



ONE SOUTH WACKER

Tenant Handbook



Introduction

This Tenant Handbook serves as a convenient reference guide to answer commonly asked questions about policies and procedures at One South Wacker.

The OSW web site (www.onesouthwacker.net) also houses many helpful materials under the Tenant Resources tab, including the following:

- Conference room rates
- Parking rates and agreement form
- Fitness center training program & rates
- Rise Buildings and 1 South Wacker App information
- Approved desk heater information and instructions

Should you have any additional questions, please feel free to contact the Office of the Building by phone at 312-815-5061 or by e-mail at OSW@am.jll.com.

JLL reserves the right to amend or revise the Tenant Handbook at any time.

Important Telephone Numbers and Contacts

Building Address:
One South Wacker Drive
Chicago, IL 60606

JLL

General Manager	Miguel Lulli
Assistant General Manager	Juli Jamroz
Property Associate	Carmela Ciaccia
Community Experience Manager	Karly Fraeyman
Manager Chief Engineer	Pat Barry
Assistant Chief Engineer	Rory Durkin
Director of Security	Chris Miller
Assistant Director of Security	Jo Ann Williams
Day Housekeeping Supervisor	Luis Godinez
Night Housekeeping Supervisor	Katarzyna Tyszka

Property Management (Suite 1050)	(312) 815-5061
Conference Center	(312) 815-5067
Atlas Fitness – 28 th Floor	(312) 906-5067
Security Desk – Lobby	(312) 815-5075
Email:	OSW@am.jll.com

Police and Fire

Emergency	911
Chicago Police Department (non-emergency)	311
Chicago Fire Department (non-emergency)	(312) 745-3705

Medical and Ambulance/Paramedics

Emergency	911
Rush University Medical Center	(312) 942-5000
Northwestern Memorial Hospital	(312) 926-2000
Mercy Hospital & Medical Center	(312) 567-2000
Poison Control Center	(800) 222-1222

In the event of a medical emergency:

In a medical emergency, direct the ambulance, physician, or paramedics to the front entrance of the building. Please also notify Lobby Security and they will provide assistance as required.

Tenant Contact Sheet

Yearly, the Office of the Building will send an e-mail to each tenant's daily contact requesting that he/she update the company's information we have on file.

You can find the Tenant Contact Sheet on the One South Wacker website (www.onesouthwacker.net) under the Tenant Resources tab. Should you have any questions, please contact the Office of the Building at 312-815-5061 or by e-mail at OSW@am.jll.com.

Please keep a copy of the sheet for your records. If there are any changes throughout the year, please make necessary changes and return the entire sheet to OSW@am.jll.com.

Hours of Operation

Monday – Friday:	7:00 AM – 6:00 PM
Monday – Friday (after 6:00 PM):	24 hours (with a building access card with 24/7 clearance)

Weekends & Holidays: 24 hours (with a building access card with 24/7 clearance)

Turnstile access is accessible after hours only if you have an access card with 24/7 clearance. Clearance is determined by your company's daily contact at the time the access card is issued. You must have a key or access card to gain entrance to your suite.

Building Engineers	Monday to Friday	6:00 AM – 11:00 PM
	Saturday	7:00 AM – 3:00 PM
	Sunday	8:00 AM – 4:00 PM
Janitorial (Day)	Monday to Friday	7:00 AM – 4:30 PM
Janitorial (Night)	Monday to Friday	4:30 PM – 1:00 AM
Air Conditioning	Monday to Friday	7:00 AM – 6:00 PM
	Saturday	7:00 AM – 1:00 PM
	Sunday	None
After-Hours HVAC	See Tenant Service Rate Sheet	
Building Security	Monday to Sunday	24 Hours
Conference Center	Monday to Friday	7:00 AM – 6:00 PM (Special arrangements for after hours)
Fitness Center	Monday to Sunday	24 Hours

Building Holidays

JLL observes the following holidays:

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

Delivery Procedures

All deliveries requiring freight elevator usage of longer than 30 minutes must be scheduled through Building Engines with at least a 24-hour notice. If your requested date is not available, Building Engines will notify you via email.

