

# WELCOME TO OLSSON ASSOCIATES HEADQUARTERS



## INTRODUCTION

The tenant information provided in this handbook is meant to give you a better understanding of Olsson Associates Headquarters and facilitate your company's operations. There is a great deal of information contained in this handbook. Take the time to familiarize yourself with this handbook and it will become a valuable resource. Please note that the Property Manager is available to help in any way possible.

*Your first call for any problem or question should be directed to the:*

### *Development & Property Management Company*

Tetrad Property Group  
2021 Transformation Dr, Suite 1100  
Lincoln, NE 68508  
402-434-9440

### *Property Manager*

Wilma Hanson-McCoy  
whansonmccoy@tetradpropertygroup.com

### *Assistant Property Manager*

Brandi Rolfe  
brolfe@tetradpropertygroup.com

### *Chief Engineer*

Lance Miller  
lmiller@tetradpropertygroup.com

### *Facilities Technician*

Kallan McClure  
kmcclure@tetradpropertygroup.com

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Property Manager will promptly notify you of any such changes. Please feel free to contact the Property Manager with any questions you may have. We are here to serve you.

## BUILDING OPERATIONS

### **Building Holidays:**

Listed below are the holidays observed each year that will assist you planning your operations during the year. Certain services are not provided on weekends and the holidays listed below.

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

## BUILDING ACCESS

### **Tenant Access:**

Olsson Associates Headquarters has controlled access to the premises via security keycards/Identification Badges issued to each tenant. Tenants must use their identification badges on the electronic card reader on the building entry and elevator panel to access tenant floors on weekends, legal holidays or weekdays between 6:00 p.m. and 7:00 a.m. Visitors are not allowed after-hours access unless accompanied by an authorized tenant. Although building personnel conduct routine patrols of the common areas at regular intervals, security of a tenant's space is the responsibility of the tenant. Standard precautions should be adopted.

### **Vendor Access:**

If your vendors need access on an "as-needed" basis, please have them check in at the Property Management office to be issued a temporary "Vendor" badge. A list of regular vendors can be provided to the Property Management office.

## GENERAL OFFICE SECURITY

Tetrad Property Group takes many precautions to protect Tenant belongings. The following tips can help reduce thefts, especially if these tips are reproduced and posted in the Tenant's office.

- Lock all doors when the office is unattended or when practical control of entrance and exit areas is not possible. In the event of emergency evacuation, be sure to lock entry doors to the Premises if time permits. However, if there is a fire on your floor, you should consider leaving your door closed but unlocked so that access to the area of the fire can be facilitated.
- Hang coats and jackets away from the entrance to the office, where they can't be easily stolen while you are busy.
- Keep valuables out of site and under lock and key. A minimum amount of cash should be kept in the office. Both petty cash and stamps should be locked in the office safe.
- Keep purses and gift packages out of sight and locked inside a cabinet or desk if possible. Purses should not be left on or under desks.
- Lock desks when not seated at them.
- Be wary of solicitors and peddlers. Challenge any unknown person in your suite or corridor. A simple "May I help you?" may prevent many potential problems. An old trick is to engage you in conversation while secretly making a survey of your office setup for later use. Solicitation by third party, non-tenants is NOT permitted in the Building. If solicitors enter your suite, please inform them of this policy. Please call the Property Manager and report solicitors immediately.
- Keep fire exit stairwell doors closed at all times. In addition to closed stairwells being an integral part of our fire life safety system, they are also a vital part of the Building's security system.
- Do not let anyone else follow you into the building or your suite. Should suspicious or undesirable persons be seen loitering in or around the building, please report them to the Property Manager.

## TENANT SERVICE REQUESTS

In order to facilitate communications, we ask that you appoint one or two tenant service representatives (and an alternate), who are authorized to incur expenses for your company. Only your "Authorized Tenant Representative" or those designated can make requests for repairs or services. If there is a maintenance or janitorial request that needs immediate attention, please call the Property Management office. Do not make requests with janitorial or maintenance staff directly. You will need to provide the type of service requested, a description of the service needed, the exact location and a contact person. The Property Manager will dispatch the service request to the appropriate staff. Response times will vary according to the number and complexity of service requests received. We will inform you as soon as possible of any delays in responding to your request.

**The following items are considered services not covered under the lease, but commonly serviced by staff or vendors for an additional charge:**

- Light bulb replacement
- Re-keying of tenant doors, locks and additional keys
- Hanging pictures, bulletin boards, etc. in tenant space
- Emergency clean-up of spills/accidents
- Unclogging/repair of kitchen sinks and disposals
- Installation or changing of water filters
- Removal/disposal of excessive trash
- Extra painting, touch-ups or carpentry work
- Paper towels for kitchens

Please note, for liability and safety reasons, we are unable to lend out any building equipment. Billable charges will appear on your company's monthly invoice. Our experienced tradesmen will help to efficiently service your facility needs – everything from changing a light bulb to repainting your suite. Do not hesitate to use us for your service needs.