

# **350 North Orleans Electronic Tenant® Portal**

Created on September 27, 2020

## **Amenities: On-Site Amenities**

350 North Orleans enjoys an unequalled combination of business services and employee amenities within a short distance from the Premises.

Located in the middle of 350 North Orleans is a state of the art conference facility that at capacity holds 385, but can be broken down into smaller rooms for groups of 30. The conference facility is available to tenants. Reservations can be made with the Management Office.

Conveniently located atop 350 North Orleans, the [Holiday Inn Chicago Mart Plaza](#) is a sophisticated business hotel. Guests enjoy spectacular views of the Chicago River, the Loop business district and downtown Chicago. The Holiday Inn Chicago Mart Plaza's dramatic redesign, stunning views, unmatched facilities and services make Holiday Inn Chicago Mart Plaza the ideal business hotel.

A collection of specialty shops, service entities, eating establishments and a Fitness Center are directly accessible via the 2nd floor pedestrian bridge. Some of these amenities include an on-site full service 5/3 Bank, Fed/Ex Kinkos, Hair Salon, U.S. Post Office, Au Bon Pain, Dunkin Donuts, McDonald's, Potbelly's, Starbucks, Artisan Cellar a gourmet wine and cheese shop and onsite CTA. Along with these amenities is an eight unit food court with seating capacity for more than 300 people.

Adjacent to 350 North Orleans is home to one of the most prestigious health clubs in the country, The East Bank Club.

The proximity of River North extends and expands 350 North Orleans' amenity package to include a vibrant neighborhood consisting of Chicago's most popular fine dining establishments, entertainment venues and cultural attractions.

## **Amenities: Parking**

There are 485 parking spaces located at Wolf Parking Facilities, just south of the property. Over 3,000 additional parking spaces are also available at 15 public parking facilities located within a five-minute walk of the Property.

# Emergency Communications: Emergency Communications

## COMMUNICATION DURING AN EMERGENCY

In an emergency, Property Management will make every attempt to provide information to you as quickly as possible. Methods of communication available include posting an alert on the Electronic Tenant Handbook site or through Angus Anywhere, e-mail, phone, announcements via the Public Address (P.A.) system. Each method is explained in detail below:

### *Electronic Tenant Portal*

The Electronic Tenant Portal site can send e-mail announcements to both work and personal e-mail addresses. If you have a personal e-mail address that you are comfortable sharing, please provide that to Property Management so that we may include that address, as well as your work e-mail address, in the Instant Alert e-mail addresses stored in the Electronic Tenant Handbook. Please note that e-mails from the Electronic Tenant Handbook are sent such that the recipient only sees his/her e-mail address.

### *Angus Anywhere*

To post an alert via the Angus Anywhere online work order system, please login via <https://www.ng1.angusanywhere.com/aa/>. For login information and assistance please contact Property Management.

### *Phone Calls*

Property Management will call our primary tenant contacts in an emergency after-hours. It is very important to remember to advise Property Management when emergency contact information (such as home phone, cell phone, etc.) changes. It is also important to provide Property Management with an alternate contact in the event that the primary contact is not reachable, as well as with an alternate contact we should use when the primary contact is out of town or on vacation. Please be sure to update your Emergency Contact Form at least once per month to make sure that we have the latest emergency information on file for your company.

Please note that should an emergency occur during normal working hours, Property Management will first issue e-mails through regular channels, the Electronic Tenant Handbook or Angus Anywhere, as these methods of communication distribute information more quickly than phone calls.

### *Public Address (P.A.) System*

Property Management may use the P.A. system as a means of broadcasting information. We would typically only use this form of communication for situations which require immediate action from building occupants, but may need to use the system if we discover that phones and/or the internet are not functional.

### *Your Role in Staying Informed*

In an emergency, Property Management may not have access to each of these lines of communication. We will, therefore, need each tenant to be active in gathering information as well, by doing the following:

1. Tune to local news for updates as this will be one of the information sources on which Property Management will rely. For other sources of information, please see the Sources of Emergency Information document located on the Electronic Tenant Handbook site.
2. Keep e-mail open and check regularly so that any updates sent by Property Management are seen in as timely a manner as possible. If you have provided Property Management with a personal and a work e-mail address, please check each frequently. As noted above, the Electronic Tenant Handbook will dispatch to both work and personal email addresses.
3. Log on to the Electronic Tenant Handbook for updated posting of information.

We cannot guarantee which line of communication will be most reliable in an emergency event, so ask each of you to be diligent about checking the various communication methods available. Your cooperation in seeking information will be integral to the implementation of your internal emergency preparedness and business continuity plans. And, as a reminder, please do not wait to hear from Property Management prior to implementation of your internal emergency response plans. We will do our best to share information with you in as timely a manner as possible; however, we encourage and ask each of you to take whatever measures you feel are necessary to ensure the safety of your office and employees, without waiting for specific direction or guidance from Property Management.



## Emergency Procedures: Bomb Threat

It has been proven that a majority of bomb threats are false alarms, meant only to disrupt or disturb the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. The following suggestions can be useful.

### When a call is received, there are several things to consider:

- Try to be calm. Do not interrupt the caller.
- If possible, notify supervisor/security by prearranged signal while the caller is still on the line.
- Pretend difficulty with hearing to keep caller talking.
- Obtain as much information as possible (**Refer to Bomb Threat Checklist on the next page**).
- Tell the caller the building is occupied and it might cause the injury or death of innocent people.
- Listen for background noises that might help determine the caller's location.
- At the conclusion of the call, immediately go to another phone and notify the Police by dialing 9-1-1. Then notify Building Management at 312-595-0213 with all the information that you were able to gather. Keep good notes.
- Do not use the phone where the call was received in case authorities can activate a call return feature to determine where the call was originated.
- The decision to evacuate the building will be made by each individual department head or supervisor, and may be superseded by the Fire Department.