Freight Elevator usage for large deliveries are only allowed beginning at 5:00 PM, Monday through Friday, and anytime on Saturday or Sunday. There is a 4-hour minimum at the cost of \$200.00. Additional time will be billed at \$50.00 per hour.

A \$200.00 fee will be charged if the reservation is not canceled by 1:00 PM on the day of the reservation or the Friday prior to the reservation if it is on a weekend.

All delivery companies must be union affiliated, licensed, bonded, and are required to submit Certificates of Insurance to the Office of the Building in accordance with the Certificate of Insurance Requirements prior to the delivery day. Any company that does not have a Certificate of Insurance on file will be turned away.

All packing materials (i.e. boxes) must be removed by the delivery company. There will be a charge if any building staff members must remove any debris.

The Office of the Building cannot give your delivery company access to your suite. An employee from your company must be on site.

Dock & Freight Elevators

The dock is open from 6:00 AM until 5:00 PM Monday through Friday. Vendors are allowed no more than 30 minutes on the dock.

The freight elevator is available on a first come first served basis. All large deliveries (i.e. office supplies, furniture, copiers, appliances, heavy equipment, file cabinets, boxes etc.) must be transported via the freight. All moves in or out of office space must be scheduled after dock hours.

Posted height at bay 1 entrance is 11'0". The posted height for bay 2 entrance is 12'0". The depth of all bays is 50'; bay entrance to dock platform. The width of each bay varies from 9'5" to 10'8". Some bay slots will accompany taller truck trailers. Inquiry can be made to the Dock Security Officer upon the trucks arrival which bay slots have the higher ceiling capacity.

Dock Directions

Entering Lower Wacker Drive:

From the south (I-290, I-55, I-90/94, south Loop)

From the expressway, proceed to eastbound Congress Parkway and take the exit ramp for Wacker Drive. From the south Loop enter Lower Wacker from Harrison Street and proceed north. On Lower Wacker Drive, stay in the through lanes and proceed to Adams Street. Enter the service lane at the traffic signal and proceed to the building entrance.

From the north (Lake Shore Drive, north Loop)

Enter Lower Wacker Drive from Lake Shore Drive, Columbus Drive, Michigan Avenue, Garvey Court or Post Place and proceed west / south into the through lanes. Continue south in the through lanes to the traffic signal at Monroe Street. Enter the service lane at the traffic signal and proceed to the traffic signal at Adams Street. Make a U-Turn at the traffic signal to the northbound service drive and proceed to the building.

NOTE: Left turns are prohibited from the through lanes. To make a left turn, get into the service lane or make a U-turn at Adams Street.

Exiting Lower Wacker Drive:

Turn right and proceed north in the service drive to the traffic signal at Madison Street. Enter the through lanes at the traffic signal and proceed north to exit at Post Place, Garvey Court, Michigan Avenue, Columbus Drive, or Lake Shore Drive.

Moving Procedures

To ensure a smooth and pleasurable move, JLL requests that the following procedures be followed:

Freight Elevators Reservations

1. The freight elevators must be used for all moves. The freight will need to be scheduled through Building Engines with at least a 24-hour notice. If your request date is not available, you will receive an email via Building Engines.
2. Moves are only scheduled starting at 5:00 PM Monday through Friday and anytime Saturday and Sunday. There is a 4-hour minimum at the cost of \$200.00. Additional time will be billed at \$50.00 per hour.
3. Reservations must be cancelled through Building Engines. If a reservation is not cancelled in Building Engines with a 24-hour notice (the business day before the day of the reservation), the tenant will be charged \$200.00.

Moving Companies

1. All moving companies must be union affiliated, licensed, bonded and are required to submit a Certificate of Insurance to the Office of the Building in accordance with the Certificate of Insurance Requirements prior to the scheduled move day. Any company that does not have a Certificate of Insurance on file will not be permitted inside.
2. All moving company employees must present their union identification when they enter the building and they must wear a uniform or some form of identification. If the company you choose uses a sub-contractor, please remember the sub-contractor must also follow the same rules and regulations.
3. All trucks must access the property from Lower Wacker Drive. Moving through the lobby is prohibited.
4. All packing materials (i.e. boxes) must be removed by the delivery company. There will be a charge if the One South Wacker staff must remove any debris.
5. The Office of the Building cannot give your moving company access to your suite. An employee from your company must be on site.
6. You are welcome to use any moving company that you like, as long as they adhere to the requirements above.

