

# **AON CENTER TENANT HANDBOOK**

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**AON CENTER**  
**SECTION I: GENERAL BUILDING INFORMATION**

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## **INTRODUCTION**

This general building information section of Aon Center's Tenant Information Handbook reviews specific information relating to the management and operation of the Building.

In this section, you will find a listing of building personnel as well as guidelines concerning hours of building operations, temperature control, scheduling of deliveries, mail and express mail services, moving and billing processes, and building security and card key requirements.

We appreciate your reading this section very carefully to familiarize yourself with our operations and regulations.

If you have any questions after reviewing this section of the Handbook, please call JLL in the Office of the Building at 312-228-8200.

## **ABOUT JLL**

Aon Center is managed by a professional management team from JLL. This management team has been chosen for its expertise in managing commercial office properties.

JLL offers a complete range of investor and corporate real estate services to major corporations, professional organizations, and financial institutions throughout the country. The firm helps its clients identify, evaluate, and execute real estate strategies using state-of-the-art analytical techniques and computerized support systems.

JLL is one of the country's largest management and leasing organizations. Assignments include office buildings, regional shopping centers, and major industrial parks. Each property is staffed with a trained team of business managers and marketing specialists.

The objective of the management team at Aon Center is to provide you with the highest quality service available to ensure your comfort and continued tenancy.

## **AON CENTER MANAGEMENT TEAM**

The Office of the Building is located in Suite 2625 at Aon Center. The Office of the Building is open from 8:00 a.m. to 5:00 p.m., Monday through Friday, and is closed on Saturdays, Sundays, and holidays. To contact the Office of the Building, please call 312-228-8200. During non-business hours, the lobby security guard on duty will answer the phone and either provide assistance or forward callers to voicemail. We will respond to your inquiry at the earliest opportunity.

Below is a contact list for your information.

### **Office of the Building – 312-228-8200**

- Receives all general inquiries
- Freight elevator requests
- Coordinates special requests for cleaning, electrical repair and phone work
- Rent statement questions

### **Please use our work order system for your service requests**

- For after hours HVAC and security access
- Hot and cold calls
- Light changes
- Dumpster requests
- Cleaning requests
- Engineer or Carpenter requests

Please also contact the **Security Command Center at 312-228-1983** for any questions relating to Security or Fire/Life Safety.

### **Parking Garage – 312-861-0969**

- Information related to the parking garage.

The management team at Aon Center is comprised of the following individuals, all of whom can be reached through the Office of the Building.

Matthew Amato	Managing Director, General Manager
James Martinez	Vice President, Property Manager
Jorge Diaz	Property Manager
LaVerla Blackmon	Vice President, Finance Manager
Satomi Hashimoto	Senior Property Associate
Linda Carlson	Senior Property Associate
TBD	Tenant Services Representative
John Schmidt	Chief Engineer
Mark Anderson	Director of Security

**BUILDING HOURS AND HOLIDAYS** - Aon Center is open 24 hours a day, 7 days a week. Access to the buildings various entrances are listed below.

**LOWER LOBBY SOUTH (RANDOLPH STREET ENTRANCE)**

24 Hours/7 Days a Week

**LOWER LOBBY NORTH (FAIRMONT PEDWAY)**

Monday – Friday, 5:00 AM – 9:00 PM

**UPPER LOBBY NORTH (TURNAROUND)**

Monday – Friday, 6:00 AM – 7:30 PM

**PRUDENTIAL PEDWAY TUNNEL**

Monday – Friday, 5:00 AM – 9:00 PM

**UPPER LOBBY SOUTH**

Monday – Friday, 6:00 AM – 7:00 PM

**STETSON AND LAKE STREET ENTRANCE**

Monday – Friday, 5:00AM – 9:00PM

**DOCK HOURS**

Monday – Friday 6:00 AM – 6:00 PM

**SECURITY ID UNIT**

Monday – Friday, 10:00 AM – 2:00 PM

**FREIGHT HOURS**

Monday - Friday 6:00 am – 6:00 pm

**PARKING GARAGE – Lake Street Entrance**

24 Hours/7 Days a Week

**PARKING GARAGE – Randolph Street Entrance**

Monday – Friday 6:00AM – 6:00PM  
(MONTHLY PARKERS ONLY)

In addition to these street entrances, card reader entrances are open at the west pedway entrance/exit and the North Retail Corridor. These entrances are intended for building tenants **only** who possess a valid photo building ID. Hours of operation for these card-readers are from 9:00 pm to 6:00 am, Monday through Thursday. There is no access to the Retail area from 9:00 pm Friday through 6:00 am Monday. Please do not assist someone without a building photo ID badge to gain access at these locations.

**MESSENGER CENTER**

Monday – Friday, 8:00 AM – 5:00 PM

**HOLIDAYS**

Aon Center Management Office will be officially closed on the following holidays:

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

Security officers will be on duty during each of these holidays. Should you require any cleaning, heating, ventilating, air-conditioning, or other special services on any of the above holidays, please contact the Office of the Building at least 48 hours in advance because the building staff and contractors also observe these holidays. You will be charged for building services on these days. We will be glad to provide you with a prior estimate for these services.

## **HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS**

### **Overview**

Aon Center's heating and cooling system is operated by the building engineering staff.

### **General Service**

Heating and air conditioning services are provided in season, Monday through Friday, 8:00 AM – 6:00 PM and Saturday's, 8:00 AM – 1:00 PM. After hours heating and air conditioning is available at an additional cost. For further information on rates, please refer to the Billing Procedures section of this Handbook.

To ensure that proper settings for heating and cooling Tenant spaces are maintained, the Tenant should not attempt to reset the thermostat. If the systems do not seem to be functioning efficiently, please enter a work order under HVAC. A trained Building Engineer will be dispatched to correct the problem.



## **DELIVERIES**

The Building maintains a supervised loading dock located on Lower Lake Street which can accommodate most trucks. **All deliveries being made during normal business hours must be scheduled through I-Visitor.** The loading dock is open between 6:00 AM and 6:00 PM, Monday thru Friday. The dock is closed on Saturday and Sunday. **Any deliveries being made after/before normal business hours need to be scheduled in advance by calling the Office of the Building.** For Security purposes, any deliveries that have not been either entered into I-Visitor or scheduled through the Office of the Building will be turned away.

As we do not allow deliveries to be made through the revolving doors or through the Building lobby, all Tenant deliveries should be directed to the loading dock area.

Tenant deliveries made during dock hours are logged by the dock attendant in the dock office. The deliveries are then made to the tenant's space via the Building freight elevators. For further information please call The Office of the Building at 312-228-8200.

Delivery personnel are required to use the freight elevators ONLY. The passenger elevators may not be used. Please advise all carriers that under no circumstances may deliveries be brought in through the revolving doors or into the Building lobby. This regulation extends to mail carriers and package delivery services that will be delivering large packages on wheeled carts.

We need the cooperation of all of our Tenants to enforce these regulations. Please instruct all delivery services to use the loading dock and the freight elevators in making their deliveries to your suite.

## **FREIGHT ELEVATORS**

Cab Dimensions = 66" deep, 84" wide and 138" high Capacity = 5,000 lbs.

The freight elevator is in operation between the hours of 6:00 AM – 6:00 PM, Monday through Friday. It is also available after hours and on Saturday's on an overtime basis with prior notification. During regular working hours there is no charge for the use of the elevator. However, during these hours we cannot reserve the freight elevator for any Tenant's exclusive use. We allow a maximum 30 minute window for any Tenant during business hours. It is available on a first-come, first-served basis.

If you would like to reserve the freight elevator for any time after 6:00 PM or on a weekend, please call the Office of the Building in advance. There will be an additional charge for this service for the Building personnel to run the freight and attend the dock.

## **MATERIAL REMOVAL/PROPERTY REMOVAL PASSES**

To remove any equipment or similar office merchandise from the Building, you or whomever is removing the equipment will be required to have a Property Removal Pass signed by an authorized tenant representative. You must use a pass when furniture, boxes, or office machines are being removed from the Building either by a Tenant or a repairman.

The Security Command Center maintains signature cards for each Tenant, which lists all of the people in your office authorized to approve Property Removal Passes.

When preparing a Property Removal Pass, please list all articles being removed, the date they will be removed, and the name of your company. Have the pass signed by an authorized signor in your office. Then bring the completed pass to the security desk. The pass will be verified for a correct authorized signature.

Security retains the right to search all packages upon entering or exiting the building. Wrapped packages may be unwrapped by Security if deemed needed in order to physically verify the contents of the package.

### **Removal of Furniture**

Each Tenant must provide advance written notice to the Office of the Building whenever furniture and equipment is to be removed from the property. Individual items (typewriter size or less) will be handled by use of the "Package Removal Authorization." Items larger than a typewriter must be removed by following the procedures outlined in the previous pages.

**DIRECTIONS TO AON CENTER**  
**200 E. RANDOLPH**  
**DOCK AREA**

**STETSON STREET TO THE DOCK – FOR LARGE TRUCK**

Take Stetson Street North to Wacker Drive and turn Right. Drive East one block to Columbus Drive and turn Right. Drive one block South to South Water Street and turn Right. Drive down the ramp to the first stop sign. Turn right and drive one block North to Lower Wacker Drive. Turn right to lower Columbus Drive. Drive two blocks to Lake Street and turn right. The dock is located on the left hand side.

**LOWER LAKE STREET TO DOCK – FACING EASTBOUND**

Take Lake Street to Columbus Drive and turn left. Drive one block North to South Water Street and turn Left. Drive down the ramp to the first stop sign. Turn Right and drive two blocks North to Lower Wacker Drive. Turn Right and drive one block East to Columbus Drive. Turn right on Columbus and drive two blocks South to Lake Street. Turn Right on Lake Street. The dock is located on the left hand side.

**LOWER LAKE STREET – WESTBOUND**

Take Lake Street to stop sign and proceed to the Right. Drive two blocks North to Lower Wacker Drive. Turn Right and drive one block East to Columbus Drive. Turn Right on Columbus and drive one block South to South Water Street. Turn Right and drive down the ramp to the first stop sign. Turn Right and drive one block North to Lower Wacker Drive. Turn Right and drive one block East to Columbus Drive. Turn Right on Columbus Drive and drive two blocks South to Lake Street. Turn right onto Lake Street. Dock is located on the left hand side.

**STETSON STREET NORTHBOUND – FOR CARS OR VANS**

Take Stetson Street North to South Water Street. Turn Right and drive one block East to Columbus. Make a Left U-turn and drive down ramp to the first stop sign. Make another Left –turn and drive East to Lower Columbus. At Columbus make another Left U-turn and drive down the next ramp to the first stop sign. Turn Right and drive one block to Lake Street. Turn right and the dock is located on the left hand side.

## **MOVE IN/OUT PROCEDURES**

The actual relocation of your company's office begins with a discussion of your plans and ends with the successful completion of your move.

In between, there is a tremendous amount of planning, estimating, and decision making that must be done within a defined time frame. The JLL Management and Leasing Team will assist you in every way possible to ensure a smooth relocation.

### **Tenant Responsibilities Prior to Moving In**

Your move in will be coordinated with the Office of the Building in order to facilitate a smooth, efficient relocation. Information concerning move-in procedures will be sent to you early in the construction phase. Any arrangements for various trades such as telephone installation, copier installation, etc. should be arranged through the Office of the Building.

Many of the items that need to be completed before moving in are listed below:

1. Notify the Office of the Building regarding the following:
  - a. The name of the Tenant representative who will have responsibility for approval of expenditures and setting of policy relating to your suite.
  - b. The telephone number of your new office.
  - c. Your move-in date.
  - d. The name and person to contact with your firm's mover.
  - e. The date you desire to inspect your suite prior to occupancy.
  - f. The number of suite keys, restroom keys, and card keys you desire.
  - g. The names of all individuals employed by your office for the processing of card key orders for after-hours access.
  - h. The names of handicapped employees.
  - i. The name and address for rent billings and other Tenant charges.
2. Provide the Post Office with change of address information.
3. Notify the telephone company and the building riser management company to arrange for installation of new phones and equipment.

## **Tenant Responsibilities Prior to Moving Out**

Tenants will benefit by following the procedures listed below before moving out:

1. Contact your telephone company to discontinue service at this Building.
2. Turn in your office suite, restroom and card keys to the Office of the Building.
3. Follow the “Moving Procedures” described below in executing your move.

## **Moving Procedures**

In order for Building personnel 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. If you have any questions regarding these policies, please contact the Office of the Building.

1. All moving companies must be union. A list of preferred movers is available by calling the Office of the Building.
2. As far in advance as possible, **schedule your move with the Tenant Services Representative at 312-228-8200**. 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 the services of the freight car operator and dock man. For evening moves there is a ½ hour minimum and for Saturday and Sunday moves there is a 4 hour minimum.

3. **Schedule a walk through of your space with the Chief Engineer.** Contact him by calling the Office of the Building. The purpose of a walk through is to let us know of any electrical or data disconnections that will occur when you remove any equipment. It will also assess any special needs you may have for your move.
4. **Provide the Office of the Building with a letter listing the following information:**
  - a. Date of move.
  - b. Time periods the freight elevator will be needed.
  - c. Name of the moving company and the name of the moving supervisor for the moving company and Tenant.
  - d. Proof of adequate insurance coverage by the moving company.
  - e. Forwarding address and phone number.

4. **Special Requirements** – The Office of the Building should be advised in writing of any special requirements in connection with the move. For example, if draperies, 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.
5. **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.
6. **Property Damage** – Any and all damage to the Building, elevator areas, doors, corridors, Tenant spaces, or grounds which the Tenant, moving company, or its employees or agents cause, will be the responsibility of the Tenant. Required repairs will be accomplished by the Landlord with the expense billed to the responsible Tenant.

The following section defines specific information that your mover should be told. A copy of this section should be given to those moving companies bidding on your move.

### **Instructions to Movers**

1. **Inspection of Premises** – The mover is responsible for inspecting the Tenant suite prior to the move. The mover should acquaint himself with the conditions existing in the suite, so that he or she may furnish the equipment and labor necessary for the orderly, timely and efficient movement of furnishings and equipment. He or she should be aware of the facilities of the Building and the conditions, including safety precautions, under which the work must be accomplished.
2. **Insurance** – The mover shall provide and deliver a Certificate of Insurance (requirements are attached) to the Office of the Building at least ten (10) days prior to any move. All policies shall indicate that at least ten (10) days prior to written notice be delivered to JLL Americas (Illinois), L.P. by the insurer prior to termination, cancellation or material change of such insurance. Management can refuse to allow the mover access to the Building if the limits provided on the Certificate of Insurance are not acceptable to JLL's management.

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 shall provide management with an appropriate Certificate of Insurance naming *601 W Companies LLC, Brickell 13 Chicago LLC, JPMorgan Chase Bank, National Association, Athene Annuity & Life Company, ISAOA ATIMA, Aon Mezz 1 LLC, Brickell Aon Mezz 1 LLC, Jones Lang LaSalle Americas (Illinois), L.P. (Manager), Jones Lang LaSalle Americas (Illinois), L.P. (Manager)*

### **Use of Elevators**

The freight elevators near the loading dock are to be used for moving. Passenger elevators may **not** be used to carry equipment or materials to Tenants spaces.

### **Services to be Furnished by Mover**

1. Supervision, Labor, Materials and Equipment – The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated in an orderly, timely and efficient manner. Such equipment shall include among other things dollies, truck, etc. as may be required. All material handling vehicles used in the interior of the Building must have rubber-tired wheels and must be maintained free from grease and dirt. All exterior and interior floor surfaces of the building must be protected by masonite or plywood.
2. Crating, Padding and Packing Material – The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding, and packing materials are to be removed by the mover. The mover shall also furnish, install and remove floor carpet, wall and glass protective material wherever necessary to protect the Building from damage, as requested by management.
3. Permits, Franchises, Licenses or Other Lawful Authority – The mover, at his own expense will obtain and maintain any necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authorities to management.