[Click here to download a Bomb Threat Report Form](#)

### When a call is received, there are several things to consider (continued):

- Employees should be asked to look around their workspace as they prepare to evacuate and report any unusual objects to emergency personnel. You will want to look for ordinary objects in unusual places (i.e. a lunch bag in the hallway or stairway). If such an object is found, **DO NOT DISTURB IT!** Report the location of the object to the Fire Department or other authorities in charge and continue to evacuate your area.
- If evacuation is necessary, instructions will be verbal via Fire Wardens and the Fire Department. Evacuation routes may be modified depending on the specific incident.
- Identify and give priority to the movement or evacuation of children; nervous, emotional, or ill individuals; and/or the impaired. Always keep a current list of personnel who occupy the building.
- Keep all written records and notes with you for analysis by the Police Department.

### Handling of Suspected Bombs

A bomb could be any size or shape, or hidden from view. However, a bomb may often be disguised as a normal object in an abnormal location (such as a lunch bag in a stairwell or a milk carton in a common corridor).

- **DO NOT TOUCH OR MOVE THE SUSPECTED BOMB.**
- Do not use radio equipment to transmit messages.
- Do not change lighting conditions.
- Do not smoke.

### Handling of Suspected Bombs (continued)

- Do not accept the contents of any container to be bonafide, simply because it was delivered by routine means.
- Do not accept container marking and/or appearance as sole evidence of the contents' identity and legitimacy.
- Do not shake, shock or jar a suspected bomb.
- Do not cover a suspected bomb.
- Do not carry a suspected bomb.
- Do not assume that a suspected bomb is of a specific high explosive or reactionary type.
- Do not open any suspicious container or object.
- Do not cut a string, cord, or wire on a suspicious container or object.
- Do not cut or remove the wrapper on a suspicious container.
- Do not unscrew the cover on a suspicious container or object.
- Do not raise or remove the cover of a suspicious container or bottle.
- Do not move the latch or hook on the cover of a suspicious container.
- Do not change the position of a suspicious container.
- Do not place the suspicious container or object in water.



## **Emergency Procedures: Civil Disturbance**

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.

## **Emergency Procedures: Elevator Malfunction**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Open the telephone cabinet and pick up the receiver. It will automatically dial the elevator company and will dispatch a technician. Security will be notified and dispatch staff to the floor 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, their doors will open, and they will remain inoperable until the power has been restored.

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

# Emergency Procedures: Emergency Communications

## COMMUNICATION DURING AN EMERGENCY

In an emergency, Property Management will make every attempt to provide information to you as quickly as possible. Methods of communication available include posting an alert on the Electronic Tenant Handbook site or through Angus Anywhere, e-mail, phone, announcements via the Public Address (P.A.) system. Each method is explained in detail below:

### *Electronic Tenant Portal*

The Electronic Tenant Portal site can send e-mail announcements to both work and personal e-mail addresses. If you have a personal e-mail address that you are comfortable sharing, please provide that to Property Management so that we may include that address, as well as your work e-mail address, in the Instant Alert e-mail addresses stored in the Electronic Tenant Handbook. Please note that e-mails from the Electronic Tenant Handbook are sent such that the recipient only sees his/her e-mail address.

### *Angus Anywhere*

To post an alert via the Angus Anywhere online work order system, please login via <https://www.ng1.angusanywhere.com/aa/>. For login information and assistance please contact Property Management.

### *Phone Calls*

Property Management will call our primary tenant contacts in an emergency after-hours. It is very important to remember to advise Property Management when emergency contact information (such as home phone, cell phone, etc.) changes. It is also important to provide Property Management with an alternate contact in the event that the primary contact is not reachable, as well as with an alternate contact we should use when the primary contact is out of town or on vacation. Please be sure to update your Emergency Contact Form at least once per month to make sure that we have the latest emergency information on file for your company.

Please note that should an emergency occur during normal working hours, Property Management will first issue e-mails through regular channels, the Electronic Tenant Handbook or Angus, as these methods of communication distribute information more quickly than phone calls.

### *Public Address (P.A.) System*

Property Management may use the P.A. system as a means of broadcasting information. We would typically only use this form of communication for situations which require immediate action from building occupants, but may need to use the system if we discover that phones and/or the internet are not functional.

### *Your Role in Staying Informed*

In an emergency, Property Management may not have access to each of these lines of communication. We will, therefore, need each tenant to be active in gathering information as well, by doing the following:

1. Tune to local news for updates as this will be one of the information sources on which Property Management will rely. For other sources of information, please see the Sources of Emergency Information document located on the Electronic Tenant Handbook site.
2. Keep e-mail open and check regularly so that any updates sent by Property Management are seen in as timely a manner as possible. If you have provided Property Management with a personal and a work e-mail address, please check each frequently. As noted above, the Electronic Tenant Handbook will dispatch to both work and personal email addresses.
3. Log on to the Electronic Tenant Handbook for updated posting of information.

We cannot guarantee which line of communication will be most reliable in an emergency event, so ask each of you to be diligent about checking the various communication methods available. Your cooperation in seeking information will be integral to the implementation of your internal emergency preparedness and business continuity plans. And, as a reminder, please do not wait to hear from Property Management prior to implementation of your internal emergency response plans. We will do our best to share information with you in as timely a manner as possible; however, we encourage and ask each of you to take whatever measures you feel are necessary to ensure the safety of your office and employees, without waiting for specific direction or guidance from Property Management.



## Emergency Procedures: Emergency Contacts

<b>All Emergencies</b>	911
<b>Building Management Office</b>	312-595-0213
<b>Building Security/After Hours</b>	312-637-5012
<b>Emergencies</b>	
<b>Police Department (non Emergency)</b>	312-744-4000
<b>Hospital – Northwestern Memorial Hospital</b>	312-296-2000

### Important notes

If you call 9-1-1 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office nor Security, unless you have something specific to report. Building Management is aware of the alarm and responding to determine the reason. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

## **Emergency Procedures: Emergency Preparedness**

This manual has been prepared in an attempt to provide an outline of responsibilities and action to take in the event of an emergency. However, you will be responsible for the implementation of your own emergency plan. It is important that all key management personnel and employees are aware of the procedures in this manual.

As part of an overall safety and emergency preparedness program, we strongly recommend that all of our customers participate in life safety evacuation drills conducted by Property Management once per year. It is important to appoint Fire Wardens to be responsible for planning and communicating emergency procedures to each employee, and to oversee and evaluate everyone's response to an emergency. During an actual emergency, the Fire Wardens serve as liaisons between Fire Department personnel and employees, and provide invaluable assistance should an evacuation be necessary.

In cooperation with the local authorities, Property Management encourages the implementation of training and education programs on individual corporate policies and procedures for employees.

We recommend that each suite assign at least two Fire Wardens and Assistants each. Individuals chosen should be those who are available on a daily basis. Individuals selected as Wardens should be fully trained on procedures for emergencies.

### **Floor Warden/Assistant Floor Warden**

- Know the locations of all exits leading from occupied areas and direct emergency evacuations and drills from their assigned floor area
- Ensure that persons needing assistance are identified (voluntary) and are well guided in case of emergency
- Designate a "company" meeting place away from the building in case of evacuation and conduct a headcount once there
- Maintain an up-to-date employee list with emergency numbers in a place that can be found quickly
- Report to Lobby Security once employees have evacuated the building and notify of any issues (if applicable)
- Assign employees to other evacuation team roles

### **Searcher**

- Conduct search of assigned area - including offices, restrooms, conference rooms, storerooms, file rooms, etc. - to ensure all persons have evacuated
- Close door for each room searched, without locking it, and tag with a post it note below the door handle (A closed and tagged door indicates to the Fire Department that an area has been searched)
- Advise all personnel in the occupied space of the emergency and insist on evacuation
- Evacuate non-employees on the floor
- Report the clearing of a given area to the Floor Area Leader. Report name/location of any person who fails to evacuate or any person in need of assistance who has not evacuated

### **Elevator Monitor**

- Responsible for making sure nobody uses the elevator, instead directing them to the nearest stairwell
- Must be familiar with the building evacuation plan and location of all stairwells
- Stay at designated post until instructed to evacuate by the Fire Warden (unless safety is in immediate danger)

### **Stairwell Monitor**

- Take position at assigned stairwell door and assists in orderly evacuation of the floor
- Inspect stairwells for possible heat or smoke conditions prior to evacuation
- Instruct evacuees to form single file lines into the stairwell and directs them to exit along the right side of the stairwell. Make sure they do not enter the stairwell carrying non-essential items (i.e. Water bottles, cell phones, coffee mugs, etc)
- Supervise and monitor evacuation flow while remaining calm and encouraging calmness and orderliness
- Stay at designated post until instructed to evacuate by the Fire Warden (unless safety is in immediate danger)

### **Persons Needing Assistance Aide ("Assistance Aide")**

- Maintain a current list of name(s) and normal floor location(s) of occupants who have voluntarily

self-identified as needing assistance and the type of assistance required in order to exit in case of emergency

- Implement a "buddy system" in which one or two Assistance Aides will be responsible for evacuating persons needing assistance, as per a pre-determined evacuation plan

[Back to Top](#)

# Emergency Procedures: Evacuation

## Purpose

It is seldom necessary to evacuate the building unless you are directed to do so through the emergency communication system. Otherwise, please relocate five floors below during an emergency. This plan contains procedures on how to report an emergency, what to do and who will assist you. The procedures outlined in this plan are to be followed unless otherwise directed by police or fire department officials. In order to establish a safe and orderly plan of relocation, employees should become familiar with the building emergency equipment and this emergency plan.

## Statement of Policy

This plan has been developed with the knowledge that there is no such thing as a "fire-proof" building and that education, preparation and rehearsal are essential to a successful emergency evacuation plan.

## Relocation Procedures

If an individual sees smoke or a fire, ensure that the Fire Department is alerted immediately by calling "911". Then, call the Security at 312-637-5012. Relocation procedures shall begin upon hearing a fire alarm or as otherwise instructed by emergency personnel (i.e., Fire Wardens, Property Management or Fire Department officials).

## During a Relocation:

### REMAIN CALM

- Close, but DO NOT LOCK, each office door as you leave, if you have time.
- Walk quietly in an orderly manner to the nearest emergency exit.
- If your primary exit is blocked by smoke, use your secondary exit.
- Request assistance in evacuating impaired persons by implementing the Buddy System.
- Listen for instructions from the Fire Department and other Fire Wardens.
- DO NOT USE ELEVATORS during an alarm. They will recall to the first floor with the doors locked open. The elevator will not operate during a fire alarm.
- Feel the face of closed doors for heat before grabbing doorknobs and opening. If the door feels hot, DO NOT OPEN, but proceed to alternate exit route.
- Go to the nearest accessible stairwell exit; walk quietly on the RIGHT side of stairwell, holding on to handrails. DO NOT RUN. Emergency personnel are trained to use the LEFT side of the stairwell to come up so please stay out of their way.
- Be prepared to merge with other people evacuating from other floors. Do not prop open stairwell doors.
- Exit onto your evacuation floor that is five floors below. Remain in the elevator lobby until an all clear announcement has been made.

## During an Evacuation:

- If you are notified to EVACUATE the building, gather with co-workers in a predetermined assembly area once outside and away from the building. This will help facilitate head-count procedures.
- DO NOT congregate in the fire lanes, near building entrances, or otherwise impede the arrival of emergency equipment and personnel
- Do not get in your car and drive away, as this will give a distorted head-count and interfere with arriving emergency equipment.
- Do not return to the building until the "all clear" is given by the Fire Department. Cessation of an audible alarm is not an "all clear." Wait for specific instructions to re-enter the building.
- Directives issued by the Fire Department or other emergency personnel will take precedence over this plan.

## Relocation/Evacuation Procedure for Physically impaired individuals

The Fire Warden should maintain an up-to-date list of all physically impaired persons on their floor. Please note that impaired persons may not appear to be so. Such individuals may include those with a heart condition or other ailment(s), which are not immediately apparent. We recommend asking each individual if they would be able to evacuate without assistance in an emergency. The Fire Warden should compile a list, which will include the following information about impaired persons:

- Name
- Suite number, location and telephone extension
- Type of impairment
- Type of equipment needed to evacuate, if any

## **Relocation/Evacuation Procedure for Physically impaired individuals**

A “buddy” system should be implemented wherein the Fire Warden will assign two assistants to the impaired person(s). Allow all individuals not requiring special assistance to evacuate the floor first before moving into the stairwell. Leave wheelchairs behind when evacuating into stairwells. Move into the stairwell, close the door behind you and have impaired person remain on the landing. Report names and locations waiting for assistance to local authorities.

### **NOTE: Physically impaired may include any of the following:**

- Permanently physically impaired (i.e., permanent back problem, wheelchair bound, etc.);
- Temporarily physically impaired (i.e., broken leg, broken arm, sprained ankle, on crutches, etc.);
- Mentally impaired;
- Pregnant women;
- Any other person who requests assistance.

**Once the Fire Department arrives, their instructions should be followed immediately.**

[Back to Top](#)

# Emergency Procedures: Fire Prevention

## 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.

## Fire Emergency

**IF YOU DISCOVER A FIRE, you should remain calm and:**

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

## **Emergency Procedures: Flooding**

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.

## **Emergency Procedures: Homeland Security**

Property Management 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.

## **Emergency Procedures: Medical Emergency**

**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 the 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 lobby desk at 312-637-5012. 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

## **Emergency Procedures: Power Failure**

**350 North Orleans office space and common areas are served by an emergency generator. In the event of power failure, the generator will provide emergency power for certain basic building functions. Those functions include:**

- Activating emergency lights on each floor throughout the building, including all Exit signs.
- Activating all stairwell lighting.
- Activating the building's emergency fire, life and safety systems as well as the building's communication systems.
- 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.)

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 or Security unless you need to notify us of the location of a disabled employee as we are responding to the emergency. We will communicate with you as soon as we have been given critical information.**

## Emergency Procedures: 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 be adhered 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.

## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 911. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## Introduction: Welcome

Welcome to 350 North Orleans! We have prepared this Electronic Tenant Portal to help you during your move-in and throughout your tenancy with us. We hope that this document will answer many of your questions. Most of your service requests will be channeled through Angus' innovative, web-based, service request platform at <https://www.ng1.angusanywhere.com/aa/>.

The tenant information provided in this Electronic Tenant® Portal is meant to provide you with a better understanding of 350 North Orleans and facilitate your company's operations. We hope that this will be a valuable resource for you during your tenancy. Please note that the Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Management Office, and we will assist you from there.

### The contact information for the Management Office is:

<b>Telephone:</b>	312-595-0213
<b>Fax:</b>	312-278-0430
<b>Address:</b>	350 North Orleans Street Suite S1-147 Chicago, IL 60654

Please be advised Angus is the primary form of communication used throughout the building. Tenant communication with the Management Office is accessible at <https://www.ng1.angusanywhere.com/aa/>.

Please contact the Management Office to set up a Angus Anywhere account.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Management Office will promptly notify you of any such changes. Please feel free to contact the Management Office with any questions you may have. We are here to serve you.

**Welcome to 350 North Orleans!**

## **Introduction: About 350 North Orleans**

350 North Orleans was built in the mid-1970s as the center of Chicago's apparel industry and host to the world's largest collection of apparel showroom space. The award-winning Property has been repositioned for a variety of office and creative use tenants such as advertising, telecom, financial services, media and educational institutions. The Property was recently renovated and in 2009 received LEED (EBOM) Gold certification from the U.S. Green Building Council. The Property's design and infrastructure are well suited for tenants that desire large and efficient floor plates, high ceilings, and abundant natural light. The Property's prominent location on the bank of the Chicago River provides tenants attractive views of the river to the south and west, and exceptional views of the Chicago skyline in all directions.

350 North Orleans is located in the River North submarket of Chicago, Illinois. This location offers excellent access to [CTA train and bus lines](#), [commuter rail stations](#) and the Kennedy Expressway (I-90/94). A glass-enclosed skywalk connects the Property to the Merchandise Mart, providing direct access to the [CTA station](#), underground parking, restaurants and retail amenities located within the Merchandise Mart.

## **Introduction: Operating Instructions**

### **Navigation**

You move through The Electronic Tenant® Portal just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

### **Special Features**

This Electronic Tenant® Portal has special features, such as a [Forms section](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

### **Updates**

The Electronic Tenant® Portal is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at the property.

If you are having trouble accessing the Electronic Tenant® Portal or need assistance, please e-mail or call the Management Office at 312-595-0213.

## **Operations: Building Holidays**

### **Building Holidays**

The following is a list of days that we observe as holidays. Building services such as HVAC and cleaning are not provided on these days, but are available upon request. If you have a workday that is in conflict with the Building holiday schedule, you would need to notify us in advance for special arrangements. The Management Office should also be notified of any holidays your company may have that are in addition to those listed below.

### **National Holidays:**

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

## Operations: Building Management

The staff of 350 North Orleans is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in Suite S1-147.

**Please do not hesitate to contact the Management Office at:**

**Phone:** 312-595-0213

**Fax:** 312-278-0430

**The following personnel are available to address your needs:**

**Property Manager:** Marisol Olvera  
312-595-0213  
[MOlvera@EQoffice.com](mailto:MOlvera@EQoffice.com)

**Assistant Property Manager:** April Pyter  
312-595-0213  
[APyter@EQoffice.com](mailto:APyter@EQoffice.com)

**Administrative Assistant:** Ainsliemery Flores  
312-595-0213  
[AFlores@EQoffice.com](mailto:AFlores@EQoffice.com)

**Chief Engineer:** Kevin Sullivan  
312-595-0213  
[KSullivan@EQoffice.com](mailto:KSullivan@EQoffice.com)

**Director of Security:** Camilo Oquendo  
312-637-5012  
[COquendo@EQoffice.com](mailto:COquendo@EQoffice.com)

## **Operations: Leasing**

Leasing at 350 North Orleans is handled by the following team from CBRE:

**Senior Vice President:** Michael Kazmierczak  
(312) 861-7899  
[mike.kaz@cbre.com](mailto:mike.kaz@cbre.com)

**Senior Associate:** Ellen Zalatoris  
(312) 935-1966  
[Ellen.Zalatoris@cbre.com](mailto:Ellen.Zalatoris@cbre.com)

## **Operations: Security**

[SOS Security](#) provides licensed personnel 24 hours per day, 7 days per week, including Saturdays, Sundays and holidays. These officers help control access to the property. In addition to providing presence in the lobby, these officers make routine inspections of the building. To contact the 350 North Orleans Security Officer(s) call 312-637-5012.

## Policies and Procedures: Construction Regulations

**All alterations require the approval of the management office.** Requests to make alternations should be sent in writing to the property management. All construction contractors including general, electrical, plumbing or phone contractors, must register with security prior to performing any work in the building.

### Intent

The intent of these General Requirements is to communicate with Property Management general performance expectations and requirements of contractors performing work in our projects. While these requirements may not cover all specific project requirements, or may not apply to all projects, they are intended to communicate a basic overall methodology for doing construction work at 350 North Orleans.

### Preliminary

1. All work performed shall comply with all applicable rules, regulations, and codes of the building, city, state, and federal governmental agencies having jurisdiction. The General Contractor will file drawings and secure all required permits prior to beginning work, unless circumstances require earlier construction commencement, as directed by the Owner's architect. All construction within the leased premises shall conform to the American with Disabilities Act (ADA).
2. All work shall be performed during regular business hours (7:00 A.M. - 6:00 P.M.), Monday through Friday, with the exception of work types listed below. All building system operations will be maintained in normal operation, and will not be adversely impacted by construction work, unless specifically authorized by a Project Management representative. The contractor shall communicate requests to the Management Office 48 hours in advance of any required interruption of any building services.

**Exceptions** - The following work is required to be performed on an overtime or off-hours basis: core drilling, nailing of tackless carpet stripping, glue down of carpet, painting or other volatile or odor creating substances, any type of concrete chipping, and any other work creating noise that will impact a neighboring tenant. (At Management's sole discretion, any work creating a nuisance to neighboring tenants may be required to be completed on an off-hour basis.) Any scheduling requests for these types of off-hours work must be approved and authorized by the Management Office prior to performance any of work.

Work to be performed anywhere involving the penetration of the exterior skin or roof of the building shall be performed off hours and shall not be allowed to compromise the building watertightness. Structural attachments through the roof shall be patched immediately upon completion of the work at each attachment. Patching shall be performed with the appropriate flashing over the patch location terminating between 12" and 18" above the roofline. Cants shall be placed at the attachment base with an appropriate flashing or collar and sealant 12" to 18" above the roofing. Patching of the roof shall be accomplished by the building roofing maintenance contractor.

Work occurring on the roof shall be performed with full protection afforded the roofing membrane. Appropriate donnage shall be placed on the roof anywhere materials are to be placed for installation. Placement of materials shall not be allowed to overload the roof membrane, insulation, or structure below.

3. All contractors must supply Certificate(s) of Insurance naming EQ Office as additional Insured. Exact verbiage is critical! **Contact Property Manager of building to obtain legal name/entity of that particular building.** Insurance certificates and copies of permits, as required, must be provided to Project Management prior to the commencement of any work.
4. Contractors representative will meet with Project Management representative prior to beginning contracted work, to review the scope of construction work, construction methods, these general requirements, any additional project specific requirements, project schedule, and any potential impact to the satisfactory on-going operation of building services.
5. The contractor will coordinate proper parking locations for construction personnel with Project Management prior to starting construction, to avoid impacting our tenants parking availability.

### Project Area Access

1. Access to project buildings, parking structures, suites, etc. will be coordinated in advance with Management Office. No installed access control or security system will be over ridden or bypassed for any reason, or at any time. All construction personnel will be limited to those areas for which they have been given specific access.
2. Access to all electrical closets, telephone closets, mechanical rooms, and suites must be coordinated not less than 48 hours in advance through the Management Office. Electrical, telephone, and other equipment rooms will be kept closed and locked when they are not physically occupied.

## During Work Performance

1. Upon the start of construction, the contractor will provide walk-off mats at all entrances to the construction area(s) from stairwells (if used) and entrances to all elevators.

Contractors shall maintain cleanliness throughout; do not clutter or block hallways, exits, elevator lobby, electrical or telephone rooms. Building fire rated doors will not be propped open, removed, or their door closures disconnected. Nor will elevator doors be propped or jammed open to prevent the automatic function of its timed door actuators. **Contractors are required to utilize the freight elevator only!**

2. Building electrical/telephone closets, stairwells, lobbies, tenant spaces, etc., will not, at any time, or for any reason, be utilized for the storage of any construction project materials or trash, as such storage constitutes a violation of prevailing fire codes.
3. All material deliveries, and debris removal, must be completed before 7:30am or after 5:30pm and made as expeditiously as possible so as to not have these vehicles blocking accesses to / from the building. The contractor, at contractor expense must remove all construction debris from the building. Building trash dumpsters are not to be utilized for the disposal of construction project debris, as these are provided for tenant use. As may be required, Contractor will make arrangements for delivery of a debris box for his use. The Management Office will approve an appropriate location for the debris box while it is on the project. Delivery or removal of large amounts of material is to be done after normal business hours with 24-hr. prior approval of the Project Manager.
4. The contractor is responsible for taking the following precautions / steps to protect the satisfactory on-going operation of all building systems and tenant operations :
  - Covering HVAC supply and return duct openings to protect from construction dirt / dust being spread to other areas of the building or into the HVAC equipment / system. This can be accomplished by sealing off, covering with filtering media, or other Project Management approved method.
  - Coordinate with Project Manager prior to construction to have fire sprinkler systems isolated, smoke detectors disabled, or alarm systems de-activated for periods as may be necessary. Contractor will protect those smoke detectors or fire sprinkler heads left installed in the area, after disabling, by covering them with plastic bags during construction. Plastic or other disabling means shall be removed at the end of each construction period. In no cases, shall fire alarm equipment remain disabled after construction crews are finished with their day's work.
  - Where electrical components or circuits are removed, contractor will ensure full compliance with OSHA required lockout / tagout procedures to prevent personal injuries or system outages.
  - Develop the best isolation possible of the construction area to contain any dirt, dust, noise or other potential tenant impact which may be generated by demo and construction work.
5. Any damage caused to any project area by the Contractor, including but not limited to, parking areas, doors, freight elevators, roofing, exterior skin and carpets will be reported to the Project Office and repaired by the contractor immediately. Shorenstein Realty Services reserves the right to remedy any damage at the Contractors expense if the damage is not repaired in a timely manner.
6. No powder-actuated guns are to be used without the specific prior authorization of the Project Management Office.
7. No foreign substances are to be poured down any restroom floor drains, or into other restroom fixtures.
8. All firewall and floor penetrations shall be sleeved and sealed in accordance with applicable fire code, using only approved, UL listed, fire stop materials. All firestop installations must be reviewed and approved by the Project Manager prior to closing the associated area of work.
9. Curtains found on perimeter windows must be taken down prior to any demolition or construction work. Curtains must be cleaned prior to reinstallation.
10. All electrical panel and circuit breaker labeling will be performed in accordance with acceptable industry methods, or as may be directed by Project Management.
11. Contractor will notify the Management Office at least 48 hours in advance of construction completion. A walk-thru and punch list will be developed for each job.
12. Smoking is prohibited in all buildings, and parking garages, at all times.
13. The Contractor is responsible for ensuring, on an on-going basis, that common areas, work space, and construction use restrooms are thoroughly cleaned upon completion of work, including trash and material disposal, removal of all noise and dust shielding materials installed at beginning of project, windows cleaned, etc.
14. The Management Office is to be notified immediately should any emergency develop, any building system or operation be impacted, or any aspect of the construction effort impact any tenant.

## Safety / Compliance

1. General Contractor is responsible for ensuring jobsite safety compliance. This includes the work force

as well as anyone entering the construction area. Protective barricades will be placed as required to ensure general area safety. Material Safety Data Sheets (MSDS) for all materials to be used on the jobsite must be provided to the Project Manager for review prior to bringing the materials into the project. The contractor will further ensure that a copy of each MSDS is available at the jobsite whenever a specific material is in use.

2. No welding, burning, or cutting with an open flame will be performed without prior notification to the Project Office so that appropriate actions may be taken with fire alarm systems and fire sprinkler systems. Appropriate fire extinguishers will be immediately available at all times.
3. The contractor is responsible for ensuring that all of their sub-contractors are aware, and in compliance, with these general requirements.

## **Materials**

1. The contractor shall contact the Management Office at the start of construction for instructions on building keying, specific hardware and other standards, as may be applicable, unless this coordination is accomplished through hardware submittals. All permanent keying will be provided through the Management Office.
2. All HVAC, electrical, plumbing, fire alarm system, fire sprinkler, building control and lighting components installed will be of Building Standard manufacture, unless noted as otherwise on the approved plans and specifications. This includes but is not limited to thermostats, controls, diffusers, lighting fixtures, switches, lamps, relays, smoke detectors, fire sprinkler heads, sprinkler flow switches, manual pull stations, indicator horns / strobes, etc.

## **Project Completion**

1. Upon completion of project, contractor will perform a full air balance of any installed or modified HVAC systems, providing one copy of each air balance report to the Management Office.
2. Upon completion of project, a completed test report (witnessed by a Fire Department representative as required) will be provided to the Project Management Office for all fire sprinkler or fire alarm systems having been impacted by any aspect of the construction work.
3. Upon completion of construction, one (1) set of as-built prints, and one (1) set of as-built sepias, are to be provided to the Management Office.
4. Contractor will ensure that specific submittals, warranty documentation, manufacturers operation and maintenance manuals, and applicable manufacturers cut sheets are delivered to the Project Office for all equipment or components installed in the course of their work. This includes, but is not limited to, mechanical equipment, fire alarm system components, fire sprinkler system components, HVAC system equipment or components, lighting system components, electrical distribution or control components, and any sensing or monitoring components.
5. Upon completion of construction clean inside of all perimeter windows and the interior of all lighting fixtures and louvers. Thoroughly clean all work areas, common areas where impacted, construction use restrooms, and freight elevators. Coordinate construction clean-up schedule with Management Office.

