



TERRA CENTRE CRITICAL BUSINESS FUNCTIONS

The critical business functions and operating procedures detailed below are to independently address various areas of responsibility. Area-specific action guidance shall be outlined to ensure all parties have detailed information and are prepared to respond as required for their areas.

Responsible parties shall include, but may not be limited to, the sections outlined below.

SECTION A TERRA INDUSTRIES INC. TERRA REAL ESTATE TENANTS

SECTION B TERRA REAL ESTATE CORP.

- 1 Facilities Maintenance Staff**
- 2 Facilities Janitorial Staff**
- 3 Facility Mail Staff/Preferred Services**
- 4 Terra Real Estate Operations Staff**
- 5 Facility Security Access Administration**
- 6 Facility Security Guard Services**
- 7 Facility Management Authorization**
- 8 Facility Operations Service Providers**

SECTION C KRAUS ANDERSON INC. (Block 70 Retail Partnership)/ KRAUS ANDERSON REALTY/ KRAUS ANDERSON INC. TENANTS



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SECTION A

**1 TERRA INDUSTRIES INC. &
TERRA REAL ESTATE TENANTS**

1.1 PERSONAL PROTECTION

As required by Section 6.4 of the “Facility Operations Continuity Plan,” at WHO Alert Level 5, each person shall begin personal protective measures.

Employers should provide each individual cleaning disinfectant/sanitizing products necessary to complete personal protective measures.

On a daily basis, prior to beginning work, all employees should sanitize and wipe all personal items with products provided. Items would include, but are not limited to, telephones, computer keyboards/mouse, chair arms, calculators, printers, copiers, faxes, scanners, typewriters, and other high frequency contact items.

Employees should consider disposable items as a replacement for drinking glasses or utensils during this period.

All persons shall seal/tie shut all personal trash bags in work area trash containers at the end of each work-day.

In the event a person is leaving work due to illness: Personal items and work materials must be removed from all work surfaces, as areas must be prepared for office sanitation procedures.



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1.2 MAIL AND PREFERRED SERVICES DELIVERIES

As required by Section 7.5 of the “Facility Operations Continuity Plan,” at WHO Alert Level 6, mail delivery and preferred services deliveries will be limited to once-a-day service.

One pick-up and drop-off point for tenant postal and delivery services will be established on the Terra Centre 3rd floor at this time.

Individuals working from their place of residence shall pick up company or personal mail deliveries on the 3rd floor.

As required at WHO Alert Level 5: All tenants wishing to receive mail and/or deliveries arriving at Terra Centre during WHO Alert Level 6 will be required to complete a “Mail and Preferred Services Authorization” form at the 3rd floor reception desk.

This form must be completed by an authorized local representative, granting permission to a Terra Real Estate representative to receive mail and/or shipments on their behalf via signature.

Terra Industries floors and/or spaces will be reduced to one assigned pick-up and delivery point per floor, which will be located near the elevator lobby.

1.3 SECURITY/ RESTRICTIONS, AND SCREENING

As required by Section 7.6 of the “Facility Operations Continuity Plan,” at WHO Alert Level 6, all tenants should document daily visitor contact information.

As required at WHO Alert Level 6: Terra Real Estate will implement 24-hour security access control to floors 4–10.

During WHO Alert Level 6, facility access may be limited to one entrance point.



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1.4 BILLING AND COLLECTIONS

As required by Section 7.7 of the “Facility Operations Continuity Plan,” at WHO Alert Level 6, all Terra Real Estate tenants will make payments to Terra Real Estate at the mail box slot provided in the 3rd Floor Copy Room.

As required at WHO Alert Level 6: Terra Real Estate may temporarily discontinue collections for rent or telecommunications and/or payment processing as necessary.

SECTION B

1 TERRA REAL ESTATE

1.1a FACILITY MAINTENANCE STAFF

1.1 SIGNAGE/ NOTICES

As required at WHO Alert Level 5: Maintenance staff will post pre-approved “Influenza Symptoms Notice” signage at all facility entrances.

As required at WHO Alert Level 6: Maintenance staff will post “Conference Room Closed” and “Kitchen Closed” signage at all conference rooms and kitchen entrances.

1.2 HYGIENE STRATEGIES



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As required by Section 6.1 of the “Facility Operations Continuity Plan,” at WHO Alert Level 5, maintenance staff will install pre-purchased hand sanitizing dispensers at all entrances to the facility.

