



**Civic Opera Building**  
***Tenant Handbook***



Jones Lang LaSalle Americas (Illinois) L.P.  
Markets Property Management / Midwest  
20 North Wacker Drive, Suite 1945, Chicago, Illinois 60606

## TENANT HANDBOOK

### Civic Opera Building Information

Welcome to the Civic Opera Building! This information has been prepared to introduce our tenants to the Civic Opera Building. If you have questions or comments, please direct them to your tenant representative so that he/she can communicate your needs to us. We are excited that you have chosen Civic Opera Building as your business home and we want you to be happy and comfortable in your new Office.

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#### **Building Management Office**

20 North Wacker Drive, Suite 1945

Chicago, IL 60606

Phone: 312-629-5000

Fax: 312-629-5005

[CivicOpera@am.jll.com](mailto:CivicOpera@am.jll.com)

Office Hours: 8:00 a.m. to 5:00 p.m. Monday through Friday

#### **Building Management Team**

General Manager – Hope Tate

Assistant General Manager – Kellie Schuch

Property Accountant – Donna Huang

Property Associate – Claire Reilly

Tenant Service Representative – Sydney Horton

Chief Engineer – Jason Martin

Assistant Chief Engineer – Fred Libert

Security and Fire Safety Director (Allied Universal) Bill McSpadden

#### **Leasing**

The Telos Group LLC serves as the leasing company for the Civic Opera Building. The following personnel are available to address your needs:

Emily Marquardt – Leasing Director

312-477-2946

[emarquardt@telosgroupllc.com](mailto:emarquardt@telosgroupllc.com)

Nikki Kern – Leasing Associate

312-477-2945

[nkern@telosgroupllc.com](mailto:nkern@telosgroupllc.com)

Matthew Whipple – Leasing Associate

312-477-2939

[mwhipple@telosgroupllc.com](mailto:mwhipple@telosgroupllc.com)



## **Building Information**

### **Holidays**

The Building Holidays observed each year are listed below in order to aid your planning operations during the year. Certain services are not provided on weekends and the holidays listed below.

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

### **General Rules and Regulations**

JLL is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards is greatly appreciated. Below is a complete list of Building Rules and Regulations, which can also be found on the building website at [20northwacker.info](http://20northwacker.info).

**Note:** Rules and regulations are subject to change

1. Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed by Tenant or used by Tenant for any purpose other than ingress and egress to and from the Premises. No rubbish, litter, trash, or material shall be placed, emptied, or thrown in those areas. At no time shall Tenant permit Tenant's employees to loiter in Common Areas or elsewhere about the Building or Real Property.
2. Plumbing fixtures and appliances shall be used only for the purposes for which designed and no sweepings, rubbish rags or other unsuitable material shall be thrown or placed in the fixtures or appliances.
3. No signs, advertisements or notices shall be painted affixed to windows, doors or other parts of the Building, except those of such color, size, style and in such places as are first approved in writing by Landlord. All tenant identification and suite numbers at the entrance to the Premises shall be installed by Landlord, at Tenant's cost and expense, using the standard graphics for the Building. Except in connection with the hanging of lightweight pictures and wall decorations, no nails, hooks or screws shall be inserted into any part of the Premises or Building except by the Building maintenance personnel without Landlord's prior approval, which approval shall not unreasonably withheld.
4. Landlord may provide and maintain in the first floor (main lobby) of the Building an alphabetical directory board or other directory device listing tenants and no other directory shall be permitted unless previously consented to by Landlord in writing.



5. Tenant shall not place any lock(s) on any door in the Premises or Building without Landlord's prior written consent, which consent shall not be unreasonably withheld, and Landlord shall have the right at all times to retain and use keys or other access codes or devices to all locks within and into the Premises. A reasonable number of keys to the locks on the entry doors in the Premises shall be furnished by Landlord to Tenant at Tenant's cost and Tenant shall not make any duplicate keys. All keys shall be returned to Landlord at the expiration or early termination of the Lease.
6. All contractors, contractor's representatives and installation technicians performing work in the Building shall be subject to Landlord's prior approval, which approval shall not be unreasonably withheld, and shall be required to comply with Landlord's standard rules, regulations, policies and procedures, which may be revised from time to time.
7. Movement in or out of the Building of furniture or office equipment, or dispatch or receipt by Tenant of merchandise or materials requiring the use of elevators, stairways, lobby areas or loading dock areas shall be performed in a manner and restricted to hours reasonably designated by Landlord. Tenant shall obtain Landlord's prior approval by providing a detailed listing of the activity, including the names of any contractors, vendors or delivery companies, which approval shall not be unreasonably withheld. Tenant shall assume all risk for damage, injury or loss in connection with the activity.
8. Landlord shall have the right to approve the weight, size or location of heavy equipment or articles in and about the Premises, which approval shall not be unreasonably withheld; provided that approval by Landlord shall not relieve Tenant from liability for any damage in connection with heavy equipment or articles.
9. Corridor doors, when not in use, shall be kept closed.
10. Tenant shall not: (a) make or permit any improper, objectionable or unpleasant noises or odors in the Building, or otherwise interfere in any way with other tenants or persons having business with them; (b) solicit business or distribute or cause to be distributed, in any portion of the Building, handbills, promotional materials or other advertising; or (c) conduct or permit other activities in the Building that might, in Landlord's sole opinion, constitute a nuisance.
11. No animals, except those assisting handicapped persons, shall be brought into the Building or kept in or about the Premises.
12. No inflammable, explosive or dangerous fluids or substances shall be used or kept by Tenant in the Premises, Building or about the Real Property, except for those substances as are typically found in similar premises used for general office purposes and are being used by Tenant in a safe manner and in accordance with all applicable laws. Tenant shall not, without Landlord's prior written consent, use, store, install, spill, remove, release or dispose of, within or about the Premises or any other portion of the Real Property, any asbestos-containing materials or any solid, liquid or gaseous material now or subsequently considered toxic or hazardous under the provisions of 42 U.S.C. Section 9601 et seq. or any other applicable environmental Law which may now or later be in effect. Tenant shall comply with all laws pertaining to and governing the



use of these materials by Tenant and shall remain solely liable for the costs of abatement and removal.

