designed to allow efficient and effective management of The Depot so all tenants are able to use their Leased Premises and common areas fully. All questions regarding the Rules and Regulations should be emailed to Director Tennis at tennism@stlouiscountymn.gov

Code of Conduct

The Depot Management Team and St. Louis County are continuously working on improving The Depot. The primary goals currently are capital improvements to the building and establishing a culture of collaboration with and between tenant organizations, St. Louis County, and Depot Management. Those two goals are necessarily intertwined as the success of funding requests often hinges on input from tenant organizations. Tenant conduct reflects on the building as a whole. As such, Tenant conduct is expected to always conform to basic standards of decency, respect, and professionalism. The following are requirements for the conduct of Tenants and their employees:

1. Follow all rules and regulations as set forth in this Tenant Handbook and your Lease.
2. Treat others with respect at all times, bullying in any form will NOT be tolerated.
3. Conduct your business in a manner that comports with The Depot Mission and Vision Statements and is supportive of the goals of The Depot Management Team and St. Louis County.
4. Avoid conduct that negatively impacts other tenants' use and enjoyment of their Leased Premises and Common Areas.
5. Bring all complaints or concerns to The Depot Management Team first; or, if the complaint relates to The Depot Management Team, bring it to St. Louis County Administration first.

Failure to comply with this Code of Conduct may result in graduated sanctions being applied to your organization. Sanctions may include verbal/written warnings, fines, termination of your Lease, or others as deemed appropriate for the situation. The Depot

Management Team and St. Louis County reserves the right to impose additional rules and regulations on any tenant organization, or their employees, to address any situation.

Moving In | Moving Out

Move In

New tenants must coordinate with the Management Office at least two weeks in advance of your move in date ensure a smooth and efficient move in process. Items you need to complete before moving in are listed below:

- Ensure that the post office has address information.
- Notify the phone company to arrange for installation of new phones and equipment.
- Notify the Management Office of large items or other items being moved that require special accommodation.
- Large deliveries that require movement through public space (including the Great Hall) cannot be made between 10:00 a.m. and 3:00 p.m. unless prior arrangements are made with the Management Office.

Move Out

To ensure that your move out is as smooth as possible, tenants must adhere to the following procedures:

- Contact the Management Office at least one month prior to the move to discuss your plans.
- 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 two weeks 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.
- Name of contractors being used to uninstall any tenant owned items that require adherence to code.

St. Louis County Depot Moving Instructions can be found in Appendix G.

Clean-Up

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

Any damage 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.

Use of Leased Premises

General

- Tenants may only use their Leased Premises in a manner consistent with The Depot Mission and Vision Statements for the purposes of office space, storage space, arts, culture, heritage and/or entertainment.
- Leased Premises does NOT include the opposing side of perimeter walls. Use of the exterior of perimeter walls requires prior written approval from Depot Management.
- Leased Premises designated as subject to ingress/egress and easement must remain

open for those purposes at all times.

- Use of Leased Premises may not unreasonably impact the uses of other spaces within the building. For example, Leased Premises such as balconies may not emit noise, vibrations, or light in such a way as to unreasonably impact the enjoyment of surrounding spaces. If you anticipate a need for uses that may impact another space, please follow the guidelines set forth in the Special Events, Exhibits, and Displays section.
- Where reasonably possible, Tenants shall not 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 Leased Premise unless expressly permitted in the tenant's Lease or as permitted in writing by Depot Management.
- Tenants shall not sell any food, beverage or merchandise in their Leased premises, other than as expressly permitted in the tenant's Lease, without first obtaining St. Louis County's written approval. This includes coin or token operated vending machines.
- St. Louis County reserves the right to restrict and/or prohibit the selling of alcoholic beverages in the building. In addition to any restrictions imposed by St. Louis County, all sales of alcoholic beverages at the St. Louis County Depot are subject to Duluth City Code Section 8-69.
- 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 Leased Premises without written permission from Director Tennis.
- 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, within their Leased Premises or anywhere on The Depot grounds, without prior written approval from St. Louis County.
- No employee of any tenant, 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 at The Depot, except for employees licensed to carry firearms employed by St. Louis County to provide security services

