

# POINTE O'HARE



leased, owned + managed by

**BA** BRADFORD  
ALLEN



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# Introduction to Pointe O'Hare

Welcome to Pointe O'Hare. We're excited to have your company in the building. One unique feature of our location is the occasional view of airplanes flying overhead as they take off and land at O'Hare International Airport.

Our management team is here to support you and ensure a comfortable and productive work environment.

This tenant manual serves as a convenient reference guide, outlining building features, operations, procedures, and policies. Some information is subject to change. If updates occur, the management office will notify tenants via email.

***If you have any questions about the information in this manual, please don't hesitate to reach out. Our team is happy to provide additional details.***

# Move-In Information

In preparation for your move to Pointe O'Hare we have included the following checklist of forms and information that is required by the management office prior to moving in.

It is required that you complete the following forms and return them to the management office at least two weeks prior to your scheduled move-in. If you have any questions, please contact the management office at (847) 500-8367.

## Forms Required Prior to Move-In

- **Move-In Day Information**

This form allows us to know who is coordinating with the moving company information. It lets the management office know how your company name should be displayed on the tenant directory and suite signage.

- **Access Card Request**

Allows access into the building for after-hours use.

- **Fitness Center Release Form**

Allows access to our renovated fitness center from 6 a.m. to 7 p.m.

- **Tenant Fact Sheet**

Allows the management team to collect information about your company, contacts at your company, who the decision maker is, and billing address for rent statements.

- **Authorized Individuals & After-Hours Emergency Contact List**

These lists will be used by security in the case of property removal questions, after-hours emergencies, or after-hours access into the building. Security will only allow the desired action to take place with the approval from an authorized individual.

- **Fire Life Safety Form**

This form designates individuals from your staff who will serve as floor wardens in the event of a building emergency. Please refer to pages 29–45 of the Floor Response Team section to learn about each role's responsibilities.

- **Physically Impaired Individuals**

This form gives The Village of Rosemont acknowledgement if anyone in your company is physically impaired in the event of an emergency.

*Please list those individuals who may need assistance in case of fire, earthquake, or other emergencies. Please remember to update regularly and return to the management office. This form will be used during our annual fire evacuation drill with the Village of Rosemont.*

- **Emergency Procedures Acknowledgement**

Acknowledges by law that you have read and understood the building's emergency procedures and drills. Complete this form to acknowledge receipt of the Emergency Procedures information found in this manual.

## Move-In Hours

We request that, Monday through Friday, your move be completed before 8 a.m. or begin after 5 p.m. Saturday delivery hours are 7 a.m. to 2 p.m. Once security leaves the building at 2 p.m., movers must also exit the building.

The freight elevator must be used for all deliveries; passenger elevators and carts are not permitted. The freight elevator can be reserved before 8 a.m. and after 5 p.m. For deliveries during business hours, it is available on a first-come, first-served basis and cannot be reserved.

## Move-In Insurance Requirements

All moving companies are required to provide a Certificate of Insurance (COI) with coverage for general liability, workers' compensation, and auto liability. Details are provided in Exhibit A: Insurance Requirements (refer to page 5).

### **CERTIFICATE HOLDER (*Must Read*):**

**Bradford Allen Pointe O'Hare LLC  
9550 W. Higgins Road  
Rosemont, IL 60018**

Email [sbruno@bradfordallen.com](mailto:sbruno@bradfordallen.com) or send the original to:

**Bradford Allen Pointe O'Hare LLC – Management Office  
9550 W. Higgins Road, Suite 350  
Rosemont, IL 60018**

Please call (847) 500-8367 with any questions.



**Pointe O'Hare**  
**Certificate of Insurance Requirements**  
**GENERAL CONDITIONS OF SERVICE CONTRACT**  
**FOR BRADFORD ALLEN POINTE O'HARE, LLC**

**1. Liability Insurance**

Prior to the commencement of performing services under this contract, manager and owner require that contractor and each subcontractor brought onto the property have insurance coverage at the contractor's or subcontractor's expense, in the following minimum amounts:

- A. Commercial General Liability** – *\$1,000,000 per occurrence \$2,000,000 annual aggregate*  
**Bodily Injury & Property Damage** – *\$2,000,000 annual aggregate - Combined Single Limit*  
**Personal Injury** – *\$1,000,000*  
**Products/Completed Operations** – *\$1,000,000 (\$2,000,000 aggregate)*  
**Umbrella Excess Liability** – *\$5,000,000*

