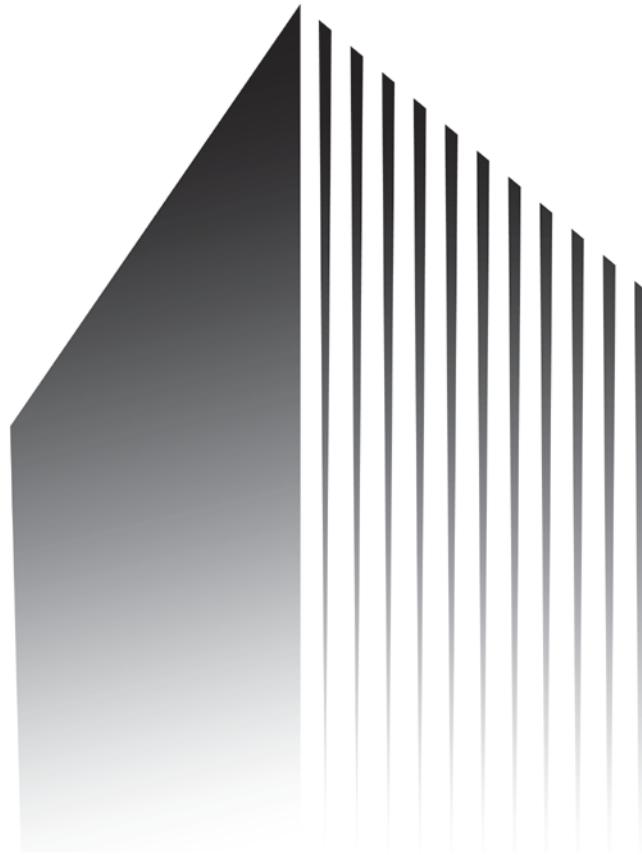


Tenant Handbook



550 WEST ADAMS



Introduction

Jones Lang LaSalle Americas (Illinois), L.P., the building's management team, has designed the 550 West Adams Occupant Handbook to provide you with building information.

This guidebook will likely be utilized by the person who is responsible for coordinating your office needs and who is the primary contact for communicating with the Office of the Building.

Should you have any questions on the information please contact the Office of the Building at (312) 466-1300.

TABLE OF CONTENTS

OFFICE OF THE BUILDING & LEASING	4
BUILDING ADDRESS AND HOURS	5
MOVE IN/OUT PROCEDURES	6
Insurance Requirements for Movers	7
TENANT INFORMATION	10
BILLING PROCEDURE	12
Payments	12
Insurance	12
Tenant Billing Address	12
TENANT SERVICE REQUESTS	13
MAIL SERVICE	17
DELIVERIES	18
SAFETY AND SECURITY	19
HVAC SERVICE	22
BUILDING AMENITIES	20
Parking for Bicycles and Other Modes of Transportation	25
MISCELLANEOUS	26
Smoking Restrictions	26
Paper and Equipment Recycling	26
Box Disposal	27
Trash Compactors	27
Electrical and Cabling Requirements	27
Floor Load	28

OFFICE OF THE BUILDING & LEASING

The Office of the Building is a highly motivated team of security, service and management professionals who take full responsibility for the coordination of resources and condition of the building. The objective of the property management team is to provide you with the highest quality service possible through smooth, efficient operations that ensure your comfort, safety and continued tenancy at 550 West Adams.

The Office of the Building is located on the 2nd floor in Suite 220. The office is open daily from 8:30 a.m. to 5:00 p.m. Monday through Friday and is closed on Saturdays, Sundays and major holidays. The Office may be reached at the following:

Office of the Building/Security..... (312) 466-1300
Facsimile..... (312) 466-1400

The building lobby remains open 24/7. After normal working hours, the Office of the Building telephone is answered by building Security located on lobby floor.

The following is a list of key personnel at the Office of the Building who will be at your service:

General Manager Izzie Leonard
Chief Engineer Randy VanVossen
Property Administrator Kaylia Brown
Security Supervisor..... Michael Dixon

The leasing agent for 550 West Adams is THE TELOS GROUP, LLC. Leasing contacts are:

Bob Herber
EVP & COO
Direct (312) 477-2962
Mobile (312) 320-6740
bherber@telosgrouppllc.com

Emily Marquardt
Vice President
Direct (312) 477-2946
Mobile (312) 498-2998
emarquardt@telosgrouppllc.com

BUILDING ADDRESS AND HOURS

Normal building hours for 550 West Adams are as follows:

- 6:00 a.m. - 6:00 p.m. Monday – Friday
- 8:00 a.m. - 1:00 p.m. Saturday

The Office of the Building will be officially closed on the following holidays:

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

Other office closing may occur throughout the year in which cases, your office will receive email notification.

Should you require any routine cleaning, heating, ventilation, air conditioning or other services on these or other recognized work requests please contact the Office of the Building at (312) 466-1300. Depending on the terms of your lease, there may be an additional charge for after-hours services.

MOVE IN/OUT PROCEDURES

To safeguard the smooth business operations of all our tenants, we require that all moves begin before 6:00 a.m. or after 6:00 p.m., Monday through Friday and/or all day on Saturday or Sunday. We have compiled the following points and highlighted pertinent building rules and/or information to assist you in planning your move.

