

321 NORTH CLARK

TENANT MANUAL



CONTENTS

Introduction	4
Building Information and your Lease	4
Section 1: General Information	4
1.0 General Tenant Information	4
1.1 Building Overview	5
1.2 Building Management	6
1.3 Building Hours and Points of Entrance.....	6
1.4 Holidays.....	6
1.5 Visitor Registration.....	7
1.6 Security Access Cards	7
1.7 Passenger Elevators	8
1.8 Loading Dock and Freight Elevators	8
1.9 Emergency Procedures	9
Section 2: Tenant Amenities.....	11
2.1 Conference Center	11
2.2 Tenant Lounge	11
2.3 Fitness Center	11
2.4 Messenger Service	13
2.5 Parking	13
2.6 Bicycle/Electronic scooter Parking.....	13
2.7 Mail Service Drop-boxes	14
Section 3: Building Services	15
3.1 Housekeeping	15
3.2 Trash Removal and Recycling	16
3.3 Engineering Maintenance	16
3.4 Keys.....	16
3.5 Heating, Ventilation and Air Conditioning (HVAC).....	16
3.6 Telecommunications.....	17
3.7 Tenant Construction	18
Section 4: Security Information	19
Section 5: Rules and Regulations.....	21
Section 6: Exhibits.....	25
Exhibit A: Service Costs.....	25

Exhibit B: Procedures for Contractors27

Exhibit C: Elevator Lobby Directory Strips36

Exhibit D: Entry Door Signage37

Exhibit E: Certificate of Insurance Guidelines (Tenant)38

Exhibit F: Certificate of Insurance Requirements (Vendors).....39

Exhibit F: ComEd Request for Change in Electric Service Form40

Exhibit G: Directions to 321 North Clark Parking Garage and Loading Dock42

Exhibit H: Tenant Construction Manual.....43

INTRODUCTION

BUILDING INFORMATION AND YOUR LEASE

This manual is designed to assist you in understanding the building's emergency procedures and systems as well as to provide you with references regarding the use of the services and facilities of 321 North Clark. The information contained herein does not modify or amend the provisions of your lease in any way. In the event of any inconsistency between the provisions of your lease and the following information, the provisions of your lease will prevail.

Hines Midwest LLC reserves the right, in its sole discretion, to modify, amend or discontinue the use of the information contained herein. No such actions by Hines Midwest LLC will modify or amend the rights or obligations of the parties under your lease.

Notwithstanding anything to the contrary set forth in the Lease or these Rules and Regulations, in order to maintain a clean, safe, and healthy environment for the tenants, patrons, and employees of the Property, Landlord reserves the right, but shall have no obligation, to implement a protocol for screening all individuals entering the Property, mandating the use of face coverings or other personal protective equipment, and/or establishing other measures in connection with any health emergency related to a virus, disease, pandemic, epidemic, or similar cause. Landlord may preclude entry to those who refuse to participate in such screening or other measures or who fail to meet the screening or other requirements set forth in such protocol.

SECTION 1: GENERAL INFORMATION

1.0 GENERAL TENANT INFORMATION

PROPERTY WEBSITE

www.hinesnorthclark.com is the Property Website for tenants at 321 North Clark. Most tenant building services are generated via the Property Website by authorized tenant representatives. In addition to building service requests, tenants can obtain information on amenities in the building and surrounding areas, review/submit building forms, view tenant manual, and check for available space.

PAYMENT OF RENT AND OTHER CHARGES

Fixed rent charges are paid from a yearly schedule distributed prior to the beginning of each calendar year and miscellaneous variable charges are invoiced monthly. Please remember that the fixed rent charges are due on or before the first day of each month in accordance with the terms of the Lease.

Fixed and variable payments should be mailed to:

321 North Clark Property LLC
P.O. Box 772974
Chicago, IL 60677-0274

The option to wire funds is available. Contact the Building Accounting department at (312) 288-2900 for wire transfer instructions.

ADDITIONAL SPACE REQUIREMENTS

For additional space requirements, please contact the General Manager at (312) 288-2900. We will be happy to assist you with your expansion needs.

WORK ORDER SYSTEM

321 North Clark utilizes Aware Manager for its work orders system. Requests can be placed online via the Property Website by authorized tenant representatives. To request instructions, User ID, and/or Passwords, please contact the Building Management Office at (312) 288-2900.

LIABILITY INSURANCE

Please ensure that a copy of your firm's Certificate of Insurance is forwarded to the Building Management office prior to moving into your suite. The insurance should provide the minimum coverage as specified in the Lease.

Vendor Certificate of Insurance requirements can be found in Exhibit F in this manual.

SIGNAGE/GRAPHICS

The Building Management Office will provide an order form prior to your move-in for suite entry door signage which must be completed and returned to the Building Management Office. There is a six-week lead time for fabrication of the signage. The initial request for building standard signage will be at the expense of the building. Requests to change the lettering at suite doors should be made in writing using the form provided by the Building Management Office. All changes after the initial request will be at the tenant's expense and must conform to building standards.

Only signs that are approved in writing by the Building Management Office may be displayed in public view. Building Management reserves the right to remove any unapproved signage without notice at the tenant's expense.

1.1 BUILDING OVERVIEW

321 North Clark Street is a 35-story, 510-foot Class A building designed by Skidmore, Owings & Merrill as part of the Riverfront Plaza development on the north bank of the Chicago River. Completed in April 1987, the 938,054 rsf office tower was named "City Development of the Year" by the Chicago Sun-Times and was originally named Quaker Tower until 2002. The building boasts a 40,000 sf four-tier restaurant space that accommodates three flagship concepts for Lettuce Entertain You's RPM brand: Pizzeria Portofino, RPM Events and RPM seafood.

321 North Clark is certified Gold under the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED). This certification is globally recognized as a symbol of excellence in green buildings ensuring electricity cost savings, lower carbon emissions and healthier environments where people live and work. The building was WELL Health-Safety certified in 2023 and was designated a BOMA 360 Performance Building by the Building Owners and Managers Association (BOMA) International.

1.2 BUILDING MANAGEMENT

The Building Management office is responsible for work order management and property maintenance.

Office Hours: 8:00 a.m. – 5:00 p.m.
Monday – Friday (Excluding Holidays)

Location: Hines
321 North Clark, Suite 395
Chicago, IL 60654

Telephone: (312) 288-2900 (main)
(312) 245-5061 (fax)

Brian Lambert
General Manager
312-288-2901

Olivia Szauer
Property Manager
312-288-2920

Pat Lacey
Engineering Manager
312-288-2908

Brian Manheim
Assistant Engineering Manager
312-288-2909

Nick Thomas
Accountant
312-288-2903

Lucy Reese
Assistant Property Manager
312-288-2906

Gillian Smith
Staff Assistant
312-288-2900

Maurice Patton
Security Director
312-288-2913

1.3 BUILDING HOURS AND POINTS OF ENTRANCE

The entrances to the building are monitored by security or the parking garage attendant. For information regarding after-hours access, please refer to Section 4 of this handbook.

Building Hours: 24 hours, 7 days per week

Entrances: West Lobby Entrance (Clark Street): 6:00 a.m. – 10:00 p.m., Monday - Friday
East Lobby Entrance (Westin Side): 6:00 a.m. – 6:00 p.m., Monday - Friday
Loading Dock (Lower Carroll): 6:00 a.m. – 6:00 p.m., Monday - Friday
Parking Garage (Lower Carroll): 7:00 a.m. – 7:00 p.m., Monday - Friday

1.4 HOLIDAYS

During the following holidays, the building management office will be closed and HVAC will not be provided. All HVAC requests must be entered in advance via Aware Manager or be directed to lobby security at 312-288-2900 on the day listed.

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

1.5 VISITOR REGISTRATION

321 North Clark utilizes the MyKastle Online system for all guests visiting the building. Tenants may add visitors to the registration system via a secure internet site accessible through the building website_ (www.hinesnorthclark.com). Please be aware that not all tenants in the building have an administrative account to add visitors, typically only a few employees from each firm manage visitors.

Upon arrival, guests should check in with security in the East or West Lobby. The visitor then will need to present a valid Driver's License, State Identification Card, or Passport before receiving a guest badge. Security will contact tenants to add any unregistered guests into the building system.

For information regarding Contractor or Vendor access, please refer to Section 4 of this handbook.

1.6 SECURITY ACCESS CARDS

Tenants have access to 321 North Clark 24 hours a day, seven days per week with the use of their access cards. An access card is required to pass through the turnstiles located at all entrances to the passenger elevator banks. After-hours, the elevator may also require your access badge to be scanned to enter your floor.

Please note that the Building Management Office can only assign access to common-area fixtures (turnstiles, elevators, building front doors, etc.). Tenants that have keycard readers installed on the doors of their suite must internally coordinate access to those readers.