Including:

Contractual Liability  
Broad Form Property Damage  
Explosion, Collapse & Underground Property Damage  
Severability of Interest (cross liability endorsement)  
Broad Form General Liability Endorsement  
Interest of Employees as Additional Insureds

- B. Comprehensive Automobile Liability** – *\$1,000,000.00*

Combined Single Limit including:

Owned Vehicles  
Hired Vehicles  
Non-owned Vehicles  
Mobile Equipment

- C. Workers' Compensation – Statutory Limits**  
**Employers' Liability** – *\$1,000,000*

The following names will be shown as Additional Insured on the Contractors General Liability and Excess Liability Insurance Policies as it pertains to both Ongoing Operations and Completed Operations using the ISO Additional Insured Form CG 20 26 for ongoing operations and CG 20 40 for completed operations on a primary and non-contributory basis:

Bradford Allen Pointe O'Hare, LLC  
Bradford Allen Management Services, LLC  
Bradford Allen Investment Advisors, LLC  
Guggenheim Real Estate, LLC

## Moving Rules & Regulations

1. A certificate of insurance with the appropriate levels of coverage and required ownership entities listed as additional insureds is required from your moving company and any company delivering to your suite at Pointe O'Hare. Insurance requirements can be obtained from the property manager and should be emailed prior to the move or delivery. Union movers must be used at Pointe O'Hare.
2. All major moves must be scheduled with the management office before 8 a.m. or after 5 p.m. during weekdays. Saturday deliveries can happen between 7 a.m. till 2 p.m. Security leaves the building at 2 p.m.; movers must not be left unattended and must exit the building at that time.
3. The loading dock is the only available and acceptable route for all deliveries and moves. The largest truck that can be accommodated in our dock area is 30 feet. If a larger trailer is required, the management office must be notified in advance to make special arrangements.
4. No dock doors may be propped open during the move. This is critical to follow, especially in cold weather, as pipes in the service corridor may freeze and create costly damage to the building.
5. The freight elevator will be locked out during the scheduled move for your exclusive use. Security will operate the freight elevator to assist in the moving process. At no time may the elevator door be held or blocked open, as this will cause a shutdown and a callback to our elevator mechanic. No passenger elevators may be used for any moving purposes. The dimensions of the freight elevator are as follows. **The moving company should be made aware of the freight elevator dimensions:**

<b>Door</b>	<b>54"</b>
<b>Cab Depth</b>	<b>67"</b>
<b>Width</b>	<b>85"</b>
<b>Height</b>	<b>108"</b>
<b>Maximum Weight</b>	<b>6,000 lbs.</b>

6. All interior floor and wall surfaces of the building in the moving route must be protected by Masonite, gypsum board, plywood, or wall protection, such as corner guards.
7. All moving containers, boxes, and debris must be removed off-site by the end of the moving day or placed in the general contractor's construction dumpster.
8. Should overtime HVAC or heat be required, a request must be received at least 24 hours prior to the requested time. These services will be billed at the current rate.
9. The on-site security officer will assist in supervising the moving process. Prior to the commencement of the move, a walk-through will be done to note any existing damage to walls, floors, etc. A similar walk-through will be performed at the conclusion of the move. Security will

instruct the mover in the proper use of the freight elevator, which must be strictly followed. Any damage that occurs during the move—or elevator callbacks caused by improper use of the freight elevator—will be billed to the tenant, who may then re-bill the moving company.

10. There is an art display in the hallway. **DO NOT** cut or tamper with the artwork. Anyone that violates this will be held responsible.

***Rules and regulations are subject to change by building management.***

## **Move-In Checklist**

Please refer to the following checklist, which is provided for your convenience, to ensure a smooth transition to your new office:

- Order new stationery, envelopes, and business cards to reflect your updated address and contact numbers.
- Request your meter number from the management office and contact the electric company's new business department to initiate service: Commonwealth Edison (866) 639-3532.
- Notify the post office of your change of address: [uspspostoffices.com](https://uspspostoffices.com)
- Send a change of address card or note to clients, vendors, and friends.
- Complete required forms, keep a copy for yourself, and return the original to the Pointe O'Hare management office.
- Register your company through the Village Hall of Rosemont and obtain a Certificate of Registration. Reach out to [danielsr@villageofrosemont.org](mailto:danielsr@villageofrosemont.org) with any questions.
- Provide your moving company with a copy of the Moving Company Guidelines included in this manual.