**AON CENTER**

**CONTRACTOR INSURANCE REQUIREMENTS**

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1. The Service Contractor shall evidence at least the following insurance coverage, provided that the amounts listed below will not act as a limitation on recovery from Service Contractor's insurance:

A. Commercial General Liability

Commercial General Liability insurance on a form at least as broad as Insurance Services Office ("ISO") commercial general liability coverage "occurrence" form CG 00 01 04 13 or another "occurrence" form providing equivalent coverage, including but not limited to contractual liability coverage, independent contractor's liability, coverage for bodily injury (including death), property damage (including loss of use thereof), ongoing and completed operations, for a period of three (3) years following completion of the project, products liability, and personal and advertising injury, in the following amounts:

\$1,000,000 Per Occurrence Limit  
\$2,000,000 General Aggregate Limit

This coverage shall be primary to Owner, Agent and Additional Insured's coverage, and Owner, Agent and Additional Insured's coverage shall be noncontributory.

B. Excess or Umbrella Liability

Service Contractor shall provide Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers' Liability, and Commercial Automobile Liability insurance with minimum limits equal to \$5,000,000 each occurrence and \$5,000,000 Products-Completed Operations Aggregate for the period of time required in the underlying General Liability policy.

C. Worker's Compensation – Statutory Limits

D. Employers' Liability

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



- E. 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.
- F. 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.
- G. Crime Insurance / Fidelity Bond  
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.
- H. Errors and Omissions Liability (*applicable to Uninterrupted Power Service (UPS) services and Service Contractors providing Consulting services related to their Contract Duties*)  
Service 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.
- I. Cyber Risk or Liability Insurance (*applicable to Service Contractors providing services or working on, receiving, or accessing any Owner computer, computer system, network, data, data stream, program or software in any manner*)  
Service Contractor shall carry Cyber Risk or Cyber Liability Insurance for the following risks: a) liability arising from theft, unauthorized dissemination and/or wrongful use of confidential and proprietary information stored or transmitted in electronic form, and b) liability arising from the introduction of a computer virus, or any similar breach into and/or causing damage to the Owner's or Agent's computer, computer system, network and/or similar computer-related property and the data, software and/or programs stored in any of the aforementioned property. Such insurance shall have limits of liability of \$5,000,000 per claim and \$5,000,000 in the aggregate. If this insurance is written on a claims-made basis, the retroactive insurance date shall be no later than the commencement date of this Agreement. Service Contractor will maintain such insurance for two (2) years following the termination of this Agreement.

J. Environmental Impairment / Pollution Legal Liability (*applicable to any disposal, handling, use, and/or transit of any hazardous gas, liquid, and/or solid as part of the services and/ or work related to the Contract Duties*)

Service Contractor shall provide Liability limits of at least \$5,000,000 per claim and \$5,000,000 in the aggregate. Such insurance shall include, but not be limited to, coverage for sudden & accidental and non-sudden pollution conditions, bodily injury (including death), property damage (including its resulting loss of use thereof), clean-up costs, and defense costs. The retroactive insurance date of such insurance shall be no later than the commencement date of the Agreement. Such insurance shall be provided for two years beyond the completion of the work.

2. The Commercial General Liability, Commercial Automobile Liability and Umbrella/Excess policies shall include the following as additional insured (“Additional Insureds”), including their officers, directors and employees. Additional Insured endorsements CG 20 10 04 13 and CG 20 37 04 13 shall be utilized for the Commercial General Liability policy. Please note that the spelling of these parties must be exactly correct or the Contract Duties will not be allowed to commence.

1. 601 W Companies LLC
2. Brickell 13 Chicago LLC
3. JPMorgan Chase Bank, National Association
4. Athene Annuity & Life Company
5. ISAOA ATIMA
6. Aon Mezz 1 LLC
7. Brickell Aon Mezz 1 LLC
8. Jones Lang LaSalle Americas (Illinois), L.P. (Manager)
9. Jones Lang LaSalle Americas, Inc. (Manager)

3. Service Contractor waives any and all rights of subrogation with respect to its Commercial General Liability, Excess/Umbrella, Commercial Automobile, Worker’s Compensation, and Employer’s Liability insurance policies insurance policies against the parties identified above in Paragraph 2.
4. 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”.
5. Prior to commencing the Contract Duties, Service Contractor shall furnish Certificate(s) of Insurance evidencing the above coverage, except Property insurance. Certificate(s) of Insurance must be provided before Service Contractor commences Contract Duties or Contract Duties will not be allowed to commence. Certificates of Insurance shall note the Additional Insureds identified herein.

6. Certificate(s) of Insurance relating to policies required under this Agreement shall contain the following provision:

“Service Contractor’s insurance policies will be amended to require thirty (30) days notice of policy cancellation to the Certificate Holder.”

7. The following should be listed as the Certificate Holder:

**Jones Lang LaSalle Americas (Illinois), L.P.**  
**Attn: Property Manager – Insurance**  
**200 East Randolph St, Suite 2625**  
**Chicago, IL 60601**

8. Subcontractors’ Insurance. In the event that Service Contractor elects to perform a portion of the Contract Duties through the use of subcontractors (if such use is approved by Owner or Agent in writing) Service Contractor shall require subcontractors to comply with all insurance requirements contained in this Exhibit, including the limits thereof and waivers of subrogation required herein. Service Contractor shall monitor subcontractors’ insurance certificates for compliance with the insurance provisions of this Agreement. No matter what amounts of insurance are carried by subcontractors, Service Contractor’s insurance shall cover all of the Contract Duties performed by Service Contractor and its subcontractors.

*Again, please remember that we must receive a current Certificate of Insurance prior to the start of work or commencement of delivery.*

Please email COIs to [aoncenter@am.jll.com](mailto:aoncenter@am.jll.com) Call the Management Office at (312)228-8200 with any questions.

## **BILLING PROCEDURES**

### **Payments**

Rent and Tenant charges are generally due and payable in advance on or before the first day of each month. Tenant rent statements are sent to each Tenant by the 25<sup>th</sup> of the month preceding the due date. All checks should be made payable to **601 W Companies** and mailed to:

#### **Lockbox Address:**

Please contact the Office of the Building.

#### **Banking Instructions:**

Please contact the Office of the Building.

All rent statement inquiries should be directed to the Office of the Building at 312-228-8200.

### **Billing Address**

The billing address should be established prior to move-in date and is listed among the “Tenant Responsibilities Prior to Move In.” To change your billing address, please notify the Tenant Services Coordinator in the Office of the Building in writing.

**Aon Center**  
**Tenant Service Rates**  
 Effective April 1, 2019

All tenant service requests are subject to a 15% overhead charge, including but not limited to labor and materials.

<u>Labor Cost</u>	<u>Hourly Rate</u>
Carpenter	\$ 105.50
Carpentry Overtime	\$ 158.25
Electrician	\$ 78.02
Electrician Overtime	\$ 117.04
Elevator Operator	\$ 31.20
Elevator Operator Overtime	\$ 46.80
Engineering	\$ 63.65
Engineering Overtime	\$ 95.48
Janitorial	\$ 36.56
Janitorial Overtime	\$ 54.85
Painter	\$ 90.50
Painter Overtime	\$ 135.75
Security	\$ 31.20
Security Overtime	\$ 46.80

**All overtime rates are 1.5 and Holiday rates are double time.**  
**All hourly rates are subject to change upon signing of new or renewed contracts.**

<u>Additional Services</u>	<u>Charge</u>
CAS Badge- Replace	\$ 15.00 per Replacement
CAS Report	25.00 per Report
Extended HVAC Cooling	144.00 per Hour with start up fee* per Hour with start up fee*
Extended HVAC Heating	105.00 per Hour with start up fee* per Hour with start up fee*
Gondola (Compactor)***	At Cost
Gondola (Wet Trash)***	At Cost
Auditorium Rental/Full day**	1,200.00
Auditorium Rental/Half day**	750.00
Wall Directory Change	Cost

More than 4 hours Up to 4 hours

- \* A start up fee of \$30.00 is charged for the first half-hour, ONLY
- \*\* Price includes day porter clean up, tables and chairs, security, energy usage and equipment.
- \*\*\* Charges are added to janitorial rate for the gondola rental.

**All rates are subject to change with 30 day notice.**

## **SECURITY**

Welcome to the Aon Center in Chicago, IL. The Aon Center is the third tallest building in the City of Chicago and presents many unique challenges in regards to safety and security. In this booklet, many of the frequently asked questions and concerns are addressed throughout the different sections. Some of the sections are common sense that may apply to all buildings, while others are exclusive to the Aon Center.

In any modern day workplace, tenants have basic responsibilities that are shared with the landlord in order to help facilitate a safe and secure work environment. Simple things like locking away valuables in a desk or file cabinet, questioning suspicious persons in the workplace, reporting “odd” incidents to building security and turning off potential electrical hazards like coffee pots. In order for the Aon Center to be successful in providing a safe and secure work environment, *we all must work together!!*

In addition to the support that we receive from our tenants, we have invested in some of the most updated security technology that is commercially available in the marketplace today. This includes electronic card access to all building perimeter points, individual card access for each tenant, closed circuit television cameras, digital video recorders and anti-intrusion barriers to protect the exterior and interior of the building. To supplement all of this modern technology, the Aon Center has specially trained Security Officers that are on property on a continual basis 365 days a year.

Within this book, we have provided you with a comprehensive understanding of the rules, regulations and procedures that revolve around security and safety here at the Aon Center. If you have additional concerns, questions or comments please feel free to contact the Security Command Center 312-228-1983 or the Director of Security at 312-228-1980.

### **Security Staff**

Aon Center maintains security officers at all main entrances including the Lower Lobby South, Lower Lobby North and the Upper Lobby North. A security officer is on duty at the Lower Lobby South security desk at all times; 24 hours a day, 7 days a week. During Building operating hours, there is one security officer at each lobby station.

The security officers at night complete rounds in the Building starting from the 80<sup>th</sup> Floor down. Each floor is checked nightly for the following: fire and fire hazards, smoke, unusual odors, defective or damaged Building property and lights burned out (especially exit lights). They also check for safety hazards such as water leaks or overflows, unlocked or damaged doors, or doors and hallways blocked by improperly placed materials. Our security officers enforce Building regulations, maintain order and are on the alert for any unusual activities within the Building.

## **Building Access**

### **Hours of Operation:**

Stetson Street (open from 5:00 a.m. – 9:00 p.m. M-F)

Upper Plaza (there is a turnaround drive there for drop off/pick up of tenants and guests – open from 6:00 a.m. – 7:30 p.m. M-F)

Randolph Street (main entrance-24 hours/7 days a week)

In addition to these street entrances, card reader entrances are open at the west pedway entrance/exit and the North Retail Corridor. These entrances are intended for building tenants **only** who possess a valid photo building ID. Hours of operation for these card readers are from 9:00 pm to 6:00 am, Monday through Thursday, and from 9:00 pm Friday through 6:00 am Monday. Please do not assist someone without a building photo ID badge to gain access at these locations.

### **Tenant Access:**

All tenants wishing to gain access to the elevator banks must possess a valid photo building ID. Optical portals (gates) control the access to the elevator banks and are located in the Lower Lobby North & South and also the Upper Lobby North. Simply present your building photo ID badge to the reader located on the front of each portal, allow the gates to open and enter on the left. Please do not assist someone without a building photo ID badge to gain access through these portals. To exit the portals, simply walkthrough any of the available lanes for free egress out of the building.

If you have forgotten your photo ID, please proceed to any lobby station. You must have a photo ID in order to obtain a temporary daily ID.

If you lose your photo ID, please report it immediately to your tenant coordinator so that it may be deactivated to prevent unauthorized use. To obtain a replacement ID, you must see your tenant coordinator for authorization. Replacement ID's are a charge of \$15 per replacement to the tenant's company.

In addition, it is the Tenant's responsibility to recapture 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 individual(s) who have left your employ, you will be charged for this service.

**Guest Access:**

All guests to the Aon Center must be registered in the Electronic Visitor registration system, *I-Visitor*. This system ensures that only authorized visitors are allowed to enter into the building's elevator core to access the tenant floors. *I-Visitor* is a web based real time electronic registration system that can only be accessed by an authorized tenant administrator. Please see your tenant coordinator for exact procedures on guest registration for your company. Please inform all visitors that they must possess a valid photo government issued ID in order to be admitted to the building and regardless of the length of stay, they must check in at any of the guest registration centers on a daily basis for the new badge.

If a guest arrives during business hours that has not been pre-registered, the guest will not be given access until an authorized tenant administrator has been contacted and the guest has entered into the *I-Visitor* system. The only exceptions are minors under the age of 16 who do not possess a valid government issued photo ID. However, the minor must be accompanied by a valid building tenant or a pre-registered guest with a valid government issued ID.

If you are expecting or are accompanying an unregistered visitor after 6:00 PM or before 8:00 AM, M-F and all hours on the weekend you must proceed to any lobby station for processing. You must be present and possess a valid building ID or government issued photo ID in order to complete the transaction.

**Contractor Access:**

If a contractor is going to be in the building for longer than a three day period or is a permanent contractor for your company, please see your tenant administrator to schedule an appointment for the contractor to obtain a photo ID. If the contractor is temporary, they must be pre-registered in the *I-Visitor* system in order to obtain building access.

**Receiving Dock:**

All deliveries to the receiving dock must be registered in the *I-Visitor* system, please see an authorized tenant coordinator for your company's exact procedures for the deliveries to your company space. The receiving dock is operated M-F, 6:00 AM- 6:00 PM.

**Courier Center:**

The building has a courier center where all outgoing and incoming packages are received. Please contact your tenant coordinator for exact procedures that may apply to your company.



## Aon Center Parking Garage

### General:

The Aon Center is equipped to park over 800 cars on the five levels of underground parking available to the public. The parking garage is fully automated enabling parkers to pay with either cash or credit card using the pay-on-foot pay-stations located in the parking garage elevator lobby in the Lower Lobby. The parking garage is open 24 hours a day, 365 days a year by using the Lake Street entrance. The Randolph Street entrance is open to monthly parkers only from 6:00AM to 6:00PM, Monday – Friday. The garage can be utilized by building tenants, their guests, and visitors to area attractions. The garage is part of the building, but managed by IM Park. The garage can be reached at 312-861-0969. Monthly parking is available to building tenants only. The garage entrance is located on middle Lake Street (one level below our turn around drive) and can be accessed off of Columbus Drive. A map with driving directions is attached.

### Security & Safety Procedures:

All **visitor** vehicles are subject to search prior to accessing the underground parking facilities here at the Aon Center. A search of a visitor vehicle includes a visual inspection of the undercarriage of the vehicle, the interior and the vehicles trunk and engine compartment. All **tenant** vehicles should have their building photo ID accessible when entering the garage. Inform all visitors that a photo ID is required to enter the underground parking facilities.

In addition to the **visitor** vehicle searches, anti-intrusion barriers have been installed at the garage entrances and exits. Please approach the vehicle search area slowly and await instruction from the Security Officer at the garage entrance. After the vehicle has been searched and cleared, please slowly pull forward and present your building ID to the card reader located immediately within the garage entrance. Upon a valid card read, the barrier will begin to lift allowing the vehicle to proceed under the barrier. **DO NOT** proceed forward until the barrier is completely in the upright position. Hitting the barrier with a vehicle can cause severe damage to the vehicle and may cause injury to the passengers on the vehicle. After driving under the raised barrier, monthly parkers are to present their photo ID badge to the second reader or take a daily parking ticket. Upon exiting the garage, monthly parkers please present your photo ID to the card reader and daily parkers must stop at the booth for payment. Please wait until the barrier has completely been raised and then proceed under the barrier. **DO NOT** proceed forward until the barrier is completely in the upright position. Hitting the barrier with a vehicle can cause severe damage to the vehicle and may cause injury to the passengers in the vehicle. CCTV cameras are located throughout the interior of the parking garage and are there to protect and maintain a safe environment for tenants and visitors.