Security/Safety

- No additional locks or bolts of any kind shall be installed upon any doors or windows by any tenant, nor shall any changes be made in locks or the mechanism thereof without St. Louis County's prior written 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.
- All entrance doors to Leased Premises shall be kept locked when not in use. 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.
- Subject to St. Louis County's prior written approval, a tenant may install a security system within its Leased Premises, 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.
- All tenants shall install and maintain fire extinguishers of the type and capacity and in such locations within their respective Leased Premises as may be required by law or applicable building or fire code. Tenants shall not install 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.

Condition of Leased Premises/Building

- Tenants shall keep their Leased Premises clean and sanitary at all times, including cleaning of floors, windows and lighting fixtures. Exhibits, display windows, exhibit signage, and other surfaces must be kept clean of fingerprints, smudges and streaks as well as dust and dirt. Exhibits must be clean and orderly at all times during business hours. Furthermore, all exhibit features should be safe and well-functioning at all times. Exhibit cleaning is restricted to non-working hours (except in the case where only minor touch-up cleaning is required). All exhibits should be regularly checked for cleanliness.
- 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.
- 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.
- Nothing shall be done or permitted in any Tenant Leased Premises, and nothing shall be brought into, or kept in or about any Tenant's Leased 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 Leased 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.

- Helium balloons are not allowed in The Depot due to the complicated and expensive nature of removal when they escape to our high ceilings. Tenants who violate this rule will be responsible for all costs associated with the removal of balloons.

Remodeling, Redecorating, & Construction

Remodeling/redecorating work can be either minor or major, and may include, but is not limited to, 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 or changing window treatments
- Installing an exhibit that alters current footprints

During the planning phases of remodeling, redecorating, or construction, Tenants must contact Director Tennis to set up a meeting to discuss proposed work. Tenant will be required to submit drawings showing the work will be done in compliance with the SLC Depot Architectural Design Guidelines at least 45 days prior to anticipated work start date. Tenant will be required to submit a construction plan with drawings. Drawings and construction plans will be reviewed for approval by St. Louis County Property

Management and The Depot Director.

All work must follow the St. Louis County Depot Architectural Design Guidelines. All work must be completed in a manner that is concealed from guests. Guests should only see the final product, not work in progress. All work must be completed in a good and workmanlike manner, and in compliance with all applicable building codes and regulations. Additional detailed rules governing remodeling

Only upon receipt of prior written approval from the Depot Director may work begin.

Use of Common Areas

The following rules regarding the use Common Areas as designated on the 2023 Depot Lease Floor Plan apply to all tenants and their employees:

- Common Areas shall not be obstructed or encumbered in any way without prior written approval from Depot Management.
- Tenants should not relocate or tamper with Depot donation boxes, promotional materials, displays, or digital signage without prior authorization from the Depot Management Staff.
- Placement of signs, advertising materials, showcases, or other articles in Common Areas, including on the exterior of the perimeter walls of the Leased Premises, is not permitted without prior written approval from Depot Management. See Page 37 & Appendix I for additional information.
- 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.
- All items of clutter left in common areas, hallways, or any non-leased space without permission will be removed and disposed of by a contracted mover and costs will be invoiced to the tenant.
- Tenants shall not invite to, or permit to visit, its Leased Premises, persons in such numbers or under such conditions as may interfere with the use and enjoyment by others of the Common Areas. If a tenant wishes to use a Common Area in such a manner, please follow the Special Events, Exhibits, Displays, procedures outlined in the

“Tenant’s Guide to Special Events Planning at the St. Louis County Depot” section.

- Fire corridors, exits and stairways are for emergency use only. Should a Tenant cause such an area to be obstructed, said Tenant will be liable for all penalties or charges assessed against St. Louis County as a result.
- St. Louis County will provide reasonable notice if maintenance or improvement projects will impact tenants’ ability to use common spaces.