## **Post Office & Permit Information**

The Rosemont Post Office is conveniently located across the street from Pointe O'Hare. Their business hours are 8 a.m. to 5 p.m.

### **Rosemont Village POST OFFICE:**

**9507 W. Higgins Road  
Rosemont, IL 60018  
(847) 827-5591**

The Village of Rosemont requires businesses to obtain a license. This license can be obtained from the Rosemont Village Hall.

### **Rosemont VILLAGE HALL:**

**9501 Technology Blvd.  
Rosemont, IL 60018  
Monday through Friday, 9 a.m. - 5 p.m.  
(847) 825-4404**

# Management Office Information

## Management Office Address

9550 W. Higgins Road  
Suite 210  
Rosemont, IL 60018  
T: (847) 500-8763  
Security: (847) 268-2314

## Management Office Team

### Property Manager

Patty McDermott  
pmcdermott@bradfordallen.com  
(847) 996-9400

### Assistant Property Manager

Sara Bruno  
sbruno@bradfordallen.com  
(847) 500-8763

## Business Hours

### Office Hours

Monday–Friday, 8:30 a.m.–5 p.m.

### Building Standard Hours

Monday–Friday, 6 a.m.–6 p.m.  
Saturday, 6 a.m.–2 p.m.

# Building Operations

## Building Access

### Access Card Request

At move-in, tenants are required to complete the Access Card Request Form. This gives your employees access to the building and after-hours elevator access.

### After-Hours HVAC

After-hours HVAC can be requested through the management office or the online work order system, Angus. Tenants will be billed accordingly each month.

**Monday–Friday:** After 6:00 p.m.

**HVAC:** \$85/hr

**Saturday:** After 1:00 p.m.

**HVAC:** \$85/hr

## Building Maintenance

Building engineers are on duty Monday through Friday during normal business hours. They are here to maintain building operations and to provide standard building maintenance. Please assign a designated employee to submit maintenance requests through the Angus work order system by indicating that contact on the attached **Tenant Fact Sheet found (page 46)**. Additional charges may be billed back to the tenant according to the pricing on the attached **Building Service Rates sheet (page 45)**.

### Urgent Requests

Please have your office manager notify the management office of any *URGENT* maintenance or repair requests. A building day porter or a building engineer will assist you as soon as possible.

### General Maintenance Requests

For routine maintenance requests, please create a work order through the online work order system, Angus Anywhere.

<https://www.ng1.angus.mrisoftware.com/tenant/600000201/Main/default.aspx>

Log-in credentials can be obtained from the management office.

## Janitorial Services

Janitorial service is provided five evenings a week, after normal business hours. These services include routine office cleaning, vacuuming, dusting, and emptying wastebaskets. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise.

As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away. For your convenience, trash stickers are available in the management office to designate boxes or other items for disposal.

Please note that the janitorial crew will *NOT* dust any computer equipment, including terminals, hard drives, or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment.

### **Day Porter**

The day porter is on duty from 7:45 a.m. to 4:15 p.m. to keep the lobbies, corridors, restrooms, and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or elsewhere, please put in a work ticket and the day porter will address the issue.

### **Special Requests**

If you have any special requests or require emergency janitorial assistance, please direct your request to the management office.

## **Recycling Program**

**“Recycle *More*. Trash *Less*.”** Here at Pointe O’Hare, we have implemented a recycling program that includes:

- Plastic bottles and containers
- Paper
- Glass bottles and containers (must be free of liquids and food)
- Flattened cardboard and paperboard
- Food and beverage cans

***Can recyclables be co-mingled?*** Yes, but we would ask that you refrain from mixing cans/glass with paper recyclables. If paper gets soiled by a container that is not rinsed properly, the paper can no longer be recycled.

### **Please *do not* include:**

- Food or liquids
- Foam cups and containers
- Green waste
- Batteries (*there is a battery recycling bin located at the building dock door*)
- Loose plastic bags, bagged recyclables, or film
- Clothing, furniture, carpet

The building also has an electronics recycling program. There is a drop-off bin near the building dock door. Please contact the management office for a list of acceptable items.



## **Building Security**

### **Security Hours**

Monday–Friday, 6 a.m.–10 p.m.

Saturday, 6 a.m.–2 p.m.

### **Security Phone Number**

(312) 256-1652

### **Visitor & Short-Term Parking**

Designated stalls for visitor parking are clearly marked at the front of the building. Please remind your staff not to use these spaces for daily parking, and remind visitors of the designated time limit of 1 hour. These spaces are monitored and enforced by security personnel.

### **Handicap Spaces**

Parking stalls reserved for handicapped individuals are clearly marked in the front of the building. As a reminder, do not park in these spaces unless you have a valid handicapped license. Cars illegally parked in these areas are subject to citation and/or towing.

### **Parking Guidelines & Reminders**

To ensure the safety of our visitors and proper use of our parking garage, please adhere to the following guidelines:

- Call the management office if you observe any hazards in the parking areas.
- Always lock your vehicle and remove any valuables, including cellular phones. Pointe O'Hare is not responsible for any damage to or theft from your vehicle.
- Please be considerate and ask your guests to observe visitor parking restrictions.
- Obey all directional, speed limit, and stop signs throughout the parking area.
- Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
- Overnight parking is permitted using the overnight parking form. This form should be completed in advance and emailed to the management office. The maximum time frame for overnight parking is two weeks.
- Trailers and towed vehicles are not permitted in the parking areas.
- All vehicles must be parked in designated stalls unless marked as "reserved" and assigned to you.

## Vendor Regulations

When arranging for services provided by an outside vendor for work in individual office suites, tenants and their vendors are asked to please comply with the following guidelines:

- Inform the management office  
By calling: (847) 500-8367  
By emailing: pmcdermott@bradfordallen.com and/or sbruno@bradfordallen.com
- A vendor shall be permitted access to the building only at the request of the tenant and only for the purpose of direct deliveries to the specified suite.
- Tenants' outside vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access will only be admitted if the tenant has informed the management office in advance.
- Vendors may not solicit work from other tenants in the building.
- Vendors must provide a Certificate of Insurance covering general liability, workers' compensation, and auto liability in the amount of three million dollars. All vendors must be union.

The following names must be listed as additional insureds on the contractor's general liability and excess liability insurance policies, as it pertains to both ongoing operations and completed operations, using ISO Additional Insured Form CG 20 26 (ongoing operations) and CG 20 40 (completed operations), on a primary and non-contributory basis:

Bradford Allen Pointe O'Hare, LLC  
Bradford Allen Management Services, LLC  
Bradford Allen Investment Advisors, LLC  
Guggenheim Real Estate, LLC

***If you have any questions regarding the above requirements, please feel free to reach out to the management office.***

## Rent Payment Information

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be mailed to:

### First-Class MAIL ADDRESS

Bradford Allen Pointe O'Hare, LLC  
L-4295  
Columbus, OH 43260

OR

### COURIER ADDRESS

Bradford Allen Pointe O'Hare, LLC  
Attn: Lockbox Department EA2W10  
7 Easton Oval  
Columbus, OH 43219

Please make your checks payable to **Bradford Allen Pointe O'Hare LLC**. The return address will appear on the remittance portion of the rent statement. It is important that this remittance portion accompany your check to ensure proper crediting to your account.

### **Other important points of reference to ensure proper processing of your check:**

- Include the lease identification number on your check.
- Indicate the amount being paid and the check number on the remittance. Include how you want the check to be applied.
- Notify the management office in writing of any billing address changes.
- The remittance address is P.O Box. Only U.S. Mail deliveries will be accepted.

***If you have any questions, please do not hesitate to call the management office.***

## Mail & Other Deliveries

### Incoming Mail

All incoming mail should be addressed as follows:

**Tenant Name**  
**Pointe O'Hare**  
**9550 W. Higgins Road, Suite #**  
**Rosemont, IL 60018**

Please notify all client contacts and other business associates of your proper mailing address.

### U.S. Mailbox Locations

- Mail is delivered to mailboxes located in the service corridor of the building.
- Mail can be dropped off in the outgoing mail.
- The U.S. Postal Service has set the mail pick up time as 4 p.m., Monday–Friday.

### Express Mail Service

- Federal Express and UPS drop boxes are located on the first floor in the service corridor.
- FedEx, UPS, and USPS boxes are available in the mailroom for your convenience to drop off packages for pickup.

### Oversized Deliveries (*Loading Dock*)

All oversized deliveries should be made via the building's loading dock.