Facility Maintenance Staff will distribute personal office sanitizing wipes to all Terra Industries occupied offices.

As required by Section 6.2 of the “Facility Operations Continuity Plan,” at WHO Alert Level 5, maintenance staff will post pre-approved hygiene awareness and instructions in all kitchens, restrooms and facility entrances.

1.3 SCREENING AREA

As required by Section 8.4 of the “Facility Operations Continuity Plan,” at WHO Alert Level 6, facility maintenance will construct a screening area in the Terra Centre 3rd floor conference room for visitors, service providers, and contractors to floors 3–10.

1.4 INFIRMARY AREA

As required by Section 8.3 of the “Facility Operations Continuity Plan,” at WHO Alert Level 6, facility maintenance will construct an infirmary area in the Terra Centre 5th floor conference room.

To review details, please refer to the “Infirmary Area” which can be found in the Terra Real Estate manager’s office.

1.5 HVAC SYSTEMS

As required by Section 6.2 of the “Facility Operations Continuity Plan,” at WHO Alert Level 5, maintenance staff will replace HVAC filters for floors 3–10.

Filter Replacement Procedure Task Outline:

Employee must wear personal protective equipment, including N-95



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mask, disposable full-body suit, disposable protective gloves, and protective eyewear. Personal protective equipment must be worn while performing replacement and disposal procedures. Upon removal, filters shall be immediately placed in sealed plastic trash bags, which will then be transported to the facility waste compactor. Sprinkled water shall be applied prior to-and-during filter waste compaction to limit air-borne dust particles.

Disposable protective equipment worn in filter replacement shall be placed in a sealed plastic trash bag and immediately transported to waste compactor.

1.6 OFFICE ISOLATION

References to specific “Office Isolation Procedures” are available from the Terra Real Estate manager’s office.

1.7 WASTE/ TRASH REMOVAL CONTRACT SERVICES

As required by Section 6.2 of the “Facility Operations Continuity Plan,” at WHO Alert Level 6, the facility compactor waste shall be disposed of weekly.

In the event that the primary service contractor is unable to perform these duties, the secondary (back-up) service contractor will be utilized. Maintenance staff shall transport trash to public landfill utilizing company provided vehicles, in the event the secondary service provider is not able to perform these duties.

1.8 DAILY OPERATING PROCEDURES

Information containing “Daily Operating Procedures” are located in the Terra Real Estate manager’s office.

1.9 CRITICAL FUNCTIONS/ OPERATIONS DOWNTIME



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Critical functions necessary to sustain facility's safety and environmental operations must be maintained at all times. These operations currently incorporate failure alarm monitoring controls and secondary notification services. No downtime is allowed for equipment which falls under the list below.

1. Life/safety fire alarm and emergency evacuation systems
2. Fire water, sprinkler and fire pump systems
3. HVAC controls, computer systems, and air handling units
4. Automated lighting control systems and computers
5. Emergency egress lighting system
6. Boilers, pumps, and hot water circulating systems
7. Chillers, cooling tower, pumps, chemical pumps, and cold water circulating systems
8. Air compressors and pneumatic controls and systems
9. Sump pump systems
10. Emergency generator and UPS systems

1.10 SUSTAIN SUPPLIES, MATERIALS, AND EQUIPMENT

At WHO Alert Level 5: Facility maintenance shall place orders for all supplies necessary to sustain the facility for a minimum 8 week period.

1.11 FACILITY SHUTDOWN/ OPENING PROCEDURES

In the event the Terra Centre facility is to be shut down or closed, Terra Real Estate will enact procedures necessary to promote the preservation and safety of all systems. Maintenance shutdown procedures will be categorized as either being short term (six weeks or less) or long term (beyond six weeks).

Short Term Building Shutdown:

All facility operating systems will assume a normal operational "un-occupied" status, during a short term building shutdown.

HVAC, lighting, security access, elevator and escalator



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systems will be programmed or adjusted by facility maintenance for this functionality. Terra Real Estate staff have been cross-trained on operating functions. Individuals other than Terra Real Estate staff should refer to the “Facility Operations Short Term Shutdown Procedures” located in the Terra Real Estate manager’s office.