Pest Management Services

Tenants are REQUIRED to report all pest, insect, and rodent issues to the Management Office IMMEDIATELY.

Pest management services are provided through SLC. This includes:

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

Please see Tips for Minimizing Pest Issues in Storage Areas. *Attached Appendix F.*

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

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 any event, special event, or special exhibit in any space at the Depot. Compliance with the requirements set forth below is necessary to ensure avoidance of conflicts and to allow all of The Depot tenants enjoyment of their leased and common spaces.

Tenants can book spaces 18 months in advance. The Management Office is available to 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 if desired.

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
- Event checklists

Completing the St. Louis County Depot Tenant Special Events Request Form

(See attached Appendix A)

Deadline

The St. Louis County Depot Tenant Event Request Form must be submitted a minimum of **six (6) weeks prior** to your event (if form is not received by required date, your request may not be granted or a late fee will be assessed). 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 18 months in advance and complete the Event Request Form closer to the date. In order to reserve space as desired, please submit requests as far in advance as possible to avoid conflicts.

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 head count includes 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

- If your special event requires large deliveries that require movement through public space, please follow the delivery guidelines set forth above.
- Some examples of a large delivery include 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 for Special Events

- 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 Depot 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.

Special Event Safety Guidelines

General Rules

- All Special Events must have an event primary contact.
- Construction activities shall adhere to all applicable building code and safety procedures established by OSHA, local, and federal governments.
- All safety rules apply at all times, especially during load out.
- Egress/ingress must remain unobstructed at all times.
- Public and work-spaces must be kept clear of tripping hazards.
- St. Louis County and The Depot management 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 St. Louis County and The Depot from and defend 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.

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 the designated Special Event 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)
- Toxic substances
- “Hot-work” sawing, painting, or construction – assembly only
- 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, attached as Appendix C. 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.
- Any items left in the all common areas, including the kitchen space off the Great Hall, will be disposed of or stored elsewhere unless prior arrangements have been made with the management office.
- 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.
- All Depot rack cards or signage must be returned to its original place.
- Digital signage should be on and in working order.
- 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.
- Tenants can reserve and use public space in the St. Louis County Depot up to

- three times per year if all guidelines are met. If a tenant reserves the space for an event that includes non-tenants, the event is subject to non-tenant fees. Above and beyond three times per year, tenants will incur a fee for use of public spaces.
- Tenants who host events outside the scope of their organizations will be subject to rental fees (see Fee Schedule, Appendix 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.
 - Tenants can begin set up at 12:00pm for after hour events (if the space is available and not already in use.) If more time is needed to set up, a request for special accommodations must be included in the Special Event Request Form. Failure to include this request at the time the Special Event Request Form is submitted may result in the request not be granted, or additional fees being imposed.
 - Signage must be put in place if set up begins any time prior to the building's regularly scheduled closing time. Signage should indicate that set up is in progress for a particular event and that visitors are still welcome to access the space.
 - Clear walkways must be maintained for guests to access all exhibits and other programming if set up begins any time prior to the building's regularly scheduled closing time.
 - Event set-up can begin as early as 12:00pm, as long as the guidelines above are followed and guests are still able to access all open exhibits, restrooms, exits, elevators, and does not interfere with other programming or events.
 - Events must be completely broken down and cleaned by the start of Hours of Operation the following day. This includes the kitchen and any storage areas used.

All materials left in these areas will be disposed of and costs will be invoiced to the tenant.

- Any extra cleaning charges incurred will be charged to the tenant at a rate of \$100/hour with a minimum of two hours, as outlined in the Fee Schedule, Appendix 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.
- All damaged, missing, or destroyed items will be charged as outlined in the Event Fee Schedule, Appendix C.

Please see the Depot Event Checklist to be used as a guide in hosting events at The Depot. *See attached Appendix J.* At the conclusion of event, place a signed copy of this checklist in the drop box located near the management office.