Moving Protection

1. Clean Masonite sections must be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid type dollies. The Masonite should be at least one-fourth inch thick. All sections of Masonite should be taped to prevent sliding. Rubber wheels are required on all carts and dollies
2. The moving company is required to provide and install protective coverings on all vulnerable corners, walls, door facings, elevator cabs, and other areas along the route to be followed during the move. The use of duct tape on the floors, walls, doorjamb, or doors is prohibited. No moving in or out will be allowed through the lobby doors.

If there are any questions on the above, please call the Property Management Office.

Certificates of Insurance Requirements

All vendors, contractors, messengers, moving companies, etc. coming in the building are required to provide the Office of the Building with a Certificate of Insurance. A copy of the Certificate of Insurance can be scanned and e-mailed to OSW@am.jll.com. The original Certificate of Insurance must be mailed to the Certificate Holder.

To find all Certificate of Insurance Requirements, please visit the One South Wacker website (www.onesouthwacker.net) under the Tenant Resources tab. All Certificates of Insurance will need to meet the requirements in order to be approved.

If you have any questions, please contact the Office of the Building at 312-815-5061 or by e-mail at OSW@am.jll.com.

Vendors

All vendors coming into the building during business hours must provide the Office of the Building with a Certificate of Insurance (see Certificate of Insurance Requirements section) at least 72 hours prior to the date of your event. Access to the building will be denied if there is no Certificate of Insurance on file.

Food delivery can be brought into the building from the street level through the lobby on a maximum of two soft-wheeled carts in one trip. In this case, it is not required to send the building a Certificate of Insurance.

Rent and Additional Tenant Charges

Pursuant to the terms of each lease agreement, all rent payments are due and payable on or before the first of each month. Please state the building number and your lease number with your payment. Checks should be made payable to **601W South Wacker LLC FBO Parlex 3A FINCO LLC** and delivered to the following address:

Lock Box:

601W South Wacker LLC FBO Parlex 3A FINCO LLC
P.O. Box 68063
Newark, NJ 07101-8086

Overnight via FedEx, UPS, etc.:

601W South Wacker LLC FBO Parlex 3A FINCO LLC
FIS-Lockbox
400A Commerce Blvd.
Carlstadt, NJ 07072

(Note: Delivery address subject to change at any time by Property Management.)

ACH:

Bank: Signature Bank
261 Madison Ave.
New York, NY 10016
Account: 1503478311
ABA: 026013576

Mail, Courier, and Messenger Services

For your convenience, there are U.S. Mail Drop Boxes located in the lobby. Tenants are responsible for bringing their outgoing mail to the drop box location. Pick up times are posted by the U.S. Post Office and are subject to change without notice.

Incoming mail is delivered to Tenants' suites by the U.S. Postal Service, Monday through Friday. Any mail that does not belong to your company should be returned to your mail carrier.

To ensure that mail is delivered properly to you, it should be addressed as follows:

Tenant Name
One South Wacker Drive
Suite Number
Chicago, IL 60606

All mail that weighs more than 13 ounces must be taken to a Post Office Retail Service Counter. Please contact Post Office Operations at 312-983-8302, if you have any questions.

Wacker Drive Postal Store
(Willis Tower)
233 South Wacker Drive
Monday through Friday: 7:30 AM – 5:00 PM
Saturday and Sunday: Closed

If you are experiencing problems with your mail service, please contact your mail carrier or contact the U.S. Post Office at:

Supervisor
Chicago Post Office
433 West Harrison Street
Chicago, IL 60607
312-983-8182

Overnight Couriers

Drop boxes for Fed-Ex and UPS are located in the lobby. Please check individual courier boxes for scheduled pick-up times. Please note, pick-up times are subject to change without notice. Any questions regarding a delivery/pick-up should be directed to the overnight courier.

Fed-Ex

1-800-463-3339

Last pick-up: Monday through Friday, 5:00 PM

***Packages shipped via ground service are not accepted at the drop box.

For after-hours/off site drop off locations please visit: www.fedex.com.