13. Tenant shall not use or occupy the Premises in any manner or for any purpose which might injure the reputation or impair the present or future value of the Premises or the Building. Tenant shall not use, or permit any part of the Premises to be used for lodging, sleeping or for any illegal purpose.
14. Tenant shall not take any action which would violate Landlord's labor contracts or which would cause a work stoppage, picketing, labor disruption or dispute or interfere with Landlord's or any other tenant's or occupant's business or with the rights and privileges of any person lawfully in the Building ("Labor Disruption"). Tenant shall take the actions necessary to resolve the Labor Disruption, and shall have pickets removed and, at the request of landlord, immediately terminate any work in the Premises that gave rise to the Labor Disruption, until Landlord gives its written consent for the work to resume. Tenant shall have no claim for damages against Landlord or any Indemnities nor shall the Rent Commencement Date of the Term be extended as a result of the above actions.
15. Tenant shall not install, operate or maintain in the Premises or in any other area of the Building, electrical equipment that would overload the electrical system beyond its capacity for proper, efficient and safe operation as determined solely by Landlord. Tenant shall not furnish cooling or heating to the Premises, including, without limitation to, the use of electric or gas heating devices, without Landlord's prior written consent. Tenant shall not use more than its proportionate share of telephone lines and other telecommunication facilities available to service the Building.
16. Tenant shall not operate or permit to be operated a coin or token operated vending machine or similar device (including, without limitation, telephones, lockers, toilets, scales, amusement devices and machines for sale of beverages, foods, candy cigarettes and other goods), except for machines for the exclusive use of Tenant's employees and invitees.
17. No bicycles or other vehicles or in-line roller skates shall be brought into or kept by any tenant in or about the Premises, the Building or on the walkways outside the Building. Notwithstanding the above, bicycles will be allowed in areas designated by Landlord.
18. Landlord may, from time to time, adopt systems and procedures for the security and safety of the Building and Property, its occupants, entry, use and contents. Tenant, its agents, employees, contractors, guests and invitees shall comply with Landlord's systems and procedures. Landlord may revoke any person's security access card at any time.
19. Landlord shall have the right to prohibit the use of the name of the Building or any other publicity by Tenant that in Landlord's sole opinion may impair the reputation of the Building or its desirability. Upon written notice from Landlord, Tenant shall refrain from and discontinue such publicity immediately.
20. Per the Illinois Legislative amended Clean Indoor Act, smoking is prohibited in the Building. Landlord has the right to designate an exterior smoking area for the Building.
21. Landlord shall have the right to designate and approve standard window coverings for the Premises and to establish rules to assure that the Building presents a uniform exterior appearance.



22. Deliveries to and from the Premises shall be made only at the times in the areas and through the entrances and exits reasonably designated by Landlord. Tenant shall not make deliveries to or from the Premises in a manner that might interfere with the use by any other tenant of its premises or of the Common Areas, any pedestrian use, or any use which is inconsistent with good business practice.
23. The work of cleaning personnel shall not be hindered by Tenant after 5:30pm, and cleaning work may be done at any time when the offices are vacant. Windows, doors and fixtures may be cleaned at any time. Tenant shall provide adequate waste and rubbish receptacles to prevent unreasonable hardship to the cleaning service.
24. All structural engineering questions are to be directed to Landlord's designated structural engineer.
25. All new structural steel or modifications to the Base Building made by Tenant must be tested by a certified inspection agency at Tenant's sole cost and expense.
26. Prior to performing any floor cores, saw cutting or trenching of floor slabs, the locations thereof shall be reviewed and approved by Landlord's chief engineer and base building structural engineer. Tenant shall cause Tenant's general contractor to provide to Landlord an "as built" floor plan with dimensions of core(s) from the nearest column. Tenant's general contractor shall be responsible for locating any obstructions within the floor slab.
27. No Tenant Party shall be permitted to have access to the Building's roof, mechanical, electrical or telephone rooms or risers without permission from Landlord.

### **Advertising**

Please do not alter the exterior appearance of the building by installing signs, advertisements, notices or other graphics on exterior walls, or interior surfaces visible from outside, without prior permission. Similarly, electrical fixtures hung in offices or other spaces along the perimeter of the building which affect its exterior appearance must be fluorescent, of a color and type previously approved in writing by the Property Management Office.

The Property Management Office shall have the right to prohibit any advertising by any Tenant which, in Property Manager's reasonable opinion, tends to impair the reputation of the Building, and upon written notice from the Property Management Office, Tenant shall refrain from or discontinue such advertising.

### **BUILDING AMENITIES**

The Civic Opera Building has a variety of amenities to offer its tenants daily. We hope you take advantage of these unique benefits!

- Barber Shop – The Civic Opera Barber Shop has been a fixture in the building since 1973. It is located on the 15<sup>th</sup> floor of the building in Suite 1549. The Barber Shop is open Monday – Friday from 7:00am – 5:00pm. In addition to their barber services, they also provide a shoe shine service and manicures. Please contact 312-263-1091 for more information.



- Cable – Comcast provides cable television service to the building, and alternative providers are available for satellite service.
- The Civic Opera Building is pleased to provide a building Conference Center to accommodate large and small meetings and training sessions. The Conference Center is located on the 15<sup>th</sup> Floor of the building and is available on a first come first serve basis to all Tenants.

The Conference Room can accommodate up to 54 people depending on the desired furniture layout. It can also be separated into two separate conference rooms. Equipment such as a 98” 4K LED television screen connectable to laptops, wireless internet connections, podiums, whiteboards, kitchenettes, microphones and teleconferencing capabilities are available.

The Studio Theater is an auditorium with seating for 168 people. A coat room and side room are included with the reservation. Also available in the Studio Theater is an internet connection, large projection screen, podium and microphone.

**Fees are as follows:**

**Conference Room(s): Between the hours of 8am – 5pm**

**Conference Room A & B Combined**

Full Day (>4-8 hours): \$475

Half Day (1-4 hours); \$275

**Conference Room A (Seats 16)**

Full Day (>4-8 hours): \$350

Half Day (1-4 hours); \$175

**Conference Room A B (Seats 38)**

Full Day (>4-8 hours): \$400

Half Day (1-4 hours); \$225

After 6pm and weekends, Conference Room rental rate is \$150 per hour.  
Any reservation exceeding 8 hours is charged an additional \$20 per hour.

**Studio Theater: Between the hours of 8am – 5pm**

Full Day (>4-8 hours): \$280

Half Day (1-4 hours): \$200

After 6pm and weekends, Studio Theater rental rate is \$150 per hour.

To reserve the Conference Room or Studio Theater, please make a reservation in the Angus system at least 48 hours in advance of the meeting time. A reservation fee will be assessed to your company’s monthly rent statement for the use of the conference center. All cancellations



must be made 24 hours in advance in order for the reservation fee to not be charged. Please contact the Property Management Office at 312-629-5000 for more information.