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 intend to 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, extra tables, 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.
- Boardroom technical issues need to be addressed using the support sheet found in

the board room. *See attached Appendix D.*

- Any extra cleaning required will be charged to the tenant at a rate of \$60/hour, with a minimum of two hours charged.

Special Exhibit Request Form

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. This includes both large scale exhibits that require the entire Great Hall and small exhibits that will be placed in hallways or any unleased space.

Please complete a St. Louis County Depot Tenant Special Exhibit Request Form (*See attached Appendix B*). Additional information may be required based on the details provided. Requests must be submitted a MINIMUM of six (6) weeks prior to your exhibit.

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. Tenants shall not permit any delivery vehicles servicing their Leased Premises to park in front of or otherwise block any entrance to the building or the sidewalk adjacent thereto.

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, Tenants must notify the Management Office in writing via email to depotoperations@stlouiscountymn.gov 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. Use of the Loading Dock will be allowed provided appropriate notice is given and approvals obtained by Tenants.

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. 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.

Tenant Services

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. As of January 2023, a new mailroom will be established (in the box office closet). All packages & mail will be delivered to this secure location.
Rest Rooms:	Public restrooms are located on the Main floor and also on the track level near Elevator 1.
Security:	Daily/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

As of January 2023, a new mailroom will be established (in the box office closet). All packages & mail will be delivered to this secure location.

- *Mailboxes:* The USPS will provide all tenants with a locked box at the time of move-in. 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 in the mailroom. 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 in the outgoing mailbox in the mailroom.

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.

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 Management Office with any concerns regarding temperature at your location, or with any questions relating to heating or air conditioning.

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 SideDoor)
- 4 yard waste dumpster picked weekly on Monday (Michigan Street 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. Tenants shall not place on the sidewalk or street adjacent to the building or in the Common Areas outside their Leased Premises any trash or recyclables for pickup.

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

Temporary dumpster keys are available in the management office.

Wi-Fi and Phones

The St. Louis County Depot provides basic building-wide **wi-fi** to guests and tenants. Citon is currently the preferred vendor. However, tenants may contract for their own wi-fi/internet package. Additionally, any service needs to the building-wide basic service is at the expense of the tenant.

Tenants may choose to purchase **phone** services through the building-wide provider. To opt into the building-wide phone program, contact depotservices@stlouiscountymn.gov. Contracts are specific to each tenant.

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.

Tenants are required to use “St. Louis County Depot” or “The Depot” in their marketing and outreach when referencing the building.

Regularly tenants will receive marketing updates with information about events, exhibits, programming, and other opportunities.

Should you be interested in any of the below opportunities, to be added to the Marketing Update, or have any questions regarding them, please contact depotservices@stlouiscountymn.gov.

Marketing Opportunities

1. St. Louis County Depot Website - www.experienthedepot.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 followers 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": This is a direct line to thousands of subscribers and is a direct line to SLC employees. Please share any relevant update, cultural information, images to share, and/or events about your organization. Email depotservices@stlouiscountymn.gov. 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 depotservices@stlouiscountymn.gov no less than six (6) weeks before the event and event forms must be submitted. *All event requests are subject to availability.*
- Tenants are able to book spaces 18 months in advance.
- The “SLC Depot Events Calendar” is available to be used as a guideline to aid in planning but all scheduling and/or participation in events should be arranged through the Depot Management office. Additionally, any events that your organization has planned in your rented space should be added to the calendar by emailing depotservices@stlouiscountymn.gov.
https://docs.google.com/spreadsheets/d/1Lwy8eCN_W0CpRLg98u547GI1JVQP3XxtSdAQ0jEb_rM/edit?usp=sharing

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.
- The Depot has Style Guide to keep building brand consistent and recognizable. *See attached Appendix E.*

Signage Specifications

The St. Louis County Depot 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 must be submitted for all digital signage needs. *See Attached Appendix I.*
- Digital signage requests must be submitted via email to depotservices@stlouiscountymn.org at least 2 weeks prior to requested posting date. Failure to submit as required may result in requests not being granted or fees for expediting being imposed.