To simplify the moving process, please remember to call the Office of the Building at (312) 466-1300 as soon as you begin planning for your move. We will be able to assist with:

- Scheduling an elevator
- Obtaining or returning the necessary access cards and keys
- Obtaining or returning the Tenant Emergency Preparedness Handbook
- Establishing a safety team
- Providing after-hours services during your move
- Scheduling cleanup after the move

Moving Procedures

Provide the Office of the Building with a letter listing the following information:

- Date of move.
- Time periods the freight elevator will be needed.
- Name of moving company and the name of the moving supervisor for the moving company and Tenant. (The moving company must be Union.)
- Proof of insurance coverage by the moving company that is consistent with the Office of the Building requirements.
- Forwarding address and phone number.

To accommodate the interests of the Tenant and to protect the property, the following policies regarding movement of office furniture and equipment should be followed:

- Movers must contact the security desk prior to unloading tenant materials or furniture. The mover will be required to sign in at the dock office.
- As far in advance as possible schedule your move with the Office of the Building, by calling (312) 466-1300. The move will be scheduled based on the availability of freight elevators and building service personnel.
- For evening and weekend moves, you will be charged for services of the freight car operator and dock officer. On Saturday and Sunday there is a 4-hour minimum charge.
- Each Tenant must provide advance written notice to the Office of the Building whenever furniture and equipment is to be removed from the property by either the tenant or contractor. These individual items will be removed only by use of a Building Pass issued by the Office of the Building under the tenant's authorized signature.

Tenant Responsibilities Prior to Moving Out

Tenants will benefit by completing the following tasks before moving out:

- Your move-out times and dates.
- The name and person to contact with your firm's mover.
- Contact your telephone/cable company to discontinue service at this Building.
- Turn in your office keys and building identification cards to the Office of the Building.
- Follow the "Moving Procedures" described below in executing your move.
- Provide post office with change of address.
- Provide new billing address to the Office of the Building.

Special Requirements

The Office of the Building must be advised in writing of any special requirements in connection with the move-in date. For example, if furniture, supplies, equipment, etc. are due prior to the move, arrangements must be made for use of the freight elevator and for access to the tenant suite.

Clean-Up

The moving company and the Tenant will be responsible for leaving the Building and premises clean by removing all cartons and other trash generated in the move. If you need help in the clean up, building personnel can be provided on a time and material cost/plus basis.

Property Damage

Any and all damage to the building elevator areas, doors, corridors, tenant spaces, or grounds that the Tenant, moving company, or its employees or agents cause will be the responsibility of the Tenant. If needed the landlord will perform the required repairs with the expense billed to the responsible Tenant.

Additional Precautions for Movers

The mover shall furnish all necessary equipment including among other things dollies, truck, etc. as may be required.

All mobile equipment used in the interior of the building must have rubber-tired wheels and must be maintained free from grease and dirt.

The mover must remove all padding and packing materials from the property.

Insurance Requirements for Movers

The mover must, at the mover's sole cost and expense, obtain, maintain and keep in full and effect the following types of insurance and minimum coverage, as shown on the next page. The Tenant shall provide the Office of the Building with the mover's Certificate of Insurance at least ten (10) days prior to the move.

INSURANCE REQUIREMENTS

I. The Service Contractor shall provide the following minimum insurance coverage:

A. **Commercial General Liability**

Combined Single Limit - \$3,000,000 per occurrence **and** annual aggregate per location. Such insurance shall be broad form and include, but not be limited to, contractual liability, independent contractor's liability, products and completed operations liability, and personal injury liability. A combination of primary and excess policies may be utilized. Policies shall be primary and noncontributory.

B. **Worker's Compensation - Statutory Limits**

C. **Employer's Liability**

With minimum liability limits of \$1,000,000 bodily injury by accident each accident, \$1,000,000 bodily injury by disease policy limit; \$1,000,000 bodily injury each employee.

D. **Commercial Automobile Liability**

Combined Single Limit - \$1,000,000 per accident.
Such insurance shall cover injury (or death) and property damage arising out of the ownership, maintenance or use of any private passenger or commercial vehicles and of any other equipment required to be licensed for road use.

E. **Property Insurance**

All-risk, replacement cost property insurance to protect against loss of owned or rented equipment and tools brought onto and/or used on any Property by the Service Contractor.

F. **Crime Insurance / Fidelity Bond** (*Security, Janitorial and Parking Garage Operators only*)

Service Contractor is responsible for loss to Owner and third-party property/assets and shall maintain Fidelity Bond or comprehensive crime insurance coverage for the dishonest acts of its employees in a minimum amount of \$1,000,000. Service Contractor shall name Owner as Loss Payee with respect to the comprehensive crime insurance coverage.

G. **Errors and Omissions Liability** (*Uninterrupted Power Source services and/or work only*)

Contractor shall provide Liability limits of at least \$5,000,000 per claim and \$5,000,000 in the aggregate. The retroactive insurance date of such insurance shall be no later than the commencement date of the contract. Such insurance shall be provided for two years beyond the completion of the work

II. Policies described in Sections I.A. and I.D. above shall include the following as additional insured, including their officers, directors and employees. **Additional Insured endorsements CG 20 10 10 01 and CG 20 37 10 01A or their equivalent shall be utilized for the policy(ies) described in Section I.A. above.** Please note that the spelling of these parties must be exactly correct or the Contract Duties will not be allowed to commence.