- E-Waste Recycling - The Building offers a free electronic recycling program for all tenants in the building. Please contact the office of the building, as certain items have a cost applied. When ready to dispose of items, contact the office to schedule a time to drop off in the loading dock. Drop-offs can be scheduled between 7 AM-3 PM.
- Fitness Center – The Civic Opera Building offers a Fitness Center located on the 15<sup>th</sup> floor, equipped with cardio and weight lifting equipment, full locker rooms and towel service for a \$50.00 one-time fee! Stop by the Office of the Building for a gym membership form and fitness center rules and regulations form. Only checks or money order are accepted for gym membership payment.
- Mail Services – Tenant mail is delivered to the suite directly by the postal delivery person. Mailboxes for outgoing mail are located in the mail lobby. Drop boxes for FedEx, DHL and UPS are located in Suite 2031. Ask Security or the Management Office for assistance in located mailboxes.
- Yoga Studio – The Civic Opera Building has a yoga studio in the building, conveniently located on the 13<sup>th</sup> floor. BottomLine Yoga has conveniently priced classes and membership options. Contact Lauren Goggins at [lauren@bottomlineyoga.com](mailto:lauren@bottomlineyoga.com) for more information.
- Roof Terrace and Gallery – The Civic Opera Building Roof Terrace and Gallery Tenant Lounge are located on the 15<sup>th</sup> floor of the building and is available to all current tenants leasing space within the building. This space accommodates a maximum of 90 people and is intended for common use by tenants of the Building. The Roof Terrace is open Monday through Friday 8:00am – 9:00pm unless reserved for a private event. The terrace is accessible only to authorized Civic Opera Building employees with an authorized security access card.

**Roof Terrace Rules and Regulations:**

- No smoking.
- No glassware or breakable items are permitted on the Roof Terrace.
- Do not throw trash or other items off the roof.
- All guests must stay within Roof Terrace perimeters.
- All guests must show respect for the space, and do not stand on or mistreat the furniture in any way.
- All tenants and guests help to ensure that this shared space stays clean for all tenants and dispose of your garbage in the proper waste receptacles.
- We are not responsible for any lost or stolen items.
- All Roof Terrace users will be held liable for any damages.



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- Only tenants and their guests are permitted to have access to the Roof Terrace during hours of operation. Children under the age of 18 are not permitted on the Roof Terrace without adult supervision.
- If there is an emergency please contact the Building Management Office for assistance via the Emergency Phone.

We expect guests of the Roof Terrace to behave maturely, responsibly and respectfully and therefore insist on your cooperation in observing these rules. We will not tolerate language or conduct which is improper, threatening or hazardous, including but not limited to, arguing, fighting and the use of profanity, indecent behavior or inappropriate sexual activity. We reserve the right to deny, suspend or terminate privileges to anyone for failure to comply with these rules.

Please find additional information on Roof Terrace and Gallery Rental Reservation by visiting the building website or contacting the Management Office.

- Telecommunications  
*IMG Technologies* - IMG manages the communications risers for the building. Whenever adding any telephone lines to your premises, IMG should be your first call.

IMG Technologies, Inc. has more than 20 years of experience delivering telecom riser management solutions for office buildings – servicing over 100 million square feet of commercial property. IMG designs, installs and maintains telecommunications infrastructure to ensure secure, safe and code compliant riser systems.

**Please contact:**

Lisa Shoulders  
Chief Operating Officer  
630-737-9800  
[lshoulders@img-connect.com](mailto:lshoulders@img-connect.com)

*Cogent Communications*

Cogent Communications, currently ranked as one of the top five networks in the world, offers high quality and competitively priced connectivity. Their Dedicated Internet Access service is one of their core products and includes outstanding 24/7 customer support. Cogent provides services to large and small customers, including national carriers, Fortune 100 companies, hosting companies and small to medium sized corporate offices. Whatever your connectivity needs, they have the solution.

**Please contact:**

Vic Kosta  
Regional Account Manager  
312-960-6939  
[vkosta@cogentco.com](mailto:vkosta@cogentco.com)



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*Level 3 Communications*

Level 3 Communications wants to help you increase the value of your office space. In a building with access to Level 3 Communications' next-generation technology, you can connect with a comprehensive portfolio of converged voice, video and data solutions designed to increase efficiency and support growth.

**Please contact:**

Deanna Mihalek  
Project Manager  
847-954-8204  
*Comcast*

**Please contact:**

Matt Cain  
Enterprise Account Executive-Metro Ethernet Fiber  
Comcast Business Services- Greater Chicago Region  
630-746-9654  
<http://business.comcast.com/enterprise>

*Reliance Globalcom*

**Please contact:**

Lissette Brand  
Global Solutions Manager  
312-204-6383  
[lbrand@relianceglobalcom.com](mailto:lbrand@relianceglobalcom.com)

*AT&T Fiber Broadband*

**Please Contact:**

David Zehren  
AT&T Business Solutions  
Fiber Building Solutions  
312-623-8205  
[David.zehren@att.com](mailto:David.zehren@att.com)

**Moving Procedures**

For Tenants performing moves in or out of the building, all moving companies must comply with Building Management's insurance requirements prior to being allowed into the Building. Please contact the building if you need information on the vendor insurance requirements.



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All moves must be scheduled after-hours with a minimum of two days advanced notice. There is an additional charge for after-hours dock time. Please contact the Management Office to coordinate your move and any extra personnel that will be required to monitor the loading dock or assist with operation of the freight elevator.

The moving company must protect all corners in high traffic areas as well as all door frames. The wall surfaces should be covered with padding up to a 48-inch height. The hallway carpeting must be covered with sheets of Masonite board. The Masonite floor covering should be butt-jointed and taped with two inch duct tape to hold the material securely in place, and to avoid any safety risks caused by overlapping boards.

All new tenants should complete all new tenant contact forms and submit them to the Management Office prior to their move-in date.

All movers must be union movers, as the Civic Opera Building is a union building. Please contact the office for more information on union moving companies.

### **Smoking**

The Civic Opera Building maintains a no smoking policy throughout the building, including all common areas, the lobby, restrooms, stairwells and elevators. Per City of Chicago No Smoking ordinance, smoking is prohibited within 15' of any building entrances.

### **Security**

Security personnel are on duty 24 hours a day, every day of the year including holidays. Security staff members are in constant radio contact and are trained in emergency response. Please note that security within a tenant space is the responsibility of the tenant.

*After Hours Access:* The Civic Opera Building is open to the public between the hours of 7:00am and 6:00pm Monday through Friday. It is closed to the public Saturday and Sunday. It is open to tenants and their guests at any time, provided they have an authorized building keycard.

Tenants are required to use their security access keycards to enter the building before or after hours. Security access cards can be ordered through our online work order system. Each person must have a picture taken for their security access card. Pictures are taken in the Property Management Office.

Unless instructed by an authorized agent of a Tenant, at a fee billable to the tenant, Building Staff will not unlock individual suites. After-hours tenants, guests or service personnel must be provided with a key to office areas by tenant. Additional keys are available from the Management Office for \$10.00 a key.

