



**INDUS**  
INDUS REALTY TRUST

# TENANT HANDBOOK



# INDUS

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## WHO WE ARE

INDUS Realty Trust, Inc. (Nasdaq: INDT) is a real estate business engaged in developing, acquiring, managing and leasing high-quality industrial and logistics properties typically between 75,000 and 400,000 square feet.

At INDUS, we are strategic, responsive and quality-driven. We seek to maximize shareholder value by allocating capital responsibly and actively managing our portfolio.

We create and own modern, flexible and best-in-class properties with a focus on location, size, technology, sustainability and market-appropriate features. We achieve high tenant retention by providing full-service, in-house expertise and support. Our high standards are evident in our modern logistics portfolio aggregating approximately six million square feet in Connecticut, Pennsylvania, North Carolina, South Carolina and Florida.

# INDUS' CORE VALUES



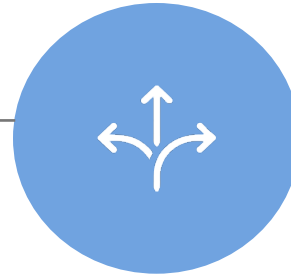
## Diligence

We are driven by a focused strategy and guided by established criteria for success that creates value for employees, tenants, business partners and investors.



## Quality

We believe in creating modern, flexible and best-in-class properties that meet our tenants' needs. We carefully consider location, size, sustainability and market-appropriate building features. Our high standards of excellence power our growth and success.



## Agility

We believe that responsiveness and adaptability are critical in driving value. We are constantly seeking ways to innovate and improve efficiency and productivity.



## Trust

We rely on our relationships to support our vision and growth. We approach our business with unwavering integrity; we believe in the importance of collaboration and remaining true to our word.

*At INDUS, we are committed to building a sustainable future. We realize the impact we have on the communities we serve, and we are actively working to implement thoughtful, sustainable practices that span the realms of environmental stewardship, social responsibility, and good corporate governance. We also recognize that an ESG-focused strategy is not just good for our communities and our stakeholders, but it's also good for our business*

# KEY PROPERTY MANAGEMENT CONTACTS

## INDUS provides a full-service, in-house approach to all property management needs

Our staff provides 24-hour services to all our tenants. These services include licensed HVAC technical support, general maintenance, landscaping and snow-removal, daily janitorial day porter and life safety support of common areas and tenant occupied premises.

**Property Management Contact Information:** During normal business hours (*Monday through Friday from 8:00 am ET to 5:00 pm ET*)

### Office Information

204 West Newberry Road  
Bloomfield, CT 06002  
[www.indusrt.com](http://www.indusrt.com)  
**Main Number:** (860) 286-7660  
**Fax:** (860) 286-7653

### Team Contact Information

Name & Title	Office Phone	Direct Line	Cell Phone	Email
Brenda Kinney, Tenant Services Coordinator	(860) 286-7660 x218	(860) 243-4018	(860) 982-3894	<a href="mailto:bkinney@indusrt.com">bkinney@indusrt.com</a>
Wes Nicoll, RPA-HP, Property Manager	(860) 286-7660 x202	(860) 243-4002	(860) 706-3112	<a href="mailto:wnicoll@indusrt.com">wnicoll@indusrt.com</a>
Dave Cocola, RPA, Vice President, Director of Property Management	(860) 286-7660 x217	860) 243-4017	(860) 982-6092	<a href="mailto:dcocola@indusrt.com">dcocola@indusrt.com</a>

### **After Hours and Emergency Support:**

All services are available by placing a call to our main number, (860) 286-7660, and carefully following the instructions offered via our automated phone system. It will enable you to contact one of our service representatives 24/7.



# PROPERTY MANAGEMENT EMERGENCY PROCEDURES

## Emergency Procedures in the Event of Natural Disasters: Company & Building Security

### Power Outages:

- Let INDUS know so that they may contact Eversource.
- Unplug any computers that may not be protected by a surge protector.
- Turn off any equipment so that it will not surge when power is restored.

### In Case of Fire/Smoke:

- Notify management immediately.
- Make sure that someone has called 911 or pulled the fire alarm.
- Make sure coworkers are aware and are evacuating the building.
- Close any windows or doors that may block the fire from spreading and/or keep the fire contained.

### Floods in the Building:

- The most important consideration is to eliminate, if possible, all sources of electricity from the flooded area. If the power switch is accessible, away from water, switch it off.
- If possible, remove all documents and portable equipment from the premises, or relocate to a higher location and close file drawers to limit damage.
- Evacuate the immediate area.

### Hurricanes:

- Close and lock all doors and windows.
- Close all curtains and blinds.
- Store all small office equipment in locked cabinets in the interior of the building or suite, if possible.
- Store loose paper in cabinets and drawers, locked if possible.
- Unplug all computers, remove them from locations near windows, cover computers with plastic and store them in higher locations, if flooding is likely to occur.
- Move all valuables toward the interior of the building.
- Take all personal belongings home.

### Tornadoes:

- Store all small office equipment and loose paper in locked cabinets in the interior of the building or suite, if possible.
- Stay away from windows, doors and outside walls.
- Go to the interior small rooms or hallways on as low a floor as possible.