UPS

1-800-742-5877

Last pick-up: Monday through Friday, 8:00PM

For after-hours/off site drop off locations please visit: www.ups.com.

Passenger Elevators

The Building is equipped with twenty (20) passenger elevators servicing the Building and one (1) elevator serving the parking garage levels.

Elevator Service:

Low Rise Elevators:	Lobby and Floors 1 – 11
Mid Rise Elevators:	Lobby and Floors 12 – 24
High Rise Elevators:	Lobby and Floors 25 – 39
Parking Garage Elevator:	Lobby and P1 – P2

Elevator Emergency Calls

Elevator emergency calls are monitored 24 hours a day by security staff personnel in case of emergency or malfunction. Should you encounter a problem while utilizing an elevator, please call for assistance by pressing the “Push to Call” button provided in each car. Our security staff will respond immediately with instructions. Please report any elevator problems to the Property Management Office immediately.

Freight Elevators

There are two freight elevators provided for all deliveries to the Building for use by designated building occupants, vendors, and contractors. The freight elevator is available from 6:00 AM – 5:00 PM, Monday through Friday. These elevators are the only permitted method of delivery. Freight elevator usage is limited; therefore, in order to better ensure your reservation, it is recommended to provide at least 30 days’ notice.

To schedule after-hours freight elevator usage for major deliveries or move-ins/move-outs, please see the Moving Procedures section above or contact the Property Management Office.

The freight elevators are serviced by an elevator contractor once monthly and will be out of service during this procedure. Tenants will be notified of scheduled maintenance in advance.

The freight elevators service all floors.

	Large Freight	Small Freight
Floors Served	All	P1 – 40
Cab	70” wide X 103” deep X 128” high	73” wide X 65” deep X 118” high
Doors	53” wide X 100” high	53” wide X 100” high
Weight Capacity	6700 lbs.	3500 lbs.

Engineering Maintenance

The in-house engineering staff performs maintenance of the building’s HVAC, electrical, plumbing and other mechanical systems. Please enter your request for these services and any special requests in Building Engines.

Engineering maintenance request beyond standard building service will be billed at the current hourly rate.

It is building policy that no tools or equipment are loaned or rented to tenants, vendors or contractors.

Heating, Ventilation, and Air Conditioning (HVAC)

One South Wacker is equipped with a state-of-the-art heating ventilation and air conditioning (HVAC) system. The temperature is controlled by the engineering staff through the Building Automation System. HVAC is provided to tenant spaces between the hours of 7:00am to 6:00pm, Monday through Friday and 8:00am to 1:00pm on Saturday.

During normal business hours the building will provide heat or cooling to maintain indoor temperatures between 70 - 76 degrees Fahrenheit, when outdoor temperatures are between -10 degrees and 95 degrees Fahrenheit Dry Bulb.

For Extended HVAC (outside of the standard hours), tenants must enter a request in Building Engines no later than 48 hours before the day needed. There will be an overtime rate charged for these services which will be assessed to tenants according to the number of hours used.

After Hours HVAC

Please place a request in Building Engines if you require HVAC outside the hours of normal business listed below. All requests must be submitted no later than 48 hours prior the day of the event.

After hours HVAC is billed at a rate of \$150/hour per floor (*4 hour minimum; 2 floor maximum*).

Regular HVAC Hours:

Monday – Friday, 7am – 6pm

Saturday, 7am – 1pm

Space Heaters

For the safety of all tenants, space heaters are not permitted. Space heaters can cause fires as well as blow fuses.

If your suite is cold, please enter a request through Building Engines and the engineering staff will make the necessary adjustments.

Approved space heater information is listed below.

McMaster-Carr Electric Desk Heater
120V AC, 580 Btu/Hour
170 Watts, 1.5 Amps

Supplemental A/C Units

Air cooled units are not permitted. Tenants are allowed to install water cooled condenser units which must be tied into the building's condenser water loop. Manufacturer and specifications will need to be submitted to the Property Management Office for design review and approval before installation.

Tenants are responsible for all costs (pump, electric, annual maintenance, condenser water loop fees, etc.) associated with the supplemental units.

The system is operational 24 hours a day, 7 days a week. There will be a \$500.00 one-time connection charge and an annual charge for the cooling water. Please contact the Property Management Office for the current annual charge.