Emergency call phones/boxes are located throughout the parking garage and are monitored by the Security Command Center on a continual basis. These should only be used when an emergency exists.

**Smoking Policy:**

In order to comply with the City of Chicago's Clean Indoor Air Ordinance and to maintain a clean and safe environment for all tenants, visitors, and employees, the AON Center has one designated smoking area. Smoking, including the use of e-cigarettes, will only be permitted on the gathering area on the northeast portion of the upper plaza marked by DESIGNATED SMOKING AREA signs and furnished with ashtrays.

Smoking, including the use of e-cigarettes, is prohibited in all indoor office, retail, common, parking and operations areas of the building. Smoking is also prohibited on all exterior grounds except for the area designated smoking area.

**Property Passes:**

In order to remove property from the building, a property removal pass is required to exit the building. Please see your tenant coordinator when a property pass is required, obtain the required authorization and present to the Security Officer when exiting the facility. All property will be denied exit from the facility when a property pass is not present.

**Packages:**

Security retains the right to search all packages upon entering or exiting the building. Wrapped packages may be unwrapped by Security if deemed needed in order to physically verify the contents of the package.

**After Hours Escort:**

A tenant can request an after hours escort to the parking garage or taxi stands located on the property. Please make this request at any of the security desks. We are unable to provide escorts off of the Aon Center Property.

## **MISCELLANEOUS**

### **Web Site**

The building has its own website address [www.aoncenter.com](http://www.aoncenter.com). This website is a tool for all tenants to refer to for information regarding the building and surrounding community. Information such as building security, fire drills, tenant meetings, and building events.

Use this website to access I-Visitor software. This software is used to enter visiting guests, deliveries, and contractors. Please contact Security if you do not have an I-Visitor password and ID. Only tenant coordinators should have access to this website.

### **Telecommunications**

Primary telecommunication service is provided by at&t with additional services being provided by MCI, XO, Cogent, Sirius and Comcast. All services are delivered to the NetPop on LL3.

### **Riser Closet**

The building has contracted with IMG for riser management. In order to maintain a high level of security and ensure that the riser remains organized, this is the **ONLY** contractor that will have access to the riser closet. In order to schedule work in the riser closet, please call IMG direct at 1-888-464-5520, 24 hours/7days.

### **Electrical/Telephone/Data Line Installation**

Access to space occupied by other Tenants is sometimes required for the installation of electrical and telephone floor outlets and computer conduits. We will try to contact you ahead of time to request access for the electrician at a convenient time. Work of this nature is usually scheduled in the evening or on weekends so as not to disrupt Tenants during business hours.

### **Tools/Equipment**

Building Management is forbidden to loan tools / equipment to Tenants, vendors and/or contractors.

### **Electrical Requirements for Furniture Partitions**

The City of Chicago electric code is very strict concerning the electrical wiring of furniture partitions. Prior to the purchase of any partitions, please submit their specifications to the architect for review.

### **Floor Load**

Code requirements prohibit placing loads upon floors which exceed the load per square foot for which the floor was designed. Floor loads vary by area on each floor of Aon Center. Please contact the Office of the Building and a trained engineer will let you know the floor load limit for the area in question. Should you find it necessary to utilize equipment which exceeds these ratings, you must receive prior written approval from the Office of the Building. We require documentation from the building's licensed structural engineer verifying that such an installation at a specific location accompanies your request. The architect and the Operations Manager will review your request and accompanying documentation. When we receive confirmation from the building's structural engineer that the installation is safe, we will send you a written approval.

### **Suite Signage**

Upon moving in, the Building will provide a Building standard nameplate and a floor lobby directional sign for each Tenant's firm name.

There will be an extra charge for any changes after the initial order. Please direct all signage requests in writing to the Office of the Building.

## **BUILDING AMENITIES**

**The Auditorium**- This is an auditorium style conference room that seats 205 people. It is located on Lower Level 1 by the parking garage elevators. This room can be reserved by - calling the Concierge Office at 312-228-1995.

### **Tenant Auditorium Rental:**

Half Day (Up to 4 hours) - \$750.00

Whole Day (8 hours) - \$1,200.00

\*\*Price includes day porter clean up, additional HVAC, tables and chairs, security opening and closing doors, podium with sound system, overhead projector, DVD player, cable TV and use of both TV's.

### **Non-Tenant Auditorium Rental:**

Half Day (Up to 4 hours) - \$1,000.00

Whole Day (8 hours) - \$1,500.00

\*\*Price includes day porter clean up, additional HVAC, tables and chairs, security opening and closing doors, podium with sound system, overhead projector, DVD player, cable TV and use of both TV's.

### **Cloud Level**

Located on the 70th floor, Cloud Level is Aon Center's tenant exclusive amenity experience. Whether you're looking for a quiet break from the office, a place to celebrate that new business deal, or you're finally ready to dip your toe into a new fitness class, Cloud Level is ready to take you sky high.

### **Regular Floor Hours**

Peak - 6am-7pm

Remedy Tenant Lounge: 7am-8pm

Remedy Cafe Service: 7am-4pm

Remedy Bar Service: 3pm-8pm

Soapbox Conference Center: 8am-5pm

### **Soapbox Conference Center**

Cloud Level offers tenants premium conference rooms known as Soapbox. Available to rent on a half and full-day basis, Soapbox has four conference rooms able to accommodate 6 to 80 people.

### **Remedy Tenant Lounge**

Remedy is Cloud Level's exclusive Tenant Lounge. With an attached cafe and bar serving up quality coffee and cocktails plus a quiet library for more focused work, this is the perfect place to relax away from the office or kick back with co workers after a long day. Wifi enabled and available for private tenant events weekdays after 5pm.

### **Peak**

Peak is a luxury wellness center located within the Cloud Level on the 70th floor. Peak was curated specifically for tenants of the Aon Center as an exceptional amenity. Members can take time out of their workday to focus on their well-being with group fitness classes, personal training, nutritional counseling, wellness coaching, and massage therapy.

Membership cost: \$120/year\*

Group fitness classes, locker and laundry service are available for an additional fee

\*Subject to change

## **BUILDING RETAIL**

### **Banking**

**Associated Bank** has a branch that is located in the Retail Corridor along with an ATM.

### **Breakfast/Lunch**

Au Bon Pain

Dunkin

Freshii

Jimmy John's

Market Thyme

Sopraffina Market Caffè

Starbucks

### **Banquet Facilities**

The Mid-America Club is located on the 80<sup>th</sup> floor.

### **Sundries**

200 Convenience is located in the Lower Lobby and provides snacks, cards, newspapers, lottery tickets, and any other convenience items.

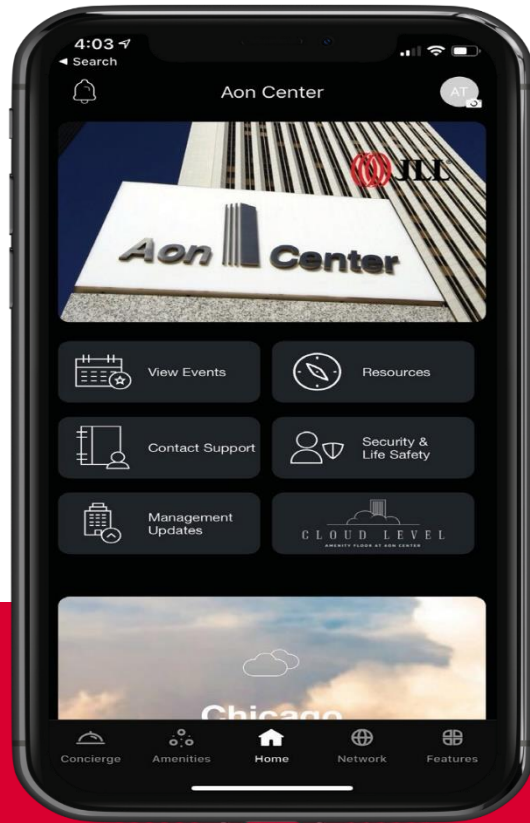
### **Misc.**

-Arrow Messenger

-Concierge Services

-Nail Salon

## Aon Center App



**BUILDING EVENTS**

**CONCIERGE SERVICES & OFFERS**  
**AMENITY INFORMATION**

**NETWORKING & MARKETPLACE**

**BUILDING ANNOUNCEMENTS**  
**TENANT RESOURCES**

**AND MORE TO COME!**



## **Shuttle Bus Service**

Shuttle buses are available to take tenants to the three major Metra train stations. 10-ride and 40-ride passes are available for purchase on [www.aoncenter.clickandpark.com](http://www.aoncenter.clickandpark.com). Please call the Office of the Building at 312-228-8200 with any other questions.

**PARKING GARAGE** – Aon Center features an on-site indoor parking garage. Please call Standard Parking at 312-861-0969 for details. A map with directions to the parking garage entrance is attached.

**SEE ATTACHED MAP/DIRECTIONS**

***Directions to the Aon Center Parking Garage***

***From the North:***

Lake Shore Drive South to Randolph Drive Exit (turn right). Drive 2 blocks to Columbus Drive (stop light) (turn right) (immediately into the left lane). Drive one block to Lake Street (stop light) (turn left). Drive ½ block, entrance to the garage is located on the left side of the Lake Street.

***From the South:***

Lake Shore Drive North to Randolph Drive Exit (turn left). Drive 2 blocks to Columbus Drive (stop light) (turn right) (immediately into the left lane). Drive one block to Lake Street (stop light) (turn left). Drive ½ block, entrance to the parking garage is located on the left side of Lake Street.

***From the West (I 90/I 94 – Dan Ryan/O’Hare Airport):***

Ohio Street exit East to Michigan Avenue (turn right). Drive 2 blocks (past the river) to Inter. South Water Street (stop light) (turn left). Drive ½ block to Inter. Stetson Street (stop sign) (turn right) the road will curve east, entrance to the parking garage is on the right.

***From the West (I 290 – Eisenhower):***

Congress East to Columbus Drive (turn left). Drive about 1½ miles (1 block past Randolph Drive) to Lake Street (turn left). Entrance to the parking garage is located on the left side of Lake Street.

**Hourly:** (Effective January 2020)

Up to 30 minutes	= \$14.00
31 minutes to 1 hour	= \$17.00
1 hour to 2 hours	= \$22.00
2 hours to 3 hours	= \$28.00
3 hours to 4 hours	= \$30.00
4 hours to 12 hours	= \$32.00
12 hours to 24 hours	= \$37.00

\*\* Rates subject to change

**Monthly Rates:** (Effective January 2020)

Monthly Parking-	\$381.00	Evening Monthly -	\$110.00
Reserved Monthly-	\$519.00		

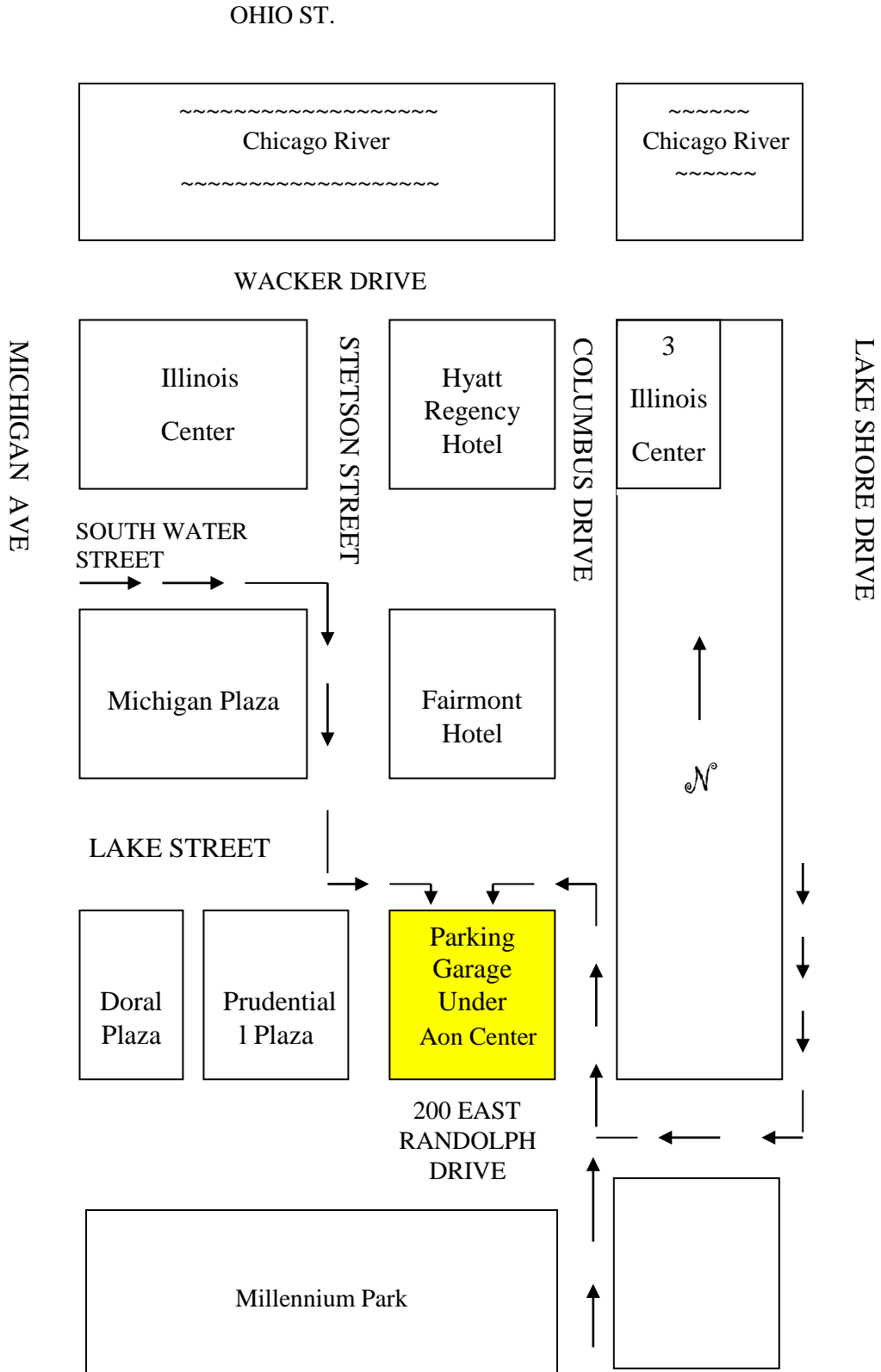
**Specials:**

\*\$17.00 Early Bird Special (Mon.-Fri.)  
In between 5:00AM and 9:30AM  
Out between 2:00PM and 7:00PM

\*\$16.00 Evening Special (Mon.-Fri.)  
In after 4:00PM and Out by 8:30AM

\*\$17.00 Weekend Special:  
Up to 12 hours





## **COMMUNITY INFORMATION**

### **General**

Federal Bureau of Investigation	431-1333
Chicago Police Department Non-Emergency	911 311 or 746-6000
Chicago Fire Department Non-Emergency Information	911 746-9500 744-6666
Ambulance/Paramedics (Fire. Dept.)	911
Directory Assistance	411
Zip Code Information	645-3895
Time	976-1616
Weather-Local	976-1212
Weather-National Traveler's Forecast	368-4636

### **Government**

Mayor's Office of Information/City Hall	744-4000
County Office of Information	603-1370
State of Illinois Information	793-3500
Federal Information Center	800-688-9889
Chicago Department of Consumer Services	744-9400
Governor's Office of Consumer Affairs	814-2121

Citizen's Information Service 939-4636

**Hospitals**

Ambulance/Paramedics 911

**Rush-Presbyterian St. Luke's** 942-5000  
1753 W. Congress Parkway

Emergency Room 942-6428

Poison Control Center 906-6186

In-Patient Information 942-5000

**Northwestern Memorial Hospital** Superior 926-2000  
St.& Fairbanks Ct.

Crisis Information 908-8100.

Patient Information 926-6969

**Mercy Hospital** 567-2000  
Stevenson Expressway at King Drive

Emergency Room 567-2200

Patient Information 567-2141

**Hotels**

Congress Plaza Hotel 520 S. Michigan Ave. 427-3800

The Fairmont Hotel 200 N. Columbus Dr. 565-8000

Hard Rock Hotel 230 N. Michigan 345-1000

Hilton Inn & Towers 720 S. Michigan Ave. 922.4400

Holiday Inn Mart Plaza 350 N. Orleans St. 836-5000

Hotel 71	71 E. Wacker Drive	346-7100
Hotel Allegro	171 W. Randolph St.	236-0123
Hotel Burnham	1 W. Washington	782-1111
Hotel Monaco	225 N. Wabash	960-8503
Hyatt Hotel	151 E. Wacker Dr.	565-1234
Palmer House	17 E. Monroe St.	726-7500
Renaissance Chicago Hotel	1 W. Wacker Dr.	372-7200
Swissotel Chicago	323 E. Wacker Dr.	565-0565
W Hotel	172 W. Adams	332-1200
Wyndham Hotels & Resorts	333 N. Michigan	558-1971

### **Hotlines**

Contact Chicago	902-4300
Community Referral Service	580-2850
Chicago Department of Human Services	311

### **Libraries**

Chicago Central Library Harold Washington Center 400 South State Street	747-4300
University of Illinois at Chicago Library 801 W. Morgan St.	996-2726
Cook County Law Library Daley Center	603-5423

Library of International Relations 906-5600  
77 S. Wabash Avenue

Municipal Reference Library 744-4992  
121 N. LaSalle

**Museums**

Alder Planetarium 1300 S. Lake Shore Dr. 922-7827

Art Institute of Chicago 111 S. Michigan Ave. 443-3600

Chicago Historical Society 1601 N. Clark St. 642-4600

Chicago Children's Museum Navy Pier 527-1000  
Field Museum of Natural History 1400 S. Lake Shore Dr. 922-9410

Museum of Contemporary Art 237 E. Ontario St. 280-2660

Museum of Science and Industry 5700 S. Lake Shore Dr. 773-684-1414

Shedd Aquarium 1200 S. Lake Shore Dr. 939-2438

**Newspapers**

Chicago Tribune 435 N. Michigan Ave. 222-3232

Chicago Sun-Times 401 N. Wabash Ave. 321-3000

Wall Street Journal One S. Wacker 750-4000

Crain's Chicago Business 740 N. Rush St. 649-5200

Chicago Daily Law Bulletin 415 N. State St. 644-7800

## **Restaurants**

The area surrounding Aon Center is marked by an outstanding number and variety of fine restaurants. While a comprehensive list of area restaurants would be quite lengthy, a sampling of dining options includes the following:

Aria	200 N. Columbus	312-444-9494
Benny's Chop House	444 N. Wabash	312-626-2444
Blackbird	619 W. Randolph Avenue	312-715-0708
Catch Thirty Five	35 W. Wacker	312-346-3500
Chicago Cut Steakhouse	300 N. LaSalle	312-329-1800
Coco Pazzo	300 W. Hubbard	312.836.0900
Dos Diablos	15 W. Hubbard	312.245-3100
Epic	112 W. Hubbard	312-222-4940
Encore	171 W. Randolph	312-338-3788
The Gage	24 S. Michigan	312-372-4243
Grillroom Chophouse	33 W. Monroe	312-960-0000
Henri	18 S. Michigan	312-926-2000
Hub 51	51 W. Hubbard	312-828-0051
Mastros Steakhouse	520 N. Dearborn	312-521-5100
Mercat A La Planza	638 S. Michigan	312-765-0524
N9NE Steakhouse	440 W. Randolph	312-575-9900
One Sixty Blue	1400 W. Randolph	312-850-0303
Petterino's	150 N. Dearborn	312-422-0150
Pops for Champagne	601 N. State Street	312-226-7677
Sable Kitchen & Bar	505 N. State Street	312-755-9704
Vivo	838 W. Randolph	312-733-3379



**AON CENTER  
SECTION II: TENANT SERVICES**

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## **INTRODUCTION**

JLL, the Manager of the Aon Center, takes pride in its program of “Quality Tenant Service.” This program encompasses all areas of building management and services. Our goal is to respond to our tenants’ needs in an organized, prompt, cost efficient, and professional manner.

The emphasis on Quality Tenant Service extends from the Management Office to our security, cleaning, and construction crews. The employees of the Building recognize that maintaining the comfort and convenience of our tenants is crucial to providing an optimal working environment.

Aon Center provides a wide variety of services to its tenants. Some of these services are included as part of the lease agreement, while others may be arranged at an additional cost.

Our in-house staff is capable of completing most of these services, ensuring the quality of work, and the timeliness of completion. When necessary, outside contractors are used to augment our in-house staff. All services are coordinated by the Management Team located in the Office of the Building.

Please read carefully the last page of this section which describes the procedures for making service requests. Once your need for a particular service is communicated to us, we will make every effort to provide the service quickly and efficiently.

If you have any further questions after reviewing this tenant service information, please call the Office of the Building at 312-228-8200.

In this section, you will find a listing of Building Tenant Services as well as guidelines concerning cleaning, building security, temperature control and additional services, i.e., remodeling/redecorating.

We appreciate your reading this section very carefully to familiarize yourself with our operations and regulations.

## **CLEANING**

Aon Center contracts the services of Harvard Maintenance to maintain the Class A appearance of the Building. The Day Cleaning staff consists of 10 employees, including one supervisor. Given the Building's heavy traffic flow of tenants and guests on a daily basis, the Day Cleaning staff is on a continual schedule to maintain all public areas. The staff also has scheduled stops in all floor restrooms to ensure adequate supplies.

The Day Cleaning staff is also available during the day for any special requests.

Tenant spaces are cleaned Monday through Friday from 5:30 p.m. – 2:00 a.m. by our Night Cleaning staff.

The Night Cleaning staff consists of roughly 80 employees. The following are services regularly provided by our Night Cleaning staff for all Tenant spaces at no additional cost:

### **Nightly**

- All carpeted areas and rugs are spot vacuumed nightly & entirely vacuumed once a week.
- All non-carpeted floors are cleaned and buffed, dusted and mopped as required to remove any ground-in scuff marks.
- Doors and woodwork are spot cleaned to remove fingerprints and smudges.
- Wastepaper baskets, disposal receptacles, ashtrays, sanitary cans, paper towel cans are emptied and cleaned.
- Glass doors and glass partitions are spot cleaned.

### **Nightly Periodic**

- Picture frames and other wall hangings are dusted that cannot be reached in nightly cleaning.
- Venetian blinds and window frames are dusted.
- Exterior of lighting fixtures are dusted.
- Ceiling tiles around ventilators and air conditioning diffusers are vacuumed and dusted.
- Resilient tile flooring is machine stripped and waxed as needed.
- Carpet is spot cleaned as required.
- Upholstered furniture is vacuumed – semi-annually.
- All furniture, fixtures, shelving, desk equipment, telephones, cabinets, window sills and glass tables and desk tops are dusted and wiped clean – weekly.
- Collection of trash and recycling.

If boxes or stacks of paper within tenant spaces are to be thrown away by the Night Cleaning staff, the Office of the Building can provide special stickers to identify these items for

removal. Please contact the Office of the Building if you would like a supply of these stickers.

Any comments regarding the Night Cleaning service in your space should be directed to the Office of the Building at 312-228-8200.

### **Special Services**

If you have any special cleaning requirements, we will be happy to provide them at an additional cost.

Special cleaning requests should be arranged by entering a request through our work order system or contacting the Tenant Services Representative in the Office of the Building. These services will be provided by our Day and Night Cleaning staffs on a regular or as-needed basis. Some of the special cleaning services we will provide for our tenants include the following:

#### **Carpets**

- Treat carpet with anti-static conditioner
- Pile lift carpet
- Shampoo carpet

#### **Furniture**

- Vacuum and/or shampoo upholstered furniture.
- Wash metal desks, credenzas, and file cabinets.

#### **Other**

- Clean and polish wood furniture.
- Defrost and clean refrigerators.
- Clean microwave oven.
- Clean mini-blinds throughout your tenant space.
- Clean and press draperies.
- Clean glass partitions.
- Wash dishes.
- Dust all chair rails, paneling, trim, door and architectural louvers, lattices and ornamental work, grilles, pictures, ventilating louvers, and baseboards and vinyl chairs.

The Tenant Services Representative in the Office of the Building will be happy to discuss your needs for these special cleaning services.

# Aon Center Recycling Program

## **Mission Statement**

JLL Office of the Building is committed to improving our environment. As part of this commitment, the Aon Center is determined to manage its resources more efficiently by initiating a recycling program in the building. The goals are to make recycling easy to understand and convenient for all employees while helping to improve our environment. Common area recycling containers for paper, aluminum, glass and plastic will be placed in copy rooms or kitchens.

## **Frequently Asked Questions (FAQs)**

### **What is expected of employees?**

The Aon Center asks that you think before you throw materials into the trashcan, “Can this be recycled?” A good rule of thumb is, *“If you can tear it you can recycle it!”* Please note that each office desk will have two containers: the existing container will be used for non-recyclable materials and a new blue desk side container will be used for recyclables. It is up to each person to place the right materials in each container.

### **What is the goal of the Aon Center’s recycling program?**

Our goal is to recycle 100% of all paper products / materials, glass and plastic bottles and aluminum cans.

### **What can we recycle? And what is not recyclable?**

We have provided a list on the next page to guide you. That is why it is very important to keep this handout in a safe place for future guidance.

### **What has changed that we need to know about?**

Most of the changes are taking place behind the scenes. We will make every attempt to make sure that every desk has a desk side container for paper recycling and that containers are placed in centralized areas for cans and bottles.

### **What should we do if we have a problem or an idea?**

We have provided contact information on the next page for your convenience if you have any questions. Any ideas that will help the Aon Center meet our goals are greatly appreciated.

### **Is there a composting program at Aon Center?**

Yes, we offer an Organics Recycling Program at Aon Center. Organics Recycling is a cost-effective, Earth-friendly disposal option in your office. It’s also a great way to foster a green image to your employees and customers! [Click here](#) for more information or reach out to the contact below.

**Make a difference for our environment!**

**Help Aon Center Management spread the word about recycling.**

## Aon Center Paper Recycling Program

### **Recycle These!**

White and Colored Office Paper  
Cardboard (OCC)  
Carbonless Forms  
Newspaper  
All Envelopes with and without Windows  
Post-It-Notes  
Advertising Brochures  
Fax Paper  
Junk Mail  
Magazines  
File Folders  
Stapled, Paper Clipped, and Rubber banded papers  
are OK

### **Not These!**

Pressure Sensitive Labels  
Wax/Plastic Coated Paper/Bags  
Tissue, Paper Towels & Napkins  
Garbage/Trash  
Carbon Paper  
Photos  
Tyvek Envelopes  
3-Ring Binders  
Overhead Transparencies

### **RECYCLING FACTS**

- The Aon Center throws away 1 ton of paper/day
- **1** ton of recycled paper = **17** Trees
- Paper currently makes up 70% of all waste at the Aon Center

**"IF YOU CAN TEAR IT YOU CAN RECYCLE IT!"**

**For more information contact:**

JLL

Contact: Satomi Hashimoto

Telephone 312-228-1933

E-mail: [satomi.hashimoto@am.jll.com](mailto:satomi.hashimoto@am.jll.com)

## **HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS**

### **General Service**

Heating and air conditioning are provided in season for the Building Monday through Friday, 8:00 a.m. – 6:00 p.m. and Saturday, 8:00 a.m. – 1:00 p.m. To ensure that proper settings for heating and cooling tenant spaces are maintained, the Tenant should not attempt to reset the thermostat. If the systems do not seem to be functioning efficiently, you should enter a service request through our work order system. A trained building engineer will be dispatched to correct the problem.

### **Special Services**

If you need heating or cooling service outside of the normal operating hours, please enter a service request through our work order system at least 24 hours in advance to schedule this service and inquire about the current charge. Additional charges for HVAC services will be billed directly on your monthly rent statement.

Special air conditioning or ventilation may be needed for your computer facilities, conference rooms, or personnel-intensive staff areas. We can aid you with the design and installation of additional vents or equipment to meet special needs. Please contact the Office of the Building for details concerning the requirements for this service.

### **Energy Management**

As you may expect, energy costs are the single largest operational expense for Aon Center. In an effort to reduce costs to all tenants, we developed and implemented an energy maintenance system. While the Building is heated at all times, a lower temperature is maintained in the evenings and on weekends.

The lights are controlled by individual switches in each tenant suite. In order to reduce your monthly electricity charge, please turn off all lights in your suite when you leave in the evenings. The night cleaning staff will use only the necessary electricity and will turn off all lights when they have finished. All calculators, radios, computers, and coffee machines should be turned off each evening as well.

## **SECURITY**

### **Tenant Precautions**

While one of the Aon Center's primary goals is to maintain a safe working environment, substantial responsibility for security must rest with each tenant. All entrances and exits to your suite should be locked when you leave the Building. During the day, offices, desks and entrance areas should never be left unattended. Valuables, such as purses and wallets, should be locked up or taken along when an employee leaves his or her work station. Valuables should also be kept safe from public lobby areas and elevators.

### **Theft and Insurance**

Any suspected theft, no matter how small, should be reported to the Security Command Center 312-228-1983 immediately. A security report will be filed, and the police will be notified if necessary. Note that the insurance policy for Aon Center does not cover the personal belongings of tenants. Tenants are required by the terms of their lease to provide their own insurance to cover the personal property contained within their space.

### **Incident Reports**

To provide an accurate record of every incident, Aon Center security staff is required to write an incident report for any accident, theft, or other incident occurring on the property. We would appreciate your cooperation in answering any questions the security officer may have. This helps us investigate a pattern to incidents and aids our security efforts.

### **Vendor/Contractor Access**

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Office of the Building which states the name(s) of the individual(s) and the company, the date they will be working, and the approximate time. A brief description of the work to be done should also be included. We also ask that you enter all individuals into the I-Visitor system. Extended contract work will require a photo I.D. badge. Also, no vendor/contractor will be allowed to enter the building without first sending a valid certificate of insurance to the Office of the Building. The insurance requirements can be acquired by calling 312-228-8200.

### **I-Visitor In Excess of 50 Guests**

When an AON Center tenant has an event that exceeds 50 guests or more, the tenant is required to contact the Office of the Building at 312/228-8200 and place a work order for a Security table in the South Lobby 48 hours in advance of the event. The tenant will provide Security with the most current list of attendees the evening before the event. The amount of Security Officers assigned to the event table depends on the total amount of guests. For example, one Security Officer would be assigned to a table with 100 guests or less; two Security Officers would be assigned to a table with 200 guests or less, etc. The Security table will be located against the west wall of the South Lobby. A tenant having an event with 50 Guests or less will enter the names of all attendees into the I-Visitor Management System in advance of the planned event.

Costs for a Security table depends on how many Security Officers are assigned to each tenant event based on the amount of guests attending such event.

This policy and procedure is provided by the Office of the Building for tenants and is intended to avoid inconvenience and confusion for everyone that uses the Lobby. This building practice applies to all tenants of the AON Center. Tenants must comply with the Tenant Handbook of Rules and Regulations. It is the objective of the AON Center Management Team to provide the utmost quality service for its tenants and guests. Thank you for your anticipated cooperation.

### **Property Removal Pass**

To remove any equipment or similar office merchandise from the Building, you or whoever is removing the equipment, will be required to have a Property Removal Pass. You must use a pass when furniture, boxes, or office machines are being removed from the Building either by a tenant or a repairman.

The Security Command Center maintains signature cards for each tenant which lists all people in your office authorized to approve Property Removal Pass forms along with a copy of their signatures. If the name and signature do not match, the pass will not be authorized.

The signature cards are furnished by the Office of the Building and Security. It is the responsibility of the tenant to notify the Office of the Building and Security of any changes to the authorized signers.

When preparing a package pass, please list all articles being removed, the date they will be removed, and the name of your company. Have the pass signed by an authorized signer in your office. Then bring the completed pass to the security desk for validation.

The security guards may search any packages leaving the building.

If you need an additional supply of passes, or if you wish to change your list of authorized signers, please call your Tenant Services Coordinator or the Office of the Building.



### **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 re-key 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
- Re-keying the entire suite

### **Restroom Locks**

As part of our overall security program for the Aon Center all common restrooms will remain locked and will require a key for entry. Please notify the Office of the Building if you need additional keys.

### **Tenant Emergency Telephone Numbers**

In the case of an emergency, such as theft, fire, or other incidents before and after normal business hours, we will notify a designated emergency contact from your company. It is the tenant's responsibility to provide us with the name as well as an alternate name and home telephone numbers of these designated persons. This procedure allows us to alert you as soon as possible in the case of any unforeseen circumstance.

## **REMODELING/REDECORATING**

The management team of the Aon Center will coordinate the remodeling or redecorating of your suite through every phase of construction. During the initial phases, we will meet with you to find out your exact requirements. Depending on the scope of the work, we will have working drawings prepared and/or will make written specifications of the work.

When the specifications are complete, we will obtain bids from building construction contractors. A formal proposal will then be prepared for the project.

Upon tenant approval of the proposal, the work will be coordinated and monitored by the management team through its completion.

Remodeling/redecorating services available from the Aon Center staff include, but are not limited to, the following.

- Carpentry
- Carpeting and tile
- Electrical
- HVAC
- Marble and Ceramic Tile
- Painting
- Plumbing

Please call the Office of the Building to discuss the services you require. We will be happy to provide you with an estimate of the cost before the work begins.

All remodeling of tenant spaces must be pre-approved by the Office of the Building. Also, the Office of the Building must be notified of any contractors working in the building. The contractors must be union and must supply the Office of the Building with a valid certificate of insurance (see attached requirements). If you need assistance with construction management, the Office of the Building will be happy to provide contractors and management of the project. Some of the most frequently requested services are:

Also, all contractors are required to comply with the Building Rules and Regulations, which are included at the end of this section.

**AON CENTER**  
**CONTRACTOR INSURANCE REQUIREMENTS**

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1. The Service Contractor shall evidence at least the following insurance coverage, provided that the amounts listed below will not act as a limitation on recovery from Service Contractor's insurance:

A. Commercial General Liability

Commercial General Liability insurance on a form at least as broad as Insurance Services Office ("ISO") commercial general liability coverage "occurrence" form CG 00 01 04 13 or another "occurrence" form providing equivalent coverage, including but not limited to contractual liability coverage, independent contractor's liability, coverage for bodily injury (including death), property damage (including loss of use thereof), ongoing and completed operations, for a period of three (3) years following completion of the project, products liability, and personal and advertising injury, in the following amounts:

\$1,000,000 Per Occurrence Limit  
\$2,000,000 General Aggregate Limit

This coverage shall be primary to Owner, Agent and Additional Insured's coverage, and Owner, Agent and Additional Insured's coverage shall be noncontributory.

B. Excess or Umbrella Liability

Service Contractor shall provide Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers' Liability, and Commercial Automobile Liability insurance with minimum limits equal to \$5,000,000 each occurrence and \$5,000,000 Products-Completed Operations Aggregate for the period of time required in the underlying General Liability policy.

C. Worker's Compensation – Statutory Limits

D. Employers' Liability

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

E. 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.

- F. 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.
- G. Crime Insurance / Fidelity Bond  
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.
- H. Errors and Omissions Liability (*applicable to Uninterrupted Power Service (UPS) services and Service Contractors providing Consulting services related to their Contract Duties*)  
Service 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.
- I. Cyber Risk or Liability Insurance (*applicable to Service Contractors providing services or working on, receiving, or accessing any Owner computer, computer system, network, data, data stream, program or software in any manner*)  
Service Contractor shall carry Cyber Risk or Cyber Liability Insurance for the following risks: a) liability arising from theft, unauthorized dissemination and/or wrongful use of confidential and proprietary information stored or transmitted in electronic form, and b) liability arising from the introduction of a computer virus, or any similar breach into and/or causing damage to the Owner's or Agent's computer, computer system, network and/or similar computer-related property and the data, software and/or programs stored in any of the aforementioned property. Such insurance shall have limits of liability of \$5,000,000 per claim and \$5,000,000 in the aggregate. If this insurance is written on a claims-made basis, the retroactive insurance date shall be no later than the commencement date of this Agreement. Service Contractor will maintain such insurance for two (2) years following the termination of this Agreement.
- J. Environmental Impairment / Pollution Legal Liability (*applicable to any disposal, handling, use, and/or transit of any hazardous gas, liquid, and/or solid as part of the services and/ or work related to the Contract Duties*)

Service Contractor shall provide Liability limits of at least \$5,000,000 per claim and \$5,000,000 in the aggregate. Such insurance shall include, but not be limited to, coverage for sudden & accidental and non-sudden pollution conditions, bodily injury (including death), property damage (including its resulting loss of use thereof), clean-up costs, and defense costs. The retroactive insurance date of such insurance shall be no later than the commencement date of the Agreement. Such insurance shall be provided for two years beyond the completion of the work.

2. The Commercial General Liability, Commercial Automobile Liability and Umbrella/Excess policies shall include the following as additional insured (“Additional Insureds”), including their officers, directors and employees. Additional Insured endorsements CG 20 10 04 13 and CG 20 37 04 13 shall be utilized for the Commercial General Liability policy. Please note that the spelling of these parties must be exactly correct or the Contract Duties will not be allowed to commence.

1. 601 W Companies LLC
2. Brickell 13 Chicago LLC
3. JPMorgan Chase Bank, National Association
4. Athene Annuity & Life Company
5. ISAOA ATIMA
6. Aon Mezz 1 LLC
7. Brickell Aon Mezz 1 LLC
8. Jones Lang LaSalle Americas (Illinois), L.P. (Manager)
9. Jones Lang LaSalle Americas, Inc. (Manager)

3. Service Contractor waives any and all rights of subrogation with respect to its Commercial General Liability, Excess/Umbrella, Commercial Automobile, Worker’s Compensation, and Employer’s Liability insurance policies against the parties identified above in Paragraph 2.
4. 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”.
5. Prior to commencing the Contract Duties, Service Contractor shall furnish Certificate(s) of Insurance evidencing the above coverage, except Property insurance. Certificate(s) of Insurance must be provided before Service Contractor commences Contract Duties or Contract Duties will not be allowed to commence. Certificates of Insurance shall note the Additional Insureds identified herein.
6. Certificate(s) of Insurance relating to policies required under this Agreement shall contain the following provision:

“Service Contractor’s insurance policies will be amended to require thirty (30) days notice of policy cancellation to the Certificate Holder.”

7. The following should be listed as the Certificate Holder:

**Jones Lang LaSalle Americas (Illinois), L.P.**  
**Attn: Property Manager – Insurance**  
**200 East Randolph St, Suite 2625**  
**Chicago, IL 60601**

8. Subcontractors’ Insurance. In the event that Service Contractor elects to perform a portion of the Contract Duties through the use of subcontractors (if such use is approved by Owner or Agent in writing) Service Contractor shall require subcontractors to comply with all insurance requirements contained in this Exhibit, including the limits thereof and waivers of subrogation required herein. Service Contractor shall monitor subcontractors’ insurance certificates for compliance with the insurance provisions of this Agreement. No matter what amounts of insurance are carried by subcontractors, Service Contractor’s insurance shall cover all of the Contract Duties performed by Service Contractor and its subcontractors.

*Again, please remember that we must receive a current Certificate of Insurance prior to the start of work or commencement of delivery.*

Please email COIs to [aoncenter@am.jll.com](mailto:aoncenter@am.jll.com) Call the Management Office at (312)228-8200 with any questions.

**AON CENTER  
TENANT INSURANCE REQUIREMENTS**

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- I. Tenants shall provide the minimum insurance coverage stated on their lease. Coverage amounts are specific to each Tenant Lease. However, please note the following should be included as additional insured. **The spelling of these parties must be exactly correct or the insurance is not valid and Contract Duties will not be allowed to commence.**

1. 601 W Companies LLC
2. Brickell 13 Chicago LLC
3. JPMorgan Chase Bank, National Association
4. Athene Annuity & Life Company
5. ISAOA ATIMA
6. Aon Mezz 1 LLC
7. Brickell Aon Mezz 1 LLC
8. Jones Lang LaSalle Americas (Illinois), L.P. (Manager)
9. Jones Lang LaSalle Americas, Inc. (Manager)

Also, the Certificate Holder should read:

**Jones Lang LaSalle Americas (Illinois), L.P.**  
**Attn: Property Manager – Insurance**  
**200 East Randolph St, Suite 2625**  
**Chicago, IL 60601**



## AON Center

### *General Rules & Regulations*

All Contractors must strictly follow these Rules & Regulations at the AON Center (the Property) during normal business hours. Dock Hours: 6:00 a.m. to 6:00 p.m.; Lobby Hours are 24 hours a day 7 days a week:

#### **COVID-19 Mandatory Requirements:**

1. **All work must be in accordance to any state or municipal COVID-19 mandates, to include, but not limited to PPE, Hygiene and / or Social Distancing.**
2. **Prior to entrance to the building, we require your company's COVID-19 response plan or guideline. Plan must include additional steps you are taking to address the health and safety of your employees as it relates to the operations at the Aon Center. Furthermore, it must include PPE and steps your company is taking to limit or reduce COVID-19 exposures while working at the Aon Center.**
3. **NO CONTRACTOR WILL BE PERMITTED TO ENTER without satisfying the above requirements, whether it be a building, state and/or municipality directive.**
4. **All Contractors and their assigned employees will acknowledge and comply with the Health Screening Questionnaire posted at the Aon Center's access point every time they enter the building.**
5. **All persons in common areas of the building will be required to wear a mask/face covering as mandated by the state or local municipality.**

1. All work must be performed by owner/manager approved **UNION** contractors.

#### **2. Building Mandated Contractors:**

- a. **Fire/Life Safety:** All work relating to the Fire/Life Safety system must be supervised by Siemens Building Technologies, the Building's Fire/Life Safety Company. Please contact Patrick Finnegan by calling 847-561-7514 or email [patrick.finnegan@siemens.com](mailto:patrick.finnegan@siemens.com)
- b. **Building Automation System (BAS):** All work related to the BAS must be coordinated through Schneider Electric. Please contact Tom Goetz by calling 708-271-4719 or email [Tom.goetz@se.com](mailto:Tom.goetz@se.com)
- c. **Riser Management:** All telephone or data cabling work that occurs within the riser MUST be completed by the building's riser management company, IMG Technologies. No contractors will be allowed to work in the riser closets. Please contact IMG Technologies by calling 888-464-5520 or email [imgservice@imgrisermgmt.com](mailto:imgservice@imgrisermgmt.com) 24 hours/7days a week.
- d. **Security System :** All security system work that is tied directly into Aon Center's base building security system (CCure 9000) must be performed by Midco Security, Aon Center's security systems integrator. Please contact Midco representative, Candy Nelis, at (312) 521-9884 or [cnelis@midcosystems.com](mailto:cnelis@midcosystems.com). Work being performed for a tenant that is not tied into Aon Center's base building security system can be at the discretion of the tenant / GC.
- e. **Asbestos Abatement:** Any work requiring asbestos testing or abatement shall be



coordinated with Environmental Consulting Group. Please contact our Chief Engineer.

**f. DAS (Distributed Antenna System) Requirements:**

If demolition or remodeling work is required, Contractor to contact the Office of the Building to coordinate the removal of antennas. The cost to remove, reinstall, and calibrate antennas will be the responsibility of the Contractor/Tenant. Prior to commencement of construction after confirming with OOTB, Contractor shall contact John Wyskiel with WIN (Wireless Information Networks) at 630-325-6254 or by email at [jwyskiel@indoorcellular.com](mailto:jwyskiel@indoorcellular.com) to coordinate antenna locations based on new layout.

3. Communication with Building Management must be made by the General Contractor (no sub-contractors) or Tenant, if applicable.
4. Valid, signed contracts and current Certificates of Insurance (that match the contract requirements exactly) must be on file with the Office of the Building or with the Owner in order to perform any work at the Property and for any payments to be released.
5. The Contractor must arrange for access to the Property through the Office of the Building. After-hours access will only be allowed if permitted by the Office of the Building and only if the correct and accurate information was submitted to the Office of the Building and Security. No unauthorized access to the Property will be allowed at anytime.
6. A copy of these Rules must be reviewed, understood, and signed by the Contractor. A copy of these rules must also be posted in the work area at the Property.
7. Work permits must be posted in the work area at all times and be protected from weather, dirt, dust, etc.
8. All tradesmen, including telephone and repair personnel must be issued a contractors photo I.D. badge. These can be obtained from the Security I.D. Unit. These badges must be displayed at all times.
9. All Contractors, while working at the Property, shall act in a professional manner, as follows:
  - a. No abusive or offensive language.
  - b. No smoking is allowed in the work areas.
  - c. No physical or mental abuse will be tolerated.
  - d. No loitering on the Property.
  - e. No article deemed hazardous shall be brought onto the Property.
  - f. No stereos/radios are allowed to be playing in the work area.
  - g. No use of tenant restrooms- Must use public restrooms located on dock
10. **LEED Requirements** - all Contractors must comply with the LEED requirements listed below.
  - a. All Paints and sealants must comply with the VOC content limits of South Coast Air Quality Management District (SCAQMD) Rule #1168 and GS-11, listed in **Attachment 1**.

- b. Contractor must submit a copy of the Construction and Debris (CD) report from the waste vendor to Building Management.
  - c. If Contractor is demolishing carpet in an existing space, the removed carpet must be recycled.
- 11. Contractors are prohibited from riding the passenger elevators at all times to access various floors/work areas. Any violators of this rule will be removed from the Property.

The freight elevators can be reserved for deliveries Monday through Friday between 6:00 PM and 6:00 AM, Saturday's Sunday's and holidays. Advance notice of 48 hours is required. The Office of the Building will provide an one elevator operator and one dock guard with the costs associated with the use of the freight elevator. Any movement of material that needs to be put on top of the Freight Elevator must be scheduled in advance with the Office of the Building. Costs associated with the elevator operators and mechanics are the responsibility of the Contractor unless otherwise agreed. No piggybacking of contractor's schedules is allowed.
- 12. Unless permitted by the Office of the Building, Contractors are strictly prohibited from parking at the Property in the alley or dock area.
- 13. Building Management is forbidden to loan tools / equipment to vendors and or contractors.
- 14. No cooking of any kind is allowed at the Property. This includes microwaves, hot plates and coffee pots.
- 15. No interviewing of job applicants is permitted at the Property without prior approval by the Office of the Building.
- 16. All work areas must be kept clean of trash and debris and organized, to the satisfaction of the Agent and Owner. Failure to do so will result in the Agent or Owner providing a cleaning service and back charging the Contractor accordingly. Contractors will be required to monitor all traffic areas to/from the work areas including elevator lobbies and corridors to insure that dust and debris are not tracked into public areas.
- 17. All trash and debris must be covered prior to transport to the freight elevators to limit airborne dust and odor.
- 18. All mobile equipment in contact with the floors must be rubber-wheeled.
- 19. Any damage to the existing tile, floors, carpet, walls, or ceilings will be the Contractor's responsibility.
- 20. All delivery of materials to the Property shall be through the loading dock. Deliveries must be scheduled with the Office of the Building. Major deliveries and movements of materials into and through the Property must be done after normal business hours. Major deliveries include metal studs, drywall, conduit, piping, H.V.A.C. equipment, ceiling tile, wallcovering, paint, and carpet.
- 21. If a Contractor requires space for a dumpster in the dock area, he must notify the Office

of the Building. The Office of the Building will assign a space in the dock over night. Dumpsters must be pulled by 6:00 AM the following morning. All permits and equipment are the responsibility of the Contractor. Landlord's trash containers are not to be used by contractors.

22. Contractors must store all materials within the work area. The Contractors are responsible for accepting materials and keeping loading dock clear of materials. No storage of supplies or trash will be allowed in the area at any time.
23. Any work that causes audible noise outside the construction space must be scheduled with the Office of the Building 48 hours in advance and be done after normal business hours. This includes but is not limited to drilling, shooting nails/anchors into the deck and coring of the deck. All cutting is to be performed with a black box.
24. The use of odor-causing or particulate-generating practices during business hours is prohibited. These activities will be scheduled with the Office of the Building 48 hours in advance and will only be conducted after business hours.
25. Prior to any demolition and/or construction work, it must be determined whether such work will affect the life safety system. If the life safety system may be affected, the Office of the Building must be notified 48 hours prior to commencement of work. Under no circumstances will the life safety alarm system be shutdown overnight, on weekends, or holidays. Contractor will be responsible for paying any fines and associated charges resulting from failure to provide required notification. If any devices are to be added or removed from the building life safety systems the work must be coordinated through Siemens Building Technologies. Upon conclusion of this work the entire floor must be function tested to ensure system integrity. A copy of the test report will be submitted to the chief engineer's office
26. **Shutdown and Access Notices** – A minimum of **48 hours** advance notice in writing to Landlord and subsequent approval from Landlord is required for the following:
  - a. Temporary disconnection of fire sprinkler or movement of any air handling equipment, thermostat, etc.
  - b. Use of toxic material or varnish. Include method of ventilation and how adjacent areas will be protected. Use of toxic materials may require after-hours work.
  - c. Any core drilling.
  - d. Any welding, brazing, soldering, cutting with a torch, or dust-related work requiring the deactivation of smoke detectors.
  - e. Work being done during non-prime hours.

A minimum of 5 day notice in writing to Landlord and subsequent approval by Landlord is required for the following:

- a. Electrical shutdown. All costs associated with the shutdown are the Contractor's responsibility.
  - b. Potable or treated water system shutdowns.
  - c. HVAC systems shutdowns affecting others.
  - d. Major and special deliveries to the Building.
27. Any accidental damage to the Property will be the responsibility of the Contractor and to

the satisfaction of the Agent or Owner.

28. Contractor is required to supply all materials, supplies, tools, ladders, and equipment required for the work.
29. No storage of flammable substances will be allowed at the Property unless specifically approved by the Office of the Building and stored in accordance with appropriate federal, state, city, and local codes and regulations.
30. A list has been developed of all hazardous materials in use at this facility. In compliance with the OSHA Federal Hazard Communications Standards, copies of Material Safety Data Sheets (MSDSs) for these hazardous materials are available to the Contractor upon request.
31. The Contractor is required to submit to the building Engineer any/all MSDSs for hazardous materials product that are required for the work before the material is delivered to the Property.
32. In case of any accident or incident Security must be notified immediately by calling 312-228-1983, reports must be made out by your company and copies sent to the Office of the Building Suite 2625. Verbal report must be made within 2 hours of the incident to the Office of the Building.
33. Unless specifically approved, no Contractor is permitted to perform work inside any equipment or mechanical room including, but not limited to, electrical COCs and telephone rooms.
34. Under no circumstances shall the Contractor drill, burn, or fasten anything to any structural steel members without written consent of Agent or Owner.
35. All penetrations through the walls, floors, and ceilings must be sealed with a City of Chicago approved fire-rated material(s).
36. Public areas including floor, ceiling, wall, or mechanical chases may not be used as a tenant raceway system. If a corridor crossing is required, Agent or Owner approval is required.
37. Acceptable construction barricades and/or lockable doors must be maintained and used to control noise and dust pollution to a minimum level.
38. Landlord shall have the right to inspect or perform work within the Building; Landlord shall have the right to suspend Contractors' Work in the Building if such work, in the opinion of the Landlord, is presenting or may present a danger to life, safety, or property, or in an emergency situation.
39. **Construction Start-Up** – Three sets of plans and specifications setting forth all architectural, mechanical, electrical, and other aspects of the Work to be performed by the Contractor shall be submitted and reviewed by Landlord prior to commencement of Work. Landlord reserves the right to review any such projects for their effect on building systems. Landlord will be allowed 15 days to review said documents.

A minimum of 72 hours prior to beginning work, Contractor will provide the following information to Landlord.

- a. Name and address of their primary personnel.
- b. Contractor's 24-hour emergency phone number.
- c. Proposed project schedule in entirety, broken down into specific activities, calendar dates, and responsibilities.

Prior to commencement of construction, Contractor shall provide a list of the subcontractors and any other on site personnel to Landlord. Landlord must approve all Contractors and Subcontractors. The list of subcontractors and other on-site personnel shall not be changed without the prior written consent of Landlord.

Immediately upon being awarded a job, the Contractor is required to set up a field office within the construction area. The following is a checklist of items to set up and maintain at all times on the job:

- a. Full set of construction documents, as submitted for the building permits.
- b. All building permits visibly displayed. No work is allowed without permits (work is not permitted with blue cards.)
- c. Addendum Drawings and Specifications.
- d. First aid kit.
- e. Hard hats, eye protection, and hearing protection.
- f. Project schedule
- g. Job meeting notes
- h. Material Safety Data Sheets for all material used in the Building
- i. Fire extinguishers to be placed near all welding, torching, brazing, soldering, or other work with an open flame or heated utensil.

The field office should also contain a full set of project files in a locked cabinet containing all correspondence and copies of contracts and insurance certificates with all subcontractors.

Contractor shall maintain supervisory personnel on site at all times will provide direct supervision of any and all Work being performed including the delivery of materials. Such supervisory personnel shall be fully empowered to coordinate, respond for and authorize subcontractors to perform such Work as is necessary to enable the Work to proceed.

40. After demolition and before construction begins, building engineers will do a walk-thru of the premises to verify existing conditions. A copy of the findings will be given to the general contractor.
41. The following procedures shall be strictly adhered to when employing any method of gas or electric welding, flame cutting, or open-flame soldering:
  - a. Contractor must contact the building engineers at least 48 hours in advance of any open flame work performed at the Property. Before any cutting, soldering, or welding can take place, a building Engineer must inspect the work with the Contractor's project superintendent. After the inspection and if all concerns have been addressed, the

- building Engineer will allow work to proceed and issue a HOT permit.
- b. The Contractor will have a designated person perform fire watch during the work and for 30 minutes after completion. If the building Engineer observes open-flame practices different from those outlined herein, the Office of the Building may suspend all open-flame work for the remainder of the shift.
  - c. Cutting, soldering, or welding is prohibited under the following circumstances:
    - d. In areas not authorized by the Office of the Building.
    - e. In the presence of explosive or flammable atmospheres, or explosive or flammable atmospheres that may develop inside uncleaned or improperly prepared tanks or equipment that have previously contained such materials, or in areas with an accumulation of combustible dusts.
    - f. In areas near the storage of quantities of exposed, readily ignitable materials.
    - g. In areas where employees or workers are present, unless proper shields or guards and appropriate exhaust provisions are used.
    - h. Additional fire prevention precautions and suppression capability must be engaged whenever performing such work under any of the following conditions:
      - i. Appreciable combustible material in building construction or contents is closer than 35 feet from the point of operation.
      - j. Appreciable combustibles are more than 35 feet away but are easily ignited by sparks.
      - k. Wall or floor openings occur with a 35-foot radius of the point of operation where the potential exists of igniting exposed combustible material. This includes adjacent areas and concealed spaces in walls, floors, and ceilings.
      - l. Combustibles could be ignited by conduction or radiation through metal partitions, wall, ceilings, or roofs.
      - m. Suitable fire extinguishing equipment will always be maintained in a state of readiness for immediate use.
42. The Contractor must appropriately protect electrical and other detection devices in the areas where production of dust will occur. Furthermore, the building Engineer will need to approve protection measures.
  43. Common areas, corridors/lobbies must be protected from dirt and wear during the construction process. Masonite or other protection must be placed from the entrance of the suite to the freight elevator to help prevent tracking dust on to the corridor carpet. On occupied floors, clean-up, including vacuuming of corridors must be completed throughout the day.
  44. Removing demolition refuse from the job site to the dock area must occur prior to 6:00 AM and after 6:00 PM on weekdays. Please contact the Office of the Building to schedule the freight elevator and roll-off container delivery or removal. No refuse removal is allowed during general business hours. Exceptions are granted on a case-by-case basis.
  45. All proprietary telephone or data cabling and/or equipment must be within the tenant space (and not in the telephone riser closet.)
  46. Contractor is required to contact ComEd to coordinate electric meter installation prior completion of work.
  47. All work will comply with the Federal, State, County, and local codes and guidelines, as applicable, and must meet generally accepted industry standards.
  48. Any energized electrical work above 50 volts requires an “Energized Work Permit” from the

Chief Engineers office, and requires the proper PPE and rated tools.

- 49. Space heaters are not permitted at the Property.
- 50. The Property will not allow the purchase or installation of any new equipment that uses HCFC.

**ATTACHMENT 1**

Paints and sealants must comply with the VOC content limits of South Coast Air Quality Management District (SCAQMD) Rule #1168 and GS-11, listed in the table below.

<b>Architectural Applications</b>	<b>VOC Limit [g/L less water]</b>	<b>Specialty Applications</b>	<b>VOC Limit [g/L less water]</b>
Indoor carpet adhesives	50	PVC welding	510
Carpet pad adhesives	50	CPVC welding	490
Wood flooring Adhesives	100	ABS welding	325
Rubber floor adhesives	60	Plastic cement welding	250
Subfloor adhesives	50	Adhesive primer for plastic	550
Ceramic tile adhesives	65	Contact adhesive	80
VCT and asphalt adhesives	50	Special purpose contact adhesive	250
Drywall and panel adhesives	50	Structural wood member adhesive	140
Cove base adhesives	50	Sheet applied rubber lining operations	850
Multipurpose construction adhesives	70	Top and trim adhesive	250
Structural glazing adhesives	100		
<b>Substrate Specific Applications</b>	<b>VOC Limit [g/L less water]</b>	<b>Sealants</b>	<b>VOC Limit [g/L less water]</b>
Metal-to-metal	30	Architectural	250
Plastic foams	50	Non-membrane roof	300
Porous materials (except wood)	50	Roadway	250
Wood	30	Single-ply roof membrane	450
Fiberglass	80	Other	420
<b>Sealant Primers</b>	<b>VOC Limit [g/L less water]</b>		
Architectural non-porous	250		
Architectural porous	775		
Other	750		
<b>Paints</b>	<b>VOC Limit [g/L]</b>		
Exterior nonflat	200		
Exterior flat	100		

*The Office of the Building reserves the right to revise and supplement the foregoing Rules & Regulations from time to time as the Agent or Owner may deem necessary.*

## **ADDITIONAL SERVICES**

The Aon Center offers many special services to increase the convenience of our Building for our Tenants. Please call the Office of the Building for further information regarding any of these services.

### **Window Washing**

The Aon Center provides each tenant space with exterior window washing approximately three times per year and interior window washing one time per year. Washing of glass partitions and/or other interior glass in your suite is available upon request to the Office of the Building. We will be happy to provide you with an estimate and arrange for the work.

### **Exterminating**

Occasionally some of our tenants who have lunch rooms or food storage areas in their suite have problems with insect pests. Aon Center contracts with an exterminator which services the public building space. If you need an exterminator to come to your suite, please call the Office of the Building to schedule this service. Please be prepared to give us the exact location where the insects were discovered. A small fee will be charged for this service.

### **Door and Wall Signage**

The Office of the Building coordinates all tenant door and wall signage. Any signage requests should be in writing and should be directed to the Assistant Property Manager in the Office of the Building.



## **TENANT SERVICE REQUEST PROCEDURES**

To facilitate a quick response, tenants should be familiar with the following procedures for requesting services:

1. Log into Angus Anywhere [www.angusanywhere.com](http://www.angusanywhere.com) using your computer or phone app
2. Enter the following information:
  - a. Company Name
  - b. Suite Number
  - c. Name of the individual requesting the service
  - d. Nature of the request or problem (i.e. temperature, cleaning, electrical, etc.)
  - e. Any additional security services
3. The appropriate Building personnel will be dispatched to service your request. Response time to the request will vary, but the request can usually be categorized in the following manner:
  - a. Emergency (water leak, fuse blown) – immediate response
  - b. Comfort call (temperature) – next available engineer (usually non-billable)
  - c. Cleaning request – handled that evening by the night cleaning crew or requests in need of immediate assistance (i.e. spills or overflows) are handled by the day cleaning crew.
  - d. Special service (i.e. hang pictures, moving furniture, etc.) – variable response time depending on the availability of engineers, carpenters, electricians, or day cleaning staff. Non-emergency calls are serviced in the order received.
4. After you have entered the work order, you may call the Office of the Building for any follow up or for additional information at 312-228-8200 Monday - Friday between the hours of 8:00 a.m. and 5:00 p.m. After normal business hours, calls to this number will be answered by the Security Command Center.

**AON CENTER**  
**SECTION III – EMERGENCY PROCEDURES**

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## **Introduction - Security Life Safety Program**

The AON Center maintains a professional Security Life Safety Program. The Program's objective is to provide the utmost protection and to maintain a safe environment for all tenants, visitors and employees. The Program is headed up by a Director of Security along with a Manager of Life Safety and a Manager of Security. The Center is protected by a Security Force Operation that is manned 24 hours a day, 7 days a week, 365 days a year. There are approximately 50 contract security officers that are responsible for different shift assignments each day. The Security Force responds to various types of emergencies daily.

A Security Command Center (SCC) also operates 24 hours a day, 7 days a week, in a restricted area of the Center. The SCC monitors all internal/external video surveillance, tenant/visitor access control, intrusion alarms, fire alarms, elevator entrapment alarms and radio communications throughout the Center. A video surveillance system monitors and records the activities of approximately 150 cameras within the complex, i.e., all entrances and exits, external perimeter locations, lobby areas, air intake vents, dock area, parking garage, roof ingress/egress, and other sensitive areas. A comprehensive card access control system is maintained in the SCC which programs and monitors the access of all tenants, visitors and employees every day. Approximately 9000 individuals enter the Center on any given business day. A radio communications network in the SCC handles the voice communications of Security Operations, Engineering, Operations, Maintenance and the Office of the Building on different frequencies. Effective radio communications is critical to the operation of the Building. Elevator entrapments are monitored by an alarm and voice communication system in the SCC. The parking garage is also monitored by the SCC for video surveillance, access control, fire alarm, personal duress etc. Anti-intrusion barriers were recently installed at every parking garage entrance and exit to prevent potential vehicle bombings. Vehicles entering the garage are inspected daily by the Security Force Operation.

The Life Safety function is an extremely important part of the Security Program. Life Safety Training is provided to all tenants periodically throughout the year. Fire/Evacuation Drills and Exercises are administered to tenants at least twice a year. Inspections of fire protection equipment are conducted regularly. An advanced fire alarm protection system (Pyro-tronics System) is also housed and monitored in the Security Command Center. The Chicago Fire Department utilizes the AON Center for many of its in-service training exercises, i.e., first responder, rapid ascent drills, double-decked elevator training etc. The CFD has an excellent working knowledge of the AON Center infra-structure in the event of a real emergency.

The Security Life Safety Program maintains strong tenant relations. It is important that the program provides quality service to all AON Center tenants. Security Awareness Training is also administered to tenants periodically. Security Life Safety Management maintains excellent liaison with federal, state and local law enforcement as well as with fire and emergency agencies in the City of Chicago. Security Life Safety Management continues to be innovative in providing a better way to enhance the protection and to create a safe environment for all tenants, visitors and employees at the AON Center.

The Aon Center currently has an emergency notification system. This system, Send Word Now, allows the Office of the Building to notify tenants of any building emergencies, such as fires, severe weather conditions, and earthquakes.

**EMERGENCY TELEPHONE NUMBERS**

**AON CENTER**

OFFICE OF THE BUILDING	312-228-8200
SECURITY COMMAND CENTER	312-228-1983
CRISIS HOTLINE (In the event that the building is closed due to an emergency)	312-228-1981
MEDICAL.....	911
❖ Then notify Security Command Center.....	312-228-1983
FIRE.....	911
❖ Then notify Security Command Center.....	312-228-1983
SMOKE.....	312-228-1983

**AREA HOSPITALS**

MERCY HOSPITAL.....	312-567-2000
❖ Emergency      312-567-2200 Room.....	
NORTHWESTERN MEMORIAL.....	312-926-2000
❖ Emergency      312-908-5222 Room.....	
RUSH PRESBYTERIAN.....	312-942-5000
❖ Emergency      312-942-6428 Room.....	

## **BUILDING/TENANT FIRE SAFETY**

In the event of a fire, the safe and rapid evacuation of the affected area is the joint responsibility of Building Management and the tenants in that area. It is imperative that each employee become familiar with the procedures described on the following pages. If there are any question, please call the Security Command Center at **312-228-1983** or the Office of the Building **312-228-8200** – **before** an emergency arises!

### **SMOKE/FIRE EMERGENCY PROCEDURES**

#### **IF YOU SMELL SMOKE:**

1. Call the Security Command Center – 312-228-1983. Report the smoke, giving the location if possible and any other available details.
2. Notify your Floor Captain or Assistant Floor Captain.
3. Wait for a response from Security.

#### **IF YOU DISCOVER A FIRE:**

1. Call the Chicago Fire Department at 911.
2. Telephone the Security Command Center at 312-228-1983. Give the exact location of the fire and any other available details.
3. Notify your Floor Captain or Assistant Floor Captain.
4. Proceed to a safe area away from the fire.
  - a. **DO NOT** use the elevators.
  - b. **DO NOT** evacuate unless instructed to do so OR if a safe area is not available.
5. Feel any door before opening it to see if it is hot.
6. Close but don't lock doors behind you to help contain the fire and smoke.
7. If smoke is present, stay as close to the floor as possible.

#### **IF ALL ESCAPE ROUTES ARE BLOCKED**

1. Move as far away from the fire as possible closing all doors as you go.
2. Stuff clothing or other material around ventilation ducts and cracks in doors to prevent smoke from penetrating the area.
3. If a phone is accessible, dial 911 and give them your precise location.

## **WHEN TO EVACUATE**

1. The Chicago Fire Department/Security Command Center will notify you if evacuation is necessary via the public address system.
2. Follow the evacuation instructions precisely.
3. **DO NOT** use the elevators, use stairwells only.

## **BUILDING FIRE/LIFE SAFETY FEATURES**

1. **Building Description** - The Building is a 83 story building that consists of reinforced concrete foundations with poured concrete caissons, and reinforced below-grade columns, slabs and perimeter walls, and steel-framed above-grade superstructure with steel deck upper floor slabs topped with concrete and supported by steel trusses.
2. **Automatic Sprinkler Systems** - The entire building is equipped with an automatic sprinkler system. The loading dock and parking garage levels are served with a dry sprinkler system.
3. **Exit Stairwells** - There are two (2) exit stairwells serving floors two and higher. The Upper Lobby has three exit stairs and all floors below the Lower Lobby are served by three or more exit stairs. Interior stairs typically consist of light-gauge steel with closed risers and metal handrails. Tenants should become familiar with the location of all exit stairwells on their floor.
4. **Emergency Phones** - Emergency phones are located in the stairwells on every sixth floor. These phones should be used to contact security in case of emergency. **Please note** that there are also Fire Department Emergency phones on every 5<sup>th</sup> floor. These phones are behind a glass case and are for the use of the Fire Department only.
5. **Emergency Signage** – Every floor contains exit signage in the elevator corridor directing occupants to the stairwells.
6. **Fire Extinguishers** – Each floor has one ABC 10# fire extinguisher in each stairwell at the floor landing.
7. **Security Command Center** – Located on the Upper Lobby on the west side.
8. **Public Address System** – The building is equipped with a public address system connected to emergency speakers on all floors. The system has the capability of paging individual floors or it has an “all call feature” to page all building floors at one time. Speaker locations are as follows:
  - a. Each Elevator Corridor
  - b. Each Freight Elevator Lobby
  - c. Each floor at the entrance to the Exit Stairwells
  - d. Two in each quadrant of tenant spaces
  - e. On top of each elevator cab
9. **Stairwell Doors** – All stairwell doors are tied into the life safety panel so that whenever a flow switch is activated by a sprinkler head, an audible signal and visual red alarm activates in the life safety panel and all stairwell doors are automatically unlocked.
10. **Smoke Detectors** – Located in each electrical and mechanical room which, when activated, flashes a red alarm and an audible signal at the life safety panel.

Smoke detectors are also located in the fan housing system (both return and supply). If the smoke detector in the supply is activated, it automatically shuts down the supply of electricity and leaves the return to pull the smoke out of the area. If the smoke detector in the return is activated, it shuts down the return while continuing to supply fresh air to the space.

11. **Tamper Switches** – If turned off or disturbed, the tamper switches will send a yellow visual and an audible alarm to the life safety panel.

### **TYPES OF FIRES**

- CLASS A** – Fires in such ordinary combustibles as paper, wood, cloth, rubber, textiles, and many plastics.
- CLASS B** – Fires in flammable liquids such as grease, oil, paint and gasoline.
- CLASS C** – Fires involving energized electrical equipment where there is a risk of shock. (When electrical equipment is de-energized, Class A fire extinguishers may be used safely).
- CLASS D** – Fires in combustible metals, such as magnesium, titanium, zirconium, etc.

Multi-purpose “ABC” extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an “ABC” rated fire extinguisher: “A” because there is likely to be paper nearby, “B” because there may be oil or grease involved and “C” because it is electrical equipment.

Please consult with Office of the Building if you need assistance with protecting areas such as computer rooms, mail rooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.

## **FIRE EXTINGUISHER OPERATION**

**TO OPERATE:** If you use a fire extinguisher, try to remember the word PASS.

**PULL:** Pull the pin. Some extinguishers require releasing a latch or pressing a puncture lever.

**AIM:** Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

**SQUEEZE:** Squeeze the handle. This releases the extinguishing agent.

**SWEEP:** Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguisher before a fire emergency happens.

Type A fire extinguishers are located on each floor in each Exit Stairwell.



## **TENANT RESPONSIBILITIES**

### **Tenant Emergency Evacuation**

Each tenant is responsible for evacuating without the assistance of building personnel. Each tenant shall use the stairs closest to their location, if practicable, or use the alternate stairwell location. If the emergency is not a fire, the tenant may use the elevators, when practical. In a fire condition, they should be advised not to use the elevators. On floors of the building containing more than one Tenant, the Tenants should share the staffing responsibilities for Fire Warden and Evacuation Team Members, so that no-one tenant is providing all of the emergency team members. Fire Warden and Evacuation Team Members are to be provided for full floor tenants

### **Tenant Responsibilities**

- a. Provide Tenant Fire Wardens and Evacuation Team Members as described in the Tenants Evacuation Team Section.
- b. Provide a list of team members to Security Life Safety Management on the form provided, as shown, in this section whenever a change occurs, but not less than every 6 months.
- c. Provide a list of employees needing assistance to building management whenever a change occurs on the form provided, as shown, in this section, but not less than every 6 months.
- d. Train such members.
- e. Ensure that all members of their company participate in fire drills and training, if required
- f. Evacuate their space in an orderly manner upon hearing the audio alarm, smelling smoke or notification of a building emergency and assembling at a location designated by the evacuation order.
- g. If directed, leave the building and assemble at a location outside of the building, not on the first floor or in the lobby.
- h. Assist employees or guests that may be physically impaired. Provide information to the first responders to the alarm or the Chicago Fire Department on the location of anyone unable to be evacuated.

**AON CENTER EMERGENCY PERSONNEL**

**MONITORS – CORRIDOR ASSIGNMENTS**

<b>Floor</b>	<b>Stairwell 1 (North)</b>	<b>Stairwell 2 (South)</b>	<b>Elevator Corridor</b>	<b>Washrooms</b>

**FIRE SAFETY TEAM**

<b>Floor</b>	<b>Stairwell 1 (North)</b>	<b>Stairwell 2 (South)</b>	<b>Elevator Corridor</b>	<b>Washrooms</b>

**HANDICAP ASSISTANCE**

<b>Floor</b>	<b>Stairwell 1 (North)</b>	<b>Stairwell 2 (South)</b>	<b>Elevator Corridor</b>	<b>Washrooms</b>

Please fax the completed form to Security Life/Safety Management (312) 228-1983.

## **TENANT EVACUATION TEAM RESPONSIBILITIES**

The following is a brief description of the responsibilities of each team member. Tenant management personnel should make each member of the team aware of his/her responsibilities. Each tenant should also assign an individual to backup each member of the team in the event of vacation or absence. Since each floor of the building may contain more than one tenant, the Tenants should share the staffing responsibilities amongst themselves, so that no-one tenant is providing all of the emergency team members and that smaller tenants may not have the number of employees to fulfill the emergency team rolls.

The City of Chicago has designated the following primary positions:

- Fire Warden
- Emergency Evacuation Team
- Floor Leader/Assistant Fire Warden
- Searcher
- Stairwell Monitor
- Elevator Monitor
- Evacuation Assistants

## **FIRE WARDEN**

### **Responsibility**

The Fire Warden is responsible for coordinating and reporting any potential or actual emergency conditions to the Security Command Center. He is responsible for organizing the emergency evacuation team and ensuring emergency procedures are carried out.

### **Duties**

- Direct emergency evacuation and drills from his assigned floor.
- Listen/ for instructions over the public address system and wait for an Evacuation Order.
- Know location of all exits leading from occupied area.
- Know the floor layout and locations of all fire extinguishers and how they operate.
- Train evacuation team members in all procedures.
- Appoint personnel to the emergency evacuation team.
- Maintain an updated roster of all team members.
- Alert key personnel of potential emergencies.
- Inform and train emergency team personnel and all occupants in emergency procedures.
- Pre-plan the handling of self-identified employees who need assistance during evacuation.
- Evacuation of occupancy personnel.
- Notify the elevator monitor to evacuate when all employees are out of their respective suites.
- Notify the Security Command Center, that your floor or Suite has been evacuated.
- Conduct a role call to account for the safety of all your employees at the designated meeting place. Notify the Security Command Center if anyone is missing.

## **FLOOR LEADER/ASSISTANT FIRE WARDEN**

### **Responsibility**

Assists the Fire Warden and is responsible for the control of occupants in his area and the safe evacuation of personnel in his area during a fire or other emergency.

### **Duties**

- Know location of all exits leading from occupied areas.
- Responsible for the orderly evacuation of all personnel in his area during emergency evacuation or drills.
- Remains with the group throughout the evacuation process and leads them to a pre-determined safe location.
- Assists in the training of employees in his area.

## **SEARCH MONITOR**

### **Responsibility**

The Search Monitor is to help the fire (floor) warden find and evacuate all personnel from a specific area of the building, especially from remote areas, such as storerooms, fire rooms, computer rooms, etc. If the emergency is on his/her floor, it is essential that the searcher know how to direct personnel away from danger. The size of the floor or office will determine how many searchers are needed.

### **Duties**

- Check all rooms, including washrooms, conference rooms, computer rooms and remote areas on the floor.
- Advise any remaining persons on the floor, whether employees or visitors, of the emergency and insist on their evacuation.
- As each office or space is checked, close but do not lock all doors to reduce the flow of air, which may feed a fire.
- To let fire fighters know that an area has been searched, place a “post it” on doors and cubicles. These notes should be placed no more than 2 feet above the bottom of the door.

- Starting at a designated point, searchers proceed toward the nearest stairwell and advise all personnel to evacuate to the nearest emergency exit. In small offices where there is only one searcher, start from the rear and move toward the exit. Remember the calm voice and demeanor of a trained individual can minimize fear and panic. Coordinate the evacuation of co-workers who may need assistance with the floor warden.
- If time and safety permit, turn off lights, coffeepots, office equipment, etc.
- Know building and fire department emergency procedures.
- Know the location of stairwells on the floor. **DO NOT USE THE ELEVATORS.**
- Know the floor layout and locations of all fire extinguishers and how they operate.

### **STAIRWELL MONITOR**

#### **Responsibility**

Stairwell monitors are responsible for the orderly and safe evacuation of all employees located on the floor. There will be one stairwell monitor at each stairwell entrance.

#### **Duties**

- When orders are received to evacuate, report to your designated post.
- Check stairwell landing, making sure immediate vicinity is not obstructed or filled with smoke. If any problems arise, immediately report it to the floor warden.
- Stop anyone from using an obstructed or smoke filled stairwell and direct people to the alternate stairwell.
- When the primary stairwell is obstructed, direct people to the alternate stairwell.
- Maintain an orderly evacuation down the stairwell. People should stay on the right side since emergency personnel will be coming up on the left side of the stairwell.

- Keep people moving safely and quietly down the right side of the stairwell.
- Quiet is necessary to hear additional instructions which may be issued by the fire chief or building management.
- Remain at his designated post until instructed to evacuate or all employees have evacuated the floor.

## **ELEVATOR MONITOR**

### **Responsibility**

Elevator Monitors are responsible for stopping a person from using the elevators and directing people coming off of an elevator or people in the elevator to the nearest stairwell.

### **Duties**

- Direct all employees to the nearest stairwell.
- Prevent anyone from using the elevator to exit the floor.
- Stay at designated post until instructed to evacuate
- Know building and fire department emergency procedures.
- Know locations of stairwells. **DO NOT USE ELEVATORS**
- Know locations of all fire extinguishers and how they work.
- Remain at his designated post until instructed to evacuate or all employees have evacuated the floor.

## **EVACUATION ASSISTANTS**

### **Responsibility**

The Evacuation Assistant is responsible for ensuring that any self-identified occupants are evacuated.

### **Duties**

- Maintains an up-to-date list of self-identified employees requiring assistance and their location for assistance by the fire department if necessary.
- Notifies Security Life/Safety Management of any changes.
- If possible, implements a “buddy system” to assist in the evacuation.
- Fire department personnel will assist in the evacuation of these people. However, if there is danger from smoke or fire, handicap aides should see that handicapped persons are carried to the nearest safe floor or designated point of rescue.
- Know building and fire department emergency procedures.
- Know location of stairwells. DO NOT USE ELEVATORS.
- Know location of all fire extinguishers and how they operate.