[Back to Top](#)

## Policies and Procedures: Dock Deliveries

Please be advised that all building deliveries that require a cart or any type of equipment to transport the load must enter the building through the loading dock. Any delivery that requires more than one trip in the freight elevator is considered a "Large Delivery" and must be scheduled with the Office of the Building in advance via email. In effort to streamline the communications for all dock delivery requests we have created a [request form](#) identifying information that we require to facilitate Large Delivery requests. The attached form is to be completed by the designated tenant contact and sent to April Pyter via email at [APyter@EQoffice.com](mailto:APyter@EQoffice.com). Please review the list of rules that follow and work with your facilities staff and contractors to collect the requested information prior to placing Large Delivery requests. We appreciate your assistance and hope that these procedures will help enhance the efficiency of operations within the building.

- Each Tenant shall designate **ONE** employee to be their designated contact for correspondence with the Office of the Building regarding all delivery requests.
- Large Deliveries must be scheduled at least (3) business days in advance of the delivery date via email with April Pyter at [APyter@EQoffice.com](mailto:APyter@EQoffice.com).
- All Large Deliveries must occur between 6:00 PM and be completed by 6:00 AM on weekdays. The dock is closed on Saturday and Sunday. All weekend deliveries must be scheduled in advance â (3) business days in advance.
- All Large Deliveries taking place after-hours will require an officer to open the dock. Large Deliveries that require an officer to open the dock will be billed the then billable hourly rate for the officer's time at a 4-hour minimum.
- A certificate of Insurance for the delivery contractor must accompany all Large Delivery requests (requirements attached).
- Large Deliveries do not include exclusive use of the entire freight. Others must have access at the same time, unless a freight operator is scheduled in advance for a "dedicated freight."
- Freight access is on a first come first serve basis unless previous arrangements are made to schedule a freight operator. Tenants that require a freight operator will be billed the then billable hourly rate for the additional security guards time at a 4-hour minimum.
- Trucks longer than 48 feet cannot be accommodated within the dock and will be prohibited from entering the drive.
- Delivery pallets cannot exceed 800 pounds of EVENLY DISTRIBUTED weight. This assumes the size of the pallet is 3' x 4'.
- Additional floor and wall protections may be required based on the specific details of the load.
- Any damage to common areas resulting from tenant related deliveries are billable to associated tenant.
- Vendors that require extended times in the dock (i.e. document shredding) must be scheduled in advance with the Office of the Building.
- Delivery personnel must provide a Government issued ID and check-in with the dock security to gain access to the building. Access to the tenant space must be provided by the tenant contact. Building security does not provide access to any tenant spaces.

Door = 5' 11" wide / 9' high

Inside = 10' 6" wide X 6' 4" deep X 9' 11" high

## Policies and Procedures: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

- [Additional Insureds](#)
- [Authorized Signature List](#)
- [Bomb Threat Report](#)
- [Vendor Insurance Matrix](#)
- [Large Delivery Request](#)
- [Tenant Contact Information](#)
- [Property Removal Pass](#)

## **Policies and Procedures: Furniture, Equipment & Large Supplies Procedures**

ANY APPROVED VENDORS THAT DO NOT ADHERE TO THE FOLLOWING RULES WILL NOT BE ALLOWED TO ENTER THE PREMISES OR WILL BE REQUIRED TO DISCONTINUE THE DELIVERY/PICK-UP.

1. All furniture, equipment and large supplies delivered or removed should be scheduled in advance with the Property Manager by calling (312) 595-0213.
2. Move-ins/Move-outs of large quantities of furniture, equipment or supplies must be accomplished after 6:00 p.m. on weekdays, or between 8:00 a.m. and 1:00 p.m. on Saturday. Tenant shall bear the applicable cost for dock security coverage during move out times.
3. Only the freight elevator will be used for the movement of furniture, equipment and supplies. Freight elevator access is on a first come, first serve basis.
4. Only Union affiliated movers are allowed in 350 North Orleans.
5. All vendors must carry Insurance. Please contact the office of the building for moving contractor insurance requirements. An approved Certificate of Insurance for the moving company must be provided to the Office of the Building prior to the move.
6. 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 must be at least 1/4" thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in the Tenant space. All sections of masonite must be taped to prohibit sliding.
7. Approved vendor must provide and install protective covering on walls, door facings, elevator cabs and other areas along the route to be followed during the move. These areas will be inspected for damage after the move. Any damage to the building or fixtures caused by the move will be repaired or paid for by the Tenant.
8. Approved vendor will be required to remove all boxes, trash, etc., when leaving the building. Any materials left behind will be disposed of and charges for this disposal will be the responsibility of the Tenant.

## **Policies and Procedures: Insurance Protection**

Pursuant to the terms of your lease, 350 North Orleans management must have a copy of your Certificate of Insurance as verification of required coverages.

**The certificate should reflect the following information:**

**Building Address:**

EQ Office Properties  
350 North Orleans Street  
Chicago, IL 60654

**Additional Insured:**

BRE 350 North Orleans Owner LLC, BRE 350 North Orleans Holdings LLC, BRE 350 North Orleans Member LLC, EQ Office Properties any successor in interest there to (each of the foregoing, "Landlord"), any mortgage lender or ground lessor or Landlord, any managing agent of Landlord, and (direct or indirect) owner of any of the foregoing, and any beneficiary, officer, director, employee or agent of any of the foregoing are additional insured.

No cancellation of the policy without a 30 day written notice.

The Lessee and its insurer waive the right of subrogation against the Lessor, its Agent(s) and the Additional Insured.

Lessor's insurance is primary to any insurance provided by the Additional Insured's and is non-contributory.

**Before taking possession of your premises and with any change of Certificate of Insurance, please provide your certificate to 350 North Orleans management.**

Each year as you renew your insurance, you will need to provide a new Certificate of Insurance.

## **Policies and Procedures: Smoking**

350 North Orleans maintains a no smoking (including Electronic Cigarettes / E-Cigarettes) policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.

## **Policies and Procedures: Towing Policy**

### **TOWING POLICY**

No Parking Signs and Towing Signs have been clearly posted around the 350 North Orleans property including all curb lines, dock areas along the Building and on Carol Street (covered road area).

Any car, truck (of any sort), SUV, or related vehicle, motor cycle, moped or non-motorize bike (collectively identified here as "vehicle") that is improperly parked in any restricted area will be towed at vehicle Owner's expense. Property Owner, management and all related ownership entities shall not be responsible for any loss or damage to any vehicle at any time.

Once a vehicle is towed, the towing, storage and other related costs and charges are solely at the vehicle Owner's expense. All arrangements are to be made by the vehicle Owner directly with the towing company.

### **TOWING PROCEDURE**

The towing policy further establishes the following:

- On a first come, first serve basis, delivery vehicles shall have 30 minute parking on Carol Street ramp.
- ALL deliveries must register with Security at the dock Security Desk.
- All illegally parked vehicles or vehicles parked in the dock or on Carol Street without pre-approved authorization will be towed.
- No "Vehicle Tow Notice" will be posted on the vehicle.
- No other notification is required prior to towing.
- All vehicle Owner's park at their own risk.

This procedure does not prevent the immediate towing of improperly parked vehicles or vehicles which must be moved because of emergency or for health and safety purposes. In the event your vehicle is towed, please contact the following:

Rendered Towing  
2019 w. Rascher  
Chicago, IL 60625  
Phone #: (773) 878-1111 Fax #: (312) 878-1112

## **Security: Access for Guests & Contractors**

### **Authorization for Property Removal**

Anyone wishing to remove property from the building must contact the management office prior to the scheduled time for such removal. Please provide written notification stating the date the property is to be removed, parties involved (such as a moving company, and/or individual names), and deliver the notice to the management office well in advance of the intended date and time. It may be necessary for third party companies to provide evidence of insurance. ( [See "Moving"](#)).

### **Contractor Access**

Telephone and electrical rooms are an integral part of the building's mechanical system. Access to these areas is available only to building personnel unless prior approval has been obtained from Building Management.

The Property Management Office must pre-approve any contractor who will be working within the building as well as requiring a Certificate of Insurance. Please contact the management office.

Prior to commencing work, all telecommunications, electrical contractors, service and repair personnel must report to the Security desk.

## **Security: General Office Security**

### **Security Checklist**

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

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

### **Suspicious Persons**

If you see suspicious or offensive persons in the building, please call the Management Office immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as *“May I help you locate someone?”* will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

## **Security: Key and Lock Policy**

All keying/lock changing requests must be handled by Building Management. No lock is permitted in the building that is not accessible by the building master key, and exact records are kept recording which individuals within your company are authorized to request keys to your space. All key requests must be placed via [Angus Anywhere](#).

**Security: Lost and Found**

Please contact the Management Office at 312-595-0213 to claim items that have been lost or found in the building.

**Security: Property Removal**

All property removed must be accompanied by a [Property Removal Pass](#) provided by the building management and signed by and authorized tenant.

## **Security: Solicitation**

**The building does not permit solicitations. If a solicitor comes to your suite we believe the best method to stop solicitors from going from customer to customer is to:**

- Ask the solicitor for a business card;
- Have the solicitor wait a moment;
- Call the Security/Lobby Desk at (312) 637-5012 and
- Give your location and a description of the solicitor.

We will send a Security Officer or Property Management representative to your suite to escort the solicitor from the building.

## **Security: Theft**

**It is important to report any suspected theft, no matter how small. If you suspect a theft has occurred, please make the following calls immediately:**

- **Property Management Office:** 312-595-0213
- **Police Department Emergency:** 911
- **Non-Emergency number:** 312-744-4000
- **Your insurance carrier**

If your credit cards or personal ID information is stolen, please contact your credit card company immediately. Thieves usually initiate charges on stolen credit cards within 15 minutes of the event!!

## **Services: Elevators**

**1st Floor Lobby;** 1 passenger elevator is accessible for handicapped passengers from 1st floor to 15th floor.

**1st Floor Lobby;** 1 passenger elevator is accessible for passenger service to lower level (LL) concourse floors.

**2nd Floor Lobby;** 4 passenger elevators are accessible for all tenants and visitors providing access from the 2nd floor to the 15th floor.

**Freight Elevator;** Located in the lower level (LL) in the dock area. The freight elevators provide service up to the 13th floor.

All furniture and large items are to be delivered via the freight elevator and must be coordinated with the management office as limited space is available for loading/unloading longer than 15 minutes. Office moves are allowed from the hours of 6 p.m. until 7 a.m. and anytime on the weekends. The moving contractor must provide evidence of insurance.

## **Services: HVAC**

If the temperature in your office needs adjustment, please enter a service request at <https://www.ng1.angusanywhere.com/aa/>. Your request will be dispatched appropriately.

The standard hours of operation of the heating and air conditioning systems are 8:00am to 6:00pm, Monday through Friday and 9:00am to 1:00pm on Saturday. The days and times are excluding holidays. Special arrangements should be made for any HVAC needed outside of those hours.

## **Services: Janitorial Services**

Cleaning service is provided five nights a week, Monday through Friday nights. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. 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 or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Building Management office at 312-595-0213. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, please contact Building Management via phone or submit an [Angus Anywhere](#) request.

The Property Manager, with the Manager of the janitorial company, regularly inspects the premises to insure that the highest maintenance standards are met. If you have any questions or comments regarding the cleaning services, please notify Building Management via phone or by submitting an [Angus Anywhere](#) request.

**Services: Mail Service**

U.S. Mail Chutes are located on each floor. The chutes are located on the north wall - west of the passenger elevators.

## **Services: Maintenance Requests**

Maintenance requests (HVAC hot/cold, lights, access cards, additional janitorial service) may be submitted to Building Management staff on the Angus service request management application. This application allows tenants and building management staff the ability to track all service and maintenance requests.

Please visit <https://www.ng1.angusanywhere.com/aa/> to access the online work order system. If you need assistance, please contact the management office.