Tenants are free to post any signage, rack cards, and other marketing materials they wish within their Leased Premises. Wall space outside your Leased Premises is considered a Common Area. Posting in common areas is not allowed without prior written approval.

Signs should **never** be taped to the walls or glass. Approved signs should be placed in sign holders that are available by request at depotservices@stlouiscountymn.gov.

Leased Premises Naming Rights: Tenants may name areas within their Leased Premises; 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.

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 Premises maintenance is the responsibility of the tenant.

Tenant leases cover specific maintenance. Everything else is your responsibility (lights, cleaning, etc.) When requesting anything outside the scope of tenant leases, it will be billed and will appear in the monthly tenant rent statements. (Fee Schedule, attached as Appendix C.)

Email maintenance issues and requests to depotoperations@stlouiscountymn.gov. Non-emergency requests will be submitted to St. Louis County Property Management and will be addressed between the hours of 8:00 a.m. to 4:30p.m. Monday through Friday.

Maintenance requests must contain the following information:

- Tenant Organization
- Name of the person making the request.
- 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 – imminent damage to building/space likely – as soon as possible – call Depot Management Team if maintenance staff are not on site.
- Comfort call (temperature) – next available
- 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 primary key that cannot be loaned out or duplicated. Security for tenant spaces is the responsibility of each tenant. Unauthorized access by tenants to spaces not contained within their lease, common spaces, public spaces, or spaces considered ingress/egress or easement, without permission, is strictly prohibited. Such unauthorized access will be considered a material violation of your lease and will be addressed accordingly.

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 depotoperations@stlouiscountymn.gov.

Key Cards:

- Each tenant will be given up to 5 key cards for 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 at least one (1) week in advance.
- If you enter the building before 7 AM or after 11 PM, even with a key card, you may set off building alarms unless prior arrangements have been made. Only

personnel with assigned alarm codes can enter the building during these times. A tenant who causes the building alarms to be set off due to failure to notify the Management Office as set forth in this section will be responsible for all associated costs.

- 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.
- Request for key cards must be made at least one (1) week in advance.
- **If you or your staff lose a keycard, you must 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 they do not plan to reuse to the Management Office. If reusing, an updated name should be provided by email depotoperations@stlouiscountymn.gov.
- Please email depotoperations@stlouiscountymn.gov with requests for building doors to be unlocked outside regular business hours two weeks prior to the date needed.
- If you have reserved the use of the kitchen or classroom, please reach out to depotoperations@stlouiscountymn.gov to arrange to pick up a key for the space at least one week prior. Keys should be placed in the drop box outside of the management office immediately following your reserved time.

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 FireEmergency	911
Management Office	218.390.3133 Mary Tennis's Cell Phone (Emergency Only)
Director's Office	218.733.7561
Maintenance Office	218.733.7513
GSSC Security Team	218.726.1606

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. At this time, all occupants must evacuate using the following procedures.

Evacuation Procedures

The safety of our guests and employees is our 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, 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.
- When everyone is out, close the doors and leave via the nearest exit.

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.
5. If you are unable to evacuate or hide and your life is in danger the last resort is to take action.
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.

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.

Chemical Spill or Release

- Do not walk through the substance. If possible, prevent others from walking through the substance.
- Contact the Management Office and your supervisor.
- 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. 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.

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.

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.

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.

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 depotoperations@stlouiscountymn.gov.
- 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 Management Office at depotoperations@stlouiscountymn.gov.

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 waste baskets 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.

Security Overview

St. Louis County Depot security is provided by GSSC (Midwest Patrol). They patrol daily at close and 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.

**However, if there is an event scheduled for after-hours, please make sure that management knows at least one week prior so that they can push the security sweep to a later time. Failure to do so may result in the alarms going off and a law enforcement response. Tenants will be responsible for all costs associated with such a situation.