Specific facility operations administration/accessibilities for individuals other than Terra Real Estate will be found in the Terra Real Estate manager’s office and is referred to as the “Emergency Operation Access Document.” This document contains various computer security user codes and passwords, which are necessary to administer facility operating systems. Only qualified individuals, who exhibit specific system technical expertise, should be allowed to administer a facility operation.

Long Term Building Shutdown:

All facility operating systems will be disabled and rendered non-functioning (moth-balled), during a long term building shutdown. For information containing specific long term shut down procedures, please reference the “Facility Operations Long Term Shutdown Procedures” located in the Terra Real Estate manager’s office.

Facility Opening/Recovery Procedures:

Information containing opening and/or recovery procedures will be located in the Terra Real Estate manager’s office.

2 FACILITIES JANITORIAL STAFF:

2.1 DAILY SANITATION

As required by Section 6.3 of the “Facility Operations Continuity Plan,” at WHO Alert Level 5, janitorial staff will implement daily sanitation of all primary public contact points.



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Necessary personal protective equipment will be established and provided by the janitorial service contractor management.

Sanitation will be achieved by applying/wiping with an anti-microbial approved disinfectant.

Sanitation will include, but may not be limited to, doors, door handles/knobs, stairway handrails, escalator handrails, elevator control buttons, public telephones, light switches, sinks, faucets, work surfaces, file cabinet handles, and vending machines.

2.2 WASTE/TRASH REQUIREMENTS

At WHO Alert Level 5: Janitorial staff will discontinue normal 24-hour daily trash holding practices. All trash will immediately be transported to facility compactor and disposed of.

At WHO Alert Level 6: Janitorial staff will implement daily sanitation of trash disposal transport units.

Trash Transport Units Sanitation Task Outline:

Disposable gloves and protective eyewear are required personal protective equipment. Other necessary equipment will be established and provided by the janitorial service contractor management.

Units will be cleaned at facility loading dock area.

Janitorial staff will disinfect trash units daily using a mixture of 25% bleach and 75% water solution, which must remain in contact with entire interior surfaces for a minimum of 15 minutes. After expired contact time, units must be rinsed and be allowed to air dry prior to using.

2.3 JANITORIAL CONTRACT SERVICES

A secondary contractor, such as FBG Service Corp., will administer janitorial services, if the primary janitorial services contractor is



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unable to perform duties as necessary. Should a secondary contractor be unavailable, facility maintenance staff shall perform the required duties.

3 FACILITY MAIL STAFF/ PREFERRED SERVICES

3.1 INCOMING MAIL AND DELIVERIES

At WHO Alert Level 5: Facility mail staff will verify tenants that have completed the “Mail and Preferred Services Authorization Form.” Any tenant which has not completed the form will be notified that they must comply or mail service will be discontinued at the announcement of a WHO Alert Level 6.

At WHO Alert Level 6: Facility mail staff will establish one mail and preferred services pick-up and drop-off point for each tenant.

At WHO Alert Level 6: Mail facilities staff will receive all tenants in-coming mail. Mail acceptance will be verified by signature.

3.2 FACILITY MAIL STAFF PERSONAL PROTECTION

At WHO Alert Level 5: Facility mail staff will be required to wear protective gloves while handling mail (this includes mail pick-up and/or deliveries).

3.3 PORT NEAL DELIVERY

At WHO Alert Level 6: Mail pick-up and delivery point for the Port Neal plant will be established at the main plant security gate.

4 TERRA REAL ESTATE OPERATIONS STAFF

4.1 SWITCHBOARD/ RECEPTION SERVICES



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At WHO Alert Level Alert 6: The Terra Industries switchboard/receptionist will begin work from home practices.

At WHO Alert Level 6: The Terra Centre switchboard/receptionist will instruct arriving visitors to complete screening information forms. The coordination of tenant visitors and facility service provider access will be necessary.

4.2 TELECOMMUNICATIONS ADMINISTRATION

At WHO Alert Level 6: The Terra Industries/Terra Centre telecommunications administrator will begin work from home practices. Onsite duties at facility should be performed on a limited basis as necessary.

4.3 TERRA REAL ESTATE ADMINISTRATOR

At WHO Alert Level 6: The Terra Real Estate administrator will begin work from home practices. Responsibilities will demand some onsite duties. Those duties should be performed on an as needed basis, but at off-peak hours of operation when necessary to limit contact.

