

Tenant Profile | Merrill Lynch

Merrill Lynch—Commitment and Pride in Saint Paul

What comes to mind when you think of Merrill Lynch? Financial services and that recognizable bull, right? Well, Merrill Lynch is one of the world's leading providers of wealth management, securities trading and sales, corporate finance and investment banking services. For a company with offices and clients around the globe, it's refreshing to know how rooted Merrill Lynch is in downtown Saint Paul and the surrounding area.

One of WFP's anchor tenants, Merrill Lynch first set up office in downtown Saint Paul in 1941. The company moved into WFP (then the World Trade Building) in 1994 and is currently located on the 34th and half of the 35th floors. Peter King, Director of the Saint Paul and Associates Complex, oversees 90 financial advisors in offices in Duluth, Stillwater, Rochester, Eau Claire, LaCrosse and Saint Paul.



"Wells Fargo Place is class 'A' space. In 1994 we had the opportunity to start a new chapter for Merrill Lynch and move into the top floors of the building," Peter said. "There is a sense of pride for employees and clients when they walk through the doors into the atrium."

There are 35 financial advisors and 20 support staff in the WFP office, all focused on serving individuals, small businesses and endowments in wealth management. Merrill Lynch uses a planning based approach in serving clients—each client is unique, with unique needs and desires.

"We see our business as helping people achieve their dreams and goals," said Peter.

The first step is to help the client establish objectives, followed by designing strategies to achieve those objectives, and then implementing the solutions. Merrill Lynch offers a multitude of products from professionally managed portfolios to insurance. The final step in the process is ongoing and loops back through the first three steps with regular reviews of objectives, strategies and solutions.



The pride with which the Saint Paul Merrill Lynch office serves its clients extends to the company's commitment to the community. One hundred percent of its local charitable giving is focused on nonprofits in which employees are actively and meaningfully involved. Some of those organizations include Habitat for Humanity, Toys for Tots, ARC Greater Twin Cities, the Special Olympics, and Second Harvest.

According to Peter, a set of five principals—client focus, respect for individuals, team work, responsible citizenship, and integrity—guide all Merrill Lynch offices. "These are at the core of who we are and what we do across the company and within the Saint Paul office," he said.

Being on the top floors of Wells Fargo Place helps Merrill Lynch advisors adhere to a number of these principles. "Personal finance, especially retirement planning, can be very personal, so some clients are initially anxious when they first meet with a financial advisor. However, when they walk into one of our conference rooms and gravitate toward the windows to look out at the incredible view, you can actually see them physically relax," said Peter. "The views have a calming effect, and that's what we're about – offering peace of mind for our clients."

Merrill Lynch - Why Wells Fargo Place

- Great space on the 34th and 35th floors
- Beautiful and calming panoramic views
- Centrally located
- Easy access, even in the winter

Merrill Lynch has been a tenant in Wells Fargo Place for 15 years.



We've had a busy summer in the Office of the Building!

We are most excited about the decision by Microsoft Corporation to join us as our newest tenant! The Microsoft name speaks for itself and instantly brings to mind all the positive connotations one would assume of a worldwide industry leader. We are thankful they have chosen Wells Fargo Place as their new home. Please join me in welcoming them! We look forward to featuring Microsoft in an upcoming newsletter.

We are equally proud that Wells Fargo Place attained the EnergyStar rating this summer with a very high score compared to the threshold required. The EnergyStar rating is a comprehensive system for quantifying efficient energy usage. Please read more on page 4 of this newsletter. Next on the horizon for us is the investigation for attaining the Leadership in Engineering and Environmental Design (LEED) Certification. This is a more complicated process and focuses not only on energy efficiency but our overall sustainable and green operational practices.

In July we unveiled our new building website. The site was six months in the making and required significant contributions by many. I have a newly discovered appreciation for the art form and the technical wizardry that goes into creating a website. We hope you like the result and – most importantly – find the site useful. And please know we are always looking for ways to improve the

site; suggestions are always welcome. You can learn more about our website on page 3 of this newsletter.

Finally, much planning has been done over the summer to convert the building's source of chilled water for air conditioning to comply with State Department of Natural Resource mandates. Since the building was first built we have been utilizing underground well water and must discontinue that practice in 2010. Over the winter of 2009-10 we will be doing the actual conversion. Please know we will do all that is possible to minimize inconvenience to tenants throughout this process. More information will be shared with tenants as the project begins.