1. Jones Lang LaSalle Americas (Illinois), L.P., an Illinois limited partnership

2. GLL BVK West Adams, L.P.

3. Landesbank Hessen-Thüringen Girozentrale

4. GLL BVK W. Adams GP, Inc.

III. Service Contractor waives any and all rights of subrogation with respect to its commercial property and workers' compensation liability insurance policies against the parties identified above in Paragraph II.

IV. All policies will be written by companies licensed to do business in the State of Illinois and which have a rating by Best's Key Rating Guide not less than "A-/VIII".

V. Service Contractor shall furnish Certificate(s) of Insurance evidencing the above coverage, except property insurance under I.E. Original Certificate(s) of Insurance must be provided before Service Contractor commences Contract Duties or Contract Duties will not be allowed to commence.

VI. Certificate(s) of Insurance relating to policies required under this Agreement shall contain one of the following two provisions:

"Should any of the above described policies be cancelled before the expiration date thereof, the issuing insurer will endeavor to mail thirty (30) days' written notice to the Certificate Holder."

OR:

"Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions."

VII. The following should be named as the Certificate Holder:

GLL BVK West Adams, L.P.

c/o Jones Lang LaSalle Americas (Illinois), L.P.

550 West Adams Street, Suite 220

Chicago, Illinois 60661

TENANT INFORMATION

As a new tenant at the building, please provide the following minimum information to the Office of the Building within 72 hours of move in:

COMPANY NAME: _____ SUITE #: _____
Office Phone #: _____ Fax #: _____
Office Manager Contact: _____ Phone #: _____
Office Manager e-mail address: _____
Primary Emergency Contact: _____ Phone #: _____
Secondary Emergency Contact: _____ Phone #: _____

1. MOVE-IN:

- a. The date you desire to inspect your suite prior to occupancy: _____
 - b. The move-in date and time: _____
 - c. Name of your moving company and contact name/telephone number: _____
- _____

2. BILLING:

- a. The billing name and address for rent and other additional charges, if different than your suite location in the building:

- b. The name(s) of the Tenant Representative(s) who will have responsibility for approval of expenditures and services at your suite:

3. OCCUPANTS OF SUITE:

- a. Number of occupants: _____ suite/floor.
- b. Name(s) of handicapped individual(s) or those requiring assistance, and their location (Refer to Tenant Emergency Preparedness Handbook):

4. BUILDING AND SUITE ACCESS:

- a. The names of all regular building occupants for processing of building access cards. (See next page).
- b. Number of suite keys needed: _____

5. TENANT SAFETY (Refer to Tenant Emergency Preparedness Handbook):

- a. Fire Warden and Assistant Fire Warden:
Name: _____ Phone #: _____
Name: _____ Phone #: _____

Building Identification Cards

All tenants of 550 West Adams are required to carry and use a Building Identification card. Please indicate the typical access level, as follows (please note that the access hours can be unique to your business operation and designed at your request):

1. All day/all times (24/7)
2. Normal business hours: Monday – Friday 6:00 am – 6:00 pm, No Holidays
3. After normal business hours: Monday – Friday 6:00 pm – 6:00 am, Holidays, Weekends

First Name	Middle Initial	Last Name	Access Level
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
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_____	_____	_____	_____
_____	_____	_____	_____

Please complete a separate sheet if you require more identification cards.

BILLING PROCEDURE

Payments

Rent and tenant charges are due and payable on the first day of each month. Billing statements are sent to each tenant at the end of each month preceding the due date. ***Payment of additional charges, including but not limited to tenant service requests, must be included with the rent payment.*** All checks should be made payable to SEB Investment GmbH and mailed to the following address:

Lockbox Via US Mail:

GLL BVK West Adams LP
75 Remittance Drive, Dept. 1423
Chicago, IL 60675-1423

Lockbox Via Overnight Mail:

Lockbox Services #1423
GLL BVK West Adams LP
Dept. 1423
350 N Orleans Street, Ste. 800
Chicago, IL 60654-1529

Payments cannot be made at or sent to the Office of the Building.

Late charges for payments received after the due date may apply. Please refer to your lease for specific language.

Tenant Insurance

The tenant shall maintain at its expense during the term of the Lease Worker's Compensation Insurance, Employer Liability Insurance, Property Damage Insurance, and Commercial General Liability Insurance, all at specific minimum limits outlined in your Lease.

An original Certificate of Insurance must be delivered to the Office of the Building prior to move-in. A current Certificate of Insurance must be in place at all times. Please refer to your Lease or call the Office of the Building should you have questions concerning the form of the insurance.

Tenant Billing Address

If the billing address is different than the tenant's suite location in the building, the tenant's billing address should be established prior to move-in and properly noted on the form included in the Tenant Information section of this Guidebook.

TENANT SERVICE REQUESTS

Jones Lang LaSalle employs a highly trained professional staff so that your expectations of high-quality routine or special services are met.