REQUESTING NEW ACCESS CARDS

A designated tenant representative must complete the procedure set out below to obtain new access cards for employees. Initial security access cards are provided free of charge for all tenants, however tenants are responsible for lost/stolen keycards and must contact the office of the building immediately for a replacement card at the cost of the tenant. Please allow 24 to 48 hours for your new access card to be issued and delivered to your suite. If you require assistance with photos, please contact the Building Management Office.

1. Submit a work order via Aware Manager indicating the following information:
 - a. Full Name
 - b. Email Address (for mobile access)
 - c. Attach Passport Quality Photo in JPG or PNG
 - d. Access Card number(s), If applicable
 - e. Access Parameters (please indicate whether employee has 24/7 access or is limited to 6:00am – 6:00pm access. Please also indicate what days the employee will have access on their card).
 - f. Termination Date, If applicable

LOST AND REPLACEMENT ACCESS CARDS

Please submit a work order via Aware Manager to report a lost or damaged card or to request a replacement access card. Replacement cards are billed at the current rates listed in Exhibit A of this Manual. Please allow 24 hours for the replacement card to be issued and delivered to your suite.

DEACTIVATIONS AND/OR TERMINATIONS

If, for any reason, the employment of an individual is terminated, please retrieve the access card from the employee and notify the Building Management Office as soon as possible. It is imperative, for the protection of tenants in the building, that the former employee's access card be recovered. If the terminated individual is permitted to retain their access card and you forget to notify Building

Management of this termination, they will still have access to the building after-hours and possibly to your suite. Once notification is received, the card and information pertaining to the former employee will be deleted from our computer system. Access Cards which are not returned to the Building Management Office upon termination are considered lost cards and billed accordingly.

1.7 PASSENGER ELEVATORS

321 North Clark is equipped with eighteen (18) passenger elevators servicing the tenant floors, one (1) shuttle elevator accessing RPM Events and the Parking Garage area, and one (1) shuttle elevator, located at the riverfront, which services Pizzeria Portofino.. The passenger elevators are outfitted with Captivate video monitors that broadcast news, weather, stock updates, and building announcements.

Elevator emergency calls are monitored 24 hours a day, seven days a week by security personnel. Should you encounter a problem with an elevator, please call for assistance by pressing the “Press to Call” button provided in each car. Security personnel will immediately respond with instructions. Please notify Building Management immediately of any elevator issues at 312-288-2900.

ELEVATOR SERVICE:

Low Rise Elevators (Cars 1-6):	Main Lobby and Floors 3-13 North end of the Lobby
Mid Rise Elevators (Cars 7-12):	Main Lobby and Floors 13-24 South end of the Lobby
High Rise Elevators (Cars 13-18):	Main Lobby and Floors 24-34 Center of the Lobby

1.8 LOADING DOCK AND FREIGHT ELEVATORS

The building has two (2) freight elevators which are located near the loading dock area at the north side of the building on Lower Level 2. The maximum load of both cabs is 4,000 pounds.

FREIGHT ELEVATOR DIMENTIONS

1. Interior Freight Elevator: 6’0” wide X 8’4” deep X 8’0” high
2. Interior Freight Rear Elevation: 16’ high
3. Freight Elevator Door: 45” wide X 8’6” high

LOADING DOCK LOCATION, DIMENSIONS AND HOURS OF OPERATION

Loading Dock Hours:	6:00 a.m. – 6:00 p.m.
Dimensions:	13’6” high X 35’0” deep – trucks that are larger than 35’0” in length will require separation of the cab from the trailer while it is being unloaded to avoid blocking through traffic on Lower Carroll Street or access to the building’s parking garage.
Location:	Entrance located on Lower Carroll and is accessible from Kinzie/Dearborn Street just east of Harry Caray’s Restaurant or at the intersection of LaSalle Street and Kinzie Street. Please see Exhibit G for a directional map.

DELIVERY PROCEDURES

Deliveries must be made through the loading area on Lower Level 2 via the freight elevators (Car 19 and Car 20). Under no circumstances are deliveries of large items or loads permitted through the Lobby Level via the passenger elevators. Damage resulting from any delivery will be billed back to your company.

Loading and unloading of deliveries is reserved for trucks, vans, and other delivery vehicles with a limitation of (30) minutes maximum parking time. Vehicles are required to turn off their ignition while parked on Lower Carroll or in the dock. Any car violating these guidelines is subject to a parking violation and/or towing at the vehicle owner's expense.

For deliveries requiring a period greater than (30) minutes (i.e. delivery of furniture, large shipments, etc.), or of extremely heavy or oversized items, notify the Building Management Office to reserve a freight elevator after normal loading dock hours (6:00 a.m. – 6:00 p.m.). All reservations should be made at least 48 hours in advance. Use of the freight elevator after-hours, on weekends, or during holidays requires the use of appropriate security personnel - billable to your company at the current rates listed in Exhibit A - and must be arranged in advance by Building Management.

CATERING/LUNCH DELIVERIES

Catered orders must be delivered through the loading dock on Lower Level 2 and via the freight elevators (Car 19 and 20) to access tenant suites.

Individual personal lunch/dinner order(s) placed with area restaurants must be picked up in the West Lobby (Clark Street). Security will not make calls on behalf of food delivery drivers in the lobby. The delivery personnel will be advised to directly notify the individual of their order and await pick-up. Food will not be accepted by security on behalf of any tenant, and any food left unattended will be disposed of immediately.

1.9 EMERGENCY PROCEDURES

In the event of a **medical emergency**, direct the ambulance to the Clark Street entrance (321 North Clark). After calling the paramedics, alert the Building Management Office of the location of the medical emergency and that an ambulance is on the way. The building security staff will await the arrival of the ambulance and will expedite their entry into the building and up to the location of the person in need.

Building management has developed comprehensive Emergency Procedures that include fire, explosion, bomb threats, medical emergencies, armed intruder, and weather preparedness. A member of Building Management will arrange for emergency procedures training to familiarize you and your employees with the plan. It is pertinent to maintain a current list of tenants that would require assistance during an emergency evacuation. This information should be on file in the Building Management Office at all times to ensure that those with short- and long-term disabilities will receive the necessary assistance to evacuate in a safe manner.

A copy of the property Emergency Procedure manual can be requested from the Building Management Office.

EMERGENCY NUMBERS

Emergency	911
Police	911 or 312-744-4000
Fire Department/Paramedics	911
Northwestern Memorial Hospital (Emergency Medicine)	312-926-2000
Illinois Poison Center	312-942-5969
Building Management Office	312-288-2900

ONLINE FIRE SAFETY TRAINING

Emergency preparedness training is available online at <http://clients.aksafetynet.com/321nclark/>. It is important that all building occupants participate in this training.

General Occupant Password: 321safety

Warden Password: 321warden

To participate in this life safety training program:

- Click on *Take the Training*
- Click on *Sign Up Now* under New User and enter your information to set up an account (the next time you will need to log in with your email address and the password). During registration, be sure to select the relevant training site from the drop-down menu (**occupant or warden**).
- Click the Start button next to the video image to launch the program.
- Select the large white button in the middle of the video window to begin the presentation.
- After the video concludes, click *Take the Test*.
- When you have successfully passed the quiz, you may print out the completion certificate or simply log out.

STAIRWELL DOORS

321 North Clark has two (2) stairwells located on the East and West side of the building. The stairwell doors are locked from the stairwell side and have electronically controlled locking mechanisms that automatically unlock upon receiving a signal from the building's fire command panel or an emergency signal. These stairwells are intended for emergency use only. The stairwell doors at the main lobby level are not locked from the stairwell side. In the event someone is accidentally locked in the stairwell, they may pick up an emergency phone (located in the emergency stairwell at every fifth floor: 5, 10, 15, 20, 25, 30, 35) or exit via the Lobby Level.

SECTION 2: TENANT AMENITIES

2.1 CONFERENCE CENTER

The 321 North Conference Center is located on the 24th floor, Suite 2400, and is open for reservation to all tenants. There is a catering kitchen available for use during meetings. All catering vendors must have a valid Certificate of Insurance on file in the Building Management Office.

The Multi-Purpose Room can be arranged to suit a variety of needs and can seat up to 80. With your reservation, the Conference Center can supply up to 60 chairs and 12 tables. Tenants are welcome to coordinate with an outside vendor if more tables or chairs are needed. The Small Conference center seats up to 8 individuals. Both rooms are equipped with large display monitors, Polycom Conference phones, and an OWL Labs meeting camera.

Complimentary Wi-Fi is provided:

WIFI: Conference Center **PASSWORD:** hines321

Visit the [property website](#) to view the Conference Center calendar and make a reservation.

2.2 TENANT LOUNGE

The 321 North Clark newly renovated Tenant Lounge is located on the 3rd floor and is accessible to building tenants Monday – Friday from 8:00 a.m. – 5:00 p.m. Fully equipped with a refrigerator, microwave, ping pong table, and pop-a-shot, this space is perfect for lunch or a work breakaway. Soft drinks and snacks are also available for purchase from vending machines positioned next to the kitchen.