4.4 TERRA REAL ESTATE FACILITY MAINTENANCE

Maintenance staff will normally be scheduled to remain onsite or at the facility for work duty.

At WHO Alert Level 6: It may be necessary for maintenance employees to work onsite on an “as needed call-in basis,” which must be determined on the severity of existing circumstances.

Duties shall be contracted to outside sources such as Thompson Electric (electrical), C.W. Suter (HVAC), and Quality Plumbing (domestic water) in the event in-house maintenance staff are not able to support building operations.



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5 FACILITY SECURITY ACCESS ADMIN.

At WHO Alert Level 6: The Terra Real Estate security administrator will program 24-hour security access control for floors 4–10.

At WHO Alert Level 6: The Terra Real Estate administrator may program 24-hour security restriction, if necessary.

Facility access may be limited to only pre-approved personnel such as maintenance staff, security guards, and necessary janitorial individuals.

6 FACILITY SECURITY GUARD SERVICES

6.1 SECURITY GUARD SERVICE

At WHO Alert Level 6: Terra Centre may implement 24-hour Security Guard Service.

6.2 FACILITY ADMITTANCE

At WHO Alert Level 6: Security services may lockdown all entrance points to the facility, if necessary.

Building access may be limited to the first floor south entrance where Security services are located and, if necessary, administer mandatory visitor screening.

7 FACILITY MANAGEMENT

7.1 FACILITY MANAGEMENT AUTHORIZATION

In the event the Terra Real Estate manager is unavailable to perform



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signature authorizations for hourly employee payroll time-sheets, payments for services, and necessary purchases the Terra Real Estate administrator will temporarily perform these duties (up to six weeks).

In the event the Terra Real Estate facility manager is not available, or unable to perform job duties, the Terra Real Estate administrator shall temporarily assign duties as required. Longer term management decisions (beyond six weeks) shall be determined by a Terra Industries vice president.

In the event a Terra Real Estate staff member is not available, or unable to perform job duties, the facility manager, or replacement thereof, shall determine the best course of action to temporarily fill position requirements.

7.2 FACILITY MANAGEMENT/STAFF CALL TREE

Facility staff call tree references are located in the Terra Real Estate manager's office.

7.3 FACILITY MANAGEMENT OPERATIONS ACCESS CODES

Facility operations access codes are located in the Terra Real Estate manager's office.

8 FACILITY OPERATIONS SERVICE PROVIDERS

8.1 SECURITY GUARD SERVICES

Security guard services are currently under contract and provided by Securitas. A secondary contractor shall be temporarily utilized in the event Securitas is unable to administer services. The secondary contractor service shall be Guardsmark Inc.

8.2 ELEVATORS AND ESCALATORS SERVICES



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Elevator and escalator maintenance services are under contract and provided by Kone Inc. Should Kone Inc. be unable to administer services, a secondary contractor shall be temporarily be utilized. The secondary contractor for these services shall be Shumaker.

8.3 WASTE/HAZARDOUS MATERIALS REMOVAL SERVICES

Compacted trash removal is currently under contract and provided by Western Disposal. Should Western Disposal be unable to administer Services, a secondary contractor shall be temporarily utilized. The secondary contractor for these services shall be Solid Waste Services.

8.4 SERVICE PROVIDERS WITH NO REPLACEMENT BACKUP

There is no ability to replace some critical service providers with secondary providers, due to the nature of their business and/or operating systems. These would include electrical services (MidAmerican Energy), building automated HVAC program (Honeywell Inc.), and telecommunications (Qwest Communications).

These providers will provide client necessary documentation to substantiate performance readiness and critical services in the event of pandemic or natural disaster

SECTION C

**1 KRAUS ANDERSON INC. (Block 70 Retail Partnership)
EMPLOYEES
KRAUS ANDERSON TENANTS**

1.1 SPECIFIC OPERATING PROCEDURES



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Kraus Anderson Inc. (Block 70 Retail Partnership) shall provide specific operating procedures to Terra Real Estate, for inclusion into the Terra Centre’s “Critical Operating Procedures.”

It is recommended that all Kraus Anderson Inc. tenants, Kraus Anderson Realty, Kraus Anderson service providers, and Kraus Anderson contractors follow Section “A” of Terra Centre’s Critical Operating Procedures; in the event no specific operating procedures are listed in Section “C”.