Once a year during non-business hours, upon prior notice from Landlord, the system will be turned off for maintenance purposes for the period of time necessary to complete. Tenants are responsible for shutting down and turning on their units during this period.

Lighting and Electric

All common area lighting in the building is on general meters and is maintained by the Property Management Team. Lighting/electricity receptacle usage within leased premises is on an individual meter and billed from ComEd accordingly.

Emergency Lighting and Generator Backup

In the event of a power failure, a generator backup system will provide power to key building systems, i.e., emergency lighting, fire controls, elevators. Tenants are responsible for installing their own backup power supplies to meet specific needs in the event of a general power failure.

Service Areas

Mechanical rooms and telephone/electric closets are located in specific areas of each floor. They are an integral part of the Building's mechanical systems and are not to be utilized for storage or any purpose other than their designated use.

All electricians, telecommunications, and repair personnel requiring access for repair or installation work must report to the Property Management Office prior to commencing work. Major installations must be coordinated with Property Management in advance. In all cases, Certificates of Insurance (see above) are required of the contractor engaged in such repair, maintenance, and installation work. Please contact the Property Management Office for additional information and questions.

Services

All requests for services must be made through Rise Buildings or our 1 South Wacker App. If you have any questions regarding a special request, please contact the Property Management Office at OSW@am.jll.com or by phone at 312-815-5061.

- Access Cards
- Carpet Shampooing
- Construction Roll-Off Dumpster
- Dock/Freight After Hours
- Dumpster
- HVAC (After-Hours Air Conditioning / After-Hours Heat)
- Keys
- Light Bulb Replacement
- Labor-Engineering
- Labor-Housekeeping
- Labor-Security
- Lockout
- Lock and Key Services
- Recycle Containers
- Special Requests

Smoking Policy

One South Wacker maintains a **NO** Smoking Policy throughout the building including all common areas, restrooms, elevators, and at the front of the building or on the plaza.

Smoking is **only** allowed in the designated area on the Madison Street side of the building.

Janitorial Maintenance

Cleaning Services are provided Monday through Friday in accordance with your lease, excluding New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

Services outside the realm of regular specifications, such as carpet shampooing, loading & unloading dishwashers, furniture polishing, and other services can be provided at an additional charge. Please enter your request in Building Engines for a quote.

Keys and Locks

Tenants are provided with keys for each lock in their office space at the time of move-in. Tenants are not permitted to install their own primary locks or any supplemental locks.

After the initial move-in, requests for keys and lock changes must be made through Building Engines. There will be an additional charge for these requests.

At the termination of the lease, tenants must return all keys to the Office of the Building.

Lock Out Procedures

Should an employee need access or gets locked out of a suite, the employee must go to the security desk in the lobby and present a picture ID.

Once the security officer receives approval, the security officer will call the engineer on duty to meet the employee on the appropriate floor to give him/her access to the appropriate suite. The security officer will give the employee elevator access to the appropriate floor if needed. If there is no engineer on duty, the security officer will escort the employee to the suite and open the door for him/her.

*Please Note: Keys made from another source (i.e. Ace Hardware, Home Depot, etc.) may not work and could cause damage to the lock. Tenants may be charged for damaged locks.

Recycling

One South Wacker's recycling program consists of an in-house basic separation by tenants and a post collection separation of recyclables by Independent Recycling. This program allows us to continue to meet and surpass the City of Chicago mandatory recycling ordinance.

Your involvement is simple. All you need to do is place your paper waste in the blue container under your desk and food waste in the kitchen containers. In the kitchen, make sure your company has a clearly marked receptacle for food garbage and one for aluminum, plastic and glass.

Paper and cardboard recycling includes office paper, newspaper, junk mail, brown paper bags, flattened cardboard, and paperboards.

Cans and bottled recycling include glass and plastic bottles, and aluminum, tin, or steel cans.

JLL appreciates your efforts in making our recycling program a success.

Tenant Improvements and Alterations

Tenants must receive prior approval from the Property Management Office before undertaking any construction/remodeling in their suite. All contractors used in such work must be union-affiliated, licensed, and bonded.