We continue to monitor two downtown oriented projects: Light Rail Transit (LRT) and a business improvement district. Regarding LRT, there is very little new to report other than preliminary work on Fourth Street will continue into mid-2010. The concept of a business improvement district for downtown could be utilized in some form to enhance the downtown environment. There are a variety of issues to be discussed and analyzed and we will remain engaged in that conversation. We will let you know more as it develops.

As always, please contact me or the Office of the Building with questions, suggestions or needs.

Upcoming Events

What's New - Upcoming Building Events and Programs

Fall not only signals the end of summer, it also means WFP holds some important building events and programs.

WFP Fire Drills

- **Emergency Coordinator training** will be held Tuesday and Wednesday, September 29 and 30, 2009 (Additional information to follow as the dates near.)
- **Fire drills** are scheduled for the first week in October (Tuesday, October 6; Wednesday, October 7; and Thursday, October 8) (Additional information to follow as the dates near.)

Facility Manager Meeting

- Thursday, November 12, 2009

Recycle, Recycle, Recycle

- **Used Electronics Amnesty Program** – Each Fall Unilev collects used electronic equipment of all types including those containing heavy metals such as lead and mercury,

which have been defined as toxic or hazardous by the EPA. This service is offered free of charge at this time. Watch for notices of specific dates for this program.

- **Battery and Toner Cartridge Recycling** - Tenants may recycle toner cartridges by bringing them to the Office of the Building in Suite 110. Tenants may recycle batteries by calling Unilev at 651.229.2800 or wfp-service@unilev.com.
- **Paper, Aluminum and Plastic Recycling** - Tenants may recycle office paper, aluminum cans and plastic bottles throughout the year. Collection bins are located at employee desks or centrally within each office.
- **Used Cell Phone Recycling** – Tenants may recycle old cell phones. Bring them to the Office of the Building in Suite 110.

Fancy Spring Hors d'Oeuvres Made Easy Was a Hit

Judy Burt, Chef and Assistant Food Service Director with the Saint Paul College Culinary Arts Program, led this tenant workshop in May. Many attended to learn how to use in-season foods and tips to present the perfect and beautiful food party.



WFP New Website is Beautiful and User-Friendly

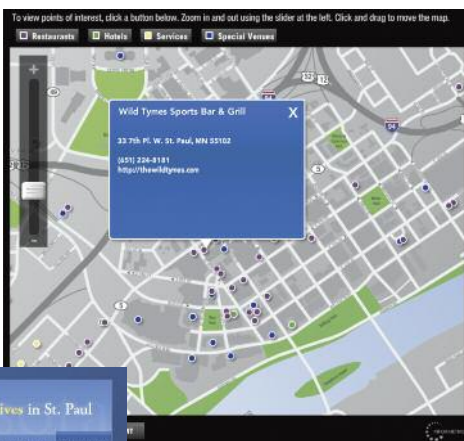
In July, Wells Fargo Place launched its new website! Found at www.wellsfargoplace.com, the website was designed for both the prospective and the current tenant. For a current tenant, the new website can be a great resource if you're looking for a place to eat, want to give directions to someone coming to your offices, or find a hotel for your client's next visit. Be sure to check it out!

From its Home page, you can read about the building itself and link to where it's located, how to access it, space available, amenities, and contact information. There is also a special, tenant-only page, where tenants can access current and archived quarterly tenant newsletter, *WFP Link*, as well as access password-protected information such as the building's fire safety video, emergency handbook, and various forms.

With the help and guidance of Heather Harrington of Informetrics, a marketing and website design company specific to the real estate industry, Elise Schadauer of Misaki Marketing Communications for the web content, and Michelle Anderson of Grafik Distinction for graphics related to the maps, the WFP website showcases beautiful photos of the building and features creative approaches for displaying information. Take



for instance, the Access Page. It provides directions as well as animation to show how to get to Wells Fargo Place from 94 E/Minneapolis, 94 W/Wisconsin, 35 E/Duluth, and 35 E/Airport. It also provides a pop-up map of where to access the actual building and affiliated parking.