The Office of the Building is open between the hours of 8:30 a.m. and 5:00 p.m. daily Monday through Friday. To facilitate a quick response, tenants should be familiar with the following procedures for requesting building services:

1. Contact the Tenant Services Department by:
 - a. Using the website www.550westadams.com and the "Submit Work Order Request" link. (Please refer to Building Web Page section of this Guidebook for additional web page information.)
 - b. Calling the Office of the Building at (312) 466-1300.
2. Provide the following information:
 - a. Tenant Company Name
 - b. Suite number
 - c. The name of the person making the request
 - d. Nature of the request or problem
3. The service request will be assigned to the proper in-house trade.
4. A tenant service request (TSR) ticket will be generated automatically for each request that we will ask the tenant to sign acknowledging that the service was delivered.

For larger or more involved requests, it may be necessary for us to submit a proposal for the tenant's approval. Upon authorization, the Tenant Service Department will coordinate the work with the tenant.

Tools & Equipment Policy – Please note that Building tools and equipment are strictly prohibited from being loaned or rented to Tenants, Vendors or Contractors. Please do not ask the Staff to borrow tools or equipment.

The following are some examples of common types of service that we provide for our tenants:

- Electrical work (Wiring, light replacement, etc.)
- Freight and Dock services
- Keys and locks
- Plumbing
- After-Hours HVAC
- Signage
- Hot and cold calls
- Delivery of drum, gondolas and moving boxes

For your convenience, please find the following janitorial cleaning specifications for your suite and a price schedule for some of the above services. If you are interested in a service not identified in the price list, please feel free to contact the Management Office for assistance.

Janitorial Cleaning Specifications - Tenant Areas

<u>Service Descriptions</u>	<u>Frequency</u>
<p>Hard Surfaced Floors Dust sweep all hard surface floors with specially treated cloths to ensure dust free floors, moving light furniture other than desks, file cabinets, etc. Dust sweep under all desks and large furniture. Remove all stains and spills with damp mop or cloth. All materials used on floors shall be of a non-slip nature.</p>	Nightly
Remove any gum, tar, etc. adhering to floors.	Nightly
<p>Carpeted Areas and Rugs Vacuum carpeted areas and rugs, moving light furniture other than desks, file cabinets, etc. Vacuum under all desks and large furniture where possible. Return light furniture to proper positions.</p>	Nightly
Remove any spots, coffee stains, and chewing gum from carpet.	Nightly
Wipe down baseboards with specially treated dust cloth and spot clean where necessary.	Monthly
<p>Waste Containers/Waste Removal Empty and clean wastepaper baskets (damp wipe as necessary). Replace plastic liners where used. Return basket to proper position.</p>	Nightly
Remove all wastepaper and waste materials to designated containers on loading dock using only special janitorial containers.	Nightly
<p>Dusting, Smudge Removal, and Furniture Vacuuming Using a specially treated dust cloth, wipe all furniture tops, legs and sides. Dust wipe desk equipment, desk displays, lamps/shades, pictures and all other accessories. Spot clean with approved mild soap solution as necessary. Papers left on desks will not be moved. Computers will not be touched.</p>	Nightly
Dust all library areas and library shelves with a specially treated dust cloth. Do not remove books.	Nightly
Wipe clean marble and glass furniture tops. Remove smudges, coffee rings, etc. Organize magazines on reception tables.	Nightly
Remove fingerprints from around door frames, light switches, door punch plates, handles, railings, etc.	Nightly
Brush and/or vacuum upholstered furniture, damp wipe leather furniture.	Quarterly
<p>High Dusting With a specially treated cloth, dust furniture and shelving surfaces (i.e., high file cabinets, high shelving, etc. that are not reached during nightly cleaning).</p>	Weekly
With a specially treated cloth, dust picture frames, graph charts, and similar wall hangings not reached during nightly cleaning.	Weekly

With a specially treated cloth, dust windowsills and window frames. 2 x per month

With a specially treated cloth, dust vertical surfaces such as partitions, ventilating louvers, and other similar items that are not reached during nightly cleaning. Quarterly

With a specially treated cloth, dust exterior of lighting fixtures, air-handling diffusers, etc. Quarterly

Drinking Fountains/Water Coolers

Clean, polish, and sanitize drinking fountains using an approved germicidal detergent solution. Nightly

Glass Doors and Glass Partitions

Spot clean entrance door glass and all partitions glass for streaks, smudges and fingerprints. Nightly

Telephones

Sanitize telephones using approved germicidal detergent solution. Nightly

Window Blinds

Thoroughly dust wipe all blinds with a specially treated cloth. Quarterly

550 West Adams – Building Services Pricing List

<u>SERVICE</u>	<u>RATE</u>	<u>UNIT</u>	<u>MINIMUM</u>
Engineering Labor	\$72.87	/hour	1/2 hour
<i>*Subject to change in May, due to Union increase</i>			
Engineering Labor Overtime Rate	\$101.15	/hour	4-hour min for a callback
<i>*Subject to change in April & July, due to Union increase</i>			
Day Porter Labor	\$36.32	/hour	1/2 hour
Property/Trash Disposal	\$36.32	/hour	1/2 hour
After Hours HVAC (per floor)			
<ul style="list-style-type: none"> after 6pm M-F, after 1pm on Saturday and all-day Sunday 	\$375.00	/hour	1/2 hour
Replacement Security Access Cards	\$12.00	each	N/A
Keys	\$10.00	each	N/A
<ul style="list-style-type: none"> Special Order Key 	TBD	each	N/A
<ul style="list-style-type: none"> Re-Key Cylinder 	TBD	each	N/A
Light Bulb Replacement	Based on Type of Lamp Required		
Ballast Replacement	Based on Type of Ballast Required		
Additional Cleaning Services	\$ 55.00 refrigerator cleaning (per unit) \$ 20.00 microwave cleaning (per unit per month) \$ 15.00 microwave cleaning (per unit per week) \$ 10.00 shampoo office chair (per unit) \$ 25.00 shampoo couch (per unit) \$ 15.00 addtl trash disposal (per dumpster) + Labor *Private restroom cleaning and desk polishing will be quoted a price upon request.		

