

645 NORTH MICHIGAN AVENUE TENANT HANDBOOK



January 2022

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WELCOME TO 645 NORTH MICHIGAN AVENUE!

On behalf of ownership and the Management Team for 645 North Michigan Avenue, we extend a warm welcome to our building. We are delighted to have you as a tenant and will do everything possible to make your tenancy here enjoyable and rewarding.

Our primary goal is to develop an excellent relationship with each of our tenants through communication, enabling us to provide you with the most prompt, courteous, and efficient service possible. The Feil Organization Management Team is available twenty-four (24) hours per day to ensure that any emergency is taken care of appropriately and expeditiously.

The information provided in this Tenant Handbook is meant to provide you with a better understanding of 645 North Michigan Avenue and to facilitate your company's operations. Provided herein are important building personnel names and phone numbers, emergency contact phone numbers, building related services, building and neighborhood amenities and other pertinent building information to acclimate you to your new surroundings.

Please note that the Building Management Office is available to help in any way possible. The Management Office can be reached at (312) 419-3100 should you have any questions or concerns.

The information throughout this Tenant Handbook should be reviewed with your personnel to ensure their familiarity with its contents. Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Building Management Office will promptly notify you of any such changes.

The Feil Organization's 645 North Michigan Avenue Management Team wishes you success and we hope you enjoy your tenancy here at 645 North Michigan Avenue.

SECTION 1: BUILDING INTRODUCTION**BUILDING DESCRIPTION**

645 North Michigan Avenue is located in the heart of the Magnificent Mile, sitting at the corner of Michigan Avenue and Erie Street. The main entrance is on Erie Street. The steel frame and glass façade structure stands 11 stories above grade at a height of 127'. It was built in 1962 and consists of approximately 199,790 rentable square feet.

ABOUT THE FEIL ORGANIZATION

For over 65 years, The Feil Organization, an established investment, development, and management firm based in New York City, has been a powerful force in real estate. They have achieved success by adhering to a core group of principals: diversity of holdings to weather fickle financial trends and climates, low debt to keep capital working for us and our clients, and extensive expertise to manage and operate our own properties.

For more information on The Feil Organization, visit www.feilorg.com.

PROPERTY WEBSITE

www.645nmichigan.com is the property website for tenants and all building occupants of 645 North Michigan Avenue. Most tenant building services are generated via the property website. In addition to building service requests, (work orders) tenants can obtain building related information, building forms, building manuals, view available space and search building amenities within the building and/or the surrounding area.

Access into some areas on the portal are password protected and by use of authorized personnel only. Instructions with set-up of a user ID and password, (or for password reset) for tenant requests, please contact the management office.

MANAGEMENT OFFICE INFORMATION

The Management Office is located in our Chicago headquarters at 10 South LaSalle Street:

10 South LaSalle Street	Telephone:	(312) 419-3100
Suite 300	Facsimile:	(312) 419-3109
Chicago, IL. 60603	Office Hours:	Mon-Fri, 9:00am-5:00pm

Management Office Holidays:

Building holidays observed by the Management Office each year are listed below. Certain services are not provided on these days.

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

Standard Building Hours:

Monday – Friday, 8:00 AM – 6:00 PM ~ Saturday, 8:00 AM – 1:00 PM ~ Sunday, Closed

NOTE: On Saturdays, all persons who enter the building must sign-in and out.

MANAGEMENT TEAM INFORMATION

A highly skilled, experienced group of building management professionals is on staff at 645 North Michigan Avenue to ensure smooth daily operations. Listed below for your reference is a list of the 645 North Michigan Avenue management staff and corresponding contact information.

Management Team:

Jennifer Siragusa	General Manager	(312) 419-3100 x6 (Office) (847) 264-0292 (Cell)	jsiragusa@feilorg.com
Ellen Villanova	Property Manager	(312) 419-3100 x5 (Office) (773) 592-4391 (Cell)	evillanova@feilorg.com
Alicia Winters	Assistant Property Manager	(312) 419-3100 x4 (Office) (312) 502-5806 (Cell)	awinters@feilorg.com

The Management Office main phone line goes to voice mail before and after business hours and all building holidays, but callers can reach Security Staff at the main office by pressing "1" at the prompt. To reach the Security Desk at 645 Michigan, please call (312) 943-4534.

Should you require assistance before or after business hours, please contact a member of the management team using the corresponding cellular phone numbers listed above.

Engineering Team:

Jimmy Domina	Chief Engineer	(312) 943-9132 (Office)	jdomina@feilorg.com
Keith Frigo	Engineer	(312) 943-4534 (Office)	kfrigo@feilorg.com

Building engineers are on duty Monday through Saturday during normal business hours. Building engineers are here to maintain building operations and provide standard building maintenance.

Leasing Team:

Mark Baby	Managing Director	(312) 448-6220 (Office) (773) 272-5277 (Cell)	Mark.baby@streamrealty.com
Benjamin Cleveland	Executive Vice President	(312) 448-6221 (Office) (312) 848-9440 (Cell)	Ben.cleveland@streamrealty.com

645 North Michigan Avenue provides a complete spectrum of commercial real estate brokerage services for tenants, property owners and retail sectors. Listed above for your reference is a listing of the 645 North Michigan Avenue leasing team and corresponding contact information.

SECTION 2: BUILDING SECURITY

SECURITY SERVICES

A professional security service team is entrusted to operate from our lobby Security Desk as well as other areas within the building. During normal business hours, a security officer is on duty at the main desk to control access as well as to issue building ID badges, and to assist guests, clients, visitors, and messengers. After hours, a security guard makes “rounds” to ensure that all lights are off, and doors are locked (as required).

The 645 North Michigan Avenue Security Desk located on the first floor in the main lobby. 645 North Michigan Avenue exercises control over the lobby and all common areas throughout the building. Individual tenants are responsible for the security of their respective leased areas.

SECURITY DESK CONTACT INFORMATION

Security Desk Hours: The security desk is manned 24-hours per day, 7-days per week, including all building holidays.

Security Desk Phone Number: (312) 943-4534 or (312) 943-4549

During business hours all security assistance inquiries or questions should be directed to the Management Office at (312) 419-3100. All after-hours inquiries and/or questions should be directed to the Security Desk at (312) 943-4534.

MEDICAL EMERGENCY

In a medical emergency, direct the ambulance to the Erie Street entrance. After phoning the paramedics, please call the Security Desk at (312) 943-4534 to alert on-site staff of the medical emergency and that an ambulance is on the way. Building security will await the arrival of the ambulance and will expedite their entry into the building and up to the emergency location.

Emergency Contact Information:

Emergency (Police/Fire/Paramedics)	911
Chicago Police (Non-Emergency)	(312) 746-6000
Illinois Poison Center	(312) 942-5969
Northwestern Memorial Hospital	(312) 908-5187

AED MACHINE

An AED Machine is located in the main lobby on the first floor.

BUILDING ACCESS

645 North Michigan Avenue’s main entrance doors are located on Erie Street.

Building Hours: Monday – Friday, 6:00 AM – 7:00 PM ~ Saturday, 7:00 AM – 5:30 PM ~ Sunday, Closed

645 North Michigan Avenue is accessible 24-hours per day, 7-days per week, including all building holidays during non-business hours. Tenants may access the buildings entrance and elevators via a building identification access card. Each building occupant can be assigned a building identification access card through the Management Office.

A Keycard Request must be submitted through the building’s work order platform for card issuance. A photo ID must also accompany the individual upon arrival at the Security Desk for a key card issuance. A \$10.00 charge will be incurred for any replacement key cards. It is extremely important to notify the Management Office of any personnel changes and for any lost or stolen key cards for immediate deactivation.

Additionally, prior to move-in, new tenants are required to provide a list of all employees who are to receive a building ID prior to move-in day. Employee key card issuance will need to be pre-scheduled. Please contact the Management Office for scheduling at (312) 419-3100. There is no charge for the first key card upon move-in.

Should you require additional information regarding building access, please contact the Management Office, (312) 419-3100.

VISITOR ACCESS

Building and security personnel are strictly prohibited from providing access into any tenant space for anyone, (i.e., tenant personnel, visitor, guest, service provider and/or contractors, etc.) unless specifically directed to do so in writing from the tenant to the Management Office. Individuals representing themselves as tenants who have forgotten their building access badge will not be granted access, no exceptions.

645 North Michigan Avenue's main entrance, elevators, common area corridors and stairwells are controlled by a building card access control system. The building's main entrance, 1st floor elevator lobbies, dock and the lower levels are monitored and recorded 24-hours per day, 7-days per week.

Should you require assistance outside of business hours for deliveries and/or require access for an after-hours meeting/event inside your suite, please contact the Management Office, (312) 419-3100.

Please make all guests, service vendors and/or contractors aware that proper identification is required for after-hours admittance into the building and are required to sign-in/out at the security desk.

If additional information regarding visitor access is needed, please contact the Management Office, (312) 419-3100.

CONTRACTOR ACCESS

All contractor personnel shall always enter and exit the building through the Loading Dock. In the event a contractor is not listed on the building's Daily Security Memo, the security guard will contact the tenant for authorization. Should authorization be either unresponsive, or if permission is not granted, the contractor will not be allowed building access. All badges will be issued from the Loading Dock Security Office and the badge must be always worn while in the building. If work is to be performed and is not on the Daily Security Memo, Building Management will be notified and will either approve or disapprove the work prior to being issued a building ID.

Please ensure all guests, visitors, service vendors and/or contractors have proper identification are aware that they must have proper identification to gain building access after-hours.

COURIER SERVICE

If your firm uses a courier service that requires after-hours building access, please provide notice to the Management Office on company letterhead authorizing each service in need of access with each applicable floor and suite #. The courier service will be required to identify their employment prior to gaining building access.

THEFT

Report any suspected theft, no matter how small, to the Management Office and to security immediately. You may also notify the Chicago Police Department. The building's insurance policy does not cover the theft of a tenant's personal belongings; personal property insurance is the responsibility of each tenant.

INCIDENT REPORTS

To record the details of any accident, theft and/or injury that may occur at the building, building management requires that an Incident Report be completed and filed. Please notify the Management Office as soon as an incident occurs so that we may follow-up with an appropriate record. We appreciate your full cooperation in answering all questions building personnel may ask pertaining to the incident.

SPECIAL EVENTS

Notice of a special event to occur within your leased premises must be delivered to the Management Office with not less than 24-hours prior written notice of the event date. It is recommended to schedule a meeting with the Management Office to review event details, required documentation and review Building Rules and Regulations. Additionally, janitorial services will need to be arranged accordingly.

Further, with not less than 24-hours advanced written notice, a certificate of insurance must be presented to the Management Office for any outside service providers, (i.e., caterer, entertainment, etc.). Refer to Vendor Certificate of Insurance Requirements, Section 17 of this Handbook. Upon receipt, a member of the management team will verify insurance compliance set forth by ownership.

If alcoholic beverages are to be served, Dram Shop insurance will be required to accompany the Certificate of Insurance.

Please note, access will be prohibited to any service provider not in compliance.

Should you require additional information regarding special events, please contact the Management Office, (312) 419-3100.

PROPERTY REMOVAL PASS

To minimize the possibility of theft, building management requires all tenants to issue a Property Removal Pass when removing equipment or boxed items. This form can be found in Section 17 of this Handbook, and you can request an electronic version from the Management Office as well.

A pass, complete with an authorized signature, must be presented to the security desk upon exiting the premises with any belongings (i.e., furniture, IT and electronic equipment, etc.) from the building.

BUILDING SECURITY SYSTEM

The Building Security System is the integration of an Access Control and Monitoring System that controls access to specific base building doors and monitors activity at sensitive areas. A Closed-Circuit Television (CCTV) security surveillance system uses cameras to monitor the building and a Security Intercom System provides two-way voice communications.

As part of the access control and monitoring system, base building entrances and passenger elevators have card readers that only allow authorized personnel and authorized tenants through. The CCTV uses a combination of fixed and pan-tilt-zoom cameras to capture video throughout the property and system points are monitored at the security desk.

Tenants are responsible for security systems for their respective areas. Any tenant-provided security systems and equipment (i.e., cameras) are subject to Landlord approval.

CARD ACCESS SYSTEM

All security systems at 645 North Michigan Avenue are controlled and monitored 24-hours per day by on-site security personnel. A computerized card access system is provided for after-hours building entry. After business hours, all tenants are required to swipe their access card at the card reader located at the security desk before passing to the elevator banks.

If you experience a problem with your access card, please see the security officer on duty at the Lobby Level security desk. Should you require additional information regarding building access, please contact the Management Office, (312) 419-3100.

LOADING DOCK DELIVERIES

645 North Michigan Avenue has a loading dock accessible between Erie and Ontario Streets, available Monday – Friday, 7:30 AM – 5:00 PM. All deliveries must be scheduled with the Management Office. Depending on the size of delivery, it may be required to be scheduled after normal business hours.

Should delivery arrangements need to be made after normal business hours, building management requires that all arrangements be completed not less than 48 hours in advance of the delivery date.

Additionally, a Certificate of Insurance from the delivery company will be required (refer to Section 17 of this Handbook for Vendor Certificate of Insurance Requirements) to be sent to the Management Office. Upon receipt, a member of the management staff will verify insurance compliance set forth by ownership and notify the security desk and/or any other building personnel required for the upcoming delivery and grant all required access.

- Any vendor arriving on site without prior notice and/or building approval will be refused. The process above is required before building access will be permitted.
- All large deliveries must be scheduled with the Management Office. Depending on the size of the delivery, they may be required to be scheduled after business hours.
- Under no circumstances are deliveries permitted through the lobby and/or the passenger elevators. Resulting damage will be billed back to the tenant.
- The loading dock is to be used for delivery purposes only. No parking is allowed on the loading dock at any time. Violators will be towed at their own expense.
- The loading dock is not to be used as a tenant entrance or egress at any time. Please use the main entrance on Erie Street to gain access into the building.

If additional information and/or assistance is required, please contact the Management Office, (312) 419-3100.

Loading Dock Dimensions:

Number of Loading Berths – 1 slip (east) – 10’ 2” W
 Door Width – 20’ 8”
 Door Height – 12’ 7”
 Dock Landing Height – 34”
 Dock Landing to Street – 150’

Dock Hours – Monday – Friday
 Saturday
 Sunday

Freight Elevator Dimensions:

Cab Dimensions – 91” W x 73” D x 10’ H
 Elevator Door Dimensions – 66” W x 96” H
 Weight Capacity – 3,500 lbs.

7:30 AM – 5:00 PM
 As necessary
 Closed

KEYS AND LOCKS

All locks to any space within the building must be installed by building personnel or building manager’s service provider, unless otherwise approved in writing by the Management Office. Additionally, all locks must be keyed to the building’s master lock/key system.