Prior arrangements must be made for any vehicles entering the loading dock for oversized deliveries. The security officer must receive notification from the management office before allowing vehicle access.

## Smoking

In compliance with state law, smoking is prohibited inside the building. For the convenience of building employees who smoke, we have a designated smoking area located on the east side of the parking garage. Ash urns are provided in this area.

As a courtesy to non-smokers and all guests to our buildings, please adhere to the following guidelines:

- Use designated smoking areas and refrain from smoking at building entryways or in stairwells.
- Please use the smoking urns provide for disposal of ashes and cigarette butts.
- Do not discard cigarette waste on walkways, in planters, or on building landscaping.



## Solicitors

Pointe O'Hare has adopted a "No Solicitors" policy. Please notify security at (312) 256-1652 of any solicitors on the premises.

## Building Rules & Regulations

### Contractor & Vendor Guidelines

#### Contact Information

Building Security (312) 256-1652

Office of the Building (847) 500-8367

#### Building-Required Contractors

- **Fire Life Safety**

Affiliated Customer Service, Inc. must be used for all FLS work, including demolition, installation, tie-in, and testing.

**Kyle P. Fogle** kfogle@affiliatedinc.com or (630) 842-2376

- **HVAC Controls:** Sysecrco

**Anthony McCallion** a.mccallion@syserco.com or (312) 720-8477

- **Garbage Removal**

**Flood Brothers** (630) 261-0400

- **Riser System Management**

**IMG Technologies** imgsupport@img-connect.com or (888) 464-5520

- **Verizon DAS**

Must be contacted prior to any demolition.

**Len Chapski** leonard.chapski@verizonwireless.com or (847) 944-2036

*Neither contractor, vendor, nor tenant shall take any action that violates the landlord's labor contracts, causes a work stoppage, picketing, labor disruption, or dispute, or interferes with the landlord's business, another tenant's business, or the rights and privileges of anyone lawfully in the union-operated building ("Labor Disruption").*

*The general contractor and all subcontractors shall be **union** and responsible for meeting these performance requirements throughout the course of the work. Exceptions shall only be allowed at the owner's discretion and with prior written approval.*

**The following activities are specifically prohibited on the owner's property and may not be undertaken by contractor and subcontractors:**

- Use of a jackhammer on-site
- Use of tenant space, other than the tenant space under construction pursuant to this agreement
- Use of tenant equipment
- Unauthorized use of building equipment
- Use of the building's trash compactor, dumpster, or container
- Unauthorized parking in restricted areas
- Unauthorized on-site storage
- Consumption of alcohol or controlled substances on-site
- Unauthorized congregation in building public space
- Cooking or quantity food preparation on site
- Eating or taking coffee breaks in tenant or public spaces
- Smoking in tenant or public spaces
- Unauthorized use of building restroom areas
- Unapproved use of building utilities
- Objectionable, abusive, or unacceptable behavior by contractor personnel
- Improper disposal of wastes, residues, or debris
- Loud noises considered by owner as objectionable
- Access to non-construction floors
- Worker interviews
- Roof access
- Possession of firearms, explosives, or weapons
- Gambling of any type
- Duplication of building keys
- Use of oil-based paints & stains without prior written owner approval

**Above-Ceiling for New and Existing Material**

- No conduit shall be tied directly to suspended ceilings, grid work, hanger wires, or HVAC systems such as ductwork, piping, etc. Conduit must be mounted directly to the concrete, or independently supported by its own hanging apparatus.
- All low-voltage cables must be plenum-rated and self-supported.
- Sprinkler piping must be self-supported.

## After Hours

Any weekend or after-hours work must be reported to the management office 72 hours in advance. If, at the management's discretion, there is a need for an engineer to be on-site after hours or on the weekend, the contractor will be responsible for this cost (with a 4-hour minimum) and will be billed accordingly.

## Building Stock

Doors, frames, hardware, light fixtures, diffusers, ceiling tile, and pass-through windows removed during construction or demolition operations and not used in reconstruction shall revert to building ownership in good, usable condition. Contractors must make arrangements at least 48 hours in advance for delivery of these materials to storage.

## Certificate of Insurance

Any company doing work in the building, making a delivery, or moving items in or out will be required to provide the office of the building with a Certificate of Insurance prior to any work being done. If further information is needed, please contact the office of the building. It is imperative that these insurance requirements be met. Work, moves, or deliveries will not be permitted without the proper documentation.

## Cleaning

- Contractors are required to erect and maintain dust barriers and proper dust covers at exit areas of construction. This is required only on floors occupied by other tenants.
- Lobby and corridor floors must be kept clean at all times. The contractor will reimburse building management for cleaning or repairs associated with the contractor's work, (e.g., carpet cleaning, floor tile replacement, etc.).
- Cleaning of newly remodeled areas will be the responsibility of the contractor. This includes windows, blinds, and induction units.
- Final construction cleaning is required by building's janitorial service provider and will be charged at the current rate.
- A sweeping compound is to be used during construction cleaning, as excessive dust can set the smoke detectors off. If smoke detectors need to be disabled, a "Red Tag" permit will be required.

## Coring

Core drilling and other loud noises can only be performed after 5:30 p.m., before 7:30 a.m., or on a Saturday or Sunday, provided the adjacent clients are not occupying their spaces at that time.

**NOTE:** *If construction requires access to another tenant's space, a written request must be submitted to the office of the building at least 48 hours in advance to allow sufficient time to coordinate with the tenant. An engineer will be required to secure the space at the current building rate. Complaints from building tenants may result in a temporary work stoppage until the activity can be rescheduled at a mutually convenient time.*

## **Deliveries**

- The contractor must schedule all large material deliveries before 7:30 a.m. or after 5:30 p.m. with a minimum 48-hour notice to the office of the building.
- Equipment, materials, furniture, packages, supplies, and other property must not be received through the building's lobbies or in passenger elevators. The freight elevators must be used for all deliveries and for moving activities. Courier deliveries can be received through the lobby and passenger elevators provided they are carried. Handcarts are not allowed in the passenger elevators. All deliveries should be scheduled with the office of the building. Deliveries requiring more than one elevator trip are to be made either before 7:30 a.m. or after 5:30 p.m., Monday through Friday, or any time on Saturday and Sunday, provided it is scheduled in advance with the office of the building.
- The client and contractor/vendor are responsible for all extra precautions to be taken to safeguard the floors, walls, and elevators from any damage that may be caused by the movement of materials or debris.

## **Drawings**

The office of the building requires two copies of complete architectural drawings and subcontractor's shop drawings for record purposes. Upon completion of construction, the office of the building requires as-built drawings, both CAD and PDF files.

## **Elevators**

- The use of passenger elevators is prohibited.
- Do not hold freight elevator door open manually. Doing so will result in a shutdown, and a service call will be necessary at the contractor's cost. To hold the door open, press and hold the "Rear Door Hold" or "Rear Door Open" button.

## **FLS/Red Tags**

If any fire and life safety system needs to be disabled to complete the work, the contractor must notify the owner in writing in advance, and Red Tag permit is required. The contractor shall not tamper with the building's life safety and sprinkler system. The contractor must reasonably protect sprinkler heads from dust and debris. Sprinkler shutdowns require an engineer on-site for the duration of the shutdown. There will be no exceptions.

## **Hot Work**

If any soldering or welding apparatus is required to complete the work, the contractor must notify the owner. Red Tag and Hot Work permits are required for such activities.

## **HVAC**

- Return air ducts must have temporary filter installed for the duration of the job.
- It shall be the responsibility of the contractor to isolate the heating, ventilating, and air conditioning systems of the work site from the remainder of the building. Under no circumstances shall the contractor utilize materials such as, but not limited to, cleaning agents, paints, thinners, or adhesives that, if released in the work site atmosphere, could spread to tenant areas, causing



discomfort or posing any type of health hazard. SDS information must be provided to the owner before any products are brought on-site. SDS information will be kept on-site permanently.

- After-hours HVAC can be provided upon request and will be billed back to the tenant. Refer to page 10 for rates.

### **Loading Dock / Shipping & Receiving**

- All deliveries and shipments are handled at the building's loading dock. Reference Site Map map, ingress from Higgins Road (west of main building drive), north on Schaffer Court, and east behind DHL building. At no time are deliveries to come through the main entrance of the building. Normal hours of operation are Monday through Friday from 7:00 a.m. to 5:00 p.m. After hours, a contractor may use the loading dock facilities with a 48-hour advance notice made to the office of the building. Deliveries and drop-offs of tools and equipment to the dock are to be completed as quickly as possible, and trucks or cars are to be removed from the dock immediately.
- The trucking company should be informed that hand trucks must be clean when transporting materials within the building. In addition, for any large moves, the mover must provide Masonite as a floor covering from the freight elevator to the suite.