MAIL SERVICE

US Mail

The U.S. Postal Service delivers mail directly to individual tenant suites Monday through Saturday at unscheduled times during the day. There is no in-building mailroom.

Express Parcel Service

For your convenience, there are drop boxes for Federal Express and United Parcel Services located in the lobby, just adjacent to the Building Garage entrance. Their information is below:

Federal Express.....	1 (800) 463-3339
.....	Pick up 6:00 p.m.
UPS	1 (800) 742-5877
.....	Pick up 6:00 p.m.

Courier and Messenger Services

All arrangements are made directly between the tenant and the service. Messengers are required to sign in at the dock and use the freight elevators to pick up and deliver mail. Messengers are strictly prohibited to use the passenger cars.

DELIVERIES

All large package, cart, and bulk deliveries to 550 West Adams must be made through the dock and to the tenant space via the building freight elevator. Deliveries are not allowed through the Lobby or any other building entrances. These deliveries include those made by messengers, contractors, delivery services, etc.

All large deliveries (furniture, etc.) should be scheduled in advance with the Office of the Building. Floor protection (Masonite, etc.) is required from the elevator to the delivery point on a tenant floor.

Freight Elevators

There is one freight elevator that serves this building with a maximum load **capacity of 4,000 pounds**. The freight elevator dimensions are as follows: **H-116", D-85", W-63"**. Access to the freight car is located off of the dock area. Scheduling large deliveries is extremely important as this elevator provides vertical transportation for all deliveries, in-house services, and contractors.

In order to maintain a professional appearance and atmosphere the following instructions apply:

- Use of passenger elevators is strictly prohibited for any deliveries.
- All large deliveries and moves must be scheduled with the Office of the Building at least 24 hours in advance.
- Tenants must accept and sign for all deliveries at the dock.
- Deliveries or moves requiring more than two elevator trips must be scheduled with the Office of the Building before 6:00 a.m. or after 6:00 p.m.
- Floor protection must be used for all large deliveries or moves.
- Holding areas are not available at the dock; as such, arrangements must be made for immediate delivery to the suite.

Normal loading dock hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday.

SAFETY AND SECURITY

The safety and security of our tenants and the Building are our highest concern. Systems and procedures have been developed and implemented to maximize personal safety and minimize property damage. Please refer to the Tenant Emergency Preparedness Handbook for emergencies and security for full details of these procedures and systems.

Security Staff

550 West Adams maintains a security desk in the lobby of the Building. Periodically guards will patrol the Building common areas. Our security guards enforce building regulations, maintain order and are on the alert for any unusual activities within the Building.

All persons are required to sign-in at the guard station between 6:00 p.m. and 6:00 a.m. (after hours), Monday through Friday, holidays, and weekends. After-hours access to the Building is limited to the Adams Street entrance of the Building.

To enhance the security of the Building, Building Identification Cards (see below) are required for any individual to enter the Building during after hours. Tenants should also carry the correct key to their suite, as Building security guards are not allowed to provide tenants access to any suites or other Building areas.

For further protection, security personnel are not permitted to accept any deliveries. All deliveries should be scheduled during normal business hours or prearranged via written notification to the Office of the Building. This notification should be received by the Office of the Building at least 24-hours in advance of the delivery.

Conceal & Carry

550 West Adams **prohibits** the carrying and concealment of firearms in the Building.

Tenant Building Identification Cards

To receive Building Identification Cards, the Tenant's Office Manager should submit a list of employees who should receive a card (refer to the Tenant Information Section of this Guidebook). The first set of cards is provided at no charge.

Lost or stolen Building Identification Cards should be reported immediately to the Office of the Building. A nominal charge may be assessed for repeat losses of building cards.

When an employee is terminated, the Office of the Building must be notified so that his/her name can be removed from the building access system. Additionally, his/her Building Identification Card should be collected and turned in to the Office of the Building to prevent further access to your suite.

After Hour Visitors or Non-Building Employees

Tenants of our Building may have visitors come to the Building after-hours and on weekends. If visitors are to be permitted unaccompanied access to Tenant's suite, the Office of the Building must receive notification in writing 24-hours in advance listing the individual's name, company affiliation, purpose of visit, and approximate time of arrival. The visitor will be required to sign the Building's logbook.

The guest(s) must check-in with the security guard on duty and gain admittance to the Building provided the Tenant has listed their name. If an unaccompanied individual requests admittance to the Building and his/her name has not been provided to the Office of the Building, the security guard on duty will deny this person access.