*Property Removal:* Lobby personnel are instructed not to allow anyone to remove equipment, furniture, computers, etc. without a pass available from the Management Office and signed by an authorized official of your company. The Property Manager and Security Staff maintain a list of signatures of all persons authorized to sign equipment removal passes.



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*Solicitation:* Solicitation is not permitted in the building. If someone is soliciting in your suite, please notify the Management Office and we will send appropriate personnel to escort them off the premises.

### **LOADING DOCK AND ACCESS**

The loading dock area or delivery entrance is located on lower Wacker Drive. The service elevator(s) are available on a first-come, first serve basis. The following rules are designed to ensure a smooth, continuous flow of material from the dock area to the tenants in the building.

- Loading dock and service elevator hours are 7:00 a.m. to 4:15 p.m. weekdays only (unless otherwise scheduled with the management office).
- A 30-minute unloading limit is observed at the loading dock.
- To schedule extended or after-hours use, contact the Management Office two days in advance.
- Two and four wheel dollies, carts and other types of material conveyors may not be taken in the passenger elevators. Only hand-held packages may be transported in passenger elevators during normal business hours.
- When moving bulky materials such as office furniture or equipment in or out of the building, please contact the management office for scheduling.
- For tenant moves and deliveries, the tenant moving and delivery companies must visit the docks to verify that the docks can accommodate their trucks.

Regular Dock Business Hours:  
Monday- Friday 7:00 a.m. – 4:15 p.m.

### **Freight Elevator and Dock Reservations:**

- The Civic Opera Building freight elevator and dock must be pre-reserved for after-hour deliveries between the hours of 5:00 p.m. and 7:00 a.m. Monday through Friday, or anytime Saturday or Sunday at a 4-hour minimum.
- Deliveries during business hours at the dock have a strict 30-minute time limit and must be signed in by building security. The freight elevator cannot be reserved during business hours (7:00 a.m. to 4:15 p.m.)
- The Property Management Office must be notified prior to arrival for business hour deliveries and contractors. Please contact the Property Management Office at 312-629-5000 with company name and insurance information.
- All Contractors must have a Certificate of Insurance on file with the Property Management Office prior to the day of delivery and must be a signatory of the local union.
- All after-hour delivery reservations must be made at least two business days prior to the reservation by contacting the Property Management Office at 312-629-5000.
- All cancellations must be made 24 hours in advance or you will be charged the four (4) hour minimum.

Summary of Charges – 4 hour minimum for all charges except Integrity – 2  
Freight and Loading Dock \$110/per hour  
Dock Security \$55/per hour  
Freight Elevator Operator \$55/per hour  
Moving Assistance \$37/per hour Standard Time or \$55/per hour Overtime



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Integrity Technician \$466.56 per technician per hour

General Information:

Lower Wacker Drive height restrictions: trucks with a height no taller than 12'4"

Lower Wacker Drive length restrictions: trucks with a maximum length of 24'

Manual Freight Elevator Information:

Freight Elevators Car:

Services Floors 1-42. Platform is 8'9" W x 7'0"H x 6'0"D.

Door Opening is 5'0"W x 7'0"H

Capacity is 2,500 lbs.

Service Elevator Information: (these elevators cannot be reserved)

Services Floors 1-42

Capacity is 2,500 lbs.

### **Authorized/Unauthorized People**

The Property Management Office and Security reserve the right to exclude from the Building other than ordinary business hours all persons who do not present a valid Building pass. Tenant shall be responsible for all persons for whom a pass shall be issued at the request of Tenant and shall be liable for all acts of such persons.

JLL maintains a policy of unwanted solicitors is not allowed in the building. It is known that some solicitors conduct their solicitation merely as a pretext to survey tenants' premises for possible theft.

Be aware of the presence of strangers on your floor or in your office suite. Immediately report this type of observation to the Property Management Office or Building Security.

The "no solicitation" policy is intended to protect tenants from exposure to theft and to prevent unwanted business interruption. Please report solicitors to the Property Management Office at 312-629-5000.

## **Maintenance Requests**

### **Janitorial/Maintenance Services & Recycling**

General office cleaning and periodic window washing are provided Monday through Friday except holidays as stipulated in your lease.

The waste and recycling program is designed for each employee to have two desk side containers: one recycling container for all paper waste and one for other non-recyclable trash. We encourage tenants to purchase recycle container stations for the kitchen and coffee areas to collect cans, plastic and glass products. Waste baskets are emptied nightly and deskside recycling bins are emptied as needed. If you need to have items discarded by the evening janitorial staff, affix the multi-language orange stickers to the appropriate items to be discarded. Unusual or large items may be discarded but a cost does apply.



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Rubbish or discarded equipment must not be stored in elevators, corridors or stairwells for even short periods of time. Doing so is a violation of fire codes and building regulations.

Should you have cleaning or trash removal needs beyond the ordinary levels of service, the Management Office will be happy to help. Included among items requiring extra scheduling for removal are such things as packing cartons, computer printouts, discarded office equipment and other non-compactable materials.

Although most services are scheduled for evening and night hours, a small cleaning crew is available during the day to maintain public areas and restrooms. This staff operates under a contract to perform specific tasks only. The Property Management Office will be happy to assist with any unplanned maintenance needs which may arise.

The Management Office and Cleaning Supervisor regularly inspect the premises to ensure a high quality of maintenance. However, should a problem arise, please contact us.

Cleaning service is provided five nights a week, Monday through Friday. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top of or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the office. Special cleaning services can be arranged at tenant expense.

## **HVAC**

The Civic Opera Building is dedicated to providing you the highest environmental air quality conditions available. If your area is too hot, too cold or even too stuffy our engineers can provide you with immediate professional and personalized service. Heat, cooling and ventilation, adjusted to provide comfortable occupancy conditions are provided Monday through Friday 6:00am – 6:00pm and Saturday 8:00am – 1:00pm. Service is not provided on Sundays and holidays.

The building policy is to comply with all governmental regulations that may be imposed regarding energy and/or ventilation restrictions. Your cooperation is appreciated.

For HVAC service outside the above-mentioned hours, please submit a work order request through Angus at least 24 hours in advance. For specific information, please reference the Fee Schedule located on the building website.

## **Maintenance Requests**

JLL utilizes Angus for the tracking of building work order requests. This system allows tenants to enter and track their own work orders via the web. Please call the Management Office to have a user name and password emailed to you.

Contact the Management Office if you have a new contact person in your office that will enter work orders. We recommend following these criteria when authorizing new contact set up:



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- Someone who is in the office regularly and can be contacted by the person who is dispatched to handle the matter. For example, if a work order is entered for a light out, it is helpful if the responding Engineer is able to speak to the person who made the request to ensure they are changing the correct bulb.
- Someone who has the authority to incur charges on behalf of the company. If a request is made for a work order that will require additional charges (light bulb change, carpet shampoo, after hours HVAC) the authorization for the charges is implied when the work order is entered.

### **Building Signage and Directory**

The directory located in the lobby allows visitors to locate the names by company. All requests for directory listings should be submitted via the Angus work order system.

Interior signs on doors and any directory tablet shall be of a size, color and style acceptable to the building. No sign, advertisement, notice or other lettering visible from the exterior of the Premises shall be exhibited, inscribed, painted or affixed to any part of the Premises without the prior written consent of the Property Management Office.



## 20 N. Wacker - Service Fee Schedule

Building Service	Billing Rate
Suite Lockout Assistance	\$37.00 each
Freight and Loading Dock	\$110 per hour 4-hour minimum
Freight Operator/Dock Attendant	\$55.00 per hour per guard Minimum 4-hour coverage
Building Engineer	\$65.00 per hour - Regular Time \$97.00 per hour - Overtime 1/2 hour minimum
Building Porter (per man, per hour)	\$37.00 per hour - Regular Time \$55.00 per hour - Overtime 1/2 hour minimum
Additional Security Coverage	\$55.00 per hour per officer 4 hour minimum
Recycling Bin	\$6.00 each
Dumpster Delivery & Pick Up - Small Barrel	\$30.00 each
Dumpster Delivery & Pick Up - Large Gondola	\$35.00 each
E-Waste Recycling: Tube TV	\$25.00 each - Drop Off at Dock Between 7 AM-3PM
E-Waste Recycling: CRT Monitor	\$10.00 each - Drop Off at Dock Between 7 AM-3PM
E-Waste recycling: All other items	Free of charge - Drop Off at Dock between 7 AM-3PM
Signage - Lobby Directory Strip	\$27.00 each
Signage - Brass Floor Directory Strip	\$50.00
Signage - Grey Floor Directory Strip	\$95.00
Signage - Suite Signage	\$175.00
Keys (Office, Restroom, etc.)	\$10.00 each + \$65.00 per hour 1/2 hour minimum
Building Access Cards - New	\$20.00 each
Building Access Cards - Activation	\$10.00 each
Light Bulbs	Material + \$37.00 per hour 1/2 hour minimum
Ballasts	Material + \$65.00 per hour 1/2 hour minimum
Overtime Air Conditioning (HVAC)	\$155.00 per hour - 2-hour minimum weekdays, 4-hour minimum Saturdays
Administration Fee charged when using outside vendor, unless otherwise specified in lease	15%



## **Building Rules & Regulations for Contractors**

### **BUILDING RULES & REGULATIONS FOR CONTRACTORS**

#### **GENERAL**

All Tenant work shall be performed in accordance with these Rules and Regulations and the applicable provisions of the lease.

#### **APPROVALS & INSURANCE**

- A listing of all contractors and sub-contractors, including addresses, telephone numbers and emergency (after hours) telephone numbers must be provided to the Management Office prior to the start of construction.
- The Landlord reserves the right to approve all contractors and work performed at the Civic Opera Building.
- A valid insurance certificate from each contractor, sub-contractor, moving firm, etc. must be delivered to the Management Office prior to the start of any work being performed. See end of package for specific insurance requirements. i.e. certificate holder, additional insured, and insurance coverage requirements.
- Copies of all necessary governmental permits, licenses and approvals shall be submitted by Contractor to the Management Office. All modifications and/or construction of raw space must conform to the City of Chicago Building Code, Fire Code and must be permitted and approved by the Management Office prior to the start of any work. All construction must meet or exceed Building Standard Practices.
- As-built drawings for tenant space are to be provided to Building Management at the end of construction.

#### **CONTRACTOR PERSONNEL**

- All contractor foremen must check in with the management office and provide a list of all personnel that will be working on the project.
- Contractors are allowed only on the floors where their construction is taking place.
- All construction, moving and delivery personnel must use the public restrooms in location designated by management. They may only use the freight and service elevators to access the construction areas.
- No smoking allowed
- No loud music allowed
- All accidents, disturbances, labor disputes or threats thereof, and other noteworthy events must be reported to the Management Office.
- While in or about the Building, all Tradespersons shall perform in a dignified, quiet, courteous and professional manner at all times. The Building Management reserves the right to remove any one who, or any contractor which; is causing a disturbance to any tenant or occupant of the Building.
- Construction personnel are to be properly attired, i.e., no shorts or tank tops.

#### **CONSTRUCTION COORDINATION**

- Tenant/Contractor shall provide the Building Management with at least twenty-four (24) hours notice before proceeding with Special Work, as hereinafter defined, and such Special



Work will be permitted only at times agreed to by the Building Management. Special work includes the following operations: (i) all utility disruptions, shutoffs and turnovers. (ii) activities involving high levels of noise, including demolition, coring drilling and ramsetting (iii) activities resulting excessive dust or odors, including demolition, staining and spray painting. The use of oil or epoxy based primers, sealers, stains, etc. is prohibited during normal working hours.

- Roof penetrations must be coordinated with the Building Management Office and must be performed by the building roofing contractor at the Tenant's expense.
- All holes cut in building walls must be sealed upon completion of work. This includes all conduit penetrations.
- All Flame Safe materials must be UL rated and approved per City of Chicago code requirements.
- No cables or conduits are to be run through fire dampers or door openings.
- Nothing is to be placed in front of any electrical panel that would resist access to that panel. Three foot clearance must be observed at all times.
- All junction boxes installed by contractors must be marked showing circuit number, panel, and voltage. Permanent waterproof markers are to be used.
- All electrical panel schedules must be brought up to date as soon as work has been completed.
- All exit signs must be connected to base building emergency electrical system before completion of the job per City of Chicago code requirements. See engineering department for details.
- At no time are controls or any equipment in electrical and mechanical rooms to be adjusted or tampered with without permission from engineering.
- All Contractors and Tradespersons must obtain permission from the Building Management.

#### **DELIVERIES & ELEVATORS**

- All construction deliveries must be coordinated in advance by contacting the Building Management Office at (312) 629-5000. All deliveries must be made via the dock loading area located on Lower Wacker Drive. All delivery vehicles have a 30 minute parking limit. Deliveries exceeding this time require special coordination with the Management office. All deliveries must be checked in with security. Security will direct such deliveries to the appropriate dock location. All after-hours deliveries must be scheduled in advance.
- Construction, moving and delivery personnel are permitted only on the freight elevators. Use of tenant elevators is prohibited. All personnel must sign in daily with the guard on duty, and out when finished with daily work, or leaving the property.
- Public areas (hallways & lobbies) used in transferring materials or furniture must be protected and kept clean at all times. Masonite or plywood should be used to protect floor covering, and padding should be placed on walls in heavily exposed areas and corners.
- No tools or equipment will be allowed on tenant passenger elevators at any time.

#### **SAFETY**

- All contractors shall appoint a supervisor who shall be responsible for all safety measures, as well as for compliance with all applicable government laws, ordinances, rules and regulations such as OSHA and Right to Know legislation.



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- Any damage caused by Tradespersons or other Contractor employees shall be the responsibility of the Tenant employing the Contractor. Costs for repairing such damage shall be charged directly to such Tenant.

#### **WASTE REMOVAL AND CLEAN-UP**

- All Contractors shall police ongoing construction operations and activities at all times, keeping the premises orderly, maintaining cleanliness in and about the premises, and ensuring safety and protection of all areas, including truck docks, elevators, lobbies and all other public areas which are used for access to the premises.
- Upon completion of work in mechanical or electrical rooms, they are to be cleaned and swept.
- All debris must be removed by the contractor on a daily basis and at the contractor's own expense. Only the freight elevator may be used for this purpose. The building's trash receptacles are not to be used by Contractor.

#### **PARKING**

- No parking of contractor or sub-contractor vehicles will be provided in the truck dock, handicapped or fire access lanes, or any private ways in or surrounding the property. Vehicles so parked will be towed at the expense of the Tenant.

**Landlord has the right to change these rules and regulations at any time.**

#### **CONSTRUCTION CLEAN UP GUIDELINES**

- Remove all trash
- Dust all high and low reach areas (ledges, frames, sills, pictures, clocks, etc.), horizontal surfaces, lighting fixtures, pipes, and duct work.
- Columns must be wiped down
- Vacuum the entire suite
- Sweep or dust mop all hard surface floors to remove dust and debris
- Thoroughly damp mop hard surface floors including corners and edges
- Spray buff resilient tile floors
- Clean all glass doors

#### **VENDOR/CONTRACTOR CERTIFICATE OF INSURANCE REQUIREMENTS**

It is required of all vendors/contractors performing services at 20 N. Wacker Drive (commercial), that a certificate of insurance be provided as evidence of insurance with the following coverage and limits. It is the responsibility of the Tenant to provide the building with a certificate of insurance from any and all vendors used.

Commercial General Liability – with a single limit of \$1,000,000 per occurrence and \$2,000,000 aggregate

Automobile Liability – combined single limit of \$1,000,000 per person per occurrence, including owned, hired and non-owned automobiles

Worker Compensation Statutory- insurance consistent with statutory limits (Including



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Employer's liability Insurance of not less than \$500,000 per occurrence covering all employees).

**Coverage provided to the additional insureds must be primary. Any insurance carried by the additional insureds will be excess and non-contributory.**  
The certificate holder shall be listed as **SL Civic Wacker LLC**.

In addition, the following are required to be listed as additional insureds:  
SL Civic Wacker LLC

J.P. Morgan Chase North America

Jones Lang LaSalle Americas (Illinois), L.P.

No work may commence until the certificate of insurance is received and accepted by the Landlord. The certificate must afford SL Civic Wacker LLC 30 days prior notice in the event of material change, cancellation, or non-renewal. Your insurance company may fax the certificate to 312-629-5005 or email [CivicOpera@am.jll.com](mailto:CivicOpera@am.jll.com)

If you have any questions, do not hesitate to contact the office at 312-629-5000.



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## **Emergency Preparedness**

### **Emergency Preparedness**

The Civic Opera Building has compiled an emergency preparedness manual that we invite all tenants to review and print for your records. The following manual is to explain what to do in emergencies, to remind people of their responsibilities during an emergency, and to help those who may have questions about incidents that occur. Please take the time to read through and share the below manual with everyone in the suite.

We are happy to have you as a tenant at 20 North Wacker! If you ever need anything, please do not hesitate to call, email or stop by our office at any time. We thank you for your tenancy and wish you all the best!

### **General Building Information**

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Civic Opera Building was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. It is inspected periodically and monitored 24 hours a day, seven days a week.

### **Emergency Telephone Numbers**

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<b>BUILDING MANAGEMENT OFFICE</b>	(312) 629-5000
<b>GENERAL MANAGER</b> – Hope Tate	(312) 629-5004
<b>ASSISTANT GENERAL MANAGER</b> – Kellie Schuch	(312) 629-5014
<b>PROPERTY ACCOUNTANT</b> – Donna Huang	(312) 629-5003



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<b>PROPERTY ASSOCIATE</b> – Claire Reilly	(312) 629-5002
<b>TENANT SERVICE REPRESENTATIVE</b> – Sydney Horton	(312) 629-5000
<b>ENGINEERING OFFICE</b> – ON-SITE ENGINEERS	(312) 629-5008
<b>DIRECTOR OF SECURITY</b> – Bill McSpadden	(312) 629-5006
<b>LOBBY DESK</b> – 24 HOUR SECURITY	(312) 629-5025

***Police Department >>***

<b>EMERGENCY</b> – (If applicable dialing “9” for an outside line is still required).....	911
<b>NON-EMERGENCY</b> .....	311
<b>Precinct 1<sup>st</sup> District Headquarters 1717 South State</b> .....	(312) 745-4290

***Fire Department >>***

<b>EMERGENCY</b> – (If applicable dialing “9” for an outside line is still required).....	911
<b>NON-EMERGENCY</b> .....	311
<b>Central Dispatch</b> .....	(312)746-9112

***Medical >>***

<b>EMERGENCY</b> – (If applicable dialing “9” for an outside line is still required).....	911
<b>Northwestern Hospital (251 East Huron)</b> .....	(312) 926-2000

**Fire and Life Safety**

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**Fire Safety**

Automatic systems include overhead sprinklers that provide immediate response to any significant fire. An automatic alarm is set off whenever water flows through the overhead sprinklers. The system automatically sends a signal to an off-site monitoring company, which calls the Fire Department.

Automatic devices in alarm will activate air-handling equipment to shut down automatically to prevent the spread of smoke. At the same time, elevators are returned to the lobby and stairwell re-entry doors will unlock electrically to facilitate relocation.



The Fire Command Station has direct communication with each floor, and stairwell via the Public Address System. This network of speakers can be used to give verbal instructions or information should the need arise. Building operations staff is trained to assist in any emergency.

Due to the fire resistant qualities of the building, total evacuation of the building is very rare. Relocation is usually necessary only from the floor with the fire and the floor directly above, and below, and alarms will usually sound only on these floors. Additional floors may be evacuated when ordered by the Fire Safety Director, Fire Department personnel, or Police. Do not self-evacuate.

### **If You Discover a Fire**

- **Call the Fire Department. Dial 911.** Tell the address and the floor location of the fire, its severity and type. This information will be relayed to firefighters en route
  - Class A Fire - Wood, paper, textiles, and ordinary combustibles
  - Class B Fire - Flammable liquids, oils, solvents, paints, grease, etc.
  - Class C Fire - Electrical: Live or energized electric wires or equipment
  - Class D Fire - Combustible metals (magnesium, titanium, potassium, etc.)
- **Call the Property Management Office.** Outside regular business hours, your phone call will be rerouted automatically to the lobby guard station. Our Fire Brigade will take initial action and help firefighters when they arrive.
- **Alert your Fire Warden.** Tenant Fire Wardens have been trained in emergency response. Follow his or her instructions.

### **If You Hear the Fire Alarm**

- **Remain Calm.** Listen for instructions over the public address system
- **Close doors but do not lock them.** Take only essential belonging with you
- **Follow instructions from Fire Wardens.** You may be asked to inspect the area or to help others
- **Proceed down the stairs** as directed to the nearest re-entry floor. Look for the “Re-entry Floor” signs located on the stairwell side of exit doors. Keep to the right while descending the stairs to avoid firefighters who may be ascending on your left.
- **Do not use the elevators.** Elevators will automatically return to the lobby to await firefighters
- **Feel doors before opening them.** Do not open any that feel hot.
- **If you are a person with a disability, await help** from your assigned Aide, or wait near the stairwell doors.

### **If You Encounter Smoke**

- Place wet cloth over nose and mouth to filter smoke.
- Take short breaths; breathe lightly through your nose.
- Stay low - Crawl on hands and knees.
- Do not break windows.

### **Building Fire Safety Team**

*Fire Safety Director*



In an emergency, The Fire Safety Director has the primary responsibility for assisting firefighters and coordinating the response of the building staff and systems. He or she operates from a Fire Command Station located in the main lobby from which all mechanical, alarm and communication systems can be activated.

The Fire Safety Director organizes and trains a Fire Brigade composed of building staff and is responsible for their equipment and state of readiness. The Fire Safety Director maintains organization charts listing members of current tenant emergency teams.

The Fire Department takes the establishment, training and availability of Fire Wardens and Deputies very seriously. If the Fire Safety Director finds that an individual is neglecting the responsibilities outlined in the tenant's emergency plan, he or she is required to inform Property Management, which will in turn inform the tenant. If the tenant fails to correct the situation, the Fire Department will be notified.

#### *Fire Brigade*

A Fire Brigade, consisting of building personnel, will usually be the first response team to arrive at the scene. If the fire is small and conditions do not pose an immediate personal threat, the Fire Brigade will confine or extinguish the fire using equipment carried with them. Keep in mind the Chicago Fire Department will arrive within minutes of the alarm activation.

Upon locating the fire, both members of the Fire Brigade will move to the floor below the fire to communicate conditions to the Fire Command Station. Then, they will remain near the stairs to direct firefighters and inform them of conditions.

#### **Tenant Fire Safety Team**

Under Illinois fire code, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Fire Warden, Deputy Fire Wardens, Searchers, and Aides to the Physically Challenged. An organization chart listing names, locations and telephone numbers of the people so designated is to be supplied to the Tenant Services Representative and kept current.

Tenants are required to participate in periodic fire drills and are required to provide necessary equipment for fire drills and emergencies such as whistles, armbands, flashlights, etc. All employees should be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas.

Employees should be instructed to report all unusual odors indicating a possible fire to their Fire Warden or Deputy Fire Warden. Only pull the fire alarm box if they detect an actual fire or smoke condition. All fires, no matter how small or quickly extinguished, must be reported.



Primary responsibilities for safety of employees rest with each tenant. It may be necessary to tailor the plan outlined below to suit your space and number of employees.

#### *Fire Drills*

All occupants of the building are required to participate in fire drills. Fire drills will be announced via the public address system. The announcement will consist of a statement by the Fire Safety Director followed by the appropriate tone signals. The tenant contact in charge will be informed of the drill two weeks in advance.

Upon hearing the signal, all Deputy Fire Wardens will alert their area occupants that a fire drill is in progress and advise them to proceed to their exit stairwells. Searchers will report to their Fire Warden when their areas are clear.

Male and female Searchers will proceed immediately to various restrooms and other isolated areas to assure that everyone had heard, understands, and responds to the signal. When all areas are clear, Searchers will report to their Fire Warden. Aides to the physically challenged will assist physically challenged employees to the exit stairways and report to Fire Warden.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will end after the Fire Safety Director completes his/her safety orientation.

#### *Fire Wardens*

Fire Wardens are responsible for coordinating the evacuation of the entire floor, working through assistants each responsible for an assigned area. If Fire Wardens are absent, the Deputy Fire Warden is assigned for the day.

#### *Fire Warden Duties include the following*

##### *In Case of Fire:*

1. Call the Fire Department
2. Contact the Property Management Office. Keep him or her informed by the status of the fire, smoke conditions, and progress of evacuation from your designated Fire Warden station.
3. Ascertain location, severity and type of fire, and determine whether total floor evacuation is required.
4. Initiate evacuation by notifying Deputy Fire Warden.
5. Verify that all areas have been evacuated by taking reports from each Deputy Fire Warden, Searcher, and Aide.
6. Reassemble and account for all people in your work area on the prearranged re-entry floor.

##### *If the Alarm Sounds:*

1. Telephone the Fire Safety Director to determine the location of the fire. Usually only the fire floor and the floor above will relocate.



2. If your floor is not involved, instruct the Deputy Fire Wardens to inform people in their areas that they are not in danger. DO NOT EVACUATE unless directed to do so.
3. If your floor encounters heavy smoke, contact the Fire Safety Director and tell him or her of your intent to evacuate and the route you will take.

#### *Additional Responsibilities*

1. Have an evacuation route clearly planned. Assist Deputy Fire Wardens in preparing evacuation plans for their individual areas
2. Assign people to assist physically challenged or disabled employees. Keep the Tenant Services Representative and the Fire Safety Director informed of all people requiring or providing assistance.
3. Identify weak points during fire drills. Discuss these with the Fire Safety Director and work with Deputy Fire Wardens to correct deficiencies.
4. Maintain up-to-date organization charts of Deputy Fire Wardens, Searchers, and Aides. Report changes to the Tenant Services Representative and Fire Safety Director.
5. Instruct new Deputies, Searchers, and Aides in their responsibilities during drills or actual evacuations
6. Inspect your area periodically for safety. Make sure all flammable substances are stored in approved containers.

#### *Deputy Fire Warden*

Firms occupying larger quarters will assign one Deputy Warden for every 20 employees. The primary duties of Deputy Wardens are to be familiar with safety procedures and routes and to maintain order in the event of an evacuation. They are trained to assume Fire Warden Responsibilities if necessary.

During an evacuation, Deputy Wardens will direct traffic away from elevators unless otherwise instructed by Fire Warden, Fire Safety Director, or Fire Department personnel. Prior to entering a stairwell, Deputy Wardens should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

#### *Aides to the Physically Challenged*

Two fellow employees are assigned to assist any physically challenged worker in relocating. Such Aides are officially assigned in advance and their names reported to the Tenant Services Representative and Fire Safety Director. Upon reaching their relocation destination, they will request that their Fire Warden notify the Fire Safety Director of the physically challenged person's presence.

#### *Floor Searchers*

Floor Searchers are assigned in pairs, male and female, and have responsibility for inspecting areas of the office and lobby space, which may contain people who cannot hear the alarm or may not be familiar with procedures. Upon hearing the fire alarm, Floor Searchers will inspect washrooms, storage areas, file rooms and other areas isolated from the main spaces of the office. They should make special note of



persons with hearing impairments in their area and assure that they have relocated. Once their areas are clear, Floor Searchers report to their Fire Wardens and accept any further assignment requested, such as directing traffic away from elevators

### **Stairwell Monitors**

During an evacuation, the Stairwell Monitors are to proceed to the nearest stairwell to assist in building evacuation. Stairwell Monitors ensure that occupants line up single file, adjacent to the stairwell door and do not use elevators. Stairwell Monitors make sure that the doors are not kept open with a device such as a wedge, etc. They need to be prepared to stagger the entry of occupants with existing traffic from other floors. They should be able to provide safety instructions and guidance. To prevent injury, evacuees should be instructed to remove high heels or slippery soled shoes and to grasp the handrail and stay to the right side of the stairwell. Evacuees are to be directed to proceed to relocation floor(s) or to safe refuge areas out of the building. Physically impaired individuals and their escorts enter the stairwell last. This will ensure a safe and orderly evacuation for them by Fire Department personnel. When all occupants have left the floor, the Stairwell Monitor is to securely close stairwell door and proceed to the relocation floor or to a safe refuge area.

### **Fire Prevention**

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the building office.

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

### **Illness or Medical Emergency**

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**In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:**

1. Call Emergency Services at 911.
2. **Provide the Emergency Dispatcher with the following information:**
  - Your name



- Your Building's name and address
  - Your specific floor number and exact location of the emergency
  - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Management Office at 312-629-5000. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. **Determine, if possible:**
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual
  - A local doctor

## Bomb Threat

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### Telephone Threat

*When a bomb threat is made over the telephone, obtain the following information from the caller:*

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Management Office at 312-629-5000.

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

### Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope 1/4" to 1/2" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well



as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

**If you suspect a parcel contains a letter bomb:**

- Clear everyone out of the immediate area; establish at least a 25-foot radius around the package.
- Notify the police at 911 and Building Management.
- **DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.**
- **DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.**

**Elevator Malfunction**

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If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

**Evacuation**

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To ensure the safe and efficient evacuation of all occupants in the event of an emergency, we strongly recommend that each tenant develop an evacuation plan. Having an emergency evacuation plan in place is extremely valuable in saving lives and property. If you require additional assistance in developing an emergency response plan for your suite, please contact the property management office for assistance.

**Evacuation Guidelines**

*If it becomes necessary to relocate due to a fire or other emergency:*

1. **Follow instructions** from Property Management personnel or the Fire Department, which you will hear over the loud speakers. Do not self - evacuate.
2. **Walk;** do not run to the nearest exit stair. Close Doors as you leave the work area â do not lock them
3. **Take your cell phone** but leave your lap-top, briefcase, etc.
4. **Check exit door stairwell** for smoke or heat before entering. If smoke/heat is present, use an alternate stairwell. Do not use the elevators.
5. **Use handrails in stairwells.** Stay to the right. Assist staff members with disabilities.



6. If you have been instructed to remain in the building, but to evacuate your floor, you should **proceed to the floor instructed by the Chicago Fire Department** until you reach a designated re-entry floor. Call The Fire Command Station via the Fire warden telephone for further instructions
7. **If you have been instructed to evacuate the building**, take the fire stairs to the lobby level and proceed to the nearest exit. Building personnel will be available to provide direction from the building to your designated relocation area. When exiting the building, watch for falling glass and debris. Each tenant should have a designated meeting place at least two blocks away from the building.

### **Stairwell Evacuation Procedures**

Stairwells are for emergency use and are not intended to accommodate daily travel between floors. Stairwells are marked with “Exit” or “Stairs” signs. Please do not hold or block stairwell doors open. Doing so upsets the balance of the air control and defeats a major security and fire protection system. During a fire alarm or other emergency, stairwell doors on every floor will be unlocked automatically to provide a safe relocation route.

### **Natural Disasters**

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#### **Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should adhere to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

#### **Earthquake Preparedness**

*Keep an earthquake preparedness kit on hand. Include the following:*



- Food and water - at minimum, a 3-day supply (a 7-day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone

### **During an Earthquake**

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm, do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately, and follow instructions issued by the Floor Warden.

### **Following an Earthquake**

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.
- Check immediate location and make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency; ensure that all telephone receivers are properly mated to their cradles.
- Conserve, and responsibly ration food and water.



## Pandemic Preparedness

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### What You Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

### Importance and Benefits of Being Prepared

- The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.
- When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.
- A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.
- As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>
- The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

### Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

#### [Pandemicflu.gov](http://www.pandemicflu.gov)

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.



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### **Centers for Disease Control and Prevention (CDC)**

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline - 1-800-CDC-INFO (1-800-232-4636) - that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).

### **Department of Homeland Security (DHS)**

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - [DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).

### **BOMA Resources**

BOMA/Greater Toronto Pandemic Flu Report

The report addresses the threat to commercial buildings from an avian flu pandemic.

**The resources above will provide a lot of information, but we also encourage you to:**

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

### **Civil Disturbance**

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Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

### **Power Failure**

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The Civic Opera Building and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)



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It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please **DO NOT CALL** the Management Office unless you need to notify us of the location of a disabled employee.

### Flooding

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In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

### Toxic Hazards

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If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

### Homeland Security

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Civic Opera Building recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

**Department of Homeland Security**

<http://www.dhs.gov/dhspublic>

**Federal Emergency Management Association**

<http://fema.gov/>

**American Red Cross**

<http://www.redcross.org/>

**Center for Diseases Control and Prevention Emergency Preparedness and Response**

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.