Complimentary Wi-Fi is provided:

WIFI: 321TLwifi1 **PASSWORD:** 321TLwifi1

WIFI: 321TLwifi2 **PASSWORD:** 321TLwifi2

Huddle rooms are open for reservation on a first-come-first-serve basis. Visit the [property website](#) to view the Tenant Lounge Huddle room calendar and make a reservation.

The tenant lounge may be reserved between the hours of 3:30 PM and 8:00 PM at a flat rate of \$400, which includes cleaning fees. Additional costs of \$110/hour apply for HVAC provided after 6:00 PM on weekdays and 1:00 PM on Saturdays. Please visit the [property website](#) to submit a reservation.

2.3 FITNESS CENTER

Located on the 3rd floor, the 321 North Clark Fitness Center is equipped with cardiovascular machines and strength training stations. The men’s and women’s locker rooms include showers, daily lockers, and complimentary towel service. Daily lockers are cleaned nightly, and any items found within the lockers will be moved to the lost-and-found located in the Building Management Office. Private lockers for extended/overnight storage are available through Arch Amenities. Please contact Jack Easley, the fitness center manager, at JEasley@aagfitness.com for private locker setup.

Complimentary Wi-Fi is provided:

WIFI: 321NClarkStreet **PASSWORD:** 321fitness

The facility is managed by Arch Amenities, which offers a unified online membership portal, powered by MindBody Online. Book reservations for classes, sign up for personal or group training, or pick up a customized wellness package through the portal.

Prior to utilizing the facility, tenants are required to enroll for club membership and agree to terms on the Arch Amenities [online portal](#).

321 FITNESS CENTER HOURS

Monday – Friday:	5:30 a.m. – 8:00 p.m.
Saturday	8:00 a.m. – 3:00 p.m.

2.4 MESSENGER SERVICE

For the convenience and safety of all tenants, 321 North Clark offers an Internal Messenger Service through Arrow Messenger, which interfaces directly with all commercial messengers making deliveries to or from the building. For outbound deliveries, please contact the Messenger Center at (312) 288-2922 to arrange a pick-up. Commercial messengers will then pick up the package from the Messenger Office located in the Loading Dock. For security purposes, all commercial messengers and Amazon delivery drivers making deliveries to 321 North Clark will be asked to leave packages at the Messenger Office. An internal messenger will then deliver the package directly to the tenant Monday – Friday from 8:00 a.m. – 4:00 p.m. (excluding building holidays). Please note, Amazon packages are not a priority and will be delivered before the end of the day. Should the Amazon delivery drive arrive too late, packages will be delivered the next business day.

If your firm utilizes a courier service that requires entrance after-hours, please supply Building Management with a letter on company stationery authorizing the courier service entrance into the building and to the applicable floor. The courier must be able to identify that they are an employee of this courier service.

2.5 PARKING

The parking facility at 321 North Clark is open to the public and may be utilized by tenant employees and visitors. Parking attendants are present Monday – Friday from 7:00 a.m. – 7:00 p.m.

Monthly contract parkers are billed on a monthly basis through the parking office. Current parking rates for daily parkers are listed in Exhibit A. These rates are subject to change from time to time. Discount coupons for tenant visitors or daily parkers may be purchased through the Building Management Office.

The parking garage entrance is located on lower Carroll Street and is accessible from Kinzie/Dearborn Street just east of Harry Caray’s Restaurant or at the intersection of LaSalle Street and Kinzie Street. All monthly contract parkers may park in any unreserved spot. Parking is tandem. You must leave your keys with the parking attendant stationed at the bottom of the ramp.

Please contact the parking garage manager at (312) 288-2912 for any parking-related questions.

** Parking is strictly prohibited in the alley, on upper Carroll (James Tyree Way) as indicated, and in dock areas. Violators are subject to towing at owner’s expense.*

2.6 BICYCLE/E-SCOOTER PARKING

Bicycle and e-scooter parking is available Monday – Friday from 6:00 a.m. – 6:00 p.m. Prior to parking, tenants must review and complete the [Bicycle Parking Rules and Waiver](#). To access the bicycle/e-scooter racks, please enter through the Loading Dock and take the Freight Elevator to Lower Level 3. Upon departure, tenants should utilize the parking garage exit.

Entry through the Lobby level with a bicycle or electronic scooter is not permitted. Please contact the Building Management Office at (312) 288-2900 for further information.

2.7 MAIL SERVICE DROP-BOXES

The following drop boxes are located on the Lobby Level near the freight elevators:

- U.S. Postal Service
- FedEx Express

Each box is emptied daily in accordance with the times indicated on the boxes themselves. Please note that large drops of documents are not permitted in this location and a separate pick-up should be scheduled directly through the carrier.

SECTION 3: BUILDING SERVICES

The following is a description of the services provided at 321 North Clark, details on how they can be used, and their current cost. To request routine services, please have an authorized tenant representative submit a work order ticket via Aware Manager or contact the Building Management Office at (312) 288-2900.

3.1 HOUSEKEEPING

Cleaning services are provided on a contract basis by a professional janitorial company. The cleaning staff will start their duties at approximately 6:30 a.m., Monday – Friday. Day porter services for the maintenance of building common areas begin at 8:00 a.m., Monday – Friday.

Housekeeping personnel have been instructed upon completion of their nightly duties to ensure corridor doors are locked and interior doors are left as they are found (locked/unlocked or open/closed). Staff should also turn lights off upon exiting unoccupied offices. The following is a list of the services provided in your suite and the appropriate frequency:

HOUSEKEEPING SERVICES

Nightly

- Empty all trash containers
- Sweep and vacuum all floors
- Damp mop all marble, linoleum or other hard flooring
- Dust desks, chairs, furniture, bookcases, etc.
- Spot clean doors, frames and counters

- Spot clean walls, interior office windows and carpets
- Clean break areas

Weekly

- Dust all ledges and windowsills
- Wipe base boards
- Buff all parquet floors

- Perform high dusting of all high-reach areas

Monthly

- Scrub stone floors
- Clean all mirrors and interior building glass
- Buff and wax tile floors

The responsibility of the cleaning staff is to maintain each suite in a first-class office building condition. Please note that in order for the staff to clean horizontal surfaces (i.e. desktops or floors), they must be cleared of paper, trash, and trinkets. If you require additional services that are not currently provided, please contact the Building Management Office at (312) 288-2900, and special arrangements will be made at your convenience. These services are billed at the current hourly rate, which is subject to change from time to time. See Exhibit A of this manual for current hourly rates.

3.2 TRASH REMOVAL AND RECYCLING

In keeping with our commitment to environmental sustainability, 321 North Clark has adopted a proactive recycling and waste management program per guidelines approved by LEED. Tenant suites are outfitted with deskside containers and color-coded bags to assist in the collection and separation of recyclables (clear and black). All trash and recycling containers are to be emptied nightly. Please promote the following practices in your work areas:

RECYCLING BINS

Recycling bins located in kitchens and break areas are lined with clear bags and can accept the following recyclable materials:

- Cardboard (non-waxed)
- Metal Cans
- Glass Bottles (not broken)
- Plastics 1 & 2
- Paper

Deskside containers as well as recycling bins located in copy rooms or production areas are used for disposing of paper waste only. These are emptied when they are more than half-full, not necessarily nightly. Please refrain from mixing waste into these bins to prevent contamination.

CORRUGATED BOXES

Tenants that wish to dispose of small packages and boxes should mark them with an orange "Throw Away" sticker, which can be requested from the Building Management Office. Items that are not marked will not be disposed of.

BATTERY RECYCLING

Battery recycling tubes for small batteries are available on the Lobby Level near the freight elevator. For larger battery recycling, please contact the Building Management Office at (312) 288-2900.

ELECTRONIC RECYCLING

Electronic recycling should be marked with an orange "Throw Away" sticker and be placed in the freight elevator vestibule for recycling. The housekeeping staff will place the items in the appropriate bin for recycling throughout the building. For large or special electronic recycling needs, contact the Building Management Office at (312) 288-2900.

COMPOSTING

Composting is available to tenants upon request. Composting bins are equipped with special green bags. Guidelines for items that can and cannot be composted are laid out below:

Acceptable Items

- Produce – fruits & vegetables
- Meat – all cooked and raw meat products including bones, shells, fish, beef, & chicken
- Dairy – milk, yogurt, ice cream, & cheese
- Floral – plants & flowers
- Bakery & Dry Goods – pasta, beans, rice, bread, & cereal
- Soiled Paper Goods – coffee grounds & filters, tea bags, soiled paper bags, tissues, paper towels, napkins, & uncoated takeout containers
- Fats, Oils, & Greases – cooking oil, butter, & grease

Unacceptable Items

- Metal/Foil – including food wrappers, chip bags, and condiment packages
- Glass
- Plastic or Styrofoam Bottles & Cups
- Latex & Plastic Gloves
- Rubbers Bands, Wire, Tape, Rope, & Twine
- Saran Wrap

WET WASTE AND NON-RECYCLABLES

Bins with black bags are located in pantries, offices, workstations, dining rooms, and break areas. These bins are meant for the collection of food products, wet waste, and non-recyclable material. If the tenant needs to dispose of items that will not fit in the bin, a dumpster/gondola should be requested via Aware Manager. Large items will not be removed during routine nightly housekeeping duties without prior arrangements.