## INSTRUCTIONS FOR FIRE DRILL

1. The drill will be announced by the strobe lights flashing, sounding of the fire alarm, followed by a verbal announcement to evacuate the floor.
2. At the announcement the tenant **Fire Wardens** and tenant **Emergency Staff** will go to their assigned posts.
3. As soon as the tenant emergency staff is in place, the evacuation of the floor will begin.
4. While employees are waiting for instructions from the fire wardens, sensitive materials should be locked up. Take purses and billfolds with you.
5. At the word from the fire warden to evacuate the floor, close all interior office doors, proceed to the nearest accessible stairwell, go down one floor and wait. Keep to the right of the stairwell. Do not enter tenant space. **Do not use the elevators.**
6. **Receptionists** remain in the tenant space during the fire drill to answer the phone and stop entry of unauthorized personnel.
7. **Searchers** ensure all entry doors, other than the main entrance at reception, are locked when they leave. All interior offices, cubicles, kitchens, storage rooms, washrooms, etc. must be checked. Place a post-it note two feet from the ground on the door or wall of the searched area.
8. All **visitors** to tenant space will leave the floor with the employees.
9. **Handicap persons** and **pregnant women** should remain on the stairwell landing at their floor as far as possible to the right.
10. When the all clear is announced by the fire department, carefully return to your floor and work area.

## TENANT EMERGENCY EVACUATION INFORMATION

In most instances when evacuation of an area is required, only the fire floor, two (2) floors above and five (5) floors below will need to be evacuated. In order to ensure clear uninhibited entry for the Fire Department into the Building and to the fire area, it is extremely important that all tenants evacuate in the precise manner and to the exact area designated by the Floor Warden or Fire Department.

The following evacuation procedures should be observed:

- Call 9-1-1. State the address (Aon Center, 200 E. Randolph), floor, and the nature of the emergency (fire, ambulance, etc.)
- If you become aware of an emergency situation, alert your Fire Warden or members of the Evacuation Team of the need to evacuate.
- Call Security Command Center: **312-228-1983**

In the event of a fire or other emergency, it may become necessary to evacuate your office and floor.

- An announcement will be made over the public address system. **STOP what you are doing, listen for instructions, and wait for an evacuation order.** You may be asked to evacuate your floor or the building under certain situations. The public address announcement will detail what floor you should go to or if you should evacuate the building, and if the elevators can be used.
- Follow the instructions of your Fire Warden and Evacuation Team Members.
- Take your purse or wallet with you. You may not be allowed back in your office.
- Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and caulk around the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!!** Find another exit to the corridor. If both your door and doorknob are cold, you may leave your office.
- **Do not use the elevators** (unless informed by the Fire Department that it is safe to use them). Elevators will be under the control of the Fire Department while the emergency exists. The elevator call buttons will not respond.
- Familiarize yourself with the location of both stairwells on the floor so that if the route to one is blocked, you may proceed to the alternate stairwell. See evacuation routes on the reverse side. When an alarm is triggered, all stairwell doors will automatically unlock to allow reentry on a “safe” floor.
- Use the right side of the stairwell so that emergency personnel can use the left side of the stairs. **DO NOT RUN.**
- Emergency phones are located in each stairwell on every 6<sup>th</sup> floor. These phones are connected to the security command center and may be used to call for instructions or

assistance. The phones may also be used to alert rescue personnel of the locations of individuals who require evacuation assistance.

- If the building is evacuated, assemble at a designated area outside of the building until the Fire Department or building management issues further instructions. Each tenant is responsible for designating a meeting area.

### **FIRE PREVENTION TIPS**

1. Make sure appliances such as coffee makers are turned off at night.
2. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the - 228-8200.
3. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.
4. Leave plenty of space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that normally give off heat.
5. Make sure the power is shut off on all office equipment such as typewriters, calculators, computers, etc. at the close of the business day.
6. Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in freight lobby areas.

## **BOMB THREAT INFORMATION AND GUIDELINES**

### **GENERAL INFORMATION**

The most common threats are made by direct telephone calls. However, some threatening calls are made to third parties such as television studios and newspaper offices.

There are two reasons for a caller to report that a bomb is to go off at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device, or just someone who is aware of such information.
2. The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

### **SUSPICIOUS ITEMS**

1. Letters that are unusually bulky or weighty.
2. Parcels or envelopes with chemical or oily stains.
3. Parcels or envelopes without a return address.
4. Parcels or envelopes with foreign postmarks.
5. Parcels or envelopes that simply do not look or feel ordinary.

### **DON'TS**

1. DO NOT handle the item.
2. DO NOT attempt to open the parcel.
3. DO NOT place parcel in water.
4. DO NOT remove any binding material.
5. DO NOT pull or cut any material that protrudes.

## **BOMB THREAT RECEIVED BY A TENANT**

Should a bomb threat be received by a tenant, the following guidelines should be used:

1. Try to obtain as much information as possible. Be prepared to relate this information to security and the police when they arrive.
2. Immediately call the Security Command Center at 312-228-1983.
3. The Security Command Center will notify the police department of an imminent threat.
4. Notify your Floor Warden in your immediate area.
5. Visually search the immediate area for any strange or unusual objects and notify the Security Command Center. Never disturb a suspicious object.
6. Keep this information as confidential as possible.
7. Follow the instructions of Security and police.
8. Do not attempt to re-enter the area until advised by the Bomb Squad.

## **BOMB THREAT RECEIVED BY THE OFFICE OF THE BUILDING OR SECURITY**

In the event that a bomb threat is received by the Office of the Building, the following guidelines will be observed:

1. The Police Department will be notified of an imminent threat.
2. The Floor Warden in the affected area will be informed of the situation.
3. Tenants should remain alert for any unfamiliar people or objects to point out to Security and the police upon their arrival. **DO NOT** touch or handle any suspected objects.
4. Upon arrival the Bomb Squad will make a complete search of the suspected areas. It will be the responsibility of the Floor Warden to inform Security and Police of any suspicious items or packages which do not belong in the space.
5. If the bomb threat is received against the Building, and not a specific floor, all public areas will be searched beginning with the most accessible floor.

## **TENANT EVACUATION**

The Security, the Office of the Building or the Chicago Police/Fire Departments will make a recommendation whether a tenant space should be evacuated. If your Floor Warden gives you the order to evacuate, all of the following steps should be followed:

1. The Floor Warden will make sure all employees are notified.
2. Everyone should proceed quickly, but calmly, to the nearest stairway exit.  
**DO NOT RUN!**
3. The Floor Warden/Assistant should walk the suite as a double check to assist employees and make sure everyone is aware of the evacuation order.
4. Evacuation, depending upon the size and type of explosive device, is normally one floor below and two floors above the bomb. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by Security or the Police Department.
5. Upon arrival at the lobby, everyone should remain in the area. No one should wander about or leave unless directed to do so by the Police or Security.
6. The Floor Warden/Assistant should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Police Department and Security.

**BOMB THREAT CHECKLIST**

**Remain calm and courteous. Do not interrupt.**

Person receiving the call: \_\_\_\_\_ Time call ended: \_\_\_\_\_

\_\_\_\_\_ Extension: \_\_\_\_\_ Date: \_\_\_\_\_ Time call received: \_\_\_\_\_

Number call came in on: \_\_\_\_\_  
State exact words and demands of caller:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ASK CALLER THESE QUESTIONS:**

1. When is bomb set to explode? \_\_\_\_\_
2. Where is it located? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. What is your name? \_\_\_\_\_
9. Where are you calling from? \_\_\_\_\_

**CALLER'S VOICE**

Calm	Laughing	Serious	Deep Breathing
Angry	Crying	Joking	Cracking Voice

Excited Normal	Lisp	Disguised	Slow	Distinct
Raspy	Accent	Loud	Slurred	Deep
Familiar	Rapid	Nasal	Ragged	
If familiar, whom?	Soft	Stutter	Clearing Throat	

**BACKGROUND SOUNDS:**

Street Noises	Music	Clear	Local Call
Dishes	House Noises	Factory Machinery	Long Distance
Voices	Motor	Animal Noises	Phone Booth
PA System	Office Machinery	Static	Other

Sex of caller: \_\_\_\_\_  
 Age \_\_\_\_\_ Race \_\_\_\_\_

**THREAT LANGUAGE:**

Well Spoken	Foul	Incoherent	Message read by threat maker
Educated	Irrational	Taped	

**ADDITIONAL INFORMATION:**

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## **BUILDING SECURITY**

### **GENERAL INFORMATION**

Security plays an extremely important role in the overall smooth operation of the Building. Good security protects the Building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage, and fire.

Aon Center is patrolled by a security staff on a 24-hour, seven-days-a-week basis. They are easily recognized as they are always dressed in uniform and have I.D. badges. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building.

As a theft preventive measure, each time you, one of your employees, or your vendors/contractors remove any material or equipment from the Building, a Package Removal Pass must be completed and brought to the security desk for validation. The Package Removal Pass must always be signed by an authorized signor from your office. A supply of Package Removal Passes can also be obtained from the Office of the Building.

In special cases where you have vendors or contractors (carpet cleaning, installation of computer equipment, etc.) coming in after-hours or on the weekends, you must contact the Office of the Building stating who (name of the company and individual, if possible) will be coming, the date, and the approximate time. Also give a brief description of what they will be doing. Once the Office of the Building is notified and you receive approval, the contractors and individuals names must be entered into I-Visitor. Request that the individual(s) have some form of identification to present to the guard on duty.

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the Building or to investigate a theft. The inconvenience caused by these situations can be minimized if the procedures above and on the following page are observed.

### **TENANT SECURITY RESPONSIBILITIES**

Remember that the best way to improve security is for each tenant in the Building to take an active role just as you would in the neighborhood where you live.

1. Make sure all doors to your offices are locked and secured at the close of your business day. Also make sure that all entrance doors are either monitored or locked during business hours. This is extremely important on the weekends.
2. Do not hesitate to report any suspicious or disorderly individuals to the Security Command Center 312-228-1983. Our Building security personnel will escort them from the Building.

3. Solicitation is not permitted in the Building, and any individual who enters your offices for this purpose should be reported to the Office of the Building. Building security personnel will escort them from the building premises.
4. Inform the Office of the Building of any Building keys or card keys which are lost. This includes keys to your suite, washroom keys, and storeroom keys.
5. Keep Building card keys out of the hands of those who do not need them. Try to maintain up-to-date records of all your employees who have cards. Inform the Office of the Building immediately when individuals have been removed from your employment for any reason.

### **THEFT**

Should you suspect that your offices have been broken into or if items are found to be missing, contact the Security Command Center, and the Chicago Police Department. Our security staff submits a written report of these incidents to the General Manager immediately following investigation of the matter. In the meantime, try to avoid disturbing anything in areas which you feel might have been affected by an intruder.

### **LOST AND FOUND**

Any individual finding lost item(s) should turn them in to the Security Command Center located in the upper lobby west side. You can also call the office of the Building 312- 228-8200 if you have lost any items.

## **MEDIA GUIDELINES FOR EMERGENCIES**

When an emergency or other event draws the attention of news media, all tenants are asked to keep in mind the following guidelines:

1. Misinformation, news leaks and rumors can:
  - a. Cause undue concerns on the part of employees families
  - b. Damage unfairly the image and reputation of the building and individual firms.
2. Interviews, releases or information about an event should only be given out by persons authorized to do so.
3. Refer to your firm's policies and procedures before taking any action or making any statements.
4. Building management believes that media inquiries and operations should not be allowed to interrupt your business process without your permission.
5. Please notify the Office of the Building 312-228-8200 if you plan to hold a press conference, filming or other media event in your space.
6. No media representatives may broadcast, tape or shoot footage in any common areas of the building without authorization from the Office of the Building.

## **MEDICAL EMERGENCY**

### **TENANTS REQUIRING MEDICAL ATTENTION**

1. Call the Chicago Fire Department at 911. Be prepared to provide the following information.
  - The address of the Building – 200 E. Randolph Drive
  - The floor and suite number.
  
2. Call the Security Command Center at 312-228-1983. Upon notification, Security will:
  - Hold an elevator for use by the fire department
  - Escort the paramedic's to the location of the patient in need
  - Continue to hold elevator for trip down to the lobby
  - Escort the paramedic's to the ambulance
  - Fill out a detailed report capturing all important information regarding the incident.

### **AMBULANCE SERVICES**

The Chicago Fire Department Ambulance Service (911) will automatically take the patient to the nearest medical facility which is Northwestern Medical Hospital.

### **HOSPITALS**

#### **NORTHWESTERN MEMORIAL**

303 East Superior  
General Phone – 312-926-2000  
Emergency Room – 312-926-5222  
Crisis Information – 312-908-8100

#### **RUSH PRESBYTERIAN-ST. LUKES**

1752 West Congress  
General Phone – 312-942-5000  
Emergency Room – 312-942-6428  
Poison Control – 312-942-5969  
In-Patient Info – 312-942-5695

#### **MERCY MEDICAL CENTER**

Stevenson Expressway at King Drive  
General Phone – 312-567-2000  
Emergency Room – 312-567-2200  
Patient Information – 312-567-2141

## **POWER FAILURE**

In the event of a power failure, an emergency generator will provide power for emergency lighting (to allow for evacuation) and the fire life safety systems. The stairwells have a 2-hour battery backup system to provide a sufficient amount of light to exit.

Building management will work with Commonwealth Edison to determine the problem and the expected duration of the outage. Building Management will then contact tenants on the expected duration of the outage and whether there is a need to evacuate the Building.

If you experience a power loss take the following steps:

1. Contact the Office of the Building 312-228-8200.
2. If you are instructed to evacuate, lock all areas.
3. Do not congregate in lobby areas or in the street.
4. If you are trapped in an elevator during a power failure, **wait for assistance**. **DO NOT PANIC**. Your elevators will cease operation, but **WILL NOT FALL**. Do not force open the doors or try to escape through the roof hatch. Push the emergency button and you will be in immediate contact with Security Command Center.
5. The Office of the Building will attempt to advise you regarding the length and cause of the power failure as soon as possible.

## **SEVERE WEATHER**

Generally, there are two types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

1. Severe Thunderstorm Activity
2. Tornado

### **SEVERE THUNDERSTORM ACTIVITY**

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

### **TORNADO WARNING**

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater.

Public warning will come over the radio, TV or a five minute steady blast of sirens by the Municipal Defense warning system. Should a severe storm or tornado occur, the following safety guidelines are recommended:

1. Move away from the exterior of the Building to a corridor or elevator lobby.
2. As you move, try to close the doors of rooms which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Go to the center corridor and protect yourself by either putting your head closely to your lap or by kneeling to protect your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
5. **DO NOT** go to the first floor lobby or outside the Building.
6. Keep your radio or television set tuned to a local station for information.
7. Do not use the telephone to get information or advice.
8. **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.

Once the weather has subsided, report any damage or storm related leaks to the Office of the Building by calling 312-228-8200.

## **EARTHQUAKES**

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time. Earthquakes generally last for a few seconds but great earthquakes can last up to a full minute.

### **PRECAUTIONS TO TAKE DURING AN EARTHQUAKE**

1. Try to remain calm and reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
3. Do not dash for exits since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
4. Do not be surprised if the electricity goes out, or if elevator, fire and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
5. If you are outdoors, try to get into an open area away from buildings and power lines.
6. Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock.

## **PRECAUTIONS TO BE TAKEN AFTER THE EARTHQUAKE**

When the shaking stops, there may be considerable damage, and people may be injured. It is especially important that everyone remain calm and begin the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun. Here are some safety guidelines to follow:

1. Remain calm and take time to assess your situation.
2. Seek medical help for those who need it. Cover injured persons with blankets to keep them warm.
3. Check for fires and fire hazards. Put out fires immediately if you can.
4. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
5. Shut off water mains if breakage has occurred. In due time, report utility damage to the utility companies and follow their instructions.
6. Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
7. Do not touch power lines, electric wiring, or objects in contact with them.
8. Do not use the telephone except to call for help or to report serious emergencies (medical, fire, or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services.
9. Be certain that sewer lines are not broken before resuming regular use of toilets.
10. Listen to the radio for information about the earthquake and disaster procedures.
11. Be prepared to experience aftershocks. They often do additional damage to buildings weakened by the main shock.
12. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.
13. There are no rules which can eliminate all earthquake danger. However, damage and injury can be reduced by following the above precautions.