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

Security for your Leased Premises is your responsibility. Make sure that 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 depotoperations@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 personnel changes, please contact depotoperations@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.

The building alarms will be activated nightly at 11:00 p.m. and deactivated daily at 7 a.m. If it is necessary for employees to enter the building outside Normal Operating Hours organization operating hours, arrangements must be made at least 10 days in advance. Email the Management Office at depotoperations@stlouiscountymn.gov with such requests. Failure to provide adequate notification will result in fees being

imposed for expedited requests.

Tenants may request special changes to the alarm schedule due to events, etc., but must limit such requests to a maximum of three times a year.

No tenant shall be given access to alarm codes.

Tenants or their employees who enter the building outside of the General Building Hours and cause alarms to go off will be responsible for all costs and fees associated with such false alarms.

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

Security Best Practices

- Lock all doors/windows in leased spaces when not in use including closets, mechanical rooms, etc.
- If you collect cash donations, clear out daily, staff areas where soliciting, and/or bring into secure area at night or whenever unattended.
- All exhibit spaces should be staffed/monitored by tenant organization.
- Propping locked doors is forbidden unless constantly monitored.
 - Propping doors especially during closed hours is a serious security threat. Failure to comply will be a factor in future lease negotiations.

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](tel: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 depotoperations@stlouiscountymn.gov.
- You must have it installed professionally by a County-approved contractor.

Guidelines for Crime Prevention and Reporting

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.

Theft

Always remember, prevention is better than cure. If you stay alert and observant, you will discourage theft from your space. In the event of theft, call 911.

When you see a suspect try to always keep them in sight but do not approach them. Call 911. Let the police handle it when they arrive.

Robbery

In the event of a robbery, call 911 at your first opportunity.

If a person comes into your space with a weapon and makes a demand, try to remain calm, cooperate, and, if possible, make note of the suspect's appearance and any distinguishing marks.

Notify Depot Management when possible.

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 911.

After the Police arrive, follow their directions. Notify Depot Management when possible.

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.

Depot Management will notify all tenants of criminal activity, information about suspects, requests, etc., as soon as practical after the incident.

APPENDIX A

ST. LOUIS COUNTY DEPOT TENANT SPECIAL EVENT 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.](#)

Primary Contact 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.](#)

Section 1.Event Basics

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

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 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.](#) **Blackout times must be honored.*

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

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

Do you have any requests to access or turn off the digital monitors? : [Choose an item.](#)

If so, please elaborate: [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.*

Do you need the doors unlocked beyond regular hours? [Click here to enter text.](#)

Do you need access to the Great Hall balcony? [Click here to enter text.](#)

Do you need access to any other Depot space (kitchen/classroom/hallways): [Click here to enter text.](#)

Do you need tables & chairs? How many?: [Click here to enter text.](#)

Do you need stage, art walls, and/or sign holders? How many?: [Click here to enter text.](#)

Section 3. Security and Depot Staffing

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

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

Will your event require Depot Guest Service Staff (if available)? [Click here to enter text.](#)

Number of staff: [Click here to enter text.](#) Number of hours: [Click here to enter text.](#) **Note a four (4) hour minimum for this service*

Section 5. Media

Is media coverage expected? [Choose an item.](#) Can we promote this event? [Choose an item.](#)

List invited & confirmed media: [Click here to enter text.](#)

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

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.
- By signing this, you are agreeing to only use the spaces that you’ve requested. Entering any spaces not agreed upon is strictly forbidden.