# PROPERTY MANAGEMENT EMERGENCY PROCEDURES (CONTINUED)

## Emergency Procedures for Other Emergencies (Non-Natural Disasters): Company & Building Security

### Terrorist Activities and/or Bomb Threats:

- Consider all threats to be serious until a thorough investigation proves otherwise.
- Make notes on a specialized form, or any notepaper.
- Note the exact time of the call.
- Ask the caller to tell you the exact time he or she expects the bomb to explode.
- If the caller specifies a detonation time, ask him or her to repeat the exact time. Note whether the caller uses the 24-hour time system.
- Ask questions that may help locate the bomb or determine whether the call is a hoax.
- Tell the caller that many innocent people who may be killed or injured occupy the building in which the bomb is located.
- Note the background noises such as motors running, music or other sounds that may reveal the location of the caller.
- As soon as the caller hangs up, report the information obtained to a manager.
- The manager should report the information immediately to the police, fire department, FBI and the other appropriate agencies.
- Evacuate the building to a designated area that is at least 300 feet away from the building.

### Workplace Violence:

- In the event of an attack of any kind in the workplace, be prepared and [follow the ABCs](#):
  - **A** - first preference is to **avoid** the attacker(s) and get out of the building safely if possible.
  - **B** - second preference is to **barricade** in as safe a location as possible.
  - **C** – last resort is to **confront** the attacker(s) if no other options remain.
- Keep all security measures current.
- Notify the police and administration.

Our office will be in contact with your Tenant Coordinator to arrange special events, trainings and informational meetings on these emergency preparedness topics. Please be sure to keep us posted of any changes to your team's contact information.

# PROPERTY MANAGEMENT SAFETY INSPECTIONS

## Life Safety/Emergency Equipment Inspections

In order to ensure that all safety devices are operating as well as possible, we have developed an in-depth inspection plan that all of our buildings adhere to. On a monthly basis, all emergency lights (including exit lights) are manually tested. Additionally, all fire extinguishers undergo a physical inspection (including a signature on each tag).

With National Fire Prevention Week falling in the month of October, we like to perform some of our most critical testing during this month to remind our tenants about the importance of fire safety. Each October we perform annual fire drills that are done in conjunction with the local Fire Marshal's oversight.

If you have any questions, please contact:

Wes Nicoll, RPA-HP  
Property Manager  
O: (860) 286-7660  
D: (860) 243-4002  
M: (860) 706-3112  
[wnicoll@indusrt.com](mailto:wnicoll@indusrt.com)

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# SUSTAINABILITY & PROPERTY MANAGEMENT

## Sustainability Collaboration

We know that we can only be successful with our sustainability goals so long as we continue to maintain an open dialogue with our tenants about ongoing and upcoming initiatives, as well as regarding opportunities for collaboration on energy savings, consumption monitoring and tracking, building efficiency upgrades, etc.

INDUS endeavors to track both energy consumption data and water consumption data on a monthly basis in all of its properties through a system called Measurabl, which connects directly to Energy Star Portfolio Manager ("ESPM"). INDUS uses this data to monitor and improve the energy and water performance of the premises, and invites all tenants to participate in the Measurabl platform during the onboarding process so they can also share data on their occupied spaces and track energy and water consumption.

As part of our data tracking efforts, upon request, INDUS will disclose annually to its tenants the whole-building ESPM data, including building scores when available. It is important to note that the quality of the ESPM data and scoring may be dependent on our tenants providing access to their electric and other utility consumption for which they contract directly with service providers. Please do not hesitate to reach out to our Sustainability Contact below to request your building's score, or to learn more about participating in Measurabl.

If you have any questions related to sustainability and energy, including but not limited to retrofit projects, billing issues, energy efficiency upgrades, and access to sustainability data, please contact:

Matt Zerio  
Property Management / IT Tech  
O: (860) 286-7660  
D: (860) 243-4005  
M: (860) 982-3749  
[mzerio@indusrt.com](mailto:mzerio@indusrt.com)

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In addition, INDUS may share energy efficiency & sustainability goals as well as initiatives with tenants in newsletters and/or during leasing discussions. Information shared includes but is not limited to providing tenants with energy saving tips and hosting tenant events to raise awareness around energy efficiency best practices.



# TENANT UTILITY DISCLOSURE

**Leases and amendments signed with INDUS in 2022 or later feature a clause regarding Utility Data, which authorizes INDUS to obtain utility usage (electricity, gas, water) and refuse data, collectively (the "Utility Data") from the Tenant on a periodic basis as determined by Landlord**

As part of INDUS' Environmental, Social, and Governance initiatives, INDUS will seek access to tenant's Utility Data on a monthly basis, and has implemented a utility tracking software called [Measurabl](#) to simplify the process of sharing such information. As part of your onboarding process, we ask that you select from one of the two options below to set up your Utility Data sharing.

## Options for Utility Disclosure with Measurabl Platform

### Option 1 (\*Recommended): [Link your utility accounts to the Measurabl platform to enable automated collection of usage data](#)

- Tenant will choose a representative and we will send an invitation to the representative to be a "Site Manager" in the Measurabl platform to enter the following information:
  - a. Name of utility provider
  - b. Utility provider URL
  - c. Account login credentials (username/password)
  - d. Account number(s)

### Option 2: [Directly upload copies of Tenant's invoices into the Measurabl system each month](#)

- Tenant will select a representative to receive an invitation to the Measurabl platform, who will have access to Measurabl and manually upload copies of utility invoices into Measurabl

Upon receipt of Tenant's preferred option for utility disclosure, we will work with you to set up Measurabl site access. If for some reason these options do not work for you, then please contact INDUS and we will work out an alternate means of delivering this data.

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