Per all leases, tenants must provide the Management Office with keys, combinations and/or security codes to non-system locks and/or alarm systems. Further, building management personnel may enter a tenant’s suite in an emergency without authorization. Should the need arise, building management personnel will inform a designated tenant contact as soon as possible to alert of a suite entry.

Additional suite keys can be provided upon request for a fee.

If an immediate “re-key” is essential, an emergency service call will be placed and charged to the tenant at a premium rate.

Tenants are responsible for locking doors in and out of their respective areas. Any damage incurred from failure to do so, shall be borne by the tenant.

In the event a tenant is locked out of your leased space during normal business hours, you may obtain access by contacting the Management Office; there is a \$25 fee for this service, and we will require valid identification before permitting access. If a tenant is locked out after building hours, Building Management or Security will need to obtain approval from the tenant contact. A fee will also be charged to a tenant for providing after-hours access.

SOLICITATION

Solicitation of any kind is not permitted. If someone is soliciting in your suite, please contact the Management Office, (312) 419-3100 or Building Security (312) 943-4534. Please be able to provide as much specific information about the person(s) appearance as possible. Building personnel will be dispatched to locate the person(s) as quickly as possible to escort them off the premises.

SUSPICIOUS PERSONS

Should you or suspect a suspicious or offensive person(s) in the building, please call the Management Office immediately. If possible, make note of their appearance, clothing, etc. to assist building security personnel in locating the individual(s).

Additionally, please be aware of strangers in and/or around your premises. Often a question such as, “May I help you locate someone?”, will be enough to deter a potential criminal. Suspicious encounters of this type should be reported immediately to the Management Office, (312) 419-3100.

If at any time you would like assistance from our onsite security personnel, please contact the Management Office and/or speak directly with the security desk to arrange for.

LOST AND FOUND

Contact the Management Office to turn in found items or to claim any lost items. All remaining items in the Lost and Found will either be discarded and/or donated to a local charity after 30-days.

SECURITY CHECKLIST

The following is a list of general office security suggestions, which are offered to you as an aide in establishing your own internal security procedures:

- Restrict office keys and building key cards to those who need them.
- Keep complete and up-to-date records of the distribution of all office keys and building key cards.
- Establish uniform procedures for collecting keys and building key cards prior to the termination of employees.
- Establish a rule that keys or building key cards must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting and/or receiving a lost key and/or building key card and/or a replacement.
- Ensure that a responsible person oversees authorizing and/or issuing all keys and building key cards.
- Keep all suite keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone from entering.
- Keep the police, fire department and building security telephone numbers posted.
- Double check to see that all doors are securely locked prior to exiting.

HAZARDOUS MATERIALS

Tenants of 645 North Michigan Avenue shall not transport, use, maintain, handle and/or dispose of any “Hazardous Materials” upon and/or about the Premises unless a tenant’s lease agreement provides for an exception. If any such substance(s) exist, please contact the Management Office. All such substance(s) must be properly removed from the building immediately. Removal of any hazardous materials must comply with all applicable city, state and/or federal law.

SECTION 3: BUILDING REQUESTS

MAINTENANCE REQUESTS

Maintenance requests can be made by contacting the Management Office, (312) 419-3100 or by logging into 645 North Michigan Avenue's website, www.645nmichigan.com, and navigating to the "Tenant Portal" section.

Urgent Requests and Special Requests

Urgent maintenance or repair requests requiring immediate attention, (i.e., water leaks, power outages, etc.) please contact the Management Office, (312) 419-3100. Be prepared to provide the following information:

- Nature and location (floor, washroom, etc.)
- Your contact information, company name, and suite #

If you have any special requests and/or require assistance, please contact the Management Office.

General Maintenance Requests

645 North Michigan Avenue has a full-time team of qualified and licensed Local 399 Operating Engineers on site to ensure the efficient operation of the building. For general maintenance requests not requiring immediate attention, (i.e., light(s) out, etc.) please access the building's work order system by logging into, www.645nmichigan.com, select "Service Requests". The Work Order system will populate, allowing you to enter details from a drop-down menu within the portal. Only one or two designated office contacts should access the portal for any requests as charges may apply.

Hot/Cold Call Requests

If the temperature in your respective areas need adjustment, please contact the Security Desk (312) 943-4534, or log into the building's work order system (see above). Your request will be referred immediately to engineering personnel.

Maintenance requests can always be made by contacting the Security Desk, (312) 943-4534 in lieu of utilizing the electronic portal, Angus.

ELECTRONIC TENANT WORK ORDER SYSTEM

This Service and Maintenance Application is an interactive platform that allows an authorized user to submit a Tenant Work Order through the Building's work order portal, located on the building website at www.645nmichigan.com. Once a work order has been submitted, building personnel will process, and manage the request.

For tenants who wish to utilize our web-based work order system, please have an authorized representative contact the Management Office to obtain a USER ID and password.

For tenants who wish to opt-out, maintenance requests can always be made by contacting the Security Desk, (312) 943-4534.

If any additional information is required, please contact the Management Office.

AFTER HOURS HVAC REQUESTS

Standard hours of operation of the heating, air-conditioning systems is 8:00 AM – 6:00 PM, Monday – Friday; and 8:00 AM – 5:00 PM, Saturday. Special arrangements must be made with the Management Office for any HVAC needed outside the hours listed above. Please submit an Angus work order request via the property website, www.645nmichigan.com, "Service Requests", or contact the Management Office to arrange. Weekend requests must be submitted no later than Friday at noon. Overnight requests require a minimum of 24 hours prior notice. In observance of a holiday, the request must be submitted by noon on the last business day prior to the holiday.

After-hours air-conditioning requests will be billed on your monthly rent statement according to the current rate for after-hours air-conditioning. (**Rates are subject to change without notice from time to time.*)

645 North Michigan Avenue is operated under ASHRAE Standards. Thermostats are to be adjusted by building engineering personnel only. The acceptable temperature range is 72 – 75 degrees Fahrenheit. If an adjustment in temperature is needed within your suite, please submit a work order. A member of the building’s engineering team must handle individual temperature adjustments. We will make every effort to provide an even temperature and a comfortable work environment as possible. The air distribution system consists of dual floor-by-floor air handling units with variable air volume distribution and plenum air return. A separate air handler serves the window wall and interior spaces.

SECTION 4: INSURANCE

INSURANCE

Prior to proceeding with any of Contractor’s work, Contractor shall furnish to the Management Office, a certificate of insurance in a form approved by Owner, (not to be unreasonably withheld) executed in duplicate by Contractor’s insurance agent evidencing the insurance required with insurance companies approved by Owner (not to be unreasonably withheld). Certificates of Insurance that are not in approved form and/or are incomplete, will be returned to the contractor for revision and re-submission. Certificates must clearly indicate the Work for which the Certificate of Insurance was submitted. Contractor shall keep said insurance in full force until acceptance of its work by the tenant.

Such insurance shall be modifiable or cancelable only with not less than 10-days prior written notice to building management from the insurance company, mailed to the Management Office. In the event of cancellation notice, the contractor shall obtain similar insurance coverage from other approved insurance companies prior to the effective cancellation of the original insurance coverage. In the absence of such insurance, contractor shall cease all work and vacate the premises, until such time as new Certificates of Insurance, as described above, are received by the Management Office.

<u>Coverage</u>	<u>Minimum Limits of Liability</u>
Commercial General Liability Insurance	\$1,000,000 per occurrence \$1,000,000 personal & adv injury \$2,000,000 general aggregate \$2,000,000 products –comp/op agg
Excess/Umbrella Liability	\$5,000,000 \$1,000,000 combined single limit
Worker’s Compensation	Statutory Minimum
Employers’ Liability	\$1,000,000 each accident \$1,000,000 disease – each employee \$1,000,000 disease – policy limit

It is agreed that in no event shall any insurance company have any right of recovery against 10 South LaSalle Owner LLC, its Owners, Owner’s agents, architects, or engineers.

Evidence of the above coverage should be provided to the Management Office by means of a Certificate of Insurance with Owner and Property Manager as certificate holders. The Certificate of Insurance shall also include the following provisions:

- The entities listed below are additional insureds on all policies, (other than Worker’s Compensation) and that such policies, (other than Worker’s Compensation) will be primary insurance over any other available insurance to the additional insured for the negligence of contractor.

The following entities shall be included for the additional insured:

- 645 North Michigan LLC
- The Feil Organization, and all owned, managed, controlled, non-controlled and subsidiary companies, corporations, entities, joint ventures, lenders, ground lessors, LLC’s, partnerships and all their constituent partners and members
- Jeffrey Management Corp., and all owned, managed, controlled, non-controlled and subsidiary companies, corporations, entities, joint ventures, lenders, ground lessors, LLC’s partnerships and all their constituent partners and members

Contractor shall also carry such additional insurance as may be required by the law in the State of Illinois and Cook County. Contractor shall keep the insurance required by this paragraph in full force and effect until acceptance of its work by Owner. If contractor shall sub-contract any of its work, contractor is responsible for seeing that such sub-contractor shall have the insurance coverage and shall furnish the Management Office with evidence thereof before the sub-contractor commences work on any project.

All policies of insurance must have a current rating of A-, VIII or better.

SECTION 5: TENANT ALTERATIONS**TENANT ALTERATIONS**

Prior to the commencement of any tenant alterations within your leased premises, tenant must receive written approval from the Management Office. All contractors and/or sub-contractors must be union workers, licensed and bonded and must meet the building's insurance requirements. Additionally, a tenant must furnish all drawings and specifications for review to the Management Office and receive Landlord approval. Further, the following information must be provided to the Management Office: (1) a Schedule of Work, (2) a Vendor Summary Listing of all applicable contractors and sub-contractors contact information, (3) all applicable Certificates of Insurance for all contractors and sub-contractors, and (4) all municipal permits required to complete the work.

If work is to be performed after normal business hours, tenant representation must be present for the duration of the work, unless work involves an interruption to the building's fire safety system. In that case, Building Management personnel will be required to be present. A fee for this service may be applicable and subject to current rates, subject to change from time-to-time.

An Impairment Form, located in the Contractor Rules and Regulations Manual, must be completed whenever sprinkler drain downs, cores, etc. are required, or at any time Building Management personnel's assistance and approval is required.

All required forms are to be completed with an authorized signature and submitted to the Management Office with not less than 48-hours in advance of the requested date. Upon receipt, Building Management personnel will review, approve, and provide confirmation of access as soon as possible. All contractors and/or sub-contractors must comply with the 645 North Michigan Avenue Contractor Rules and Regulations Manual and adhere to all policies and procedures.

Any tenant work not scheduled with the Management Office will be refused and the contractor will be required to complete the above before being permitted building access.

If assistance is needed regarding tenant alterations, please contact the Management Office, (312) 419-3100.

SECTION 6: BUILDING OPERATIONS**TENANT INFORMATION FORMS**

Prior to occupancy, each tenant shall complete a “Tenant Information Form” bearing the signature of those staff members that will authorize work orders, after-hours HVAC requests, after-hours entry for personnel, visitors, guests, vendors, etc. and property removal passes. These signatures will be maintained in the Management Office with a copy available at the Lobby Security Desk.

ACCOUNTING

Rent Statements are sent via mail every month from The Feil Organization. Alternatively, you may also choose to have them delivered via email. Please contact the Management Office at (312) 419-3100 to set this up.

Rent payments are due according to the terms set forth in your lease agreement. It is important that the remittance portion from your rent statement accompany your check. This will ensure the proper crediting to your account.

Payments should be remitted to:

645 NORTH MICHIGAN LLC
PO BOX 303
EMERSON, NJ 07630

Please notify the Management Office in writing of any billing address changes.

The option to pay electronically is also available. For Electronic/ACH Payment information, please contact the Management Office at (312) 419-3100.

BUSINESS LICENSE

During your tenancy at 645 North Michigan Avenue, all tenants are required to maintain a business license from the City of Chicago. The license and annual renewal certification must be posted in a visible location within your respective areas as required by the City of Chicago.

JANITORIAL SERVICE

Day Porter services are provided every Monday through Friday during normal business hours, except on building holidays. Daystaff cleaning tends to common area touch-up and washroom cleaning. The daystaff also is involved with small building project work.

Janitorial service is provided every Monday through Friday evening, after normal business hours, except on building holidays.

Routine office cleaning includes, vacuuming, dusting and trash removal/recycling disposal. Service to your respective areas will commence on the first regular day after your move-in, unless previously requested otherwise to the Management Office.

Please note, the janitorial staff will NOT dust any computer equipment, including terminals, hard drives, or keyboards. Additionally, no dusting or vacuuming will be done near computer cables and/or wires. If special cleaning needs, (i.e., carpet shampooing, refrigerator cleaning, etc.) are required, please contact the Management Office for a cost proposal, if applicable and scheduling.

In addition, for the janitorial staff to clean horizontal surfaces, (i.e., desktops, credenzas, tabletops, etc.) each must be clear of all paper and trinkets.

Do NOT place any objects near and/or against trash receptacles if the object is not to be discarded. For your convenience, “throw away” stickers are available in the Management Office for tagging large items to be discarded that do not fit in the typical trash/recycling container.

Further, our janitorial staff has been instructed upon completion of their nightly duties to ensure all corridor doors are locked and to leave interior doors as they found them (i.e., locked or unlocked, open or closed). The janitorial staff is also instructed to turn lights off when they leave unoccupied offices.

Should you require additional services that are not currently provided to you, please contact the Management Office and special arrangements will be made at your convenience. These services will be billed at the current hourly rate, which is subject to change from time-to-time.

If you need any additional information regarding janitorial services provided to you, please contact the Management Office, (312) 419-3100.

USPS MAIL SERVICE

USPS mail is delivered daily to each suite, excluding weekends, and building holidays. For your convenience, a USPS mail drop box is located on the Lobby Level for out-going USPS mail drops and is picked up three times per day.

Please remember to notify the USPS of your new address and Suite # prior to move-in, or of any changes to your current address and/or recipients within your suite. Most changes can be completed on the USPS website, www.USPS.gov.com.

The nearest USPS Post Office location:

875 North Michigan Avenue
Suite GP-07
(800) 275-8777
Hours: Monday – Friday, 10:00 AM – 5:30 PM

OVERNIGHT MAIL SERVICE

Overnight mail is delivered daily to each suite, excluding weekends, and building holidays. For your convenience, a UPS and a Fed Ex drop box is located on the Lobby Level for all out-going overnight mail and is picked up each weekday evening (Monday – Friday).

Each tenant is responsible for establishing an individual account with UPS and Fed Ex.

MESSENGER SERVICE

All messengers entering 645 North Michigan Avenue must present a photo ID and sign in/out at the Loading Dock's security desk. However, messengers are not allowed past the security desk after business hours. Should an after-hours incoming or outgoing delivery be required, please contact the Management Office in advance so needed arrangements can be made upon arrival. The security desk will be notified and upon arrival, will contact your office to make the delivery in the lobby.