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

Pre-Event Checklist Received on _____ Post-Event Checklist Received On _____

Extra Cleaning Needed? Details: Cost:

Extra Staff Needed? Details: Cost:

APPENDIX B

ST. LOUIS COUNTY DEPOT SPECIAL EXHIBIT REQUEST FORM

(See following page)



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.](#)

Do you need access to the Great Hall balcony: [Click here to enter text.](#)

Do you need tables & chairs? How many?: [Click here to enter text.](#)

Do you need stage, art walls, and/or sign holders? How many?: [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: _____

APPENDIX C

ST. LOUIS COUNTY DEPOT FEE SCHEDULE

(See following page)

DEPOT FEE SCHEDULE

- **Chairs per chair (tenant) \$0**
- **Tables per table (tenant) \$0**
- **Chairs per chair (non-tenant) \$5.00**
- **Tables per table (non-tenant) \$10.00**
- **Chair Damage Replacement \$50.00**
- **Table Damage Replacement \$75.00**

- **Extra Trash per 6-yard dumpster \$350.00**

- **Evening Rental: Great Hall (non-tenant) \$800.00**
- **Late Night Rental per hour (non-tenant) \$200.00**
- **Day Rental Great Hall (non-tenant) \$1,000.00**
- **Board Room Rental per hour (non-tenant) \$50.00**
- **Classroom Rental per hour (non-tenant) \$50.00**

- **Extra key cards for event personnel \$10.00**
- **Employee Key Card \$5.00**
- **Employee Key Fob \$25.00**

- **Extra Cleaning, per hour \$100.00**
- **Special Cleaning, per hour** *(includes floor waxing/buffing, after hours snow removal, kitchen cleanout, ladders/equipment storage)* **\$100.00** *(1 hour minimum)*
- **Special Property Management Requests, per hour** *(includes lights, cleaning, installation, any job outside the scope of tenant leases)* **\$100.00** *(1 hour minimum)*
- **Non-emergency work requests, off hours \$50.00**
- **Moving fee, per hour \$100.00**
- **False Alarms \$250.00**
- **Locks, Lock Repair = *Cost of Repair/Replacement***
- **Early Setup \$50.00**
- **Late Requests \$50.00**
- **Late Event/Exhibit Forms \$50.00**

APPENDIX D

ST. LOUIS COUNTY DEPOT BOARD ROOM TECHNOLOGY

(See following page)

Connect to Screen

Connect to Depot wireless:

WIFI-Guest

Password: 2187278025

Plug HDMI & USB into your computer

Select 'Laptop 1' on the touchpad

Video volume, camera control, and the ability to dial out via phone service are all controlled from the touchpad

Help Lines

Issues with WiFi

Citon: 218.740.2829

Issues with screen

I-space: 612.278.9296

APPENDIX E

ST. LOUIS COUNTY DEPOT STYLE GUIDE

(See following page)

The Depot Style Guide: Quick Look

Approved Logos

THE DEPOT **THE DEPOT** **THE DEPOT** **THE DEPOT**

Approved Colors

Classic Green: RGB 35 91 46, HEX #2c5745, PANTONE 7736c

Teal Roof: RGB 161 255 191, HEX #a0d8c9, PANTONE 565c

Coral Floor: RGB 255 143 161, HEX #f7a391, PANTONE 487c

Approved Fonts

Universal Sans

Ogg Text

Line Assets (Dashed Line) – *Available upon request*

THE **DEPOT**

Window Frame (Arched Window) – Created from half of a perfect square and half a perfect circle put together

APPENDIX F

ST. LOUIS COUNTY DEPOT MINIMIZING PEST ISSUES IN STORAGE AREAS

(See following page)

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 storagecages 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 gluedportions 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 – DRYMOP 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 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.

APPENDIX G

ST. LOUIS COUNTY DEPOT MOVING INSTRUCTIONS

(See following page)

The following sections contain specific information, of which your mover should be made aware. A copy of this information should be given first hand 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.

APPENDIX H

ST. LOUIS COUNTY DEPOT BUILDOUT/REMODELING/CONTRACTING

(See following page)

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 at least 3 months in advance.
- 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 necessitates 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, attached as Appendix C.
- All work must be confined to the tenant's Leased Premises. 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.