After hours, if a USG Building tenant accompanies the guest(s), the tenant must present his/her valid I.D. card in the form of a license or State Identification card.

Building Removal Passes

Before any equipment or similar office merchandise may be removed from the Building, the Office of the Building must issue a Building Pass. A supply of Building Passes is issued at the time of move-in and additional passes can be obtained from the Office of the Building. The Office of the Building maintains an Authorized Name and Signature List based on information submitted by the Tenant (please refer to the Tenant Information section of this Guidebook for the appropriate form). All passes must be signed by an authorized signer and validated by the Office of the Building. In order to ensure your security and minimize theft, describe on each pass the material being removed, by whom, and the date on which it is being removed.

After Hours Vendor/Contractor Access

There may be special instances when vendors or contractors may need to perform work in your suite after hours. In such instances, please provide written notification to the Office of the Building that states the name(s) of the individual(s) and/or company, the date and approximate time they will be coming and confirmation of insurance certificate on file with the building if required. The contractor will be required to produce personal and company identification upon check in.

Unless advance notice is provided to the Office of the Building, the contractor will not be allowed into the building or into your suite.

Special Keying

All keys in the Building are included in a Building Master Key system. This key system is necessary so that the Building staff has access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts added to any door within your suite. If additional lock work for your suite is necessary, this service must be coordinated through the Office of the Building.

As standard Building policy, we rekey each suite before new tenants move in. This insures the security of that space for the new Tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through the Office of the Building.

In response to your internal security needs, we can provide additional services which include:

- Separately keying individual offices
- Rekeying the entire suite
- Installing security systems

It is the Tenant's responsibility to recapture and turn in the keys of all terminated employees in order to maintain the security of your suite. If replacement locks are needed because keys have not been collected from the terminated individual(s), Tenant will be charged for this service.

Emergency Telephone Numbers

In case of an emergency, such as theft, fire, or other incident after normal business hours, we will notify a designated emergency contact from your company (refer to the Tenant Information section of this Guidebook). You should provide us with the name and home telephone number of the designated person. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstance.

Our security system comprises of many elements including 24/7 building security staffing, electronic and manual access controls, a fully automated fire and smoke detection system, and two-way radio communication between Office of the Building staff, engineering staff and building maintenance staff. The ultimate responsibility for security in your suite rests with you, the tenant.

After-Hours Tenant Building Entry

After-hours entry into the building requires a picture identification card provided to each tenant employee. This card must be presented at the lobby desk and waived in front of the proximity reader in order to gain entry. Those who wish to access the building after hours and do not have a proper building-provided ID, will be denied access at the discretion of the security officer. The same rules apply to building entry during normal work hours.

Tenant Precautions

In public buildings such as 550 West Adams, tenant security is a coordinated effort between the building occupants and Office of the Building. During the day, be sure that entrances are never left unattended. Valuables, such as purses, laptop computers, cellular phones and any item that could be easily taken, should be locked up at any time that a workstation is unattended. When leaving at night, please insure that the entrances and exits to your suite are locked, lights turned off, and that suite entrances and exits are secure.

Solicitation

Solicitation is not permitted at 550 West Adams. If you notice a suspicious person within the building, please call the Office of the Building at (312) 466-1300 immediately, and provide as much detailed information as possible regarding the person and his/her location. Building security will attempt to locate this person to escort him/her off the premises. We also suggest that you require identification from any non-employee who may come to work in your suite.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Office of the Building and to the Chicago Police Department (as you deem appropriate) immediately. Personal property insurance is the responsibility of each Tenant.

Incident Report

To provide an accurate record of building incidents, the Office of the Building is required to document the incident for any accident, theft, or other incident occurring on the property. We would appreciate your cooperation in answering questions in this regard when asked by Security or another member of our building staff.

HVAC SERVICE

General

Base building Heating Ventilation and Air Conditioning (HVAC) consists of perimeter fan power boxes with heat coils and cooling capabilities and interior air systems, all controlled by the building automation system. HVAC is provided Monday through Friday from 6:00 a.m. – 6:00 p.m. and on Saturday from 7:00 a.m. – 1:00 p.m., unless special provisions are included in your lease.

The inside temperature is maintained at a comfortable level, as defined by the specifications in your Lease, and controlled by remote thermostats located throughout tenant spaces. Tenants should not attempt to reset the thermostats. Space heaters are strictly prohibited, as they are a fire hazard.

Although the automated energy control and building automation system provides efficiency of operation and maximum tenant comfort, should temperatures fall outside your personal comfort range or if you would like to arrange for additional HVAC service during non-standard hours, please call the Office of the Building at (312) 466-1300.

Energy Management and Conservation

Energy use is the single largest expense at 550 West Adams. In an effort to minimize costs to all tenants, we have an ongoing program of identifying and implementing conservation projects. Your cooperation with any announced programs will be greatly appreciated.

Individual switches control the lights in each tenant suite. In order to reduce operating costs, please turn off all lights, computers, copy machines, calculators, radios and coffee machines when you leave your suite in the evening. The night cleaning staff, when cleaning your suite, will utilize only the necessary electricity and turn all lights off when finished. Every tenant will benefit from these simple measures to conserve energy.

Equipment Maintenance

Jones Lang LaSalle Americas (Illinois), L.P. utilizes a preventative maintenance and work order tracking and scheduling program to ensure reliable comfort and efficient operation of building systems.