BUILDING SIGNAGE

645 North Michigan Avenue building graphics are standardized and no other signage, except as otherwise provided for in your lease, is permitted unless prior written approval from the Management Office is received.

Tenants shall not affix any signage, advertising, place cards, names, insignia, notices, trademarks, descriptive material or any other such like to their respective areas, unless prior written approval from the Management Office is received.

Building Signage Requirements:

- No sign may be affixed to a tenant's window inside the leased premises, including exterior walls, roof or on the interior or exterior surfaces of glass panes or doors.
- Signs may not be installed within 24" of any window, be visible from outside the premises or be illuminated.
- All signs shall be professionally designed, prepared, and installed.
- All displays shall be tasteful and professional.
- Suite windows inside your leased premises may not be painted or marked in any way.

- Tenant shall not place or maintain any permanent or temporary fixture(s), and/or display(s) outside of the leased premises.
- Radio, television, or other similar devices shall not be installed; and aerials shall not be installed on the roof, interior, or exterior walls of the premises.

Lobby Directory

Your company name will be added to the Lobby's computerized directory upon Lease Commencement. The company name is to be provided on the Tenant Information Form that is required to be completed by tenant prior to move-in.

Suite Signage

A 9" x 9" building standard Suite sign for the entrance into a tenant space will be provided and installed by the building's signage vendor at no charge upon Lease Commencement. Any subsequent signage requests will be charged back to the tenant.

All Suite signage must conform to building standard signage requirements unless prior written approval from the Management Office is received. In addition, temporary and/or non-building standard signage is prohibited.

Floor Directional Signage

Building standard wayfinding signage on each floor is provided at no charge up Lease Commencement. Any subsequent signage requests will be charged back to the tenant unless prior written approval from the Management Office is received. Any subsequent signage requests will be charged back to the tenant.

All directional signage must conform to building standard signage requirements unless prior written approval from the Management Office is received.

Should you have any questions regarding the above information, please contact the Management Office, (312) 419-3100.

TELECOMMUNICATIONS

The telephone riser closet, located on each floor within the common area on floors 2 – 11; and is the location where all telephone lines will originate.

645 North Michigan Avenue contracts with IMG Technologies as the building's riser management company. IMG maintains services and secures the building's riser infrastructure to ensure safe, secure and code complaint riser systems.

For installation, repairs and/or maintenance of telephone, internet, or data services, please contact IMG, (888) 464-5520. For more information on IMG, please refer to the Riser Management Handbook, located in Section 17 of this Handbook.

645 North Michigan Avenue currently offers AT&T and Comcast as available providers for telephone, internet, and data services.

DISTRIBUTED ANTENNA SYSTEMS (DAS)

645 North Michigan Avenue is equipped with a DAS antenna system. This system has been placed inside to building to increase wireless signals for Verizon, as poor cellular service (i.e., Wi-Fi, cellular, voice and data coverage) can result from tall concrete/metal structure interference.

ELECTRICITY SERVICE

A member of the Management Office will contact you with ComEd meter information. This will enable you to contact the utility directly to set up service in your name. ComEd's Business Customer Service Center can be reached at (877) 426-6331.

BUILDING FLOOR LOADS

A typical building floor load at 645 North Michigan Avenue is 140 lbs. over square foot.

PEST CONTROL SERVICE

Exterminating services are provided monthly by an outside service provider. Pest control inspections include, all common areas, all service corridors, restrooms, lower level, interior and exterior loading dock berths, and all mechanical areas. Should you find an unwanted critter or two in your space, please contact the Management Office for exterminating services at no charge.

645 North Michigan Avenue has adopted an Integrated Pest Management Policy, whereby caustic chemicals are to be utilized as a last result. The policy also follows USGBC guidelines.

WINDOW CLEANING

All interior and exterior windows at 645 North Michigan Avenue are cleaned twice per year (Spring and Fall). Window cleaning is contracted with an outside service provider.

645 North Michigan Avenue has adopted an Exterior Building Hardscape Management Plan, whereby all cleaning agents and cleaning procedures must comply in accordance with USGBC guidelines.

TRASH REMOVAL/RECYCLING

645 North Michigan Avenue contracts with an outside service provider for trash removal and recycling services. The separate compactors are located on the Loading Dock and are hauled away when full. It is the responsibility of the janitorial staff to remove all trash and recycling from each suite nightly.

Recycling is one of the most pressing issues of this decade. The Management Office is eager to ensure that all tenants of 645 North Michigan Avenue do their part to extend the life of current landfill areas. As such, 645 North Michigan Avenue has adopted a comprehensive recycling program and policy, a solid waste management program and policy and encourages all tenants to participate in the buildings recycling programs. Paper, plastic, aluminum, and glass are collected nightly by the janitorial staff and placed in the recycling container on the Loading Dock.

Upon each tenant move-in, deskside recycling containers are provided. However, It is the responsibility of the tenant to purchase larger containers for work rooms and kitchenettes within your respective areas.

A complete list of all recyclable materials is in Section 17 of this Handbook for use and/or reference.

If you have any questions regarding the building's recycling program, please contact the Management Office, (312) 419-3100.

BUILDING ELEVATOR SERVICE

Elevator service is provided 24-hours per day. A building access key card is required for use after normal business hours.

645 North Michigan Avenue is equipped with 5 elevator cabs:

- Four (4) passenger elevators serve floors 1 – 11
- One (1) freight elevator serves the entire tower, floors Basement – 11

Freight elevator cab dimensions are identified in Section 2, Loading Dock Deliveries.

All elevator cabs are alarmed and monitored 24-hours per day. Should an elevator malfunction occur while in an elevator cab, KEEP CALM, assistance is on the way! Building security will contact all appropriate on-site building management personnel and the elevator service provider's emergency service. Elevator entrapment procedures will also activate immediately. Should medical attention be required at any time during an entrapment, pick-up the emergency telephone and alert the security desk. Security will call 911 for immediate release upon arrival.

BUILDING STAIRWELLS

645 North Michigan Avenue has two interior stairwells, East Stairwell and West Stairwell; and are incorporated into the building's center core design.

East Stairwell

Located on the east side of each floor; and is located on the south side of each of the odd numbered floors, connecting the thirteenth (13th) floor – the Basement Level with the emergency exit on the east side of the Lobby Level.

West Stairwell

Located on the west side of each floor; and is located on the north side of each of the even numbered floors, connecting the eleventh (11th) floor – the Basement Level with the emergency exit on the west side of the Lobby Level.

ROOFTOP ACCESS

Only authorized building personnel are permitted to have limited access to the rooftops. Access by tenant is not permitted.

SECTION 7: FIRE LIFE SAFETY SYSTEMS**BUILDING LIFE-SAFETY FEATURES**

645 North Michigan Avenue is equipped with state-of-the-art fire safety equipment and alarms that meet with the City of Chicago high-rise building code. The building is fully sprinklered and is protected from fire destruction. The building's computerized fire life safety alarm notification system is monitored 24-hours per day, 7-days per week by an outside service provider.

EMERGENCY PROCEDURES

The ownership and management of 645 North Michigan Avenue make Fire and Life Safety a priority. Our objective is to provide all building occupants with a safe and comfortable working environment. An Emergency Procedures Manual has been developed. Please take the time to familiarize your entire staff with these procedures.

If you have any questions regarding these procedures and/or any of the Fire and Life safety Systems in place at 645 North Michigan Avenue, please contact the Management Office, (312) 419-3100.

BUILDING EMERGENCIES

In any emergency, DO NOT use the elevators. Evacuation routes are posted in every elevator lobby as wayfinding to the nearest stairwell.

Fire drills and fire safety training/prevention are scheduled annually. Tenants are responsible for developing and maintaining their own fire safety teams. It is important for tenants to keep their Emergency Plan current and to inform all employees of the plan. Please refer to the Emergency Procedure Manual for further building fire life safety systems and procedures.

Should you require assistance with an Emergency Plan, please contact the Management Office, (312) 419-3100.

SECTION 8: FIRE AND LIFE SAFETY PLAN

INTRODUCTION

645 North Michigan Avenue has developed a Fire and Life Safety Manual for use in the event of a building emergency. This manual provides an outline of procedures to follow for fire/smoke, bomb threats, mechanical emergencies, and natural disasters. Semi-annual fire safety services and fire drills are held to familiarize individuals with these procedures.

TEAM ORGANIZATION

It is the responsibility of the tenant to familiarize oneself with these emergency procedures,

The type and frequency of potential disasters that could affect a property can be classified as property and resuming business operations are important but protecting lives must always come first. Paramount in emergency planning is to ensure that all plausible emergency types are considered in the planning process. Success in dealing with disasters is contingent upon the following:

- **Planning** – Identifying both natural and person-made disasters that could affect the property and developing measures on how to respond to potential emergencies.
- **Coordinating** – Incorporating support from local government, civic agencies and contractors that would be available to help both during and after the disaster.
- **Training** – Developing a training program for emergency management team members to ensure they know their responsibilities in dealing with a disaster.
- **Updating** – Periodically updating the plan as situations at or around the property change.
- **Executing** – When a disaster occurs, putting the emergency plan into action, realizing that as the situation develops, adjustments may be necessary.

EXISTING PROGRAMS, SYSTEMS AND EQUIPMENT

645 North Michigan Avenue is equipped with modern fire/smoke detecting equipment. The fire life safety systems consist of smoke alarms, sprinkler heads and speakers throughout the entire building.

The fire life safety system is monitored 24-hours per day by an off-site monitoring station and procedures are in place to notify authorities in the event of an emergency.

645 North Michigan Avenue contains numerous safety features including the following:

- **Fire Alarm Signal** – If a fire emergency occurs in the building, the horns will sound, giving off short whoops throughout the building and a pre-recorded message will be heard.
- **Emergency Exits** – The building has two interior stairwells, (the East Stairwell and the West Stairwell) and are incorporated into the building's center core design.
- **Electronic Door Release** – In the event of an alarm, the electronic doors and stairwell doors will automatically release and allow for evacuation from the building. There is an additional manual override switch for all stairwell locks at the fire panel.
- **Smoke Detectors** – Smoke detectors are located throughout the building. Activation of any smoke detector will activate the audible and visual alarm. Activation of the elevator lobby smoke detectors will recall all elevators in the building and return them all directly to the Lobby Level.

If you detect a fire, see, or smell smoke:

- Call 911 and give them the building name and address, 645 North Michigan Avenue.
- Notify your Floor Warden and, or Assistant Floor Warden, who will then call Building Security and/or Building Management.
- Report the emergency calmly giving the exact location and available details.
- Evacuate if your life is in danger, otherwise stand by for emergency instructions from authorized building personnel and/or the City of Chicago Emergency Management over the fire alarm speaker system.
- If evacuation is necessary, proceed to your nearest emergency exit. Remember sometimes you will be safe where you are. Remain calm and exit only if necessary and/or directed to do so.
- Remain calm. Listen for instructions over the fire alarm communication system.
- Close door(s) behind you, but do not lock them.
- Take essential belongings with you, keep your hands free.
- Follow instructions from your Floor Warden. You may be asked to inspect the area to assist others.
- Do not use the elevators. Elevators will return to the Lobby Level to await first responders. The elevators will not respond to calls once an emergency signal is received.
- Feel doors for heat before opening. Do not open any doors that feel hot.
- If you are disabled, await help from your designated aide and/or wait near the exit stairwell doors.
- If you are trapped, keep door(s) shut and seal the cracks under the door with a cloth. Call 911 and report your location.
- Proceed down the stairwell to a re-entry location level at least 5 floors below the fire.
- Keep to the right on the stairs to avoid firefighters who may be coming up the stairs on the left.

Important Tips:

- Do not use the elevators to evacuate.
- As you leave, close the door(s) behind you.
- Do not return for personal belongings.
- If smoke is present, air quality is best near the floor.

SPRINKLERS

Sprinkler heads are in the ceilings throughout the entire building. The sprinkler system is always full of water and is activated when the heat responsive element releases at a temperature of approximately 165 degrees Fahrenheit. Each sprinkler head has the capability of delivering approximately 25 gallons of water per minute. Each sprinkler head operates independently to avoid damage to unaffected areas. Activation of a sprinkler head will activate the audible and visual fire alarms throughout the building. It will also generate an alarm to the monitoring station.

645 North Michigan Avenue is also equipped with a dry system located on the dock.

FIREMAN'S TELEPHONES

Fireman's telephones are located in each stairwell landing on floors 5, 10, and 13 in the east stairwell; and floors 5 and 10 in the west stairwell. Fire phones ring directly to the fire panel and are for emergency use.

FIRE EXTINGUISHERS

Fire extinguishers are located within each tenant space and are in all electrical rooms and elevator equipment rooms.

All fire extinguishers located throughout the building are ABC extinguishers and effective on all three (3) types of fires – ordinary combustible material, flammable liquid fires, and fire involving electrical equipment. In the event of a localized fire, an ABC fire extinguisher can be useful in extinguishing the flames.

An easy way to remember how to operate an extinguisher is the word PASS:

- P** – *Pull* the pin from the handle.
- A** – *Aim* the nozzle at the base of the fire.
- S** – *Squeeze* the handle to discharge the extinguishing agent.
- S** – *Sweep* from side to side.

DO NOT ATTEMPT TO EXTINGUISH A FIRE IF YOU DO NOT FEEL CAPABLE.

ELEVATORS

Elevators penetrate all floors that they service. By creating this penetration per floor, a vertical shaft becomes established. As heat from a fire rises, (chimney effect) an induction is created in the elevator shaft. If a person enters an elevator that stops on a floor and the doors open, the fire will enter the shaft due to this induction and attempt to rise the shaft.

Elevators are operated by electricity and if the fire is electric in origin, the power may cut off potentially trapping one in an elevator. Induction would still occur, and the shaft would fill with smoke eventually penetrating and filling the cab as well. This is precisely why elevators should never be used as a means of exit during a fire emergency.

ELEVATOR RECALL

In the event of an emergency, and upon alarm from the fire panel, each elevator automatically returns to the lobby. Doors will open and will remain inoperable until the emergency identified on the fire panel has been cleared and the fire panel restored.

SAFE REFUGE AREAS

Safe Refuge Areas inside of the building provide a limit of protection. Any floor five (5) or more above or below the fire floor is usually deemed a Safe Refuge Area.

OUTSIDE SAFE REFUGE AREA

It is important for occupants to proceed out of the way of incoming emergency personnel and to stay a minimum of 300 feet from the building. Tenant Floor Wardens will take a head count at each designated Safe Refuge Area and report back to Building Management.