APPENDIX I

ST. LOUIS COUNTY DEPOT DIGITAL SIGNAGE REQUEST FORM

(See following page)

Digital Signage Request Form



Organization Name: _____

Contact Name: _____

Email Address: _____

Phone Number: _____

Signage Text/Messaging: *(100 words or less)*

Email images or video to johnsonk2@stlouiscountymn.gov

**Sizing: 582x1008 (side image) or 1920x1008 (main image) / hi-res not required*

**Please note there is no audio on digital displays*

Digital Sign Location Requested: *(all that apply)*

- Great Hall
- Performing Arts Wing
- 3rd Floor Elevator
- 2nd Floor
- Track Level

Date to begin message: _____

Date to end message: _____

Any further details:

Messaging and image layout is at the discretion of the Depot Management Staff. However, if for any reason, you see a need for editing, please reach out to Kristin at johnsonk2@stlouiscountymn.gov.

Signage requests should be received 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.

APPENDIX J

ST. LOUIS COUNTY DEPOT EVENT CHECKLIST

(See following page)

DEPOT EVENT CHECKLIST

PRE-EVENT LIST

- Did you file an event for with Depot Management?
- Did your form include requests for tables, chairs, stages, sign holder, podium?
- Did you make any digital requests (if any). Did you want your even promoted on screens prior to the event? Do you want anything on the digital signs during the event? Do you want the monitors turned off?
- Do building doors need to be unlocked outside of regularly scheduled hours? Have you notified Depot Management?
- Do you know how to adjust lighting in the spaces that you are using? If not, have you notified Depot Management for instructions.
- Does the security sweep need to be later than 11PM?
- Have deliveries been coordinated at appropriate times and locations? (Not to impede with daily guest experience. Not to stay in space beyond allotted time unless approved.)
- Have you obtained the correct special permits? Alcohol? Street Closure? Sidewalk?
- Have you arranged for the proper set up team? For non-public events (free), not begin prior to 12pm on the day of your event.
- Place signage up during set up so guests understand and still feel welcome. Have you arranged to pick up sign holders?
- Did you request all needed spaces like kitchen, classroom, hallways, etc.? Did you arrange to obtain in necessary keys from Depot Management?

POST-EVENT LIST

- Furniture has been returned to original state/placement.
- Displays have been returned to original state/placement.
- Marketing materials (such as maps & rack cards) have been returned to original state/placement.
- Digital monitors have been returned to original state.

- All tables have been put away.
- All chairs have been put away.
- All garbage has been removed.
- Kitchen cleaned (if used)
 - All items removed from counter/floor/etc.
 - Fridge cleared
 - Trash stowed
 - Surfaces wiped & sanitized
- Lock kitchen, classroom, closets, etc.
- Return loaned keys to drop box
- Remove all equipment & décor
- Remove all temporary signage
- Bar cleaned & sanitized and returned to original location
- Any additional messes addressed/removed:
 - linens
 - supplies
 - food/beverage
 - decorations/favors
 - other
- All guests have left the building

*Please use this as an addendum to your own checklist

***BY OPENING THE NEXT DAY (10AM)**

_____	Primary Contact
_____	Signature
_____	Printed Name
_____	Title
_____	Date

At the conclusion of your event, please place signed copy of this check list in the drop box near the management office.

Receipt, Acknowledgement, and Acceptance of The Depot Tenant Handbook

_____ (Tenant Organization) does hereby acknowledge receipt of The Depot Tenant Handbook and Resident and understands that

_____ (Tenant Organization) and all employees of _____ (Tenant Organization) are obligated to abide by all policies, rules and regulations as set forth in The Depot Tenant Handbook.

_____ (Tenant Organization) understands that all policies, rules, and regulations set forth in The Depot Tenant Handbook are specifically incorporated into the Lease agreement between St. Louis County as Lessor and _____ (Tenant Organization) as Lessee. Failure to comply with all policies, rules and regulations constitutes a violation of said Lease.

_____ Tenant Organization
_____ Signature
_____ Printed Name
_____ Title
_____ Date

_____ Depot Management Representative
Sign upon receipt of fully initialed/signed copy from Tenant