Staff Training

Building engineers receive ongoing training for the proper and optimal operation and maintenance of all building systems. Training is also provided on occupational safety, personal and public safety, fire/life safety, security and other building-related items.

BUILDING AMENITIES

Fitness Center

The Fitness Center is located on the 2nd floor, adjoining Quincy's Lounge and is outfitted with state of the art Precor cardio equipment, weight training equipment, Wellbeats virtually lead spin, yoga, dance and kickboxing classes, a Queenax modular fitness system which includes a punching bag, TRX bands, battle ropes and more!

The Fitness Center is exclusively for the Tenants of 550 West Adams. There is a one-time Membership Fee of \$50. Payment is accepted via check ONLY and can be dropped off to the Tenant Experience Coordinator. An application/waiver must be completed and submitted along with payment.

There are daily lockers located inside each locker room along with showers, shampoo, hair dryers and vanity mirrors. There is no towel service in the locker rooms, so please be sure to bring your own. Please do not leave any personal items in the lockers overnight.

The hours of operation are: Monday – Friday from 6:00 am to 9:00 pm; Saturday 8:00 am – 1:00 pm.

Please contact the Tenant Experience Coordinator or the Office of the Building for the Fitness Center Application and Rules.

Quincy's Lounge

Quincy's Lounge is located on the second floor of 550 West Adams. Quincy's provides the Tenants of 550 a relaxing and fun environment that includes a golf simulator, shuffleboard, and comfortable seating for a coffee break or a quick bite to eat. Quincy's is operated by the Office of the Building and is available for private reservations for \$500. Below is a more detailed description regarding Quincy's.

- Over 8,000 square feet of amenity space for tenants
- Lounge area with capacity of 88
- 4 banquet tables & a full length bar
- Ice machine and cooler are located below the center bar
- 6 flat screen TVs to display cable TV programs and connect your Laptop
- Full-size shuffle board table
- PlayStation 4 game system
- Full Swing golf simulator with championship courses from around the world.

Please contact the Tenant Experience Coordinator or the Office of the Building for the private event reservation application.

Tenant Experience Coordinator

The Tenant Experience Coordinator, is stationed in the Office of the Building from 8:00 am - 5:00 pm Monday, Tuesday, Thursday and Friday. Below are just a few of the services that our TEC can provide:

- **Corporate Gifts:** From cigars, lobsters, champagne and steaks, to Tiffany or Waterford. The concierge can find that perfect gift to thank someone for a referral, closing the deal, or for saving the day.
- **Corporate Events + Catering:** Let the concierge plan your next event, from company outings large or small to weekly breakfast or lunch meetings. The concierge can handle every aspect of the event planning process down to the smallest detail.
- **Tickets:**
 - Movies and Museums: Discount tickets to AMC, Shedd Aquarium, The Art Institute, Willis Tower Sky Deck and more!
 - Concerts, sports and theater: The concierge is your resource to schedules and finding the best seats available.
- **Flowers, Balloons + Gift Baskets:** Celebrate a birthday, anniversary, or send a special thank you with an arrangement of fresh flowers, balloon bouquet or customized gift baskets.
- **Entertainment:** Whether you need a reservation to that booked restaurant, or an evening event planned for that special client, the concierge can arrange it all!
- **Limousine + Shuttle Service:** Whether it's a ride to the airport or an all-day shuttle for a company outing, the concierge can arrange your transportation needs.

In addition to the above, our Tenant Experience Coordinator can assist with fitness center applications and access cards requests. You can contact our TEC via email at 550WAdams@corporateconcierge.com or via mobile at (312)401-9612.

550 West Adams has numerous additional amenities including:

- Banking services provided by Chase Bank ATMs on the first floor
- A fast-food burger restaurant on the first floor
- Indoor Parking
- Bicycle Parking (see next page for details)
- 24/7 Building Security



Parking for Bicycles and Other Modes of Transportation

550 West Adams offers limited indoor bicycle parking at the bicycle racks located in the Building's loading dock. Bicycles, skateboards, scooters and the-like are not allowed in any area of the Building other than the loading dock. Bicycle parking is available Monday through Friday, 6am-6pm, on a first come, first served basis. In the event that all racks are full, there is public bicycle parking along Adams Street.

To obtain access for bicycle parking, please visit the office of the building in Suite 220. Each user will need to fill out a release form and provide their access card number.

General Info:

- Bicycle parking is available on a first come, first served basis, Monday through Friday, 6am-6pm.
- Some rack spaces are numbered, and bikers may be given a specific number to park in.
- Bikes are not allowed to be locked to fixtures in the dock other than the bicycle racks. **If a bike is locked to any fixture in the loading dock other than the bicycle rack, the bike will be removed without prior notice to the owner.**
- Overnight parking is not allowed. In the event of an emergency situation, arrangements must be made in advance with Building Management/Security by calling (312) 466-1300. Give your name, the company that you work for, a description of the bicycle, the number on the rack where your bike is parked, and the reason that the bicycle is being left.
- Any bikes left overnight without advance notice will be subject to removal.
- Bikes that are removed by Management will be placed in storage. If no one claims the abandoned bikes after 30 days, they will be donated to Chicago Public Schools. Building Management will not be responsible for any related costs.