Before any work begins, the tenant will need to provide all drawings and specifications for review and approval to the building's construction team. The cost of such review by

the landlord's appropriate consultants will be paid by the tenant and will include an administrative fee.

To ensure the integrity of the building distribution systems (i.e. HVAC, plumbing, electrical, and life safety), it is the policy of the building that the landlord's designated contractors be used to perform such work. To this end, the landlord endeavors to ensure that the pricing of such work be competitive.

To see a list of preferred vendors, please visit the One South Wacker website (www.onesouthwacker.net) under the Tenant Resources tab.

Please see the Construction Manual for Building Rules and Regulations under the Tenant Resources tab on the One South Wacker website (www.onesouthwacker.net).

Signage – Suite Doors

Only standard building signage is permitted on any multi-tenant floor in areas that can be seen by the public. All elevator lobby signage on full-floor tenant floors must meet the standards of, and be approved by, Property Management.

Visitor Check

All visitors must be pre-registered in order to access the turnstiles. Visitors may be registered through Rise Buildings or the 1 South Wacker App. You will have the option to send your guest a QR code via text or email, which they will use on any turnstile to access the elevators. If you've registered a guest without sending them a QR code, they will have the option to check in with a Security Officer in the lobby and have a temporary badge printed out for them to use on the turnstiles. If the visitor(s) is not pre-registered the visitor will be informed they are not currently registered as a visitor and they will be asked to call their contact within the company to be added to the system. The task of contacting the company to arrange access falls to the visitor and not building security.

Pets

No animals of any kind (except service animals) are allowed in One South Wacker.

Service animals must be legally trained in task training as a service animal assisting with a handler who has a disability. The handler must check in at the front desk and inform the front desk officers the animal is on the premises.

Caterers, Messengers, Vendors

Caterers, food deliveries, messengers, and vendors will be given elevator access to the appropriate floor once they have signed in with security. They do not need to be on an access list.

Amenities

Bike Room

Located at the P1 Level of the Public Parking Garage, the bike room has the capacity for 30 bikes and has lockers available for use with their own locks. Please contact the Property Management Office for access (see the Bicycle section for more information).

Community Experience Manager

Our Community Experience Manager is located on the 28th Amenities Floor, Axis, and can provide the following:

Corporate Event Planning:

- Caterer Recommendations
- Research & Organize Party Themes
- Vendor / Client Appreciation Gifts

Entertainment

- Museum Tours
- Restaurant Recommendations & Reservations
- Tickets: Movies, Sporting Events, Theatre, Concerts

Holiday or Special Occasion Services

- Gift Ideas including gift baskets, flowers & balloons
- Plan/Manage Events

Travel Arrangements

- Hotel & Resort
- Rental Car

Contact Information:

OSW Tenant Lounge – Mezzanine Level

Monday through Friday

7:00am – 6:00pm

312-815-5067

oswconciierge@corporateconciierge.com

Atlas Fitness

About Atlas Fitness...

Location and access:

Rules, access

LifeStart is open 24 hours, 7 days per week. Please note corresponding HVAC schedule below:

Monday – Friday: 7:00 AM – 6:00 PM
Saturday – 7:00 AM – 1:00 PM
Sunday – No HVAC

The following equipment is provided by the fitness facility:

Group Exercise Classes offered (all classes included in membership):

Additional Programs Offered:

Facilities:

Contact Information:

Mid-City Cards & Gifts

A convenience store located in the lobby offering everything from snacks, drinks, greeting cards, newspapers, small gifts and lottery tickets. For more information, please call 312-845-8870.

Fifth-Third Bank

Fifth-Third Bank is located in the lobby and offers a 24-hour ATM machine.

Branch Hours:
Monday – Thursday: 8:30am – 5:00pm
Friday: 8:30am – 5:30pm
Saturday & Sunday: Closed

For more information, please call 888-422-6562.

Parking

On-site parking is accessible by Lower Wacker Drive and is available for hourly, daily and monthly parking rates. Reserved executive parking and car wash services are also available. For more information, please call 312-815-5073 or on the “Parking” tab at www.onesouthwacker.net.

Tide Cleaners

Drop off your clothes in one of the 24/7-accessible boxes in the mailroom in the lobby and place your order with just a text. They will text you back to notify you when your clothes

are ready for pickup in one of the boxes in the lobby. For more information, please visit www.tidecleaners.com.

Ricoh Corporation

Offering a glimpse of the new office environment, the Ricoh Technology Portal located in the lobby, demonstrates corporate workflow solutions that meet everyday document and printing management needs. Customers can visit the Technology Portal and have a Ricoh consultant analyze their workflow goals and customize a solution for their company. For more information, please call 312-873-7000.

Umbrella Program

Umbrellas are available on a first come first served basis at the lobby security desk in exchange for your access card. When you return the umbrella, the officer will return your access card.

Should the umbrella break while in your possession, please return the broken umbrella to security. You will not be charged for any damaged umbrellas.

Bicycles

One South Wacker does not allow bicycles through the lobby or in the elevators. Folding bicycles are allowed through the lobby only when carried inside of a folding bicycle bag.

There is a bike room located on P1 of the Parking Garage that can be accessed from Lower Wacker Drive.

Please print out, sign and submit the bicycle waiver form. You can find the bicycle waiver form on the One South Wacker website (www.onesouthwacker.net) under the Tenant Resources tab. One South Wacker is not responsible for any damage/theft.

Building Security

Security is provided by a security guard service (Securitas Inc.), 24-hours a day, seven days a week. The security desk is located in the Main Lobby, and reachable via telephone at 312-815-5075. In addition to active guard services, security is further enhanced by a security card access system and by remote security cameras.

For liability reasons, officers are instructed not to accept deliveries (envelopes, access cards, packages, memos, etc.) from or for tenants, vendors, messengers, contractors, etc.

All memos regarding terminated employees, meetings, deliveries, etc., must be delivered to the Office of the Building (Suite 1050).

Lost and Found

To claim a lost item, please contact the Property Management Office by phone at 312-815-5061 or you may stop by Suite 1050.

Access Cards

Access cards provide restricted access to the upper floors of One South Wacker. Building access cards are initially provided to all designated employees free of charge. Replacement cards will be billed \$12.00 each to cover the cost of the card. To obtain a new or replacement access card please enter the request in Rise Buildings or the 1 South Wacker App. If an employee does not have their access card, please report to the security desk in the Main Lobby and present a state issued picture ID. (Driver's license, state ID or a passport is accepted). Security will issue a temporary visitor pass for one day.

All access cards require a picture of corresponding employee, which should be attached to the initial request placed in Rise Buildings or the 1 South Wacker App.

New cards following initial move-in will be billed at \$6.00.

When an employee leaves or is terminated, please enter a request in Rise Buildings or the 1 South Wacker App to have the keycard deactivated and return the keycard to the Office of the Building.

Clearances

There are two types of clearances, **24/7** and **Weekday** (7:00am to 6:00pm, Monday – Friday). When entering a request, please include type of clearance required.

Please enter a request in Rise Buildings or the 1 South Wacker App if the clearance needs to be changed.

Telephone / Television Providers

Service providers in the building include but are not limited to:

- AT&T 800-661-2705
- Cogent Communications 202-295-4200
- Comcast 866-682-7927
- Verizon 800-483-3000
- USA Wireless 847-831-4561 ext. 021

After-Hours Procedures

Please follow these guidelines in your suite after hours (Weekdays 6:00pm – 7:00am, Saturday, Sunday, and Holidays). Should you have any questions, please contact the Property Management Office at 312-815-5061 or by e-mail at OSW@am.jll.com.

Deliveries

All deliveries must be made via the dock during dock hours, 6:00am – 5:00pm. There is a 30-minute max time limit for all deliveries.

The dock/freight elevator must be reserved in Building Engines if your delivery will take longer than the max time limit. Reservations are booked for a minimum of 4 hours at a cost of \$200.00. Any additional hours will be billed at a rate of \$50.00 per hour.

Soliciting

Building personnel prevents undesirable visitors, including solicitors, from entering the building. If you are approached by a solicitor, please contact the Property Management Office at 312-815-5061 right away.

Property Removal Pass

One South Wacker requires that any person wishing to remove property from the building (i.e. boxes, computer, furniture, etc.) must present a property removal pass signed by an authorized tenant representative to security when exiting the building.

If an individual does not have a property removal pass, security will ask him/her to return to his/her suite to get a property removal pass. If the individual refuses to return to his/her office, he/she will be asked for the employees' access card and complete an incident report.

Requests for a supply of Property Removal Passes should be made through Rise Buildings or 1 South Wacker App, as a Security Work Order.

This procedure is in place to minimize the risk of theft by unauthorized persons as well as protect the interests of all tenants by increasing overall building security.

Theft Prevention

As building occupants, all of us play an important role in personal safety and in the protection of both personal and company property. To assist building personnel, please remember to immediately report all thefts to the Property Management Office. Please encourage your employees to following the suggestions below to reduce the risk of theft.

- Do not allow solicitors or unknown visitors into your premises. If they do come in, said unanticipated visitors should never be allowed to stray beyond your reception area. Ask them to wait in reception area and proceed to contact Security.
- Purses and wallets should be stored in locked desk drawers; they should never be left unattended.
- Never leave purses open beside a desk. Never leave wallets in jacket pockets.

- Always question anyone walking in your premise that does not belong. Ask for the name of her person they are visiting and ask them to wait in your reception area or a conference room until intentions can be confirmed.
- Computers, especially laptops, should be secured to desks. Always question service personnel to make sure they are in possession of the correct identification and that they are authorized to remove hardware.
- Many thieves will pose as meter readers, telephone company representatives, or couriers. Always ask for the name of the person from your company that called in the service request and confirm the information with said employee.
- Most importantly, never be afraid to ask questions and call security if you have any doubts.

Emergency Procedures

One South Wacker has been designed to provide a safe environment for its occupants and to quickly curtail a fire condition occurring anywhere in the building. The building is fully set with sprinklers and has a sophisticated fire alarm system that meets with the City of Chicago high-rise building code. Any sprinkler water flow or smoke detection signal is reported on an alarm panel, which is monitored 24 hours a day. A communications system provides tone alarm and voice communication to individual floors.

All stairwell doors will automatically unlock in the event of a fire.

For more information, please see the Fire Life Safety Manual under the Tenant Resources tab on the One South Wacker website (www.onesouthwacker.net).

Rise Buildings and the 1 South Wacker App

Using your internet browser, you will be able to enter service and maintenance requests.

Rise Buildings access is decided by the tenant office managers listed on the Tenant Contact Form on file at the Office of the Building. If changes need to be made to the list of employees with Rise Buildings or the 1 South Wacker App access, please email OSW@am.jll.com or call 312-815-5061.

Trash

One South Wacker only disposes of wet waste and paper/boxes. Garbage cans are emptied on a nightly basis.

If you have boxes that you would like to have removed from your space, please place an orange, "Please Throw Out," sticker on the item you would like disposed of.

Requests for a supply of stickers should be made through Building Engines.

If you need to have trash removed during the day, please enter a request in Building Engines.

Trash, boxes, mats, furniture, etc. cannot be placed in the public corridors.

Computer and E-Waste Disposal

One South Wacker will dispose of computers, computer parts, as well as other electronic machines such as printers, copiers, etc. Please use Building Engines to put in a work order.

Devine Owens will collect unwanted computer related equipment, fax machines, scanners, printers, copiers and phones. These items will be reused, refurbished and recycled.

Furniture Disposal

One South Wacker cannot dispose of furniture, appliances, etc. The only items we can dispose of are wet waste and recyclable items that can fit in our compactor (boxes, paper, cans, etc.).

Any company entering the building hired to remove furniture, appliances, etc., must provide the Office of the Building with a Certificate of Insurance prior to moving any items. If a company arrives at the building and there is no Certificate of Insurance on file, the company will not be granted access.

Another option for the removal of these items would be for the Office of the Building to order a Construction Roll-Off Dumpster from our waste hauler. The cost would be the cost of the Construction Roll-Off Dumpster the Housekeeping Labor.

Riser Management

IMG Technologies, Inc. is the riser management provider for One South Wacker.

All cabling installation within the building riser must be performed by IMG. Please contact IMG for pricing.

IMG Technologies, Inc.

1101 W. 31st Street

Suite 105

Downers Grove, IL 60515

Phone : 630-737-9800

Fax: 630-737-9836