3.3 ENGINEERING MAINTENANCE

Many general maintenance items can be handled by our on-site engineering staff. Maintenance requests regarding building standard restrooms or building-provided heat and air conditioning are handled free of charge. Repair & maintenance items within tenant spaces such as doors, locks, private restrooms, kitchens, supplemental air conditioning units, etc. are considered billable services.

The engineering team at 321 North Clark is made up of qualified engineering professionals to ensure the efficient operation of the building. All requests should be made via Aware Manager by an authorized tenant representative to ensure the fastest response. Current service rates can be found in Exhibit A of this Manual.

3.4 KEYS

Key duplication and lockset installation is controlled by building engineers. Control over office building keys is an integral part of our overall security system. For each lockset provided, two (2) keys are issued. If additional keys are required, they may be obtained at an additional cost by placing a request via Aware Manager. Current costs can be found in Exhibit A.

All door hardware installed at 321 North Clark must be pre-selected building standard hardware. Tenants are not permitted to change, modify, or install any other type of hardware unless it is pre-approved by the Building Management Office.

3.5 HEATING, VENTALATION AND AIR CONDITIONING (HVAC)

The standard building HVAC service hours are:

Monday – Friday:	7:00 a.m. – 6:00 p.m.
Saturday:	7:00 a.m. – 1:00 p.m. (upon request via Aware Manager)

OVERTIME HVAC REQUESTS

Any HVAC provided outside of normal business hours will be on an “as requested” basis only. These requests can be submitted via Aware Manager.

- *Weekend HVAC Requests:* Must be submitted by Friday at 4:00 p.m.
- *Overnight HVAC Requests:* Requests occurring between 12:00 a.m. – 7:00 a.m. on weekdays and 10:00 p.m. – 7:00 a.m. on weekends, require 48-hours’ notice and will incur engineer overtime costs (Exhibit A).
- *Holiday HVAC Requests:* Prior to the holiday, a request should be submitted no later than 4:00 p.m. on the last full business day.
- *After Business Hours Request:* If the Building Management Office is closed and your firm requires HVAC service, an authorized representative from your office will be required to sign the building After-Hours HVAC Request Form which is available at the lobby security desk. This request form will be billed on a monthly invoice according to the rates set forth in Exhibit A, which are subject to change from time to time.

TENANT COMFORT REQUESTS: BUSINESS HOURS

The blinds installed at each perimeter window are an important part of maintaining comfortable temperatures. In the evening, the blinds should be closed to help maintain existing temperatures. During periods of high sun intensity and hot temperatures, the blinds should be closed to assist in minimizing the heat load.

Thermostats may only be adjusted by building engineer staff. The acceptable temperature range is 72 – 75 degrees. Requests for comfort adjustments can be submitted via Aware Manager or communicated to the Building Management Office at (312) 288-2900. Please reference the location (i.e., southeast corner, perimeter office) when placing the call to assist the engineer in their response.

TENANT SUPPLEMENTAL HVAC

Tenants performing maintenance on supplemental HVAC units or equipment utilized for delivery of supplemental cooling capacity within their premises must utilize pre-approved repair companies. Building engineering staff must receive 48 hours' notice prior to the commencement of inspection or repairs unless the situation calls for emergency action to prevent loss to tenant equipment or property.

3.6 TELECOMMUNICATIONS

CECO Inc. is the building's riser manager and oversees the installation, maintenance, and removal of all voice and data services distributed throughout the building. As a part of this program, CECO Inc. maintains all telephone closets and the base building NETPOP room at 321 North Clark, which allows us to better identify and maintain all existing cabling in the closets by proving a single point of contact for your telephone vendor.

CECO Inc. business hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. Please call them at (312) 662-0134 for access to the riser closet. Be prepared to provide the following information:

- Company Name
- Contact Name and Phone Number
- Building address/suite number
- Phone number or circuit ID (for affected line)
- Detailed description of service needed
- Billing information

Each tenant is responsible for contracting a telecommunications provider of their choice. Before contacting your provider (AT&T, Comcast, Verizon, or any other service provider), please contact CECO Inc. For emergency service outside of normal business hours, please call CECO's main number (312) 662-0134 and follow the prompts for emergency assistance.

3.7 TENANT CONSTRUCTION

The Building Management Office must be notified in writing prior to the commencement of any tenant construction or repair work. All work must be approved in writing by the Building Management Office prior to the commencement of any construction. All contractors must read and sign a copy of the "Procedures for Contractors." All construction must be consistent with building standards. Contractors are not permitted to park in the loading dock unless they are actively making deliveries.

Review the full Construction Manual which is Exhibit H in this manual for details on Building Standard Finishes and Contractor Rules and Regulations.

SECTION 4: SECURITY INFORMATION

The security staff at 321 North Clark is trained to assist anyone requiring information concerning policies and procedures at 321 North Clark. Feel free to ask questions at the lobby consoles or contact the Building Management Office directly at (312) 288-2900.

All security systems are controlled and monitored 24 hours a day by on-site security staff. A card access system is provided for building entry 24 hours a day through lobby turnstiles. If you experience a problem with your access card, please see the security officer on duty at the security console in either lobby.

Historical documentation on the use of building access cards is only available for active tenants in our security system. Recordings from our CCTV can be obtained for up to 150 days. All security system information requests must be made by an authorized tenant representative.

ACCESS FOR INDIVIDUALS NEEDING ASSISTANCE

Power-assisted doors with wheelchair access ramps are provided at each entrance to the building.

TENANT ACCESS DURING BUSINESS HOURS

To gain access to tenant suites at 321 North Clark, tenants must have either a valid security access card or prior security clearance accommodations. Upon entering the property, employees must scan access badges on the card readers located on the top of the turnstiles and proceed to the appropriate passenger elevator lobby.

KASTLE PRESENCE APP

Touchless mobile access for the turnstiles and fitness center is available for tenants through the Kastle Presence App. Once registered, tenants may use a mobile device with Bluetooth technology to access those locations.

Existing tenants interested in participating in this program should contact the Building Management Office at (312) 288-2900 for further instructions.

AFTER-HOURS ACCESS

Tenants or employees desiring to gain access to their suite after normal business hours (6:00 p.m. – 7:00 a.m. Monday – Friday and on weekends/holidays) are required to possess a valid security access badge and key(s) to their suite. All employees should enter via the West Lobby (Clark Street) by scanning their card on the access card reader located adjacent to the automatic ADA accessible door. After scanning the card, push the door button to open the outside sliding door and proceed to your suite as normal, you may need to scan your access card again in the elevator to access your floor.

All tenants exiting the building after-hours on foot should proceed to the West Lobby. Those that are exiting via bicycle/e-scooter or car should proceed to the parking garage elevator shuttle located in the East Lobby (Westin side) and scan their badge on the card reader to obtain access.

FORGOTTEN/LOST KEY OR ACCESS BADGE

- *During Business Hours:* If you are locked out of your suite during normal business hours, you may obtain access to your suite by contacting the Building Management Office at (312) 288-2900. We require valid identification to allow access.
- *After-Hours:* In the event an employee desiring entry after-hours does not have a security access card and/or a suite key, the security officer will request a form of identification and attempt to contact someone from the emergency contact list for that tenant and obtain verbal approval for access. The security officer will then have the person sign in and, if necessary, contact a building engineer to unlock the suite. A charge will be billed to the tenant for engineering time. If the security office is unable to reach a tenant contact by phone, the security officer will refuse access to the individual.

INVALID OR IMPROPERLY USED ACCESS BADGES

Security officers are instructed to confiscate or disable any security access cards that are invalid, damaged, or used for a purpose that is not intended (i.e., allowing access to unregistered visitors). Invalid access cards are those that have not been entered into the computer system, cards that have been deleted from the computer system or cards that are not programmed to operate designated card readers.

LOBBY LEVEL DELIVERIES

The security officers are instructed not to accept any type of delivery on behalf of a tenant. Please ensure that a representative from your firm is present to accept your deliveries. In addition, we do not allow anyone to leave briefcases, boxes, equipment, etc. at the security desk, even for a short period of time.

Security personnel will prevent any deliveries occurring via the lobby level that require carts or contain large/bulky items by directing them to the loading dock located on Lower Carroll. Your cooperation and that of your employees is greatly appreciated.

PROPERTY REMOVAL PASSES

In order to minimize the possibility of theft, the Building Management Office requires all tenants to issue Property Removal passes via AWARE Manager when removing material, equipment, or boxed items. Only authorized tenant contacts are permitted to input a removal pass. Please contact Building Management with any questions at (312) 288-2900.

UNAUTHORIZED PERSONS/SOLICITORS

The security procedures at 321 North Clark attempt to prevent unauthorized persons, including solicitors, from entering the building. However, for your protection, the following procedures are suggested if a suspicious person gains entrance to your suite:

- Ask them to have a seat while you contact your office manager. Your office manager should notify Building Management at (312) 288-2900 immediately. Request a security officer to be dispatched to your suite so that the individual can be escorted off the premises. The individual should never be left alone in your suite.
- If the individual leaves your suite prior to the arrival of the security officer, please make note of their general description, approximate age, and attire, as this will assist security in identifying the individual.

LOST AND FOUND

Any items found and turned into building security will be secured in the Building Management Office in suite 395. To retrieve a lost item, please provide a description and valid identification.

SECTION 5: RULES AND REGULATIONS

1. No sign, lettering, picture notice, or advertisement shall be placed on any outside window or in a position to be visible from outside the Premises. If visible from the outside or public corridors within the Building, they shall be installed in such a manner and be of such character and style as Landlord shall approve in writing.
2. Tenant shall not use the name of the Building for any purpose other than Tenant's business address; Tenant shall not use the name of the Building for Tenant's business address after Tenant vacates the Premises; nor shall Tenant use any picture of likeness of the building in any circulars, notices, advertisements, or correspondence.
3. No article which is explosive or inherently dangerous is allowed in the building. Solvents and other flammables cannot be stored in the Building by any Tenant.
4. Tenant shall not represent itself as being associated with any company or corporation by which the Building may be known or named.
5. Sidewalks, entrances, passages, courts, corridors, halls, elevators, and stairways in and about the Premises and Building shall not be obstructed.
6. No animals (except for service animals), pets, bicycles, electronic scooters, or other vehicles shall be brought to or permitted to be in the Building or the premises except in areas specifically designated for such a use.
7. Room-to-room canvases to solicit business from other tenants of the Building are not permitted. Tenant shall not advertise the business, profession, or activities of Tenant conducted in the building in any manner which violates any code of ethics by any recognized association or organization pertaining to such business, profession, or activities.
8. Tenant shall not waste electricity, water, or air-conditioning and shall cooperate reasonably with Landlord to assure the most effective and efficient operation of the Building's heating and air conditioning systems. Space heaters are not allowed and will be removed from the Building by engineering staff.

9. No locks or similar devices shall be attached to any door except by Landlord and Landlord shall have the right to retain a key to all such locks. Tenant may not install any locks without Landlord's prior approval.
10. Tenant assumes full responsibility for protecting the premises from theft, robbery, and pilferage; the Indemnities (as defined in Tenant's lease) shall not be liable for damage thereto or theft or misappropriation thereof. Except during Tenant's normal business hours, Tenant shall keep all doors to the premises locked and other means of entry to the premises closed and secured. All corridor doors shall remain closed at all times.
11. If Tenant desires telephones, burglar alarms, or other electronic mechanical devices, then Landlord will, upon request, direct where and how connections and all wiring for such services shall be installed. Landlord will not allow boring, cutting, or installing of wires or cables without prior approval.
12. Except with the prior approval of landlord or as otherwise provided for in Tenant's lease, all cleaning, repairing, janitorial, decorating, painting, or other services and work in and about the premises shall be done only by authorized building personnel or vendors.
13. The weight, size, and location of safes, furniture, equipment, machines, and other large or bulky articles shall be subject to Landlord's approval and shall be brought into and out of the Building at times and in a manner as Landlord shall direct and at Tenant's sole risk and cost. Prior to Tenant's removal of any such articles from the Building, Tenant shall obtain written authorization from the Management Office and shall present such authorization to a designated employee of the Landlord.
14. Tenant shall not overload the safe capacity of the electrical wiring of the Building or Premises or exceed the capacity of the feeders to the Building or risers.
15. To the extent permitted by law, Tenant shall not cause picketing or other activity which would interfere with the business of Landlord or any other tenant or occupant of the Building. Tenant shall not permit or promote distribution of written materials involving its employees in or about the Building except in locations and subject to time and other limitations as to which Landlord may give prior written consent.
16. Tenant shall not cook, otherwise prepare, or sell any food or beverages in or from the Premises or use the Premises for housing accommodations or lodging or sleeping purposes except that tenant may install and maintain vending machines, coffee/beverage stations, and food warming equipment and eating facilities for the benefit of its employees or guests, provided that the same are maintained in compliance with applicable laws and regulations and do not disturb other tenants in the Building with odor, refuse, or pests.

17. Tenant shall not permit the use of any apparatus for sound production or transmission in such a manner that the sound so transmitted or produced shall be audible or vibrations therefrom shall be detectable beyond the Premises. Nor shall Tenant permit objectionable odors or vapors to emanate from the Premises.
18. No floor covering shall be affixed to any floor in the premises by means of glue or other adhesive without Landlord's prior written consent. Landlord's consent shall be deemed given for any such matters included as part of the plans and specifications for Tenant's Work or for subsequent alterations which are otherwise approved by Landlord.
19. Tenant shall only use the freight elevator for mail carts, dollies, and other similar devices used for delivering material between floors that Tenant may occupy.
20. No eating, drinking, or loitering is permitted in the common areas of the building except in designated areas.
21. In accordance with the Building's LEED Gold status, smoking is not permitted anywhere in the Building or parking garage. As of January 16, 2006, the City of Chicago passed the Clean Indoor Air Ordinance, which prohibits smoking in most public places and places of employment in the City of Chicago. Smoking is prohibited within 30 feet of public building entrances. This policy will be strictly enforced by building security.
22. Landlord may require that all persons who enter or leave the Building identify themselves to security guards, by registration or otherwise. Landlord, however, shall have no responsibility or liability for any theft, robbery or other crime in the building. Tenant shall assume full responsibility for the security of their Premises, including securing and locking all doors to the Premises during or after the close of business.
23. Tenant shall comply with all safety, fire protection, and evacuation procedures and regulations established by any governmental agency or reasonably established by Landlord and shall cooperate and participate in all reasonable security and safety programs affecting the Building.
24. Tenant shall cooperate and participate in all recycling programs established for the Building by any governmental agency or reasonably established by Landlord.
25. Tenant shall only use soft copper lines for installation of water dispensers, water filters, ice machines, coffee machines, etc. The use of plastic water lines can cause water damage due to failures which we have experienced in more than a few instances.

26. Building Management reserves the right to revise, amend, or rescind any of these rules and regulations without notice and to make such other rules and regulations as in its judgement shall, from time to time, be needed for the safety, protection, care, and cleanliness of the property, the operation thereof, the preservation of good order therein, and the protection and comfort of all tenants.

SECTION 6: EXHIBITS

EXHIBIT A: SERVICE COSTS

HVAC COSTS

Monday - Friday (before or after standard hours of operation)

7:00 a.m. to 6:00 p.m. – Standard Hours of Operation

\$110.00 per hour, per system (each hour before 7:00 a.m. or later than 6:00 p.m.)

HVAC needed outside of regular engineering hours (after 12 a.m. Mon-Fri, or after 10 p.m. on weekends require advance notice and is billable at \$142.00/Hour

Saturday

7:00 a.m. to 1:00 p.m.

\$110.00 per hour, per system (each hour before 7:00 a.m. or later than 1:00 p.m.)

Sunday

All day \$110.00 per hour, per system

ENGINEERING SERVICES

Engineering Labor

\$63.00 per hour plus materials (minimum ¼ hour labor charge)

\$83.00 per overtime hour plus materials (minimum ¼ hour labor charge)

JANITORIAL SERVICES

Janitorial Labor

\$49.68 per hour (minimum ¼ hour labor charge)

KEYS

Keys: \$5.00 each

Rekeying: Time* and materials

New Lock Set: Time* and materials

*Minimum one (1) hour labor charge per cylinder.

PARKING

Reserved Parking \$ 435.00 (per availability)

Monthly Pass: \$ 375.00

Transponder: \$ 40.00 Deposit

Parking Coupons \$ 230.00 for 10 Coupons

Daily Rates:	1 hour or less	\$ 17.00
	2 hours or less	\$ 24.00
	2-12 hours	\$ 29.00
	12-24 hours	\$ 40.00

ACCESS CARDS

New Access Card: No charge

Replacement: \$18.00 each

(If lost or damaged card)

SIGNS

Tenant Door Signage – To be determined upon request

STORAGE

Storage Space – Call Building Management for availability and rates

SECURITY

Security Officer Services

\$47.00 per overtime hour (minimum 4-hour labor charge)

RISER MANAGEMENT PRICING

Straight Time:	\$92.00 / hr.	Monday - Friday 7:00 a.m. – 3:30 p.m.
----------------	---------------	---------------------------------------

Standard Overtime:	\$138.00 / hr.	Monday - Friday 3:30 p.m. – 7:00 a.m. Saturday 7:00 a.m. – 3:30 p.m.
--------------------	----------------	---

Premium Overtime:	\$184.00 / hr.	Saturday 3:30 p.m. - Monday 7:00 a.m. And Holidays
-------------------	----------------	---

**These rates are effective until further notice.*

***Emergency service is charged at the rates outlined above at a four (4) hour minimum charge.*

All charges are subject to change without notice.

**Introduction To
“Procedures for Contractors”**

The attached “Procedures for Contractors” package is to be given to each general contractor prior to the start of any construction for the Project indicated below. The entire package is to be read and signed by each such contractor and registered with Building Management.

Contractor, by signing this document, acknowledges and agrees that he has received, read, and understands the “Procedures for Contractors”, that he will comply with the requirements as set forth therein, and that he will cause all subcontractors to comply with such requirements.

Upon Contractor’s signature below and upon compliance with the requirements as set forth in the “Procedures for Contractors”, the Contractor will receive a letter of “Authorization for Access” to the construction area. Upon receipt of authorization for access, the Contractor will have met the requirements for starting construction in the designated space only.

Each Contractor must have a letter of “Authorization for Access” for each space he will be working in prior to the start of any construction activity in said space.

Contractor furthermore agrees that failure to abide by any of the terms and conditions of the “Procedures for Contractors” may subject the violating Contractor to withdrawal of authorization to enter the construction area in addition to other penalties.

Company Name: _____

Signature of Contractor: _____

Contractor’s License #: _____

Date: _____

Building Name: _____

Project: _____

Suite # (if applicable): _____

Any Questions Address To:

Property Name:	321 North Clark
Building Manager:	Brian Lambert
Chief Engineer:	Pat Lacey

Address:	321 North Clark Street, Suite 395 – Chicago, IL 60654
Phone:	312-288-2900
Office Hours:	8:00 a.m. – 5:00 p.m. (Monday-Friday)

Procedures for Contractors

The following guidelines were prepared for contractors for a better understanding of the Owner's requirements for construction activities and are in addition to any other rules issued for any particular building. These guidelines are not negotiable, and no further notification will be given. Failure to comply with any of these directives may subject the offending party (parties) to removal from the building.

1. Owner's Representatives

It is imperative that the contractor maintain open and clear communication with all of the representatives of Building Management while the space is under construction.

For any questions regarding construction, please contact the person listed as Property Manager or Construction Manager on the "Introduction to Procedures for Contractors."

2. Before Construction Starts

- A. The contractor shall arrange to meet with the appropriate manager to discuss the details of the Project (the "Work"), at least two (2) weeks prior to the start of construction.
- B. The contractor shall supply Hines with the following:
 - 1) Certificates of Insurance for all contractors and subcontractors that meet the requirements outlined in Section 3: Insurance Requirements.
 - 2) Working drawings, including complete HVAC, electrical, plumbing, and fire sprinkler drawings. These are to be furnished to Hines for review and approval.
 - 3) The name, address and phone number of each and every contractor that will be involved in the Work (all contractors are subject to prior approval by Hines).
 - 4) A copy of the Building Permit.
 - 5) A copy of the projected schedule for completion of the Work, including projected dates for each stage of the Work. This schedule is to be continually updated with the Property Manager/Construction Manager to reflect any adjustments to the schedule and to reflect an accurate completion date.
- C. Upon completion of the requirements set forth in subparagraph 2B (above), the contractor shall receive a written letter of "Authorization for Access" to the applicable construction area for construction in the designated space only.
- D. All of the contractor's contractors, employees, servants, and agents must work in harmony with, and shall not interfere with, any laborer employed (i) by Hines, Hines's mechanics or contractors, or (ii) by any other tenant or its contractor(s).

3. Insurance Requirements

Worker's compensation, employer's liability insurance, commercial general liability, commercial automobile liability and umbrella liability, all in amounts and with companies and on forms satisfactory to Hines (with 321 North Clark Property LLC and Hines Midwest LLC listed as additional insured), shall be provided and shall, at all times, be maintained by the contractor and by contractors engaged in the performance of the Work. Before proceeding with the Work, Certificates of Insurance for such insurance shall be furnished to Hines and, if requested, the original policies thereof shall be submitted for inspection. Contractor shall, at its sole cost and expense, obtain and keep in force without interruption from the date of the commencement of the Work until the date of final payment for the Work the following:

- A. Statutory Workers' Compensation and Employers' Liability Insurance with minimum limits as required by law.
- B. Commercial General Liability Insurance (including Protective Liability). Such insurance shall be in the amount of not less than \$2,000,000 combined single limit for bodily injury, property damage, or bodily injury and/or property damage combined. The insurance required herein shall be written on a form prescribed by the ISO (Insurance Service Office) as the Commercial General Liability form.
- C. Commercial Auto Liability covering all owned, non-owned, and hired automobiles by contractor including the loading and unloading provision of coverage with limits of liability not less than \$1,000,000 per accident for bodily injury and property damage.

It is agreed that the insurance required herein shall not be cancelled, materially changed, or not renewed without at least thirty (30) days prior written notice to Hines.

It is further agreed that the foregoing insurance coverage shall be written with insurance carriers duly licensed to do business in the State of Illinois and having a Best's Insurance guide rating of A+, with financial size category of at least XII or better. Such insurance shall be primary and other insurance carried by Hines is not contributory and shall not be construed as excess to that of the contractor's insurance policy.

Further, it is agreed that the contractor and its subcontractors will carry such other insurance with limits and other terms acceptable to Hines and with companies acceptable to Hines.

4. Signage

The contractor shall post all signage as required by Hines and by all applicable governmental regulations for public safety and/or general warning.

5. Electricity

All temporary wiring needed to work in the space must be fed from the tenant space electricity only, **not from common area** outlets. Tenant and their contractor are responsible for electrical meter application and installation.

6. Security

- A. Space and Equipment Security. Hines is not responsible for the security of contractor's tools and/or equipment. The tenant space should be locked when unoccupied by a representative of the contractor or tenant. If the existing locks are changed, the contractor must coordinate re-keying with the Building Management Office four (4) to six (6) weeks before projected occupancy.
- B. After-Hours Access. Should the contractor desire to access the construction area after-hours, the contractor shall coordinate security and entrance access with the Building Management Office no less than twenty-four (24) hours in advance.
- C. Special. Should the contractor need to work in an adjacent, upper, or lower-level tenant's space, the contractor shall be responsible for coordinating such work with such tenant through Hines and for complying with the security requirements that will protect such tenant's interests.
- D. Immediately upon completion of any work in adjacent, upper, or lower-level tenant's space, the contractor shall either make arrangements with Building Management Office or another pre-approved cleaning service to return tenant's space to typical Class A standards after this work is complete.

7. Building Life Safety System

- A. In order to guarantee the continued integrity of the building life safety system (speakers, smoke detectors, life safety system control panel, etc.), there shall be no modification of any kind or additions of any kind to the existing building system by anyone other than the designated building life system contractor, Intelligent Systems Services, Inc. Installation of speakers, smoke detectors, wiring, etc. within the demised tenant space shall be performed only by a licensed and qualified alarm contractor with the final tie-in to the building system to be performed by Intelligent Systems Services, Inc. Any services provided by Intelligent Systems Services, Inc. will be paid for by and shall be at the sole cost and expense of the contractor.
- B. All buildings systems shall remain in operation at all times, especially those systems required by the Department of Buildings (see section 15 for sprinkler drain downs).
- C. There shall be no hot taps into the condenser water system without prior written approval from the Building Management Office.
- D. It shall be the responsibility of the contractor to obtain separate written approval for any required welding, core drilling, chipping, floor grinding, etc. Hot work permits can be obtained from the building's Engineering Department. This written approval is to be obtained as soon as the Authorization for Access is issued or a minimum of two (2) weeks prior to the start of any scheduled welding, core drilling, etc. It will also be the responsibility of the contractor to again contact the Building Manager twenty-four (24) hours prior to the welding, core drilling, etc. to confirm the schedule and to allow the Building Manager to notify any tenant who may be affected by the Work.

8. Noise

- A. Construction and renovation work being performed in an occupied building often generates loud, sudden, or otherwise irritating noise (and dust, odors, etc.), thus causing undue disruption to tenants attempting to conduct their normal business functions. It is the responsibility of each General Contractor to schedule and coordinate the Work such that tenants are not disturbed by any construction activities.
- B. The contractor may perform stocking, demolition, demo removal, and high-level noise factor work (such as shooting track or hanger pins, drilling concrete anchors, mailing tack strip, etc.) only between the hours of 6:00 p.m. and 6:00 a.m. or as otherwise determined by the Building Manager on a job specific basis.
- C. Hines reserves the right in its sole discretion to order an immediate halt to any work it deems to be disruptive to the normal business operation of any tenants in the building.

9. Lifting Equipment

In order to avoid setting off smoke detectors in the building, any lifting equipment used must be electrically operated and requires Building Management's approval no less than twenty-four (24) hours prior to such use.

10. Protection of Property

- A. Adjacent Tenants. The contractor is responsible for replacing and/or repairing anything damaged in an adjacent tenant's space and/or in the building system within two (2) hours, in the event that temporary repair(s) are required. Permanent repair(s) must be completed within twenty-four (24) hours from the time of damage.
- B. Contractors must exercise extreme care so as to protect building finishes and equipment and the contractor shall be responsible for all damage thereto. Specifically, contractor is to provide protection for existing carpets and wall coverings in the public corridor between the freight elevator and the work area. Carpets shall be completely covered with Masonite or similar material. Clean-up shall be approved by the Building Manager prior to the final walk-through inspection of the Work.

11. Barricades

- A. Construction areas not already contained within barricades shall be so enclosed prior to commencement of the Work.
- B. If so required, the tenant's contractor shall construct a barricade (at the contractor's sole cost and expense) of a material, finish, and structural design approved by Hines and in accordance with applicable OSHA and other governmental requirements.
- C. All barricades shall be floor-to-ceiling and lined with polyethylene to contain the dust within the tenant space.
- D. All barricades shall be constructed and/or extended between the hours of 6:00 p.m. and 6:00 a.m.
- E. There shall be a rug or mat of sufficient size on the inside of the entrance of the work area for workers to clean off their shoes so as not to track dirt or dust into adjacent areas.

12. Deliveries

All supplies necessary for construction, fixturing, or merchandising must be delivered through the truck delivery areas and up to the project via the freight elevator only. All delivery schedules must be cleared through Hines not less than twenty-four (24) hours prior to delivery. In order to allow free access for deliveries to other tenants of the building, deliveries to 321 North Clark for all furniture taking more than 15 minutes will require the use of pre-approved companies recognized by the union, unless prior approval of building management is received.

13. Storage

- A. All materials shall be stored within the area where the work is being performed. No materials or debris may be placed in any other areas or other tenant spaces without prior written approval from Hines.
- B. Any combustible materials must be stored in fireproof containers in accordance with applicable industry standards.
- C. Explosive materials are not allowed on the premises or in the building.

14. Trash

- A. Dumpsters. Trash dumpsters may be placed only in designated areas outside of the building and for only those periods designated by the Building Manager. The placement of these dumpsters must be arranged in advance with Hines. In the event that dumpsters cannot be placed in the designated areas after 6:00 p.m. and removed before 6:00 a.m., an enclosure must be constructed per the direction of Hines.
- B. Removal. The contractor will be responsible for cleaning up any mess in the common area caused by the trash removal.
- C. **No construction trash is to be put in existing dumpsters.**
- D. Any violation of the rules set forth will subject contractor to charges for Hines's correction of same.

15. Sprinkler Systems

- A. Contractor must notify Hines at least twenty-four (24) hours in advance of making any modifications to the sprinkler system; provided that any such modifications must be pre-approved by Hines and Hines's insurance underwriters as set forth in Paragraph 15D below.
- B. In order to clear alarms, contractor shall contact Hines at least one (1) hour prior to any drain down and as soon as the sprinkler system is filled and checked for leaks (but no later than the end of the workday).
- C. No system will be left drained overnight. All systems have to be charged and operational prior to contractor's completion of work for the day/night or no later than 11:30 p.m.
- D. Prior to any changes or modifications to the sprinklers, contractor will supply Hines with a copy of such changes or modifications, for Hines and Hines's insurance underwriter's written approval.

16. Parking

- A. All posted parking regulations are enforced, including time limited areas, red curbs, loading zones, fire zones, handicapped parking areas, etc.
- B. Parking in other standard marked spaces will not be permitted.
- C. Parking payments are to be paid in full by contractors.

17. Interruption of Utilities and Services

Hines must be notified at least seventy-two (72) hours prior to any modification to utility services that will temporarily interrupt the service to other tenants or to the building.

18. Modification of the Existing Building

All Work must be approved by Hines via approved working drawings and/or approved change orders to the specifications listed therein, and all Work must comply with all applicable building codes.

19. Breaks/Behavior

- A. Building policy does not allow the use of any radios, tape, or disc players or any other such devices with or without headphones.
- B. All work breaks will be taken in either the construction space or in an area designated by Hines.
- C. Restrooms to be used by contractors will be designated by Hines.
- D. Any disturbance due to loud or vulgar language shall cease immediately upon notification or applicable party's right to access may be revoked.
- E. Any misconduct shall cease immediately upon notification or applicable party's access may be revoked.
- F. 321 North Clark is a non-smoking building in accordance with City of Chicago codes. Failure to comply with the non-smoking policy will result in penalties to the contractor up to and including removal of the offending party.
- G. Contractors and contractor's employees are not allowed to use passenger elevators.

20. Phone

Contractor will supply any phone equipment required for contractor's use at contractor's sole cost and expense.

21. Owner's Inspection

- A. The demised tenant's space will be inspected periodically by a Hines representative for compliance with Hines's requirements as set forth in the lease agreement between Owner and tenant and in accordance with the Owner-approved working drawings. Any unauthorized construction will be corrected at the contractor's sole cost and expense.
- B. The contractor shall, at all times during the construction of the demised tenant's space, maintain in such space a set of tenants working drawings bearing Owner's stamp of approval and the building permit approved by the city.

22. Completion

- A. Upon completion, the contractor must:
- 1) Contact Hines for a final inspection and submit punch list to Hines.
 - 2) Submit a set of approved "As-Builts" reproducible for Hines's records.
 - 3) Contact the City Building Department for a Certificate of Occupancy or a fully signed inspection record card and give a copy of such to Hines.
 - 4) Provide Hines with unconditional final lien waivers in an acceptable form from all contractors and subcontractors performing any portion of the Work along with any and all invoices to be paid by Hines.



321 North Clark Street ▪ Suite 395 ▪ Chicago, IL 60654
312-288-2900 ▪ 312-245-5061 fax

**ELEVATOR LOBBY
DIRECTORY STRIP INFORMATION**

																				Suite #	



321 NORTH CLARK STREET, SUITE 395 · CHICAGO, ILLINOIS 60654 · 312-288-2900 · 312-245-5061 FAX

CERTIFICATE OF INSURANCE GUIDELINES (TENANT)

Required Insurance Limits:

- Workers' Compensation
(in kind and amount as prescribed by statute)
- Employer's Liability..... \$ per lease
- Commercial General Liability..... \$ per lease
- Commercial Automobile Liability..... \$ per lease
- Umbrella Liability N/A

The Certificate of Insurance must name the following as outlined below:

Certificate Holder:

HINES MIDWEST LLC
321 North Clark Street, Suite 395
CHICAGO, IL 60654

Additional Insured (to be identified *exactly* as):

321 NORTH CLARK PROPERTY LLC
HINES MIDWEST LLC

321 N. Clark
Contractor / Vendor
Certificate of Insurance Requirements

All independent contractors must furnish evidence of insurance prior to performing any work on or about the premises. Please use the following outline for specific certificate of insurance requirements.

A. Required Insurance Limits:

Group 1: (General Contractors/Sub-Contractors, Elevator/Escalator, Janitorial, Metal Refinishing, Parking, Security, Window Washing, Movers)

1. Workers Compensation	(In kind and amount as prescribed by statute)
2. Employers Liability	\$1,000,000
3. Commercial General Liability	\$1,000,000
4. Commercial Automobile Liability	\$1,000,000
5. Umbrella Liability	\$5,000,000

Group 2: (All others- including but not limited to pest control, card access, trash Hauling)

1. Workers Compensation	(In kind and amount as prescribed by statute)
2. Employers Liability	\$1,000,000
3. Commercial General Liability	\$1,000,000
4. Commercial Automobile Liability	\$1,000,000
5. Umbrella Liability	N/A

B. Certificate Holder (to be identified exactly as indicated below)

Hines Midwest LLC
321 North Clark Street
Suite 395
Chicago, IL 60654

C. Additional Insured (to be identified exactly as indicated below)

1. (Owner) 321 North Clark Property LLC
2. (Manager) Hines Midwest LLC

Kindly forward the certificate via email to 312nclark.management@hines.com or mail to Hines Midwest LLC, 321 N. Clark Street, Suite 395, Chicago IL 60654. If you have any questions, please call (312-288-2900).

Com Ed Request for Change in Electric Service Form

Completed forms should be faxed to the ComEd Customer Care Center at 630/684-2692.

Section I. (Requestor Information)

Name: _____

Phone Number: _____

Section II. (New Customer Information for Establishing/Connecting Service)

Previous ComEd Acct Number and Meter Number(s) if available

Account Number _____ Meter Number(s) _____

Company/Customer Name: _____

Federal Tax Identification #/Social Security #: _____

Point of Contact Name & Title, if applicable: _____

Employer Name: _____ Employer Phone #: _____

Primary & Alternate Phone Numbers: _____

Driver's License #/State: _____

Marital Status: _____ Single _____ Married Birth date: _____

Service Effective Date: _____

(Date must be Monday through Friday – excluding Holidays)

Service Address: 321 North Clark, Chicago, IL 60654 Unit #: _____

Does customer request a Special Mailing Address? _____ YES _____ NO

If yes, please provide the following information:

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Customer Signature Required: _____

(Form continues on next page.)

Section III. (Customer Data for Discontinuing Services)

ComEd Account Number: _____

Service Address: _____ Unit #: _____

City: _____

Service Termination Date: _____ (Date must be Monday thru Friday, excluding Holidays)

Forwarding Address for Final Bill:

Street Address: _____

City: _____ State: _____

Zip Code: _____

Customer Signature Required: _____

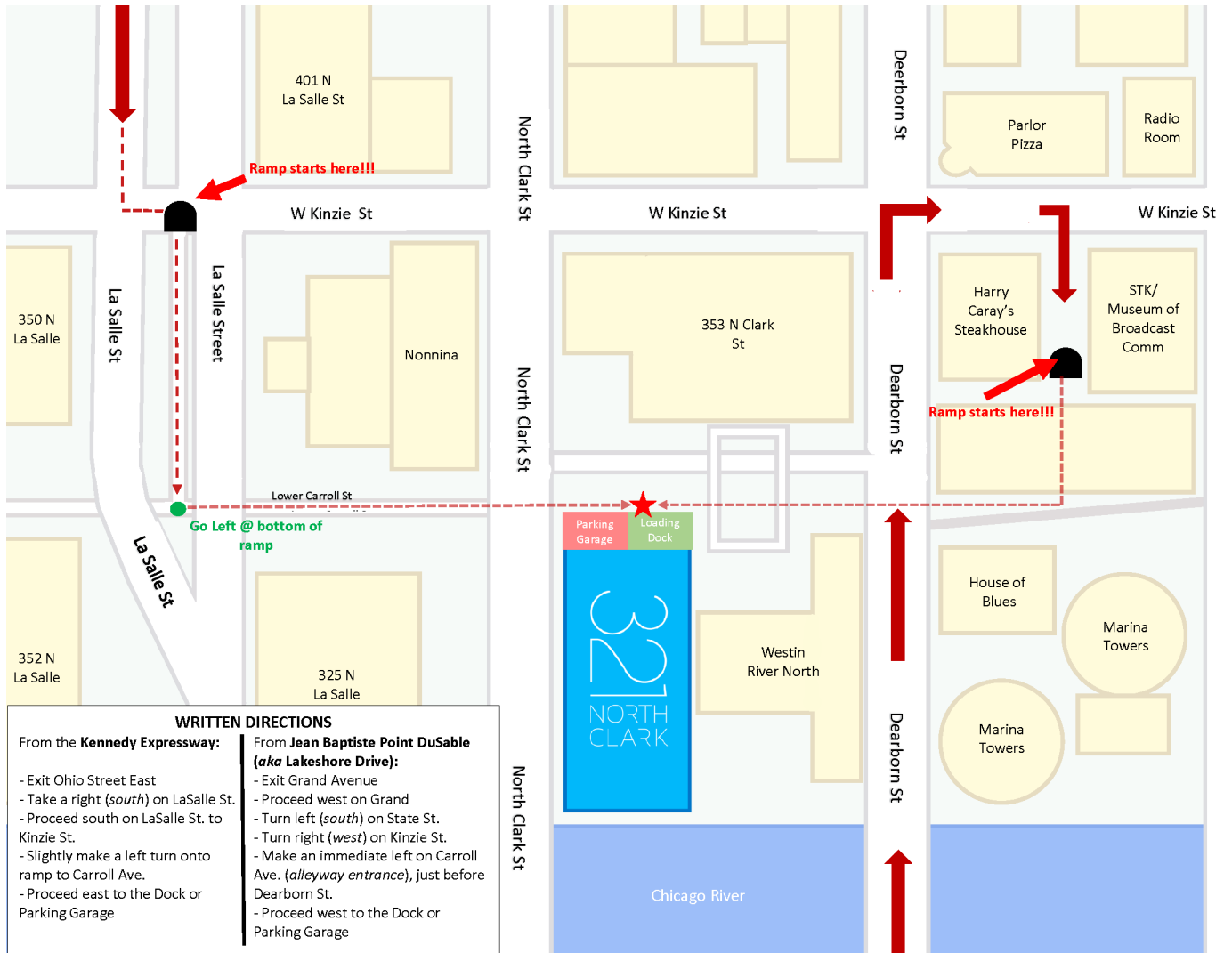
Will the Property Manager or Management Company assume interim billing after vacancy?

_____ YES _____ NO (If yes, complete section I)

Will customer require ComEd to re-establish service at a new location?

_____ YES _____ NO (If yes, complete section II)

EXHIBIT G: DIRECTIONS TO 321 NORTH CLARK PARKING GARAGE AND LOADING DOCK



WRITTEN DIRECTIONS

From the Kennedy Expressway:

- Exit Ohio Street East
- Take a right (*south*) on LaSalle St.
- Proceed south on LaSalle St. to Kinzie St.
- Slightly make a left turn onto ramp to Carroll Ave.
- Proceed east to the Dock or Parking Garage

From Jean Baptiste Point DuSable (aka Lakeshore Drive):

- Exit Grand Avenue
- Proceed west on Grand
- Turn left (*south*) on State St.
- Turn right (*west*) on Kinzie St.
- Make an immediate left on Carroll Ave. (*alleyway entrance*), just before Dearborn St.
- Proceed west to the Dock or Parking Garage

(PLEASE SEE THE FOLLOWING PAGES)

NEW CONSTRUCTION QUICK REFERENCE INFORMATION

CONSTRUCTION SERVICE REQUESTS

Notification required 48-hours in advance. Please submit requests via the [Construction Forms](#) page in the Property Portal for services stated below:

- **Daily Work Information**
 - Information about work being performed, including a list of contractors
 - Freight elevator use of 30 minutes or less
- **After Hour Request (i.e., Demolition, Furniture Delivery, etc.)**
 - After-Hour Dock Access (i.e., Deliveries)
 - (Weekdays 6:00 PM – 6:00 AM; Weekends 6:00 AM – 10:00 PM)
 - Freight Elevator Access (i.e., Deliveries)
 - (Weekdays 6:00 PM – 6:00 AM; Weekends 6:00 AM – 10:00 PM)
- **Dumpster Request for 30-Yd Roll Off** (*Note: Cannot leave in the Dock without permission from Building Management*)
- **Fire Life Safety Request (Engineer hours 6:00 AM – 10:00 PM)**
 - Drain Down
 - Hot Work Permit
 - Valve Off

FREIGHT ELEVATOR AND DOCK DIMENSIONS

The inside dimensions of the freight elevator cabs are 6'0" wide by 8'4" deep by 8' high. The rear section of the ceiling area is raised to a height of 16'. The doorways to the freight elevators are 45" wide by 8'6" high.

Trucks that are larger than 35 feet in length will require the separation of the cab from the trailer while it is being unloaded in order to avoid blocking through traffic on Carroll Street or access to the building's parking garage - required after hours only. Please note that trucks that are higher than 13'6" will not fit in the dock.

DISTRIBUTED ANTENNA SYSTEM (DAS)

Prior to beginning any work in the ceiling, the contractor is required to meet on-site with the engineering staff to understand how to work with and around the Verizon DAS system equipment. **Disabling one antenna takes out the ENTIRE system building-wide.**

CONTRACTOR BUILDING ENTRANCE

Contractors are allowed to enter through the Building's Dock via Lower Carroll Street (see attached map). A building access card is issued to the contractor in exchange for a government issued ID. Restrooms are available on Lower Level 3 (LL3) which is only accessible via the freight elevator.

OFFICE OF THE BUILDING

The Building Management Office is located on the 3rd Floor in Suite 395. We are open from 8:00 a.m. to 5:00 p.m., Monday through Friday. The main number is 312.288.2900

Building Management Office Staff:

Brian Lambert	General Manager	brian.lambert@hines.com
Olivia Szauer	Property Manager	olivia.szauer@hines.com
Lucy Reese	Assistant Property Manager	lucy.reese@hines.com
Gillian Smith	Staff Assistant	gillian.smith@hines.com
Nick Thomas	Property Accountant	nick.thomas@hines.com
Pat Lacey	Chief Engineer	pat.lacey@hines.com
Brian Manheim	Assistant Chief Engineer	brian.manheim@hines.com
Maurice Patton	Security Director	maurice.patton@hines.com

INSURANCE REQUIREMENTS

A Certificate of Insurance (COI) should be provided prior to work commencing. The COI may be emailed to 312nclark.management@hines.com. The following outlines the insurance requirements for 321 North Clark:

Certificate Holder:

Hines Midwest LLC
321 North Clark Street
Suite 395
Chicago, IL 60654

Additional Insured (to be identified *exactly* as):

321 North Clark Property LLC
Hines Midwest LLC

Required Insurance Limits:

- Workers' Compensation – Minimum Amount Required by Law, no less than \$1,000,000
- Employers Liability - \$1,000,000
- Commercial General Liability - \$1,000,000 Combined Injury and Property Damage
- Commercial Automobile Liability - \$1,000,000
- Umbrella/Excess - \$5,000,000