From the Location Page, a downtown skyway map is available showing the different skyways accessible from WFP. It also provides an interactive map of restaurants, hotels, services and special venues, where at the click of your mouse the name, location, phone number and website of the venue appears. (See example above for Wild Tymes Sports Bar & Grill.)



The Amenities Page includes a list of facilities and services WFP tenants have access to and enjoy including an onsite dentist office and eye clinic, onsite recycling services, three onsite banks, an onsite notary public, and more.

To access the Tenant Login Page, contact the Office of the Building at 651-229-2800 or wfp-service@unilev.com for a username and password. If you have questions or comments, please contact Pat Skinner, General Manager at 651.229.2846 or pat.skinner@unilev.com.



Rogaciano Ponce, Maintenance Technician for Wells Fargo Place



Chances are good that you've seen Rogaciano Ponce on a ladder replacing light bulbs, moving furniture, fixing plumbing leaks, or performing one of the many requests tenants make when things stop working in their office spaces. One of two maintenance technicians helping to keep Wells Fargo Place in top notch shape, Rogaciano has been in his position for the past five years.

"Every day is different," he admits. "That's what I like about my job at Wells Fargo Place." His priority each day is to respond to tenant calls for various office repairs. As a "Jack of All Trades," Rogaciano knows how to repair just about anything from basic plumbing and electrical repairs to fixing and painting windows, doors, walls, floors, and woodwork, and moving furniture and equipment. The maintenance techs know and work well with the building engineers, who are called in on some of the repair work if needed. When he's not responding to a tenant request, Rogaciano provides regular maintenance in the building's public spaces.

Rogaciano has been in Minnesota—and the United States—since 1997. When he was 26 years old, he left his hometown of Morelos, Mexico, which is located about two hours south of Mexico City. He grew up surrounded by a

large family and worked in his father's farm fields before deciding to follow one of his brothers to Minnesota.

His father understood Rogaciano's choice to come to the U.S. and a different life. "I came to Minnesota because I wanted to see snow!" said Rogaciano. He's had good work since coming to the Twin Cities. Before joining Wells Fargo Place, Rogaciano worked at a warehouse in shipping and receiving, a job that required heavy lifting and loading and unloading.

His life took another change recently when his new son, Alexander was born on May 30. Rogaciano and Sandra, whom he met at a friend's birthday party, are very excited about having their first baby. "A lot has changed," Rogaciano said. "It is more fun with the baby."

The three of them spend their time together going to church, the park and the many lakes in Minneapolis. "Our favorite lake is Lake Calhoun. We like to walk around it and we've tried the paddle boats there," Rogaciano said.

Rogaciano's parents are very proud grandparents. They and other family members still live in Morelos and he misses them. "I try to go back to Mexico every year or every two years," he said. "We are a very close family. We talk all of the time and we've sent photos and videos of Alexander to my parents."

WFP Earns the EPA's Energy Star®

The Energy Star® program—we've all heard of it as a way to reduce high energy bills, protect the environment, and improve energy efficiency in our homes. Recently, Wells Fargo Place earned the Energy Star® for its energy performance. According to the U.S. Environmental Protection Agency (EPA), the federal agency responsible for the program, earning the Energy Star® signifies the building's energy performance rates in the top 25 percent of commercial facilities nationwide.

The EPA uses a rating system on a scale of 1 to 100 to assess how efficiently commercial buildings use energy relative to similar buildings across the nation. A building scoring 75 or higher is eligible for the Energy Star®. WFP earned a rating of 92 after an extensive review by the EPA, which included submitting a report of the building's operations and being verified by a credentialed physical engineer.

Commercial buildings earning the Energy Star® use an average of 35 percent less energy than typical buildings and release 35 percent less carbon dioxide into the atmosphere.



Wells Fargo Place earned its rating in large part due to building-wide strategic energy management and wise cost-effective building improvements as well as its various green initiatives including its use of green cleaning products and various recycling programs.

Introduced in 1992, Energy Star is a voluntary, market-based partnership to reduce greenhouse gas emissions through energy efficiency. The Energy Star label can be found on more than 60 different kinds of products, new homes, and commercial and industrial buildings. Last year alone, Americans—with the help of Energy Star—saved \$19 billion on their energy bills and reduced gas emissions equivalent to those of 29 million vehicles.