Upon Arriving:

- Bikers will pull up to the alley door located on the north side of the Building and swipe their access card to gain access to the dock.
- Once their bike has been parked, bikers may proceed through the double doors, and gain access to the lobby via their access card.
- Bikers will swipe their badge at the Security Desk, following normal Building access procedures.

Upon Departure:

- Bikers use their access card to enter the loading dock area. Bikers must exit through the alley when leaving.

Building Management is not responsible for theft or damage to bicycles and other modes of transportation.

MISCELLANEOUS

Smoking Restrictions

550 West Adams complies with the Illinois Indoor Clean Air Act. As such tenants are also responsible for compliance, as follows:

- No smoking is allowed inside the building at any time.
- No smoking is allowed within 25 feet of any entrance, public or private to the building.

Paper and Equipment Recycling

550 West Adams has an active recycling program in place. The Office of the Building will provide each occupant with a desk side container for collecting recyclable mixed paper (see the "YES" list below). Training will also be provided, as needed, to you and your staff. The container for non-recyclable waste that you use at your desk will be lined so that it can be dedicated to trash disposal only (see the "NO" list below).

Recycle - YES!	NO!
White and Colored Office Paper	Wax or Plastic-Coated Paper
Cardboard (OCC)	Wax or Plastic-Coated Paper Bags
Carbonless Forms	Tissues
All Envelopes with/without Windows	Napkins or Paper Towels
Post-It-Notes	Carbon Paper
Advertising Brochures	Wet Trash (anything wet)
Fax Paper	Tyvek products (Fed Ex, DHL envelopes)
Junk Mail	Photographs
Magazines	3-Ring Binders with metal
Newspapers	Overhead Transparencies
File Folders	
Paper with Staples or with Paperclips	

Remember These Two Simple Rules:

"When in Doubt, Throw it Out!"

"If You Can Tear It, You Can Recycle It"

Box Disposal

As office supplies and equipment come into your office, please be sure to adhere to the following box disposal procedure:

- All boxes **must** be broken down to a flat form.
- Do not leave any boxes in the common areas of the building (this is a fire code violation) including the freight elevator lobbies.
- Mark the boxes "TRASH/BASURA" (the janitorial staff will not take anything that is not marked).
- Leave boxes for the nightly janitorial staff or arrange for special pick up by contacting the Office of the Building.
- Tenants may not fill or partially fill any dumpster without scheduling an extra trash pick-up with the Office of the Building.

Trash Compactors

The building trash compactors are located in the loading dock. These are reserved for the nightly janitorial service. The Office of the Building prohibits access to the compactors by Tenants. Excluding typical office trash that the Tenant would generate as a normal course of business, disposal of large quantities of trash can be scheduled at the Tenant's expense. Tenants may not fill or partially fill any dumpster without scheduling an extra trash pick-up with the Office of the Building.

The Office of the Building assists our tenants with computer and electronic equipment disposal and recycling by providing referrals. The building's policy on the disposal of computers and electronic equipment are similar to that of used office furniture, and do not fall within the normal realm of trash disposal services provided by the building.

We can provide a brochure from the Illinois Bureau of Energy and Recycling. This brochure serves as a resource for electronic waste management and provides a list of computer recyclers and reuse organizations for proper disposal of computers, printers, and other electronic equipment.

Electrical and Cabling Requirements

Managed by IMG, services are distributed from the Net Pop on the first floor vertically through the primary telephone communication room on each floor. 550 West Adams features an additional telecommunications closet within the core to accommodate future tenant needs.

Prior to any electrical wiring alterations or cabling of any nature, specifications must be submitted to the Office of the Building.

The following requirements must be met for all installations within Tenant's premises, whether performed by your own people or by a contractor including data, voice, low voltage and fiber optics wiring. Some are listed below. Please refer to the Building Rules and Regulations that are part of each Tenant's Lease for any additional requirements.

- Tenant must give Office of the Building advance notice of any work to be done.
- The Office of the Building must approve all contractors and the scope of work.

- Tenant's contractor must submit Certificate of Insurance before commencing any work in the building.
- Contractors must be union.
- Diagrams must be submitted showing all equipment, pull-box, splice box, conduit and wiring locations, in accordance with applicable local, state, and federal codes. These need to include locations of each floor and wall penetration even if using existing routes.
- All cable must be plenum rated for commercial high-rise applications.
- All penetrations must be fire sealed to meet current codes or a two (2) hour rating.
- Existing penetrations that are used must be fire rated even if the area had no previous fire rating.
- All equipment including boxes, conduit and wiring must be labeled for proper identification at each location.
- Code violations caused by equipment locations, i.e. sprinkler blockage, and must be resolved prior to the commencement of work to the satisfaction of the Office of the Building.
- Scope of work including contractor scheduling and impact on the property must be submitted for all proposed work.
- Clean-up and final walk-through is required.

Floor Load

Code requirements restrict placing loads upon floors that exceed the load per square foot for which the floor was designed. 550 West Adams has a floor load of 50 pounds per square foot live load and 20 pounds per square foot for partition and ceiling dead loads.

If a Tenant plans to utilize equipment that may exceed this rating, you must receive prior written approval from the Office of the Building. We require adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe.