

353 NORTH CLARK

Tenant Manual

321 NORTH CLARK

Last Revised: April 2026

CONTENTS

INTRODUCTION 2

Building Management Contact Information 2

SECTION 1: GENERAL INFORMATION 3

General Tenant Information 3

SECTION 2: TENANT AMENITIES 10

CONFERENCE CENTER 10

TENANT LOUNGE 10

FITNESS CENTER 11

MESSSENGER SERVICES 12

PARKING 13

BICYCLE AND E-SCOOTER PARKING 13

COMMUNITY MANAGER 13

AROUND THE NEIGHBORHOOD 16

SECTION 3: BUILDING SERVICES 19

Housekeeping 19

Engineering Maintenance 25

Telecommunications 26

Tenant Construction 27

Section 4: Security 27

Building Access 28

Property Removal Passes 30

Unauthorized Persons / Solicitors 30

Lost and Found 30

Smoking 30

Space heaters 30

Section 5: Rules and Regulations 31

Service Costs 33

EXHIBIT A: SERVICE COSTS 33

EXHIBIT D: VENDOR CERTIFICATE OF INSURANCE REQUIREMENTS 35

EXHIBIT E: PARKING GARAGE AND LOADING DOCK MAPS 37

Exhibit f: Fitness Center Enrollment Instructions 38

INTRODUCTION

BUILDING INFORMATION AND YOUR LEASE

This manual serves as a comprehensive reference for the services and safety procedures at **321 North Clark**. While we hope this guide is a helpful resource, please be advised that it does not amend or modify your lease provisions. In the event of any inconsistency, 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 other provisions in the Lease, the Landlord reserves the right to implement safety screenings and PPE mandates in response to any virus, disease, or pandemic. These protocols are designed to maintain a healthy environment for all occupants. The Landlord may deny entry to individuals who do not comply with these health measures or who fail to meet the established screening criteria.

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.

BUILDING MANAGEMENT CONTACT INFORMATION

Whether it's for routine inquiries or urgent situations, please note the building phone number is answered 24 hours a day by a building team member. We ask that all tenants have this phone number saved as a vital resource that helps build a secure and responsive community environment.

312-288-2900

For nonemergency situations, please note there is a general building email inbox that is monitored during business hours.

321NCLARK.MANAGEMENT@HINES.COM

SECTION 1: GENERAL INFORMATION

GENERAL TENANT INFORMATION

PROPERTY WEBSITE & APP

www.321northclark.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.

The 321 North Clark app has all the resources found on the website for ease of access on the go. Options to download the app are listed below:



From the App Store

From Google Play

TENANT CONTACT SHEET

Upon move-in, each tenant will be required to complete the Tenant Contact Information Form (TCIF) that includes contacts for general and emergency correspondence, after-hours access, key control authorities, and persons responsible for lease payments. Each tenant will be asked to update their contact information annually.

If roles change, please submit the New Tenant Contact Information Form again to notify the management office.

PAYMENT OF RENT AND OTHER CHARGES

Rent is paid according to the annual schedule distributed before the start of each calendar year, while any miscellaneous variable charges are invoiced monthly. As a reminder, rent is due on or before the first day of each month per your lease agreement.

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

Electronic Payments:
If you prefer to wire funds, please contact the Building Accounting department at **(312) 288-2900** for transfer instructions.

WORK ORDER SYSTEM

321 North Clark utilizes PRISM 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 321nclark.management@hines.com.

COMMITMENT TO ESG

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 2025 and was designated a BOMA 360 Performance Building by the Building Owners and Managers Association (BOMA) International.

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) *The property management team will send a tenant memo if there is ever a change to the hours*
Location:	321 North Clark, Suite 395 Chicago, IL 60654
Telephone:	(312) 288-2900 (main) (312) 245-5061 (fax)

Lucy Reese
Assistant Property Manager
312-288-2906
lucy.reese@hines.com

Brian Manheim
Engineering Manager
312-288-2909
brian.manheim@hines.com

Brian Walsh
Assistant Engineering Manager
312-288-2908
Brian.Walsh2@hines.com

Alexandra Ward
Community Engagement Coordinator
312-288-2902
Alexandra.ward@hines.com

Cierra Miller
Tenant Service Coordinator
312-288-2920
Cierra.Miller@hines.com

Ella Smith
Staff Assistant
312-288-2900
Ella.Smith@hines.com

Ray Kile
Security Director
312-288-2913
Raymond.Kile@hines.com

BUILDING HOURS AND POINTS OF ENTRANCE

West Lobby Entrance (Clark Street):	6:00AM – 10:00PM	Monday – Friday
East Lobby Entrance (Westin Side);	6:00AM – 6:00PM	Monday – Friday
Loading Dock (Lower Carroll):	6:00AM – 6:00PM	Monday – Friday
Parking Garage (Lower Carroll):	7:00AM – 7:00PM	Monday – Friday

Outside of our regular business hours, tenants can enter through the West Lobby using their access cards.

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 PRISM or be directed to lobby security at 312-288-2900 on the day listed.

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

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.321northclark.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.

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

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 E for a directional map.

DELIVERY PROCEDURES

Deliveries must be made through the loading dock 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.

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(s), 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 always be on file in the Building Management Office 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 found here.

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

Safety and security are our top priority at 321 North Clark. Please use the *SafetyNet* online safety training to help ensure that you understand your role in a variety of emergency situations.

To access *SafetyNet,* visit: https://aksafetynet.com/321nclark

1. If prompted for an invite code, enter: clarksafety

To register or upgrade your *SafetyNet* account

1. Visit https://aksafetynet.com/321nclark/register?invite=clarksafety
2. Enter your email address and follow the instructions on the screen
    a. If you already have an account, you may be prompted to create a new password

Life Safety Training

1. Tap the **Life Safety** title in order to view the training program page.
2. Click the **Start** button next to the training module to launch the program.
3. Use the Video player controls to pause, resume, or skip forward and backward.
4. After the video concludes, please answer the questions about the material
    a. Repeat steps 2-4 for each training module.

b. **Note:** Only designated floor wardens need to take the Floor Warden training
c. When you've passed the quiz, you may print out a completion certificate or simply log out

Thank you for participating in this life safety program. Knowing how to respond to a range of emergency situations is the single best thing you can do to keep yourself, and those around you, safe.

EVACUATION DRILLS

An evacuation seminar and drill are held annually in the Fall as required by the City of Chicago. All tenants are asked to create an **Emergency Evacuation Team (EET)** when filling out the New Tenant Contact Information Form. These teams are updated annually prior to the evacuation seminar. All EETs are asked to participate in the annual evacuation seminar to learn about current fire, medical emergency, and building evacuation procedures. The annual evacuation seminar will also prepare the EETs for the annual fire drill, which will be performed in the weeks after the evacuation seminar.

We ask that all tenants designate a **Relocation Meeting Point** to be used in the event of a building evacuation. For safety and comfort, this location should be at least two blocks away from the building and preferably indoors.

The annual evacuation drill is performed the week after the evacuation seminar and is performed on all floors of the building. The drill will take 10 minutes or less per floor and will require floor occupants to move to a lower floor of the building. The Property Management Office will share the evacuation drill date, times, and evacuation path of each floor with EETs prior to the day of the drill and will endeavor to minimize disruption to daily operations.

STAIRWELL DOORS

The building has two stairwells, situated on the East and West sides. These stairwells are equipped with electronically controlled locking mechanisms that automatically unlock when they receive a signal from the building's fire command panel or an emergency signal. It's important to note that these stairwells are intended for emergency use only. However, the stairwell doors at the main lobby level are not locked from the stairwell side. In case someone is accidentally locked in the stairwell, they can either use the emergency phone (located in the emergency stairwell on every fifth floor: 5, 10, 15, 20, 25, 30, and 35) or exit via the Lobby Level.

SECTION 2: TENANT AMENITIES

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 Reservation Calendar on PRISM to view the Conference Center calendar and make a reservation.

TENANT LOUNGE

The **3rd Floor Tenant Lounge** is the perfect place for lunch or a mid-day break. Open weekdays from 7:00 a.m. to 5:00 p.m., the lounge features:

- **Kitchen Amenities:** Refrigerator, microwave, and nearby snack/drink vending machines.
- **Recreation:** Ping-pong and "pop-a-shot" basketball.

Stop by to recharge or enjoy a little friendly competition!

Complimentary Wi-Fi is provided:

WIFI: 321TLWIFI1 **PASSWORD: 321TLwifi1**

WIFI: 321TLWIFI2 **PASSWORD: 321TLwifi2**

Huddle rooms are open for reservation at no cost on a first-come-first-serve basis. Visit the Reservation Calendar to view the Tenant Lounge Huddle room calendar and make a reservation.

The tenant lounge may be reserved between the hours of 3:30 p.m. and 8:00 p.m. at a flat rate of $400, which includes cleaning fees. Additional costs of $121/hour apply for HVAC provided after 6:00 p.m. on weekdays and 1:00 p.m. on Saturdays. Please visit the PRISM Reservation Calendar to submit a reservation.

Rules and Regulations:

- The Tenant Lounge is for the use of building employees only; friends, relatives, or visitors are not permitted in this facility.
- Personal music should be enjoyed with headphones and not disrupt other tenants utilizing the facility.
- The huddle rooms must have been previously reserved for use.
- Landlord reserves the right to add, change or delete any Rule or Regulation herein contained and to change the method of operation to ensure maximum enjoyment of the facility.

Maximum occupancy: 123 people

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 Kinema Fitness. Please contact Angela Pagulayan, the fitness center manager, at angela.pagulayan@kinemafitness.com for private locker setup or monthly laundry services.

STRENGTH & FUNCTIONAL TRAINING EQUIPMENT

- Life Fitness Treadmills, Ellipticals, Climbers,
- Peloton Bikes
- TRX Suspension Trainers
- Barbell Rig & Smith Assisted Machine
- Studio Dumbbells + Free Weights
- Heavy Bag
- Medicine Balls

AMENITIES

- Private Men's + Women's locker rooms
- Towel Service
- Full-size day-use lockers
- Permanent Private Lockers (for rental)
- Vanity Stations- Tissues, Q tips, Band-Aids, razors, cotton pads, mouth wash, deodorant, lotion, hairspray, dryers with multiple attachments, shower caps

Complimentary Wi-Fi is provided:

WIFI: 321NCLARKSTREET PASSWORD: 321fitness

The facility is managed by Kinema Fitness, which offers a unified online membership portal, powered by MindBody Online.

Prior to utilizing the facility, tenants are required to enroll for club membership and agree to terms on the Kinema Fitness online portal. Please see exhibit F for enrollment instructions.

321 FITNESS CENTER HOURS

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

Saturday: 8:00 a.m. – 3:00 p.m.

KINEMA FITNESS



Angela Pagulayan, our Fitness Center Manager, is excited to meet the 321 community. She brings 10 years of experience in fitness and wellness and is passionate about creating a welcoming community where everyone feels inspired to move and connect. She is a personal trainer and certified instructor in spin, sculpt, and yoga, with a focus on yin yoga and mobility.

Certificates:

- NASM Certified Personal Trainer (CPT)
- NASM Certified Sports Nutrition Coach
- NASM Certified Mobility Specialist
- Certified Group Fitness Instructor
- 200-Hour Registered Yoga Teacher
- CPR & AED Certified

MESSSENGER SERVICES

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.

PLEASE CALL THE MESSENGER CENTER IF YOU HAVE ANY OUTBOUND MAIL.

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.

MAIL SERVICE DROP BOXES

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

U.S. Postal Service

FedEx Express

Return Valet

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.

PARKING

The parking facility at 321 North Clark is open to the public and available for tenant employees and visitors. Parking hours are Monday to Friday from 7:00 a.m. to 7:00 p.m. while valet attendants are present. Anyone leaving after 7:00 p.m. should visit the West Lobby security desk to pick up their keys.

Monthly contract parkers are billed through the garage office. Current daily parking rates are listed in Exhibit A and are subject to change. Discount coupons for tenant visitors or daily parkers can be purchased via work order or by visiting the garage office.

The parking garage entrance is located on lower Carroll Street, accessible from Kinzie/Dearborn Street near Harry Caray's Restaurant or at the intersection of LaSalle Street and Kinzie Street. Please refer to Exhibit E for a directional map.

Monthly contract parkers may use any unreserved spot. Parking is tandem, and keys must be left with the parking attendant at the bottom of the ramp.

Complimentary Wi-Fi is provided:

WIFI: 321NPARKINGGARAGE **PASSWORD: 321parkinggarage**

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.*

BICYCLE AND E-SCOOTER PARKING

Bicycle and e-scooter parking is available while parking attendants are on duty, Monday – Friday from 7:00 a.m. – 7:00 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 garage entrance ramp and turn left at the garage office. The bicycle/e-scooter racks are located next to the parking garage elevator. Upon departure, tenants should utilize the parking garage exit ramp.

Entry through the Lobby level with a bicycle or electronic scooter is not permitted.

COMMUNITY MANAGER

Alexandra Ward

Workplace Engagement Manager

Alexandra.ward@hines.com

Alexandra is responsible for coordinating tenant engagement opportunities, activating property amenities, and providing concierge services to tenants including but not limited to, the Hines Platinum Partnerships. Additionally, Alexandra helps coordinate the roll out of Hines's new Property Experience Program. A program that will offer unparalleled service and offerings to current and prospective tenants.

Alexandra is always looking to curate events & experiences the tenants of the building want and are passionate about. Please feel free to reach out to her for any of your event needs, catering inquiries and/or programming suggestions!

PLATINUM PARTNERS

Tenant Sign-Up Link - https://tenantrewards.hines.com/accounts/signup/

Platinum Partners Include:

- Chicago's First Lady Cruises
- Daly's Donuts
- Fill My Jar
- Pear Chef
- Westin River North

Please reach out to Alexandra directly for a full list of Hines Platinum Partners. The full list is also available after logging into your Hines Platinum Partnerships dashboard.

NEWSLETTER

Our monthly newsletter is a vibrant source of information tailored just for you! Every month, tenant contacts can expect a fresh edition that covers a variety of topics:

- Upcoming Events: Stay in the loop about exciting happenings in our community! From social gatherings to workshops, we'll keep you informed.
- Building and Team Updates: Get to know our dedicated team members, learn about any building improvements, and discover behind-the-scenes insights.
- Resources at Your Fingertips: Need maintenance tips? Want to explore local businesses? Our newsletter provides valuable resources to enhance your living experience.

Remember, you can find the latest newsletter posted on our website under the "Building Events" tab

321 NORTH CLARK PREFERRED CATERERS

Beatrix

Beatrix is a neighborhood coffeehouse, restaurant and meeting place just 2 blocks away! The menu features healthy meets delicious specials and is known for its in-house bakery and coffee bar, including signature cookies and baked goods.

Contact Info: Conrado & Kellie - bmcatering@leye.com or 312-339-6549

GEM Catering & Events

Gem Catering & Events provides full service, off-premises catering for office holiday parties, galas, family celebrations and more in the Chicagoland area. We combine *Lettuce Entertain You* quality food and hospitality with experienced planning and execution, ensuring your event is successful, delicious and stress-free.

Contact Info: Pamela - pwilson@lettuce.com or 312-645-7760

Pear Chef

Pear Chef is a reimagined room service concept bringing Chefs and culinary teams on-site to urban buildings. Our promise is a hot, fresh, local, seasonally inspired menu (including cocktails) delivered to your door without the friction of delivery!

Contact Info: Danielle Drabkin - danielle@pearchef.com or 312-953-7950

Ēma

Ēma is a Mediterranean restaurant in Chicago's River North area showcasing Chef CJ Jacobson's lighter California style of cooking. At the core of the menu are spreads, dips and mezze, Mediterranean small plates meant for sharing.

Contact Info: Quinn - emaparties@lettuce.com or 312-805-3497

Jewell Events & Catering

Good business thrives on good relationships, and good relationships mean treating your clients and guests to the best, whatever the occasion. No one understands this better than Jewell Special Events. We've been helping corporations build meaningful relationships for over fifty years. Let our consultants help you with everything from concept to clean up. We'll manage the event so you can manage your business.

Contact Info: info@georgejewell.com or 312-829-3663

AROUND THE NEIGHBORHOOD

FOOD

Barrio | 65 W Kinzie | A creative take on traditional Mexican fare with American influences.

Jojo's Shake Bar | 23 W Hubbard | A nostalgic spot for over-the-top milkshakes, classic diner fare, and decadent desserts

Nonnina | 340 N Clark | An Italian eatery located in the heart of River North, Chicago. Nonnina is where "granny's" kitchen meets the culinary expertise of Corporate Executive Chef John Boudouvas and his talented crew. Eat in or take an Italian sandwich to go from their deli.

Olio E Piu | 445 N Dearborn | An authentic trattoria, its cuisine is based on classic Italian dishes, with a focus on house-made pastas, hand-stretched pizza, and time-honored favorites such as Caprese salad, fritto misto, and tiramisu.

Parlor Pizza | 405 N Dearborn | A neighborhood spot serving up wood-fired pizzas, shareable appetizers, fresh salads and Instagrammable desserts. Each location has its own Dessert Dealer- a counter where you can pick up sweets to go or dive into a TACOlato.

Planta Queen |413 N Clark | The local favorite for the best vegan sushi, crispy dumplings, and wok specialties! Drop in for plant-powered dinner, brunch, lunch and happy hour.

Protein Bar | 352 N Clark | A health-minded local chain for smoothies, salads, burritos & more in an upscale fast-food format.

Ramen-San |59 W Hubbard |RAMEN-SAN is a neighborhood noodle joint that slings hot broth, ice-cold beer and the best '90s hip-hop in town.

River Roast | 315 N LaSalle | New American spin on British food served in an upscale restaurant with 2 bars & riverfront views.

Siena Tavern |51 W Kinzie | Neapolitan pies, homemade pastas, and wine in an upscale space with a bar and lounge.

The Smith |400 N Clark | Elevated American fare and craft cocktails in a stylish, architectural space with outdoor space.

ADDITIONAL PARKING

Greenway Garage | 60 W Kinzie | The closest garage to 321 North Clark, Greenway offers monthly parking at $348.00/mo. and daily parking at $45.00 (2-10 hours). For more information, visit the Greenway website.

AMA Plaza Garage | 401 N State | AMA Plaza offers monthly parking at $270.00/mo. (unreserved) and daily parking at $14.00 for 9 hours. For more information, visit the AMA Plaza Garage website.

200 North Clark Self Park | 200 N Clark | 200 North Clark is just across the river from 321 North Clark and offers daily parking at $30.00 for 9 hours. For more information, visit the 200 North Clark Garage website.

1 E Wacker Valet Garage | 1 E Wacker | This valet only garage offers daily parking at $20.00 for 9 hours. For more information, visit the 1 E Wacker Garage website.

One Eleven Wacker | 224 N Clark | This garage is just across the river from 321 North Clark and offers monthly parking at $370.00/mo. and daily parking at $38.00 (4-12 hours). For more information, visit the One Eleven Wacker Garage website.

PUBLIC TRANSIT

321 North Clark is accessible to tenants and visitors via the following public transportation options:

CTA

321 North Clark is located two blocks North of the Clark/Lake CTA station, which services the CTA's Blue, Pink, Green, Brown, Orange, and Purple Line. The State/Lake stop is three blocks from 321 North Clark and services the Red line.

BUS

Several bus routes run within blocks of 321 North Clark, and many operate 24 hours per day. The Dearborn & Marina City stop services the 22, 36, and 62 busses, Illinois & Clark services the 65 bus, and 320 N LaSalle services the 156 bus.

For more transportation information, please visit: www.transitchicago.com

ATMS

First American Bank ATM | 353 N Clark | 8 a.m. – 5 p.m., Weekdays | Located inside of 353 N Clark

Chase Bank ATM | 401 N Clark | 9 a.m. – 5 p.m., Weekdays | Located inside of Chase Bank Location

PNC Bank ATM | 401 N La Salle | Open 24 Hours | Located inside of PNC Bank Location

Lakeside Bank ATM | 55 W Wacker | 8 a.m. – 4 p.m., Weekdays | Located inside of 55 W Wacker

Bank of America ATM | 203 N LaSalle Street | Open 24 Hours | Located inside of Bank of America Financial Center

RIVERWALK

Chicago's Riverwalk is a 1.25-mile paved path that stretches from Chicago's Wolf Point (the confluence of the Main, North and South branches of the Chicago River) to the Lakefront. Along the way, it passes some of Chicago's finest architectural treasures, beautiful urban playscapes, and waterfront restaurants and bars.

Perfectly positioned, 321 North Clark sits on the opposite side of the river from Tiny Tapp, a vibrant outdoor bar with American Fare. In the Summer months, visitors to the bar are delighted by the mega-yachts and motorboats that dock in this cove for a quick refreshment. Further East, visitors can dine and sip at City Winery, O'Brien's Riverwalk Café, and Beat Kitchen. The Riverwalk also offers architecture tours by Chicago's First Lady Cruises (Hines Platinum Partner), and kayak rentals.

For more information about Chicago's Riverwalk, visit the City of Chicago's website.

SECTION 3: BUILDING SERVICES

The following is a description of the services provided at 321 North Clark, details of 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 PRISM or contact the Building Management Office at (312) 288-2900.

HOUSEKEEPING

Our professional janitorial team maintains the building between 6:30 a.m.- 12:00 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.

Housekeeping Services

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.

GREEN CLEANING

321 North Clark follows a green cleaning policy established according to LEED IEQ Standards. The primary objective of this policy is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, human health, building finishes, building systems and the environment. To achieve this aim, 321 North Clark follows the following practices:

- Stipulate the purchase of Green Seal or Environmental Choice certified sustainable cleaning products and materials
- Stipulate the purchase of janitorial equipment that is low-emission, capable of capturing fine particulate matter, and designed to minimize noise, vibration, and user-fatigue.
- Ensure that janitorial staff are trained on the products, equipment, and procedures that are critical to a green cleaning program. The training program specifically addresses the hazards, use, disposal, recycling, dispensing and packaging of cleaning chemicals.
- Provide Green Seal or Environmental Choice certified non-antimicrobial hand soaps, except where required by health codes or other regulations, and alcohol-based waterless hand sanitizers at strategic locations around the building.

This building was the first in Chicago to earn the Green Janitor Program Certificate in 2023, a distinction that reflects our commitment to sustainable operations. Through this program, our janitorial team receives ongoing training in green cleaning practices and sustainability-focused procedures that reduce environmental impact.

A key component of the program is developing a heightened awareness of everyday resource use. Staff are trained to identify issues such as running water, unnecessary lighting, or computers left on after hours. These observations are reported to the Management Office, allowing us to work with tenant contacts to promote more sustainable workplace habits among employees. In addition, our janitorial team incorporates energy- and water-saving techniques into their regular cleaning routines, helping to further reduce the building's overall resource consumption.

ADDITIONAL CLEANING SERVICES

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

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.

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.

Telecom	PC/Laptop
Office/Cell Phones	Desktop Computers
Conference Equipment	Laptops
Networking Equipment	Docking Stations
Peripherals and Cabling	Peripherals and Cabling

Printing	Video/Display
Laser/Ink Printers	LCD/LED Monitors
Copiers	CRT/TV's under 50" = $10 fee/unit
Plotter Printers	Tube/TV's over 50"= $25 fee/unit
New/Used Toner/Ink	Projectors
Peripherals and Cabling	Peripherals and Cabling

Miscellaneous	Not Accepted
Household Electronics	Items Containing
Refrigerators	* Biological Waste
Microwaves	* Asbestos
Ice Makers	* PCB's
Hard Drives/Media Tapes	* Radioactive Components
Motors	Lightbulbs
Ballasts (No PCB)	Alkaline Batteries
Rechargeable Batteries	Paints/Chemicals

Current List of Fees

- $100 per collection visit
- $10 per CRT Monitor
- $10 per flat panel TV up to 52 inches
- $25 per tube TV
- $25 per flat panel TV over 52 inches
- $2 per hard drive physically destroyed (see below)
- $1 per data tape physically destroyed upon request

Types of Hard Drive Processing

1. Sanitization – hard drives are erased, and health tested using a DOD compliant program. If healthy, we reserve the right to reuse the drives in units we are refurbishing. If failed, drives are physically destroyed.

Fee = None

2. Destruction – hard drives are passed through a mechanical shredder to physically destroye.

Fee = $2 per drive if requested by customer no fee if from sanitization criteria.

We do our best to keep functioning material in the workplace. Therefore, we try to reuse all materials, including hard drives, in this process. In either of the types of processing listed above, if requested beforehand, we can provide a Certificate of Data Destruction. The material must be collected directly from the client and not a third party to ensure the chain of custody.

BATTERY RECYCLING

321 North Clark offers battery recycling at several locations throughout the building. All batteries are accepted.

- A small container is located on the counter of the kitchenette in the 3rd floor tenant lounge. This is a good resource for tenants looking to recycle a *small* number of batteries.
- A large blue tube is located next to the FedEx/USPS box in the lobby freight vestibule. This is a good resource for tenants looking to recycle a *small to moderate* number of batteries.
- You may also place batteries in a Ziploc and mark it with the orange "Please Throw Away" sticker, and our cleaning team will recycle them. This is a good resource for tenants looking to recycle a *moderate to large* number of batteries.

We appreciate tenants' efforts to remove batteries from regular waste. Battery Recycling is crucial for the following reasons:

- Environmental Impact: Batteries contain toxic chemicals such as lead, mercury, and cadmium. These chemicals can leach into the soil and water, contaminating ecosystems and harming wildlife. Recycling ensures that these hazardous materials are properly managed and prevented from causing environmental damage.
- Resource Conservation: Batteries contain valuable materials like metals (e.g., lithium, cobalt, nickel) that can be recovered and reused. Recycling allows us to extract these resources, reducing the need for mining and conserving natural reserves.
- Energy Savings: Recycling batteries requires less energy than producing new ones from raw materials. By recycling, we reduce the energy-intensive processes involved in mining, refining, and manufacturing batteries.
- Preventing Landfill Waste: When batteries end up in landfills, they take up space and pose a risk of chemical leakage. Recycling keeps batteries out of landfills, minimizing waste and its associated environmental impact.

BEAUTY PRODUCT RECYCLING

321 North Clark offers beauty product recycling through Ulta Beauty and Pact's *The Beauty Dropoff* program. Pact accepts hard to recycle beauty products, like old lipstick tubes, mascara wands, and palettes. Interested in recycling your old makeup packaging? Here are some guidelines from Pact:

1. Clean it out – make sure your beauty products are empty, cleaned with soap and water, and free of liquid.
2. See the guidelines below to determine whether you should recycle with Pact, recycle normally, or throw away your empties.
3. Drop off your empties in our collection basket, located in the 3rd floor tenant lounge, on the counter of the kitchenette. We will retrieve items when the basket is full and bring them to Ulta Beauty to be recycled.

Pact Recycling Guidelines

Recycle with Pact	Recycle Normally	Throw Away
• Plastic bottles smaller than a fist • Plastic jars smaller than a fist • Squeezable tubes + pouches (any materials) • Palettes + compacts	• Plastic containers larger than a fist • Stainless steel or aluminum containers • Clear or frosted bottles + jars • Paper or cardboard packaging	• Broken glass • Aerosol cans • Brushes + sponges • Single use wipes • Plastic + foil safety seals • Plastic bags + wrappers

• Pumps + dispensers • Droppers • Caps + closures • Plastic pencils, liners + brow products • Colored glass • Lipstick / lip gloss tubes + applicators • Mascara wands + tubes • Supplement bottles • Ceramic + porcelain • Floss containers • Silicone containers		• Nail polish remover

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 PRISM. Large items will not be removed during routine nightly housekeeping duties without prior arrangements.

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 PRISM by an authorized tenant representative to ensure the fastest response. Current service rates can be found in Exhibit A of this Manual.

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 PRISM. 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.

HEATING, VENTILATION, 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 PRISM)

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 PRISM.

- *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 PRISM 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.

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.

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 for details on Building Standard Finishes and Contractor Rules and Regulations. A copy of the Construction Manual can be requested from the Building Management Office.

SECTION 4: SECURITY

The security staff at 321 North Clark are 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 90 days. All security system information requests must be made by an authorized tenant representative.

ACCESS FOR INDIVIDUALS NEEDING ASSISTANCE

321 North Clark is committed to providing an inclusive and accessible environment for all tenants and visitors. Our building is fully compliant with the Americans with Disabilities Act (ADA), ensuring that everyone can navigate and utilize our facilities comfortably and safely.

Key Accessibility Features:

- **Entrances:** All building entrances are equipped with power-assisted doors and wheelchair access ramps to facilitate easy entry and exit.
- **Elevators:** Our elevators are designed to accommodate wheelchairs and are equipped with Braille buttons and audible signals for each floor.
- **Restrooms:** Accessible restrooms are available on every floor, featuring wide stalls, grab bars, and lower sinks to accommodate wheelchair users.
- **Signage:** Clear and visible signage with Braille is placed throughout the building to assist individuals with visual impairments.

- **Emergency Systems:** Our emergency systems include visual and audible alarms to ensure that all individuals are alerted in case of an emergency.

- **Service Animals:** Service animals are welcome in all areas of the building.

We strive to create a welcoming and inclusive environment where everyone feels comfortable and supported. If you have any specific accessibility needs or suggestions, please do not hesitate to contact our management office.

BUILDING ACCESS

SECURITY ACCESS CARDS

Tenants have access to 321 North Clark 24 hours a day, seven days per week with a valid access card. The access cards must be used to clear the lobby turnstiles; additionally, after-hours elevator travel requires a badge scan to reach your designated 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.

Submit a work order via PRISM indicating the following information:

- Full Name
- Email Address (for mobile access)
- Attach Passport Quality Photo in JPG or PNG
- Access Card number(s), If applicable
- Access Parameters (please indicate whether employee has 24/7 access or is limited to 6:00 a.m. – 6:00 p.m. access. Please also indicate what days the employee will have access on their card).
- Termination Date, If applicable

Lost And Replacement Access Cards

Please submit a work order via PRISM 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.

TENANT ACCESS DURING BUSINESS HOURS

To gain access to tenant suites at 321 North Clark, tenants must have either a valid building access card or profile in Kastle. 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 can fill out the Mobile Credentials form on the building website: https://321northclark.com/forms/mobile-credentials-kastle-presence/. Access to the app will be added within 24 hours of the request.

AFTER HOURS ACCESS

Individuals who wish to access their suite outside of regular business hours (from 6:00 p.m. to 6:00 a.m. on weekdays) and/or weekends/holidays) must have a valid security access badge and key(s) for their suite. Employees should enter through the West Lobby (located on Clark Street) by scanning their card on the access card reader next to the automatic ADA accessible door. After scanning the card, they can press the door button to open the outside sliding door and proceed to their suite as usual. Additionally, they may need to scan their access card again in the elevator to reach their floor.

For tenants leaving the building after hours on foot, the West Lobby is the designated exit. Those departing by bicycle, e-scooter, or car should head to the parking garage elevator shuttle in the East Lobby (on the Westin side) and scan their badge on the card reader to gain access.

LOCK OUT

In the event an employee desiring entry who does not have a security access card and/or a suite key, a 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. A charge will be billed to the tenant for security time. If the security officer 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.

PROPERTY REMOVAL PASSES

To minimize the possibility of theft, the Building Management Office requires all tenants to issue Property Removal passes via PRISM when removing any bulk items and packages that may appear to be property of the tenant company. Such items can be but are not limited to computers, electronic equipment, furniture, artwork, and personal property (not including briefcases or other luggage).

Authorized users are required to submit and print a **Property Removal Pass** via PRISM for any items being taken off-site. The following information must be provided:

- Name of the employee removing the items (ID will be verified)
- Date of item(s) removal
- Description of the item(s) being removed

Security will review the details of the request upon the employee exiting the building and will confirm the removal once the contents are verified to match the request.

UNAUTHORIZED PERSONS / SOLICITORS

While security procedures at **321 North Clark** are designed to prevent unauthorized access and solicitation, we recommend the following safety protocols if an unidentified or suspicious person enters your suite:

- **Engage and Notify:** Ask the individual to wait while you contact your Office Manager. The manager should immediately call Building Management at **(312) 288-2900** to request a security escort.
- **Maintain Supervision:** Never leave the individual unattended in your suite while waiting for security to arrive.
- **Observe Details:** If the person leaves before security arrives, please take note of their physical description, approximate age, and attire. This information is vital for helping our team identify and locate 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.

SMOKING

No smoking is permitted in the building or within 30 feet of any of its entrances.

SPACE HEATERS

To ensure the safety and balance of the building's HVAC systems, personal or space heaters are not permitted at **321 North Clark**. If the temperature in your suite is not optimal, please submit a work order via PRISM for the Engineering team. There is no charge for temperature adjustments, and our team is happy to help make your space more comfortable.

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 always remain closed.
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.

EXHIBITS

SERVICE COSTS

EXHIBIT A: SERVICE COSTS

HVAC COSTS

Monday - Friday

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

$121.00 per hour, per system (each hour before 7:00 a.m. or later than 6:00 p.m.)

Saturday

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

$121.00 per hour, per system (each hour before 7:00 a.m. or later than 1:00 p.m.)

Sunday

All day $121.00 per hour, per system

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 $238.00/Hour

ENGINEERING COSTS

Engineering Labor

$89.00 per hour plus materials (minimum ¼ hour labor charge)

$133.50.00 per overtime hour plus materials (minimum ¼ hour labor charge)

JANITORIAL SERVICES

Janitorial Labor

$44.14 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 $ 440.00 (per availability)

Monthly Pass: $ 380.00

Parking Coupons $ 250.00 for 10 Coupons

Daily Rates:

1 hour or less	$ 18.00
1-2 hours	$ 25.00
2-12 hours	$ 30.00
12-24 hours	$ 41.00

ACCESS CARDS

New Access Card: No charge

Replacement*: $18.00 each

**For 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

$59.37 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.

EXHIBIT D: VENDOR CERTIFICATE OF INSURANCE REQUIREMENTS

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.

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 statue)
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)

(Owner) 321 North Clark Property LLC

(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).

EXHIBIT E: PARKING GARAGE AND LOADING DOCK MAPS

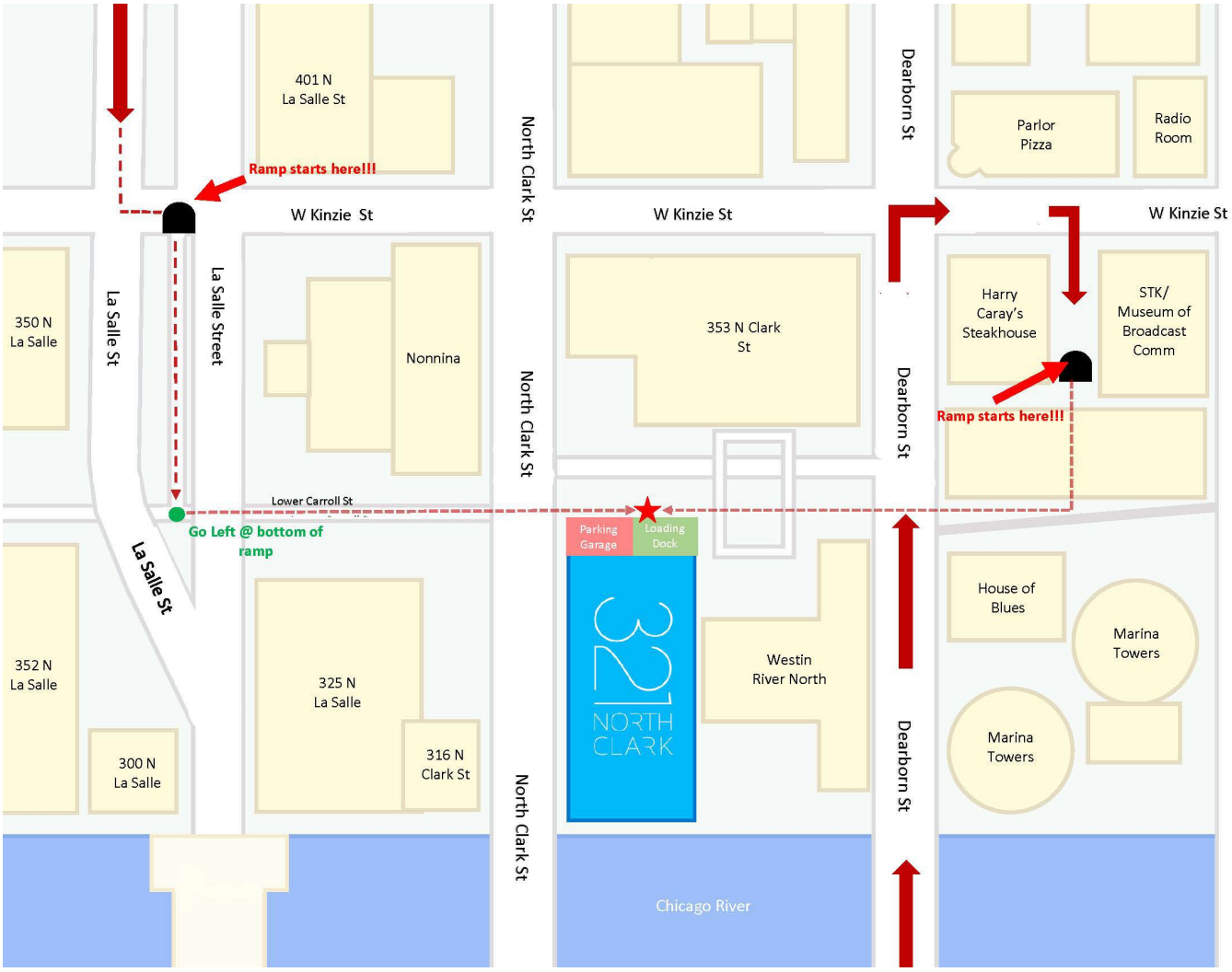


EXHIBIT F: FITNESS CENTER ENROLLMENT INSTRUCTIONS