ELECTRONIC DOOR RELEASE

In the event of a fire, the electronic doors and all stairwell doors will automatically unlock (fail safe) and allow for evacuation of all building occupants from the building. Additionally, various life safety systems have been installed for assistance in an emergency. Life safety equipment and systems are tested as required by the State of Illinois. Below is a brief listing of these systems:

- Fire Command Center
- Emergency lighting throughout the entire building, including the stairwells
- Emergency generator supplying critical systems

BUILDING EMERGENCY RESPONSE TEAM

Knowing how to respond quickly and efficiently during an emergency could mean the difference between life and death.

An effective emergency evacuation and subsequent response requires the coordination of many occupants in a building. The combined cooperation of building occupants, including employees, need to be aware of their roles and responsibilities in case of an emergency.

Under the guidance of the Chicago Fire Department, Building Management has developed an Emergency Response Team consisting of key building staff and each building tenant. The members of your Emergency Response Team are critical to ensure the safe and efficient evacuation of your office in the event of an emergency.

Each tenant should identify at least one (1) Emergency Response Team. The purpose of a Building Emergency Response Team is to ensure an appropriate response in the event of an emergency. The team is comprised of trained personnel who will ensure the safety of building occupants and minimize property damage. The Emergency Response Team includes a Fire Safety Director, Deputy Fire Safety Director, Building Management Staff, and the tenant Emergency Response Team members. Each team member has an extremely important job to perform in the event of an emergency. The following pages contain a more extensive description of the responsibilities of each member of the Emergency Response Team.

The Emergency Response Team will work to evacuate the building until the arrival of the Chicago Fire Department. The Chicago Fire Department will take over the building evacuation and are responsible for alerting building occupants of an emergency, operating the fire alarm system, and elevators, and determine when and/or when the building is safe to re-enter.

TEAM MEMBERS

The Emergency Team for 645 North Michigan Avenue consists of the following positions, consisting of both building and tenant personnel. These positions also make-up the building's evacuation team.

Building Team Personnel

- Fire Safety Director
- Deputy Fire Safety Director
- Building Evacuation Supervisor
- Security Control Center Operator

Tenant Team Personnel

- Tenant Floor Wardens
- Assistant Floor Wardens
- Elevator Monitors
- Stairwell Monitors
- Searchers
- Tenant Evacuation Alternates
- Aide to the Physically Challenged

FIRE SAFETY DIRECTOR/DEPUTY FIRE SAFETY DIRECTOR

Prevention Responsibilities

The Fire Safety Director and Deputy Fire Safety Director are trained members of Building Management and/or Engineering Staff who are responsible for the coordination of operations in an emergency evacuation. They will direct the evacuation and report conditions to first responders. Responsible for organizing emergency team members and ensuring emergency procedures are carried out directly. In his/her absence, the Deputy Fire Safety Director is responsible for carrying out the requirements:

- Prepare and maintain the building's Emergency Evacuation Plan
- Maintain up-to-date set of building floor plans
- Schedule Evacuation Warden Training for the assigned building personnel
- Schedule, conduct, and record fire drills as required by the City of Chicago's fire code
- Review the building's Emergency Evacuation Plan at least annually, confirming the contents are current
- Maintain an up-to-date list of Tenant Floor Wardens
- Ensure that the building's emergency procedures for special needs occupants, guests and/or visitors are developed and maintained
- Ensure proper testing, inspection, and record keeping of the building's fire protection system
- Conduct monthly building safety inspections to detect hazards and impediments to egress

Incident Responsibilities

During a fire alarm, report to the Fire Command Center and act as liaison with responding emergency services, and:

- Immediately ensure emergency services, (911) has been notified
- Operate the fire alarm system panel at the Fire Command Center and make voice announcements during an emergency to building occupants until emergency services arrive
- Report on status of the elevators to first arriving emergency services
- From the Fire Command Center, control and supervise the building's evacuation during an emergency until emergency services arrive
- Report any known conditions regarding the emergency, to emergency services upon arrival
- Receive status reports from area/tenant Floor Wardens
- Provide information about the building's layout, systems, processes, and special hazards to emergency personnel, 645 North Michigan Avenue executive team and The Feil Organization's executive team

BUILDING EVACUATION SUPERVISOR

The Building Evacuation Supervisor is the on-duty security officer who is responsible for assuming the duties of the Fire Safety Director and Deputy Fire Safety Director if they are not present during an emergency. This person will report conditions to first responders.

CHIEF ENGINEER AND ENGINEERING STAFF

Prevention Responsibilities

- Maintain up-to-date set of plans and/or diagrams of building mechanical systems
- Be completely familiar with the Fire Command Center and all fire life safety equipment
- Maintain and regularly test building alarm systems
- Maintain and regularly test sprinkler and standpipe systems
- Be completely familiar with the building's Emergency Plan and its procedures
- Attend training sessions and meeting to review procedures and duties

Incident Responsibilities

- Respond immediately to all fire alarms and other emergencies to provide support for the operating/resetting of the fire alarm system
- Meet first responders' team upon arrival
- Operate the HVAC and the shutdown of water and electricity when applicable
- Monitor operation of fire pump, unless relieved by the Chicago Fire Department personnel
- Conduct safety checks on equipment and systems if any emergency occurs
- Provide information about the facility layout, systems, processes, and/or special hazards to the Chicago Fire Department/Chicago Police Department
- Act as liaison to public utilities
- Monitor and reactivate utilities and/or systems when appropriate
- Be available to receive notification of and/or respond to emergencies
- Aid emergency first responders
- Initiate repairs of/or contact service contractors for fire protection systems

SECURITY STAFF

Prevention Responsibilities

- Be completely familiar with the Fire Command Center and all fire life safety equipment, including fire extinguishers, first-aid kits, and disaster supply kits
- Be completely familiar with the Emergency Plan and its procedures
- Ensure that all security personnel are familiar with the Emergency Response Plan
- Be completely familiar with all exits and location of stairwells

- Attend training sessions and meetings to review procedures and duties
- Maintain list of Floor Wardens in case of evacuation or an emergency

Incident Responsibilities

- Upon the sound of an alarm, go to the Fire Command Center and ensure stairwell door locks are all unlocked
- Notify Chicago Fire Department of alarm, call 911
- Use voice communication device on the fire panel to make required announcement(s)
- Station yourself at the exterior of a stairwell directing occupants out of the building
- Inform and assist all guests and visitors unfamiliar with the building and emergency procedures as appropriate
- Once all occupants have evacuated the building, keep all exterior doors secure from re-entry into the building until the Chicago Fire Department arrives, hand over the Building Evacuation Plan and follow emergency first responder directions
- Evacuate dangerous areas during an emergency

FLOOR WARDEN/ASSISTANT FLOOR WARDENS

Prevention Responsibilities

- Be completely familiar with the building's Emergency Evacuation Plan and procedures
- Be completely familiar with the floor management, the number of floor occupants and the location of all floor exits
- Be completely aware of where Areas of Refuge are located per floor
- Make new employees aware of the building's Emergency Evacuation Plan
- Attend training sessions conducted by the Fire Safety Director
- Participate in the building's evacuation drills
- Maintain an updated roster of Assistant Floor Wardens, Searchers, Stairwell Monitors, Elevator Monitors, Handicap Aides, and alternates
- Ensure that all emergency team personnel understand their assigned duties and required location(s) in case of an emergency
- Be completely familiar with and know the location of and usage of firefighting equipment on the floor
- Check and inspect daily for any fire hazards, and ensure that all emergency exit passageways are always accessible
- Notify the Assistant Floor Wardens with he/she is/will be away from the building to assume the role and responsibilities
- Formulate the traffic pattern to use for emergency stairwell exits
- Maintain an up-to-date list of all personnel requiring assistance if evacuation is required
- Be completely familiar with the use and maintenance of the emergency response kit

Incident Responsibilities

- Take necessary action to prevent panic!
- Begin at the farthest reach of your area and assure that occupants ahead of you have evacuated. Conduct a quick search as you go through ensuring any hazardous equipment has been turned off, doors are closed, and no one is left behind. If there is smoke, stay low, cover your mouth with a damp cloth or handkerchief, visualize where the exits are located, stay close to and use the wall to guide your way as to not get confused
- If no smoke is evident, you may have trouble getting people to evacuate. Be strong, positive, and insistent. It is building policy to evacuate upon an alarm
- If a stairway is full of smoke, go to an alternate stairwell
- Assure that all persons on the floor are notified of an emergency, and all are evacuated and directed to your company's meeting place
- Conduct a search of common areas for persons, and evacuate them to safe areas
- Is responsible for the evacuation of all floor personnel and visitors
- Be completely familiar with where persons with disabilities are located, ensure Persons with Disabilities Aides are assisting those in need, and if necessary, taken to an Area of Refuge
- At the meeting place, conduct a head count by using a checklist to account for all occupants in your area of responsibility
- Immediately report to the Fire Safety Team any missing persons from your checklist and of their last known location
- In the absence of the Floor Warden(s), the Assistant Floor Warden(s) are responsible for carrying out the above stated requirements

Additionally, the following should be reviewed with applicable staff:

- Do Not Go to The Roof! Unless it is the only way out. If a stairwell is full of smoke, go to another stairwell
- At your company's meeting place, conduct a head count by using a checklist to account for all occupants and guests. Immediately report any missing person(s) to on-site building personnel, and/or call 911 if not on-site with their last known location
- Do not allow the stairwell doors to be blocked or held open allowing for the potential of the stairwell to become dangerous and/or unusable
- Most important, special attention needs to be given to any person(s) with disabilities, in those who are visitors and are unfamiliar with the building. A process is necessary to ensure their safety

SEARCHER

Under the supervision of the Floor Warden, Searchers are responsible for finding and evacuating all personnel from the work area, specifically from remote areas such as storerooms, file rooms, coffee areas, rest rooms, etc.

Incident Responsibilities

- Check all rooms including rest rooms, conference rooms, reception areas and remote areas – closing – but not locking all door(s) behind you
- Place a post-it notes or tag on the door(s) of all areas that have been searched. Always remember to touch a door to detect heat (fire) prior to opening it
- Announce the emergency to any personnel remaining on the floor and ensure their evacuation
- Evacuate non-employees found on the floor

STAIRWELL MONITOR

Under the direction of the Floor Warden(s), Stairwell Monitor(s) are responsible for an assigned exit and assist in the orderly evacuation of personnel.

Incident Responsibilities

- Takes a position at assigned exit and assists in the orderly evacuation of personnel
- Inspects stairwells for possible heat and smoke conditions prior to evacuation. Remember to touch all door(s) to detect heat, (fire) prior to opening it
- Instruct personnel to form a single-file line into the stairwell and directs personnel to exit along the right side of the stairwell
- Remind those wearing high-heeled shoes to remove them prior to entering the stairwell for safety concerns
- Ensure all personnel are "Hands Free" prior to entering the stairwell for safety concerns
- Supervises and monitors evacuation flow while remaining calm and encourages calmness and orderliness in the evacuation of personnel

AIDE TO THE PHYSICALLY CHALLENGED

Under the direction of the Floor Warden(s), Aides to the Physically Challenged is responsible for ensuring all physically challenged personnel are evacuated to a “Designated Area of Safe Refuge”

Incident Responsibilities

- Maintain an up-to-date list of all physically challenged personnel on their floor and/or within the tenant space if smaller than an entire floor. If possible, a “buddy system” should be implemented in which one (1) or two (2) aides will be responsible for evacuating specific co-workers to a “Designated Area of Safe Refuge” and remain with them until fire crews arrive to assist them out of the building

ELEVATOR MONITOR

Under the direction of the Floor Warden(s), Elevator Monitors are responsible for assuring no one uses the elevators in an emergency.

Incident Responsibilities

- Directs co-employees to the nearest or designated exit stairwell
- Must be familiar with the building’s Emergency Evacuation Plan and the location of all stairwells
- Stays at a designated post until instructed to evacuate by the Floor Warden, or until an emergency warrants departure

EVACUATION PROCEDURES

Each tenant at 645 North Michigan Avenue must have their own Emergency Evacuation Plan that all employees are familiar with.

If an order of evacuation comes by way of the building’s fire system, comply quickly, but as calmly as possible.

Shut off any equipment you are using and immediately do exactly as you are directed. You may be directed to move to a different area on the same floor, to use the stairwell to go to a lower, or up to a higher floor, or you may be directed to use only a certain stairwell or take other specific action.

Do not use the elevators. In the event of a fire, the elevators will be under the control of emergency personnel. Your Emergency Response Team will need to assist in any evacuation. They will receive instructions locating specific evacuation routes for everyone in your area/floor. Stay calm and move quickly, following the directions. If no one is directing the evacuation in your area/floor, move to the nearest stairwell to exit the building.

AFTER AN EVACUATION

If directed to leave the building, move as quickly as possible to the first-floor lobby and out of the building as directed by authorized building personnel or the Chicago Fire Department. Move away from the building and proceed to your company’s Emergency Evacuation Assembly Area.

Do not for any reason, re-enter the building and/or return to your work area until an “All Clear” has been given and/or until told to do so by authorized building personnel or the Chicago Fire Department.

All Floor Wardens and any assisting personnel will receive notification addressing any deficiencies and/or fire system abnormalities.

FIRE EVACUATION DRILLS

The purpose of a fire drill is to familiarize occupants and property staff with fire prevention procedures while monitoring the response, and to ensure that any emergency condition is responded to as quickly and effectively as possible. This is accomplished by periodic training sessions, or “drills” that involve all building occupants.

All fire drills will be conducted under the direct supervision of the Chicago Fire Department. Several key building personnel will be strategically placed to facilitate the intent of the fire drill. Fire drills take place during regular business hours and will involve the evacuation of selected floors to a then announced designated location floor, typically a floor or two below. Only the selected floor(s) will receive an evacuation message and all other building functions will remain normal. During the fire drill, Emergency Response Team members will respond to the simulated emergency as outlined in previous pages of this manual.

Fire Drill Preparation

It is the responsibility of the tenant to submit the names of the individuals who are filling the Emergency Response Team roster positions. As Emergency Response Team members change, it is imperative that one contacts the Management Office to inform of any change(s). On an annual basis, the Management Office will send out requests for updates of team member names.

- Keep the building’s Fire Safety Director or the Management Office apprised of any changes to your Emergency Response Team member(s) roster and physically challenged individuals within your suite
- Incorporate all pertinent information found in the Emergency Response Team manual into your employee orientation program ensuring all knows what to expect and how to react during an emergency

BASIC STEPS FOR FIRE PREVENTION

Listed below are recommendations to help protect against a fire occurring within a tenant’s space. Tenants should examine their space for any infractions. The Fire Safety Director or Building Management are available to assist with an investigation, if requested.

- 645 North Michigan Avenue is a non-smoking building. Smoking is not permitted anywhere inside of the building. If you smoke outside, please adhere to the building’s smoking policy as noted in earlier pages within this manual
- Be alert around electrical equipment
 - If electrical equipment is not working properly, disconnect the equipment and call the appropriate maintenance personnel
 - Often the first sign of an electrical concern is the emission of an unusual odor
 - Should you suspect an unusual odor, please contact the Management Office
- Promptly replace any electrical cord that is cracked or has a broken connection
- When using an extension cord, protect them from damage
 - Do not pull an extension cord across doorways or in a place where they will be stepped on or chafed
 - Check amperage load specified for by the manufacturer and/or the “listing laboratory” and do not exceed its recommendations
 - Do not plug one extension cord into another
 - Do not plug more than one (1) extension cord into a single outlet
- Keep all heat producing appliances away from the wall and/or any other object that may burn
 - Leave plenty of space for air to circulate around copy machines, computers, and other equipment that emits heat
- Make sure that all appliances in your work area, such as coffee makers and microwaves are turned off at the end of each workday. It is best if the responsibility for this daily check is assigned to one (1) person
- Portable electric space heaters are NOT PERMITTED on the premises for supplemental heating at 645 North Michigan Avenue. Space heaters can overload electrical circuits and pose a fire hazard. If any space heaters in tenant spaces are found by building personnel, they will be removed immediately and discarded
- Do your part to keep storage areas, stairwell landings and other out-of-the-way locations free of wastepaper, empty cartons, dirty rags and/or other materials that could fuel a fire
 - Allow for an 18” gap between the highest stored item to the ceiling, required by the City of Chicago Fire Code

- Keep security informed of any suspicious and/or unauthorized persons on your floor. This will aide to prevent both theft and fire. Arson is the largest single cause of office building fires

SHELTER IN PLACE

Sheltering in place is an effective mitigation and response technique for multiple threats, including sever weather, exterior hazardous-materials spills, and civil unrest.

Shelter in place means **finding a safe location indoors** and staying there until you are given an “all clear” or told to evacuate. You may be asked to shelter in place because of an active shooter, tornado, or chemical, radiological, or another hazard.

Should a Shelter in Place call come over the voice communication system via the fire panel’s annunciator system, you may be asked to perform the following:

- Close and lock all doors
- If there are customers, clients, or visitors in your suite, provide for their safety by asking them to stay, not leave. When authorities provide directions to shelter-in-place, do not leave
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe
- Lock exterior suite doors. Depending on the type of emergency, building engineering staff, familiar with the building’s mechanical systems will consider turning off all fans, heating, and air-conditioning systems. Some systems automatically provide for exchange of inside air with outside air. These systems need to be turned off, sealed, and/or disabled
- If you are told these is danger of an explosion, close the window blinds
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape and plastic sheeting
- Select interior room(s) with the fewest windows and vents, avoid overcrowding by selecting several rooms if necessary. Large storage closets, pantries, work rooms, and interior conference rooms will work well
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available of you need to report a life-threatening condition. Cellular telephone equipment might be overwhelmed or damaged during an emergency
- Take your emergency supplies and go into the room you have designated
- Write down the names of everyone in the room(s) and call your business designated emergency contact to report who is in the room with you, and their affiliation with your business (i.e., employee, visitor, client, customer, etc.).
- Listen to the radio, watch television, or use the internet for further instructions until you are told all is safe or to evacuate. Local officials may call for an evacuation in specific areas at greatest risk

EMERGENCY RESPONSE PLANS

Emergency Response Plans for a bomb threat, civil disturbance, terrorism/hostage situations, power failure, weather, and an active shooter follow.

Bomb Threat

- Attract the attention of a co-worker discreetly and quietly while listening to the call. Have the co-worker note your specific telephone number and call 911 to request that the call on your line be traced
- Obtain as much information as possible from the caller about the bomb’s location, type and time of detonation using the Bomb Checklist on the following pages. Ask for the bomb’s appearance and who is placing it. Ask the caller’s name and address
- Is the caller male or female? Adult or juvenile? Is the voice course, accented, deep, or disguised? Does the caller seem angry, rationale or deliberate? Make note of any background noise
- Call 911. Describe in detail the information your received on the telephone
- Contact the Management Office alerting them of the potential danger
- The decision to inform other building occupants of the threat and/or to evacuate will be based upon recommendations of local authorities and the judgement of the senior executive team and the General Manager of the building
- Do not search for the devise, do not touch, or disturb any suspicious objects. If any suspicious package or device is located, notify the Management Office and police, and clear the area

Letter Bomb

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical or electrical means. If you consider a parcel or letter is suspect, DO NOT OPEN IT, Call 911 and the Management Office thereafter.

Due to occasional anthrax threats in the United States, the Center for Disease Control has guidelines to follow if you suspect a letter could contain dangerous substances. The guidelines sent out are as follows:

- Should you find a suspicious package or letter:
 - Handle with care – do not shake or bump
 - Isolate the package immediately
 - Do Not Open!
 - Evacuate the area and call 911 for a safe location, notify the Management Office thereafter
- Should you suspect the mail contains a bomb or explosive device
 - Evacuate immediately
 - Call 911 from a safe location, notify the Management Office thereafter
- Should you suspect the mail contains a radiological threat:
 - Limit exposure – Do Not Handle
 - Evacuate immediate area
 - Shield yourself from the object
 - Call 911 from a safe location, notify the Management Office thereafter
- Should you suspect the mail contains a biological or chemical threat:
 - Isolate – Do Not Handle
 - Evacuate immediate area
 - Wash your hands with soap and warm water
 - Call 911 from a safe location, notify the Management Office thereafter

If the letter has already been opened, and a powder and/or other substances has spilled from the letter, Do Not Clean It Up! Leave it where it is, evacuate the area, wash your hands with soap and warm water, call 911 from a safe location, notify the Management Office thereafter.

CIVIL DISTURBANCE

A civil unrest type of situation can take multiple forms, but usually ends up as a protest and/or demonstration outside of a building's property line and/or entrance(s). In worst case scenarios, the protesting group can enter a building's perimeter and disrupt operations for the property and its occupants. With many protests, there is usually some type of pre-event indicators, which give the property advanced warning of a pending demonstration. With this information, properties can increase their security measures, such as police involvement, additional officer placement, lockdown of entrances and/or communications with building occupants.

Assessment

- Building Management will evaluate the severity of the demonstration
- Building Management will designate the appropriate response

Immediate Action

- The building will be secured, and the elevators and stairwells controlled to prohibit unauthorized entry
- Occupants will be instructed to not leave the building, should the situation become volatile
- The Emergency Response Team and local agencies, (police, fire, and/or rescue) will be placed on stand-by if a situation escalates out of control

TERRORISM/HOSTAGE SITUATIONS

Immediate Action

- Building Management will secure the affected area(s), evacuating all personnel from the area(s), and from the building, if necessary
- Only permit the proper authorities to talk and negotiate with the terrorist(s)

If you are the hostage:

- Remain Calm
- Pay close attention to your captors and observe their behaviors
- Cooperate with all requests
- Stay alert

POWER FAILURE

Detection

- Ascertain if the power failure affects only 645 North Michigan Avenue, or if surrounding properties have also lost power

Assessment

- The Engineering Staff will immediately go to the building switchgear and determine if the outage is total, or just on a single-phase
- If the building has lost only one phase, then the Engineering Staff will manually trip the switchgear and take the building off-line

Immediate Action

- Call the emergency number for the electric utility serving the affected building and give them the property address, 645 North Michigan Avenue, and circuit numbers
- Verify that all elevators have returned to the ground floor and that there are no entrapments
- The Floor Wardens should alert their occupants of the situation and instruct them to remain calm
- If the power outage is expected to persist, the Floor Warden(s) should notify their occupants again so that they can make decisions as to their business operations

WEATHER EMERGENCY

Immediate Action

- Move away from the perimeter of the building and the exterior glass
- Leave all exterior offices and close the doors
- Go to an enclosed area in the building core, such as an elevator lobby, corridor, restroom, stairwell, and/or take cover in a designated shelter or the Basement
- Sit down and protect your head
- Do Not Use elevators, if in transit within the building, take the stairwell to the Basement

ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing and/or attempting to kill people in a confined or populated area, in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Active shooter situations are usually over within 10-15 minutes, before law enforcement arrives on the scene, individuals must be prepared mentally and physically to deal with an active shooter situation.

Immediate Actions

- Call 911

- Be aware of your environment and any possible dangers
- Take note of the two (2) nearest exits closest to you
- If you are in an office, stay there and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate the shooter
- If possible, keep your cell phone with you, on silent. You may be able to provide first responders with up-to-the-minute information regarding the shooter(s), their location and/or other critical information, while on the line with 911

SECTION 9: SUSTAINABILITY**SUSTAINABILITY**

645 North Michigan Avenue recognizes that commercial real estate has a significant impact on the environment. The Feil Organization is dedicated to serving as a leader in sustainable real estate services aiming for the highest achievable environmental standards. The content below, illustrates the current sustainable policies in effect at 645 North Michigan Avenue.

ENVIRONMENTAL TOBACCO SMOKE CONTROL POLICY

645 North Michigan Avenue prohibits smoking of any nature inclusive of e-cigarettes anywhere inside the building, including leased spaces and within 25-feet of the building entrances.

For the convenience of building occupants who smoke, a designated smoking area has been established and is located on the building's exterior's Loading Dock along Madison Street. Please use the designated smoking area and refrain from smoking at building entryways. Additionally, please do not discard of cigarette waste on walkways, in landscape planters or trash cans.

JANITORIAL SERVICES

645 North Michigan Avenue has adopted a Green Cleaning Policy. All cleaning agents used by the janitorial staff are Green Seal certified and/or are an approved cleaning agent in accordance with USGBC guidelines.

LIGHT BULB RECYCLING

Illinois law regulates the disposal of hazardous light bulbs. 645 North Michigan Avenue has adopted a policy to properly recycle light bulbs in accordance with USGBC guidelines.

CONSTRUCTION WASTE

Prior to the commencement of any tenant alterations, Building Management will review the scope of work, schedule a pre-construction meeting with the tenant and all applicable contractors to overview the Contractor Rules and Regulations Manual.

All contractors shall take steps to minimize waste caused from error, poor planning, breakage, mishandling, contamination, or other factors.

Recycling certificates must be submitted to the Management Office upon the completion of all work.

Should you have any questions or require additional information regarding construction waste requirements, please contact the Management Office, (312) 419-3100.

EXTERMINATING

645 North Michigan Avenue has adopted an integrated pest management policy, whereby caustic chemicals are to be utilized at a last resort.

WINDOW CLEANING

645 North Michigan Avenue has adopted an Exterior Building Hardscape Management Plan, whereby all cleaning agents and cleaning procedures must comply in accordance with USGCB guidelines.

SECTION 10: PARKING**PARKING GARAGES**

645 North Michigan Avenue does not have on-site parking. However, parking is available within a short walk to the building. Below is a list of parking garages and parking lots conveniently located nearby 645 North Michigan Avenue:

Ontario-St. Clair Self Park
165 East Ontario Street
Chicago, IL. 60611

Rush-Ohio-Wabash Self Park
312 North Rush Street
Chicago, IL. 60611

LUXE VALET – www.luxe.com

Luxe is an on-demand service, like Uber but for parking your car. With Luxe mobile app, drivers can conveniently have a Luxe valet meet them at their destination and have their car picked-up and parked in one of the Luxe's Valet's secure lots. After, have our car delivered back to you at your current location.

SPOTHERO – www.spothero.com

Reserve affordable parking in advance. For mobile access, download the Spot Hero app on your iPhone or Android and book parking right from your cellular phone.

DIVVY BIKE SHARE

Chicago's bike share system, with over 580 stations and over 5,800 bikes across Chicagoland, Convenient Bike Stations near 645 North Michigan Avenue include Michigan Avenue and Pearson Street, and Michigan Avenue and Oak Street.

SECTION 11: BUILDING RULES AND REGULATIONS

BUILDING RULES AND REGULATIONS

645 North Michigan Avenue operates under strict rules and regulations designed to maintain a safe and comfortable environment for all tenants. Tenant shall faithfully observe and comply with the following Building Rules and Regulations:

The building operates under strict rules and regulations designed to maintain a safe and comfortable environment for all tenants. Even though these rules and regulations vary from tenant to tenant, we have outlined the following basic requirements as they would appear in the lease:

1. Access to Building

On Saturdays (except from 7:00 a.m. to 5:30 p.m.), Sundays and national holidays, and on other days between the hours of 5:30 p.m. and 7:00 a.m. the following day, access to the building or to the halls, corridors, elevators, and stairways in the building may be restricted and access shall be gained only by exhibiting an appropriate Security pass or by otherwise complying with the established building Security regulations. Landlord may from time to time establish Security controls and regulations for the purpose of regulating or restricting access to the building. Landlord may restrict access to washrooms by key, combination, or other Security devices. Tenant shall abide by all such Security controls and regulations so established.

2. Protecting Premises

Before leaving the Premises unattended, Tenant shall close and securely lock all doors or other means of entry to the Premises. Tenant shall be responsible for protecting the Premises and all property and persons in the Premises from theft, robbery, pilferage, and other crimes and keeping the Premises secure.

3. Large Articles

Furniture, freight and other large or heavy articles may be brought into the building only at times and in the manner (including use of freight elevators and the loading area) designated by Landlord, and always at Tenant's sole responsibility. All damages done to the building by moving or maintaining such furniture, freight or articles shall be repaired at the expense of Tenant. All furniture, equipment, cartons, and similar articles desired to be removed from the Premises or the Building shall be listed in writing by Tenant with Landlord and a removal permit therefor shall first be obtained from Landlord.

4. Signs

Tenant shall not paint, display, inscribe, maintain or affix any sign, placard, picture, advertisement, name, notice, lettering or direction on any part of the outside or inside of the Building, or on any part of the outside of the Premises, or on any part of the inside of the Premises which can be seen from the outside of the premises, without the prior written consent of Landlord, and then only such name or names or content and in such color, size, style, character, material and manner of affixing as may be first approved by Landlord in writing, Landlord reserves the right to remove at Tenant's expense all signs and other matter not consented to or approved by Landlord.

5. Building Directory

Tenant shall be entitled to one listing of the name and location of Tenant displayed on the back-lit directory of the building and to a listing of a limited number of names, as designated from time to time by Tenant, on the Building's computerized directory. The back-lit directory and the computerized directory shall be used exclusively for the display of the name and location of the Tenant and its designated employees.

6. Hazardous Materials

Tenant shall not use or permit to be brought into the Premises or the Building any flammable oils or fluids, or any explosive or other articles deemed hazardous to persons or property, or do or permit to be done anything in or upon the Premises, or bring or keep anything therein, which shall not comply with all rules, orders, regulations or requirements of any organization, bureau, department or body having jurisdiction with respect thereto (and Tenant shall at all times comply with all such rules, orders,

regulations or requirements), or which shall invalidate or increase the rate of insurance on the Building, is appurtenances, contents or operation.

7. Defacing and Altering Premises and Overloading

Tenant shall not place anything or allow anything to be placed in the Premises near the glass of any door, partition, wall or window which may be unsightly from outside the Premises, and Tenant shall not place or permit to be placed any article of any kind on any window ledge or on the outside of the exterior walls of the Premises or the Building. Blinds, shades, awnings or other forms of outside window ventilators or similar devices, shall not be placed in or about the outside windows in the Premises. No blinds, shades, draperies, or other forms of inside window covering other than those provided by Landlord may be installed in the Premises. Tenant shall not overload any floor or part thereof in the Premises more than the floor load capacity or overload any facility in the building or any public corridors or elevators therein while bringing or removing any large or heavy articles. Floor load capacities are available from Landlord upon request. Landlord shall have the right to review and make recommendations to Tenant as to the location of libraries, safes, and other heavy articles. If, in Landlord's opinion, based on the size and weight of the article, a floor load or facility may thereby be overloaded, Landlord may direct and control the location of such libraries, safes, and all other heavy articles, and, if considered necessary by Landlord, require supplementary supports at the expense of Tenant of such material and dimensions as Landlord may deem necessary to properly distribute the weight.

8. Obstruction of Public Areas

Tenant shall not take or permit to be taken in or out of other entrances of the Building, or take or permit on other elevators, any item normally required by Landlord to be taken in or out through service doors or in or on freight elevators; and Tenant shall not, whether temporarily, accidentally or otherwise, allow anything to remain in, place or store anything in, or obstruct in any way, any sidewalk, passageway, entrance, exit, loading or shipping area or hall, corridor, elevator or stairway. Tenant shall lend its full cooperation to keep such areas free from all obstructions and in a clean and sightly condition, and move all supplies, furniture and equipment as soon as received directly to the Premises and shall move all such items and waste (other than waste customarily removed by Building employees) that are at any time being taken from the premises directly to the areas designated for disposal. All passageways, entrances, exits, loading or shipping areas, elevators, stairways, corridors, halls and roofs are not for the use of the general public and Landlord shall in all cases retain the right to control and prevent access thereto by all persons whose presence in the judgment of Landlord shall be prejudicial to the safety or Security of the Building or its occupants. Neither Tenant nor any employees, agent, licensee, invitee or contractor of Tenant shall enter areas reserved for the exclusive use of Landlord or its agents, employees, licensees or invitees.

9. Keys and Additional Locks

Tenant shall not attach or permit to be attached additional locks or similar devices to any door or window, change existing locks or the mechanisms thereof, or permit to be made any keys for any door other than those provided by Landlord. If more than two keys for one lock are desired, Landlord will provide them to Tenant upon payment by Tenant. Upon termination of this Lease or of Tenant's possession, Tenant shall surrender all keys to the Premises and all keys for office rooms or toilet rooms which have been furnished to Tenant of which Tenant shall have made, and in the event of loss of any keys so furnished, Tenant shall pay Landlord therefor.

10. Communication or Utility Connections

If Tenant desires signal, communication, alarm or other utility or similar service connections installed or changed, Tenant shall not install or change the same without the prior written approval of Landlord, and then only under direction of Landlord and at Tenant's expense. Tenant shall not install in the Premises and equipment which requires a substantial amount of electrical current, including without limitation, computer or data processing equipment, without the prior written consent of Landlord, and Tenant shall ascertain from Landlord the maximum amount of load or demand for use of electrical current which can safely be permitted in the Premises, taking into account the capacity of the electric wiring in the Building and the Premises and the needs of other tenants of the Building, and shall not in any event connect a greater load than such safe capacity.

11. Management Office

Service requirements of Tenant will be attended to only upon application at the Management Office for the Building. Employees of Landlord, and Manager shall not perform any work or do anything outside of their customary duties unless under special instructions from Landlord.

12. Outside Services

Tenant shall not obtain for use upon the Premises any ice, drinking water, towel, window washing, cleaning, decorating, repair, maintenance, or other similar services on the Premises, except from authorized Building personnel or other persons authorized by Landlord and at the hours and under such regulations fixed by Landlord. If, in Landlord's opinion, such services requested by Tenant from third parties will not jeopardize the Security of the Building or safety of occupants or overload Building facilities and will not create disharmony or labor unrest in connection with any lease which Landlord or its contractors may be subject, then Landlord will not unreasonably withhold its authorization of such persons to provide service to Tenant in the Premises. All the foregoing described outside services shall be provided solely at Tenant's cost and expense.

13. Toilet Rooms

The toilet rooms, urinals, wash bowls and the other bathroom apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be thrown therein, and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the Tenant who, or whose employees, agents, licenses, invitees, or contractors, shall have caused it.

14. Intoxication

Landlord reserves the right to exclude or expel from the building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or other drugs, or who shall in any manner do any act in violation of any of the rules and regulations of the building.

15. Vending Machine

No vending machines of any description shall be installed, maintained, or operated in the Premises or the Building except for the exclusive use by Tenant and its employees. Tenant shall furnish Landlord with the name and address of any vending machine service company which may be entering the building and shall notify Landlord of the times such service company will be present. Tenant shall cause such service company to identify itself and otherwise comply with Landlord's Security requirements for the building and scheduling of use of Building facilities.

16. Nuisances and Certain Other Prohibited Uses

Tenant shall not (i) conduct itself or permit its employees, agent, licensees, invitees or contractors to conduct themselves in a manner inconsistent with the comfort or convenience of other tenants or the first-class character of the Building; (ii) install or operate any internal combustion engine, boiler, machinery, refrigerating, heating or air conditioning apparatus or space heater in or about the Premises; (iii) carry on any business in or about the Premises or the Building or sell any article, item or service except those ordinarily embraced within the permitted use of the Premises; (iv) use the Premises for housing, lodging or sleeping purposes; (v) permit preparation or warming for food in the Premises other than for the exclusive use by Tenant and its employees and in compliance with the provisions of the Lease; (vi) place any radio or television antennae on the roof or on or in any part of the inside or outside of the Building other than the inside of the Premises; (vii) use any illumination or power for the operation of any equipment or device other than electricity; (viii) bring or permit to be in the Building any bicycle or other vehicle, or dog (except in the company of a blind person) or other animal or bird; (ix) make or permit any objectionable noise or odor to emanate from the Premises; (x) disturb any occupant of the Building; or (xi) do anything in or about the Premises tending to create or maintain a nuisance or do any act tending to injure the reputation of the Building.

17. Room-to-Room Canvass

Tenant shall not make any room-to-room canvass to solicit business from other Tenants or occupants of the building or for any other purpose and shall not exhibit, sell, or offer to sell, use, rent or exchange any products or services in or from the Premises, except as may be specifically permitted under the Lease. Tenant shall not distribute literature, flyers, handouts, or pamphlets of any type in any of the common areas of the building.

18. Waste

Tenant shall not waste electricity, water, heat or air-conditioning, the cost of which is not borne by the Tenant, and agrees to cooperate fully with Landlord to assure the most effective and energy efficient operation of the Building heating and air-conditioning, and shall not allow the adjustment (except by Landlord's authorized Building personnel) of any electricity, water, heat or air-conditioning controls, (except by thermostats located within the Premises which are designated for Tenant's use). Tenant shall keep corridor doors closed. Tenant shall lower and adjust any venetian blinds, shades, or draperies on the windows in the Premises if such lowering and adjustments reduces the sunlight and additional heat load created thereby in the Premises.

19. Disturbance

Tenant shall not permit the use of any apparatus, equipment or instrument for sound production or transmission in such manner that the sound so transmitted or produced shall be audible or vibrations shall be detectable beyond the Premises. Tenant shall not utilize any electronics, radio wave, microwave, or other transmitting, receiving or amplification device which would disturb or interfere with any other tenant of the building or the operation of the building generally. Tenant shall not utilize any equipment or apparatus in such manner as to create any magnetic fields or waves which adversely affect or interfere with the operation of any systems or equipment in the building. Tenant shall keep all electrical and mechanical apparatus free from vibration, noise and air waves which may be transmitted beyond the Premises.

20. Access to Roof and Basement

Tenant shall not enter or upon the roof or basement of the building or any storage (other than Tenant storage), heating, ventilation, air-conditioning, mechanical or elevator machinery housing areas.

21. Smoking Policy

645 North Michigan Avenue has a "no smoking" policy. Tenant shall not smoke within the building premises.

SECTION 12: MOVING GUIDELINES**MOVING**

The actual relocation of your company's offices begins with your ideas on how you would like your space to function, then establishing the Move-In date, and ends with or General Manager handing you the keys to your office door.

In-between, there is a tremendous amount of planning, estimating and decision-making that must be done, all within a certain time frame set forth in your lease. Several different people are involved in the process, we will assist you in every way possible to ensure a smooth relocation.

TENANT RESPONSIBILITIES PRIOR TO MOVE-IN

Your move-in must be coordinated with the Management Office to facilitate a smooth, efficient relocation. Arrangements for various trades such as telephone installation, copier installation, or computer data line installation, must be coordinated through the Management Office.

Several items that need to be completed before moving are listed below:

- Complete Tenant Information Form
- Disclose to the Management Office the name of the tenant representative who will have responsibility for approval of expenditures and setting of policy relating to your space
- Disclose to the Management Office the phone number and fax number of your new office
- Establish the move-in date with Management Office
- Inform the Management Office the name and person to contact with your firm's mover
- Schedule with the Management Office the date you desire to inspect your space prior to occupancy
- Request from the Management Office the number of keys you desire. The request must be made in writing on company letterhead with an authorized signature
- Inform the Management Office the names of those individuals, in writing on company letterhead with an authorized signature, which are to receive Tenant Identification Passes for after-hours access
- Discuss with the Management Office your needs regarding property, corridor identification signs, and directory strips. Please submit the request in writing on company letterhead with an authorized signature
- Notify the Management Office the names of handicapped employees using the Persons with Disabilities Form
- Obtain the billing name and address for rent and other tenant charges from the Management Office
- Provide the post office with change of address information
- Notify the Phone Company to arrange for installation of new phones, equipment, and service
- Notify the utilities companies of your move-in (electricity, gas, etc.)
- Provide Certificates of Insurance prior to occupancy per the terms of your lease to the Management Office

645 North Michigan Avenue utilizes IMG Technologies as the Building's Riser Management Company. All installations for new service of telephone and/or data lines must be coordinated through IMG:

IMG Technologies, Inc.
1101 West 31" Street
Downers Grove, IL, 60515
(630) 737-9800

TENANT RESPONSIBILITIES PRIOR TO MOVE-OUT

All tenants prior to moving will benefit by following the procedures listed below:

- Notify the utilities companies of your move-out (electricity, telephone, etc.). Please transfer the electric utility into the building name (DO NOT DISCONNECT THIS SERVICE). The Management Office will provide you with the Electricity Transfer Form for Com Ed
- Contact Telephone Company to discontinue service for your suite in the building
- Arrange to have the post office forward your mail to your new address

- Provide your new address and telephone number to the Management Office in writing on company letterhead before moving out to return your security deposit
- Ensure that everything is working in the space, including lights, HVAC, plumbing, and/or other mechanical systems. You are responsible for returning the space in good and clean condition except for normal wear and tear, per the terms of your lease
- Schedule a time for a walk through of the space with the Management Office to identify any items that need to be repaired or replaced before moving out. This will facilitate the return of your security deposit
- Turn over your office keys and building identification cards to the Management Office upon leaving the building

MOVING POLICY AND PROCEDURES

To act in the best interests of the tenant and to protect the property, the following policies regarding movement of office furniture and equipment into or out of 645 North Michigan Avenue must be adhered to. No later than one week prior to any move, the Tenant must coordinate the following with the Management Office. Direct all correspondence to the following address:

645 North Michigan LLC
C/O The Feil Organization
10 South LaSalle Street
Suite 300
Chicago, IL 60603

General Information:

- Date of move
- Time periods freight elevator will be needed
- Name of the moving company and the moving supervisor for the moving company and Tenant
- Proof of adequate insurance coverage by the moving company

Special Requirements

All moving companies associated with move-in or out must be union. The Management Office should be advised in writing of any special requirements in connections with the move. For example, if draperies, suppliers, etc. are due prior to the move, arrangements must be made for use of the freight elevator.

Weekday Moving Procedures

All moves must go through the main loading dock. Move in hours are after 5:30 PM Monday through Friday. Movers must contact the Management Office when they arrive at the building. The mover will be required to provide identification and state the name of the Tenant being moved.

Weekend Moving Procedures

Saturday or Sunday use of the freight elevator must be prearranged with the Management Office. Hours for usage are flexible.

Clean-Up

Moving companies and Tenant will be responsible for leaving the building and premises clean by removing all cartons and trash generated in the move. If you desire help with the clean-up, personnel can be provided on a time and material cost/plus basis. This service must be prearranged through the Management Office. If a tenant wishes to have waste material placed in the building compactor or trash container, arrangements must be made through the Management Office. It will be at the discretion of building management personnel whether a tenant charge for this service will be required.

Property Damage

All damage to the building, elevator areas, and grounds to which the Tenant, moving company, or its employees or agents cause will be responsibility of the Tenant. Required repairs will be completed by the Landlord and the repair expenses billed to the responsible Tenant.

INSTRUCTIONS TO MOVERS

The following section defines specific information of which your mover should be made aware. A copy of this section should be given to those moving companies bidding on your move to, or from 645 North Michigan Avenue.

General

The movers shall perform all services required to move furniture, office machines, records, and supplies. Freight elevators will be available for this purpose after 5:30 PM Monday through Friday. Saturday and Sunday hours are variable. Arrangements for reserving the freight elevator must be made with the Management Office with at least five (5) days in advance of the move date. The phone number is (312) 419-3100.

Each employee of the mover shall be bonded and uniformly attired in the same type and color uniform plainly lettered with the moving company's name. These requirements shall be strictly adhered to maintain the security of the premises.

Inspection of Premises

The mover shall be responsible for inspecting the Tenant space prior to the move. The mover shall acquaint himself with the conditions in the space, so that he may furnish equipment and labor necessary to provide for orderly, timely and efficient movement of furnishings and equipment. He shall acquaint himself with all available information regarding difficulties, which may be encountered and the conditions, including safety precautions, under which the work must be accomplished.

Insurance

The mover shall provide and deliver Certificates of Insurance to the Management Office with at least ten (10) days prior to any move operation:

645 North Michigan Owner LLC
C/O The Feil Organization
10 South LaSalle Street, Suite 300
Chicago, IL 60603

All policies, with at least ten (10) days prior written notice, shall be delivered to The Feil Organization by insurer prior to termination, cancellation, or material change of such insurance. The Management Office may refuse the mover access to 645 North Michigan Avenue if the limits provided on the Certificate of Insurance are not acceptable to The Feil Organization.

The Mover shall, at the mover's sole cost and expense, obtain, maintain, and keep in full force and affect the following types of insurance and shall provide the Management Office with an appropriate Certificate of Insurance naming the additional insureds as noted on the pages covering Insurance within this Manual.

Use of Elevators

- Only the freight elevator is to be used, use of any passenger elevator for moving items other than those that are hand carried must be authorized through the Management Office
- Elevator personnel will have to be scheduled for elevator operation on all office moves requiring elevators
- If a weekday move is scheduled, a minimum of two (2) hours overtime on the part of the elevator personnel is required. This request must be presented to the Management Office for approval with at least 72-hours advanced written notice
- The freight elevator may be reserved for a tenant's exclusive use during non-business hours by contacting the Management Office, there is a charge for this service
- Move-outs may be scheduled on weekday's starting at 5:30 PM

Tenant Responsibility

The Tenant assumes full responsibility for any damages caused by mover to truck docks, doors, elevators, public corridors, and tenant areas.

Services to be provided by Mover

Supervision, Labor, Materials and Equipment: The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services required in an orderly, timely and efficient manner. Such equipment shall include, among other things, dollies, trucks, etc., as needed. All material handling vehicles used in the interior of the buildings must have rubber-tired wheels and must be maintained from grease and dirt.

Crating, Padding and Packing Material: The mover shall take every precaution 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, (mover must use a glass contractor for any glass removal for moving) wherever necessary to protect the building from damage as required by building management. Protective floor covering must be used between the tenant space and the freight elevator, 1/4" Masonic is recommended and is the responsibility of the mover to provide. Nothing should be dragged. All moving equipment must be on wheels. Items are not to be left or "staged" in the common area hallways or building lobby during the move.

Permits, Franchises, Licenses or Other Lawful Authority: The mover, at his own expense, will obtain and maintain any necessary permits, franchises, licenser and/or other lawful authorities 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 the Management Office.

Removal of Furniture and Equipment

Each Tenant must provide advance written notice to the Management Office whenever furniture and/or equipment is to be removed from the property. Individual items, (typewriter size or less) will be handled by use of a "**Property Removal Pass**". Items larger than a typewriter that require the use of freight and/or dock facilities may be removed without a pass.

SECTION 13: TRANSPORTATION

EXPRESSWAYS

645 North Michigan Avenue is easily accessible to Chicago's expressway systems and public transportation, which includes buses, light rail (CTA) and commuter rail (Metra) offering urban and suburban convenience to the building.

- **I-90 / Kennedy Expressway:** Travel east on I-90 Kennedy Expressway, exit Ohio Street heading east to Michigan Ave.
- **I-55 / Stevenson Expressway:** Travel east on I-55 Stevenson Expressway, exit onto ramp toward US-41/Lake Shore Drive, bear left (north) onto US-41/Lake Shore Drive, exit Illinois Street/Grand Avenue. Follow signs to Michigan Ave.
- **I-290 / Eisenhower Expressway:** Travel east on I-290 to end of expressway/downtown Chicago, turn left (north) onto Michigan Ave.
- **US-41 / North Lake Shore Drive:** Travel south on Lake Shore Drive, exit to Michigan Ave.
- **From US-41/South Lake Shore Drive:** Travel north on Lake Shore Drive, exit Illinois Street/Grand Avenue. Follow signs to Michigan Ave.

Public transportation in Chicago is easy and affordable. Chicago Transit Authority (CTA) buses and the elevated and subway trains will take you to and from 500 North Michigan Avenue in no time.

CHICAGO TRANSIT AUTHORITY (CTA)

- **Red Line Train:** Exit via Grand Avenue and walk east.
- **Bus:** Thirteen bus routes run along Michigan Avenue with various drop offs between Oak Street and Wacker Drive, including: 2, 3, 10, 26, 125, 143, 144, 145, 146, 147, 148, 151, 157. The following bus routes intersect North Michigan Avenue from the east and/or west: 66 (upper Michigan Avenue); 29, 65 (lower Michigan Avenue).

For bus and train schedules, system maps, CTA bus tracker and trip planners, visit www.transitchicago.com or contact the CTA at (312) 836-7000.

METRA

The commuter railroad will transport you around the Chicagoland area, with stations located as follows:

- **Ogilvie Station:** Located at Madison Avenue and Canal Street.
- **Union Station:** Located at Adams Street and Clinton Street
- **LaSalle Street Station:** Located at LaSalle Street and Van Buren Street.
- **Randolph Street IC Station:** Located at Randolph Street and Michigan Avenue.

AIRPORT SHUTTLE

GO Airport Express offers airport shuttle services between Chicago area locations and O'Hare and Midway Airports. The shuttles depart from O'Hare and Midway Airports every 15-minutes for Chicago downtown and many suburban locations. Book travel now at www.airportexpress.com.

TAXI

Taxi cabs are plentiful and easy to catch along LaSalle and Madison Streets. There are no designated areas to catch a taxicab. Simply raise your hand and wait for the next available cab to stop for you. Contact Yellow Cab, (312) TAXICAB or by texting your complete pickup address to 777222.

WATER TAXI

For a unique route of travel during the summer months, hop on Wendella's Chicago Water Taxi for a quick trip down the Chicago River to, or from The Loop. Contact Wendella, (312) 337-1446. For information on schedules, rates and docks visit www.chicagowatertaxi.com.

SECTION 14: BUILDING AMENITIES**BUILDING FEATURES**

- 24-hour manned security with camera surveillance
- After-hours card key access system
- Renovated Lobby
- On-site engineering and security
- On-site storage

UMBRELLA PROGRAM

645 North Michigan Avenue offers its tenants umbrellas on loan for rainy days. Sign-out logs are located at the Lobby Security Desk and umbrellas are available for use upon exiting the building. Building access cards must be surrendered to obtain an umbrella, no other form of identification is accepted.

SECTION 15: RETAIL**RETAIL**

The following is a listing of retailers located on the first floor of 645 North Michigan Avenue.

SALVATORE FERRAGAMO

645 North Michigan Avenue / Chicago, IL. 60611 / (312) 397-0464

Salvatore Ferragamo embodies a combination of the longstanding, expert craftsmanship and creative tradition typical of Made in Italy goods. These are the factors of excellence that support the brand, and which have, over the years, evolved in line with its origins. Quality, contemporary elegance and innovation are the hallmarks of each Salvatore Ferragamo product and, together with a tradition of fine craftsmanship, create the value and authenticity for which the brand is universally recognized.

Hours of Operation: Mon – Sat: 11am-6pm Sunday: 12pm-5pm

ERMENEGILDO ZEGNA

645 North Michigan Avenue / Chicago, IL. 60611 / (312) 867-3040

Ermenegildo Zegna started his company in the Northern Italian town of Trivero in 1910 with the dream of creating the most beautiful fabrics in the world. It has since grown into one of Italy's best-known dynamic family businesses. The company is now led by the third generation with Gildo as CEO, Paolo as Chairman, and Anna as President of Fondazione Zegna. Today, the fourth generation has entered the company and continues to innovate.

Hours of Operation: Mon – Sat: 11am-6pm Sunday: 12pm-6pm

TUMI

645 North Michigan Avenue / Chicago, IL. 60611 / (312) 787-3096

“Founded in 1975, TUMI takes its name from a Peruvian icon known to its founder from his Peace Corps days in South America. During the 1980's, TUMI's innovative introduction of soft, ultra-functional, black-on-black ballistic nylon travel bags catapulted the company to its current leadership position. Tumi continues to evolve, create, innovate, and test products to meet our customers' needs.”

Hours of Operation: Mon – Sat: 10am-6pm Sunday: 12pm-5pm

ROSIN EYECARE

645 North Michigan Avenue / Suite 210 / Chicago, IL. 60611 / (312) 872-8182

“Rosin Eyecare has been an eye doctor in Chicago for more than 80 years. As it was with our very first eye center, our dedicated Chicago eye doctors and staff are committed to keeping your eyes healthy and giving you the best possible vision. We offer comprehensive eye exams, glasses, and contacts, along with a variety of eye health checkups. Dr. Rosin and his talented team of ophthalmologists, optometrists and technicians in the Chicago area work with you to ensure excellent eye health throughout your life.”

Hours of Operation: Mon: 8am-5pm Tue: 9am-5pm Wed: 9am-6pm Sat: 8am-3pm Sun, Thu, Fri: CLOSED

TGI FRIDAY'S

645 North Michigan Avenue / Chicago, IL. 60611 / (312) 664-9820

“In Manhattan in 1965, there was no place where people could go out to meet friends and make new ones in an environment that was at once both relaxed and yet exciting. Then, Alan Stillman opened Fridays as a way, he said, “to meet Pan Am stewardesses.” Suddenly, there was a place with great food, new and exciting drinks and an electric energy. A place where bartenders mixed the environment just as well as they mixed drinks. In short, a place like nowhere else. Today, Fridays in Chicago, IL is still America's most iconic bar and grill. We embrace and celebrate our heritage as a bar. One that just happens to serve killer food in an environment where it's always Friday.”

Hours of Operation: Sun – Thur: 11am-11pm Fri – Sat: 11am-Midnight

SECTION 16: NEIGHBORHOOD**THE MAGNIFICENT MILE**

North Michigan Avenue, also known as The Magnificent Mile, is an unparalleled, mixed-use district located in the heart of Chicago. It is one of the most vibrant and successful commercial, residential, cultural and tourist destinations in the world.

North Michigan Avenue and the surrounding District benefit from a unique landscape made up of premier retailers, individual boutiques, distinctive restaurants, popular attractions, world-class and award-winning hotels, beautiful residences, landmark architecture, prestigious education, and medical facilities.

Nestled among the skyscrapers and within blocks of the City's beautiful lakefront, North Michigan Avenue is where residents, businesses, shoppers, and visitors come together to work, live and experience Chicago.

SHOPPING

The Magnificent is a prestigious area in the heart of Downtown Chicago and is known for its world-class shopping. From upscale department stores to luxury retailers, The Magnificent Mile features many iconic Chicago shopping destinations.

FAMILY FRIENDLY ACTIVITIES

Downtown Chicago has endless family friendly activities for you and your loved ones to explore. Renowned comedy club Second City is a short distance away, the Lincoln Park Zoo (admission is free) and the Contemporary Art Museum is steps away from our door. Other nearby things to do in Chicago, include Navy Pier, American Girl Place Chicago, The Lego Store Chicago, and famous Garrett's Popcorn.

RUSH STREET

Rush Street is an iconic one-way street famous in Downtown Chicago for its high-end restaurants and nightlife. From Chicago style pizza to exclusive steakhouses, Rush Street offers some of the best dining options in the city.

OAK STREET BEACH

Grab your spot on the beach! With stunning city views, it makes for a unique and unforgettable beach atmosphere. Oak Street Beach offers an amazing experience with activities such as volleyball, water rentals and swimming access.

CHICAGO CITY TOURS

Looking to learn more about the Windy City and its history? Chicago offers a wide variety of city and boat tours lending a glimpse into the history and architecture that makes up the Downtown Chicago.

For more information, visit www.choosechicago.com.

SECTION 17: FORMS**FORMS**

For your convenience, below is a listing of Building forms that will expedite various building service requests. We ask that all forms are completed in its entirety and are submitted to the Management Office timely. All requests that are time sensitive need to be submitted to the Management Office with at least 48-hours prior notice of the request date.

Should you require additional information or have questions regarding building forms, please contact the Management Office, (312) 419-3100.

- Bomb Threat Checklist
- Tenant Information Form
- Emergency Evacuation Assistance Form
- Property Removal Pass
- Vendor Certificate of Insurance Requirements
- Riser Management Handbook
- Recyclable Materials List

Building Management reserves the right to rescind, edit or add any of the building policies referenced in this Tenant Handbook from time to time if deemed appropriate and/or for the good of the building occupants.

The contents printed in this Handbook are not intended to modify your lease. In the event of a conflict between the content in this Tenant Handbook and the terms and provisions contained within your lease, terms and provisions shall prevail.

Any questions regarding the contents within this Tenant Handbook, please contact the Management Office, (312) 419-3100.

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:



Homeland Security

DATE SUBMITTED

DATE SUBMITTED	Tenants are required to update this information as data changes and submit it to the Office of the Building.
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TENANT INFORMATION

TENANT NAME	SUITE NUMBER	TELEPHONE #	# of On-Site Employees
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PRIMARY CONTACT

PRIMARY CONTACT NAME	E-MAIL ADDRESS	WORK PHONE NUMBER
----------------------	----------------	-------------------

EMERGENCY CONTACT LIST *(please list individuals in the order you would like them contacted)*

NAME	TITLE	HOME PHONE NUMBER
NAME	TITLE	HOME PHONE NUMBER
NAME	TITLE	HOME PHONE NUMBER
NAME	TITLE	HOME PHONE NUMBER

BUILDING COMMUNICATION EMAILS

NAME	E-MAIL ADDRESS	WORK PHONE NUMBER
NAME	E-MAIL ADDRESS	WORK PHONE NUMBER
NAME	E-MAIL ADDRESS	WORK PHONE NUMBER

PROPERTY REMOVAL PASSES *(please list those who can approve the removal of property from your suite)*

NAME	SIGNATURE *	WORK PHONE NUMBER
NAME	SIGNATURE *	WORK PHONE NUMBER
NAME	SIGNATURE *	WORK PHONE NUMBER

WORK ORDER SYSTEM *(please list those who will be able to create work orders for tenant maintenance needs)*

NAME	E-MAIL ADDRESS	WORK PHONE NUMBER
NAME	E-MAIL ADDRESS	WORK PHONE NUMBER
NAME	E-MAIL ADDRESS	WORK PHONE NUMBER

ACCOUNTING CONTACT

ACCOUNTING CONTACT NAME	TITLE	E-MAIL ADDRESS	WORK PHONE NUMBER
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RENT STATEMENT DELIVERY ADDRESS

ADDRESS	CITY	STATE	ZIP CODE
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** SIGNATURES FOR PROPERTY REMOVAL PASSES: These signatures are required for verification of Property Removal Passes. Please fill out this form in its entirety, print out, sign where indicated, and submit to the Office of the Building.*

DATE SUBMITTED

DATE SUBMITTED	Tenants are required to update this information as data changes and submit it to the Office of the Building.
----------------	---

TENANT INFORMATION

TENANT NAME	SUITE NUMBER	TELEPHONE #
-------------	--------------	-------------

Area Warden

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Area Warden Alternate

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Assistant Area Warden

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Assistant Area Warden Alternate

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Floor Leader

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Floor Leader Alternate

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Stairwell Monitor

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Stairwell Monitor Alternate

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Elevator Monitor

EMPLOYEE NAME	DIRECT PHONE NUMBER
---------------	---------------------

Elevator Monitor Alternate

EMPLOYEE NAME	DIRECT PHONE NUMBER
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Searcher(s) (list at least 4 if possible)

EMPLOYEE NAME	DIRECT PHONE NUMBER
EMPLOYEE NAME	DIRECT PHONE NUMBER
EMPLOYEE NAME	DIRECT PHONE NUMBER
EMPLOYEE NAME	DIRECT PHONE NUMBER

Searcher Alternate(s)

EMPLOYEE NAME	DIRECT PHONE NUMBER
EMPLOYEE NAME	DIRECT PHONE NUMBER
EMPLOYEE NAME	DIRECT PHONE NUMBER
EMPLOYEE NAME	DIRECT PHONE NUMBER

Physically Impaired Employee List

EMPLOYEE NAME #1	NATURE OF IMPAIRMENT	DIRECT PHONE NUMBER	LOCATION IN SUITE
ASSISTANT #1	ASST #1 TELEPHONE NUMBER	ALTERNATE ASSISTANT	ALT ASST TELEPHONE NUMBER
EMPLOYEE NAME #2	NATURE OF IMPAIRMENT	DIRECT PHONE NUMBER	LOCATION IN SUITE
ASSISTANT #1	ASST #1 TELEPHONE NUMBER	ALTERNATE ASSISTANT	ALT ASST TELEPHONE NUMBER
EMPLOYEE NAME #3	NATURE OF IMPAIRMENT	DIRECT PHONE NUMBER	LOCATION IN SUITE
ASSISTANT #1	ASST #1 TELEPHONE NUMBER	ALTERNATE ASSISTANT	ALT ASST TELEPHONE NUMBER
EMPLOYEE NAME #4	NATURE OF IMPAIRMENT	DIRECT PHONE NUMBER	LOCATION IN SUITE
ASSISTANT #1	ASST #1 TELEPHONE NUMBER	ALTERNATE ASSISTANT	ALT ASST TELEPHONE NUMBER

645 North Michigan Avenue

PROPERTY REMOVAL PASS

This will authorize _____ of _____
Name *Company*

_____ *Suite Number* _____ *Date of Removal*

to remove the following items from the premises:

Authorized by: _____ *Print Name* _____ *Title*

_____ *Signature** _____ *Date*

** Form to be filled out, printed, and then signed by Authorized Signer*

Received by: _____ *645 N Michigan Security Staff* _____ *Date* _____ *Time*

Pass will not be honored unless:

1. All items to be removed are listed on this form.
2. A valid photo ID must be presented to Building Security.
3. Property may **ONLY** be removed on the date of this pass.

Instructions:

1. Complete this form in its entirety.
2. Obtain Authorized Signature.
3. Present this form to Building Security with proper ID when leaving with item(s).
4. Property Removal Pass will be collected and kept by Building Security.

Insurance Requirements - Contractors/Vendors

All contractors and vendors performing work in the Building are required to have evidence of insurance documented in a valid Certificate of Insurance on file in the Management Office. Contractor/Vendor shall maintain, at all times during the term of their contract, Comprehensive Liability Insurance to cover the claims of bodily injury and property damage including, but not limited to, all of the following:

1. General Liability		
a) Bodily injury & property damage, each occurrence	\$	1,000,000.00
b) General aggregate	\$	2,000,000.00
2. Commercial Auto Liability, Bodily injury/property damage (if applicable)	\$	1,000,000.00
3. Excess Liability (each occurrence & general aggregate in excess of item 1a)	\$	4,000,000.00
4. Workers Compensation		Statutory Limits
Employer's Liability, each accident	\$	500,000.00

Prior to the commencement of work at the building, Contractor/Vendor shall provide **Building Owner** (as listed below) with a Certificate of Insurance evidencing that the foregoing minimum insurance coverage is in effect. The Certificate shall provide for thirty (30) days prior written notice of cancellation or reduction of coverage, to **Building Owner** at the address indicated below. **Building Owner** should be listed as the Certificate Holder. Additional Insureds should be named as shown below:

BUILDING NAME	645 N. Michigan
BUILDING OWNER	645 North Michigan LLC
ADDITIONAL INSUREDS	(1) 645 North Michigan LLC (2) Nakash 645 North Michigan LLC (3) The Feil Organization (as their interests may appear) (4) Jeffrey Management Corp. (as their interests may appear)
MAILING ADDRESS	645 North Michigan LLC 10 S. LaSalle Suite 300 Chicago, IL 60603-1095

The Certificate must contain a separate endorsement (on form **CG 20 10 07 04** or comparable) for additional insureds. The endorsement must include the following clause: **PRIMARY COVERAGE** "The insurance afforded by this policy for the additional insured(s) is primary insurance and any other insurance maintained by or available to the additional insured(s) is non-contributory."

Please email the certificate to ChicagoAP@feilorg.com.

If you have any questions, please call our main office at (312) 419-3100. Thank you.



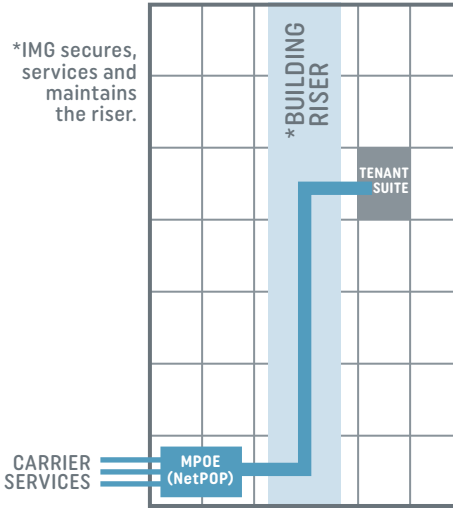
TENANT
CONNECTIVITY
HANDBOOK

IMG

Introduction to IMG

IMG Technologies ensures reliable connectivity for your building. Connectivity includes voice, data, internet, and cloud services. Your building hired IMG to secure, service and maintain the infrastructure that keeps your business connected.

IMG is the only vendor allowed to add or remove service and equipment between the main equipment room (MPOE) and your suite.



This handbook explains procedures for working with IMG.

Contact IMG

Phone: 888.464.5520

Email: imgservice@img-connect.com

Online: www.img-connect.com

IMG Services for Tenants

What can IMG do for you?

Tenant Move-In

- Evaluate service needs and make recommendations
- Order new services: voice, data, internet, and cloud
- Connect service from the riser to the suite
- Connect voice, data, and internet service at workstations
- Low-voltage electrical (available in selected markets)

Tenant Move-Out

- Remove cabling and equipment

Service Upgrades

- Assist with connectivity expansion and upgrades, including co-location and managed services

Repairs and Troubleshooting

- Ongoing support

Tenant Move-In or Move-Out

6-9 WEEKS
PRIOR TO MOVE

Contact IMG to confirm your service requirements and move date.

An IMG technician will verify whether the suite infrastructure is ready for service or if upgrades are needed. IMG will also add your move date to our schedule.

6 WEEKS
PRIOR TO MOVE

Order services.

IMG can help you shop for voice, data, internet, and cloud services with IMG Connect (see page 5) — or you can do it yourself. Be sure to give yourself plenty of time. It may take up to six weeks to connect service.

3-6 WEEKS
PRIOR TO MOVE

Schedule service connection with IMG.

IMG technicians will deliver service to your suite so you're fully connected from day one.

3 WEEKS
PRIOR TO MOVE

Optional: Contact IMG to connect all workstations.

IMG can perform station cabling to ensure that all workstations have voice, data, and internet connections.

Information You'll Need for Your Move

1. Moving Date

Contact IMG at least 6 weeks prior to your move to schedule service.

2. Which Services You Need

Voice (phone), data, internet, and/or cloud

3. Your Carrier or Service Provider Names

4. Circuit ID Codes (if applicable)

The circuit ID code (CIC) is a code number provided by your carrier. It's used to set up your service on the network. The circuit ID is a 5-digit code or a string of 5-digit codes. Keep these numbers handy for installation.

5. Telephone Numbers

Provide a list of phone numbers and corresponding locations for installation.

Order New Services through IMG

Nobody knows the connectivity options for your building better than IMG. We can help you save time and guide you through the process — from selecting options to installation. IMG Connect can help you order voice, data, internet, and cloud services.

IMGconnect

- **Complete the online order form or call 888.464.5520.**
Answer a few simple questions about your business connectivity needs and timeframe.
- **IMG gets competitive quotes from multiple carriers.**
IMG knows which carriers and services can meet your needs and deadline — and gets competitive quotes for service.
- **IMG provides quotes to you for review and approval.**
- **Select an option and order service.**
Your order is submitted to your carrier or service provider and IMG schedules your installation.

Order New Services on Your Own

If you're not ordering services through IMG, here's how to connect your new service:

- **Determine the services you'll need.**
- **Call voice, data, internet, and cloud service providers to get quotes.**
- **Review quotes and select providers.**
- **Place service orders with each provider.**
- **Request installation information from providers.**

Includes provider's order number, service date and circuit IDs (if applicable).

- **Call IMG at 888.464.5520 to schedule connections.**

IMG will connect service from the building NetPop/MPOE to your server or equipment room in your suite. IMG will test and document the circuit(s) in the building's database.

You may use IMG or your vendor for wiring inside your suite to complete the installation.

Repair and Emergency Procedures

If you experience a problem with your service, please follow these guidelines.

1. Call your service provider and equipment vendor.

If they can identify the problem, schedule a repair ticket with them. If they cannot identify the problem, call IMG at 888.464.5520.

2. Contact IMG (888.464.5520).

Let us know you are experiencing a problem and whether you have scheduled a repair ticket with your service provider or vendor. If needed, an IMG technician will meet the service provider on site on the service date.

- If we determine the problem to be within the building's riser system or a result of IMG workmanship, IMG will perform all repairs at no charge to you.
- If we determine the cause to be related to your service provider, equipment failure or within the internal wiring system, a standard hourly rate will apply. For overtime and emergency service, premium rates will apply.

What to Expect from IMG Technology Support

When you contact IMG Technology Support, here's what will happen:

1. IMG opens a support ticket and sends you a ticket number.
The ticket number starts with "10-" and is your reference number for all follow-up.
2. IMG prepares a bid for service.
3. IMG sends the bid to you for approval.
4. You sign and return the bid.
5. IMG contacts you to schedule the work.
6. IMG completes work and closes the ticket.

IMG Technology Support

Phone: 888.464.5520

Email: imgservice@img-connect.com

Online: www.img-connect.com

Call Center Hours:

Monday – Friday

9:00 am – 8:00 pm ET

8:00 am – 7:00 pm CT

6:00 am – 5:00 pm PT

For emergency or after hours service, call 888.464.5520.

Terms to Know

Colocation

Originally, one telecom provider housed the equipment of another to facilitate interconnections. Today, colocation refers to locating customer servers and other equipment in a third-party data center.

Cross Connect

Wires used to make a circuit connection; located in an equipment room or riser closet.

Demarc Extension

The telecom or cable provider's public network ends at the point of demarcation. The demarc (pronounced deemark) extension is the path that connects the provider's service to the customer's private network.

ISDN

Integrated Services Digital Network (ISDN) is a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

LEC

Local Exchange Carrier — typically the major telephone company who took over the original Bell Telephone system

MPOE

"Minimum Point of Entry" or main communications equipment room where carriers physically bring service into the building with cabling or fiber.

NetPOP

"Network Point of Presence."

POTS

"Plain Old Telephone Service" or analog telephone line.

Riser

The vertical path in a building that houses the cabling or fiber infrastructure for voice, data, internet and clouds services.

Riser Closets

Closets located throughout the building where riser cable is terminated and cross connected to either horizontal distribution cable or other riser cable.

T1

A high-speed data transmission line.



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Acceptable Items For Recycling

PAPER	PLASTIC	METAL
<ul style="list-style-type: none"> • Newspaper (with inserts) • Cardboard • Paper Bags • Magazines, catalogues and telephone books • Office paper, computer paper, notebook and gift wrap paper • Chip board & carrier stock packaging such as food & beverage boxes • Junk mail and envelopes • Paperback books • Paperboard, chipboard, carrier stock packaging <ul style="list-style-type: none"> - Cereal Boxes - Pasta Boxes - Clothing Boxes - Tissue Boxes 	<p>Plastic bottles and containers made from #1 through #5 plastic resin, as well as # 7 plastic resin as indicated in the chasing arrow symbol on the item</p> <ul style="list-style-type: none"> • Plastic beverage and food containers • Milk, water and juice bottles • Liquid detergent, fabric softener, bleach, shampoo • Yogurt cups • Vegetable oil bottles 	<ul style="list-style-type: none"> • Aluminum cans, aluminum trays and foil • Steel or tin cans <hr/> <p>GLASS</p> <ul style="list-style-type: none"> • Glass bottles and jars • Brown, green and clear glass

RECYCLING PREPARATION

- All materials may be mixed together.
- Paper may be placed in paper bags (optional).
- Flatten all corrugated cardboard and paperboard boxes.
- Remove any non-paper packing material (Styrofoam)
- Place items in PAPER bags when possible to help keep items from blowing around before pickup.
















UNACCEPTABLE MATERIALS

- Motor oil containers
- Chemical containers
 - Insecticide containers
 - Herbicide containers
 - Hazardous chemicals containers
- Plastic film
- Plastic bags
- Plastic sheets
- Plastic tarps
- Expanded foam
- Reusable bottles, such as Nalgene or baby bottles
- #6 plastics
- Landscape waste
- Plastics without chasing arrow symbols
- Electronics, and batteries



Chicago Disposal Recycling Guide

This manual will assist you in complying with the City of Chicago's Municipal Code for recycling at multi-unit residential buildings. Section 11-4-1820

GLASS	METAL	PAPER	PLASTIC
	 <p>Aluminum Cans</p>	 <p>Paper (free of glitter & metallic ink)</p>	 <p>Bottles (caps on)</p>
	 <p>Tin/Steel Cans</p>	 <p>Paperboard (discard plastic bags & wrap)</p>	 <p>Tubs (lids on)</p>
 <p>Jars (recycle lids separately)</p>	 <p>Clean aluminum foil</p>	 <p>Cardboard (flatten to save room), cartons</p>	 <p>Jugs (caps on)</p>
<p>NO</p>  <p>Glass other than bottles and jars</p>	<p>NO</p>  <p>Electronics, cords, pots & pans</p>	<p>NO</p>  <p>Coffee cups, greasy cardboard, napkins</p>	<p>NO</p>  <p>Plastic bags, polystyrene/foam #6, cups</p>