### **Lock Out/Tag Out**

If necessary to exercise a lock-out tag-out procedure during construction, the owner must be notified, and the chief engineer should review contractor's lock-out tag-out procedures.

### **Materials**

Regarding the use of materials and equipment to be installed, unless specifically stated otherwise, refer to the building's Specification Guideline for information regarding the quality and type of equipment to be used during construction.

### **Noise**

Contractor shall schedule all shooting, coring, and other excessively loud work before 7:30 a.m. and after 5:30 p.m.

### **Permits**

It is required that all permits be submitted to the Office of the Building prior to the commencement of any construction work. Permits or copies of permits must be posted at project entry(s) prior to and during the project.

### **Parking**

All contractors and vendors must park on the fourth floor of the parking garage or above. All trucks and large vans must park on the northeast side of the adjacent parking garage. Reference the Site Map on page 26 for entry from Higgins Road, east of the main building drive.

### **Personnel**

- All contractors must check in with a lobby security guard.
- Contractor personnel must be in uniform and always display a contractor badge while on the property. Anyone wearing clothing with profanity will be asked to leave.

- Contractors and their personnel shall treat building occupants with courtesy and respect.
- All contractors and subcontractors must have active union membership cards.

### **Garbage Removal**

- Contractors are responsible for their own trash removal including dumpster.
- Roll-off container doors must remain closed when unattended.
- Construction or demolition materials are not permitted in building dumpsters. Contractors must remove all trash from the loading dock daily. If the loading dock is used by construction personnel, it must be cleaned daily.
- All demolition and heavy reconstruction debris must be removed from the building before 7:30 a.m. or after 5:30 p.m. Contractors must notify the Office of the Building when they are expecting a construction container. It is the contractor's responsibility to have the full containers removed from the property.

### **Storage**

Construction materials and supplies must be stored in the client space unless special arrangements have been made with the office of the building. The owner is not responsible for any shortages of building-standard items required for construction.

### **Tie-ins**

Connections to electrical, fire protection, mechanical, or plumbing systems—such as HVAC runs, risers, water lines, or electrical closets—are strictly prohibited without prior notice to the office of the building.

### **Artwork**

There is artwork in the main hallway adjacent to the passenger elevators. This artwork is NOT to be tampered with. Anyone who damages the artwork will be held responsible for repair or replacement costs.

## **Tenant shall faithfully observe and comply with the following rules and regulations:**

1. Tenant shall not alter any lock or install any new or additional locks or bolts on any doors or on any windows of the premises without obtaining the landlord's prior written consent. Tenant shall bear the cost of any lock changes or repairs required by tenant.
2. Keys will be furnished upon move-in for each tenant. Any additional keys required must be obtained from the management office at a reasonable cost to be established by landlord.
3. All doors opening to public corridors shall be kept closed at all times except for normal entry and exit to the premises. This is required by Rosemont Fire Code.

4. The landlord reserves the right to close and lock all entrance and exit doors during hours when the building is closed. Tenants, their employees, and agents must be sure that the doors to the building are securely closed and locked when leaving after normal business hours. Any person entering or leaving the building during such hours may be required to sign the building register. Access to the building may be refused unless the person seeking access has proper identification or has previously arranged a pass for access to the building. The landlord and its agents shall not be liable for any error regarding admission to or exclusion from the building. In case of invasion, mob, riot, public excitement, or other commotion, the landlord reserves the right to prevent access to the building for the safety and protection of life and property.
5. The landlord shall have the right to prescribe the weight, size, and position of all safes and other heavy property brought into the building. If necessary, such items must be placed on supports of adequate thickness to properly distribute their weight. The landlord will not be responsible for loss of or damage to any such items. Any damage caused by moving or maintaining such property shall be the sole responsibility of the tenant.
6. No furniture, freight, packages, supplies, equipment, or merchandise may be brought into or removed from the building via the elevators without prior notice to the management office. Such use must be done in a manner, elevator, and time designated by the landlord. Tenant must provide at least 24 hours' notice to the management office for elevator use, allowing time to schedule and protect the elevators as needed. Elevator use for these purposes is not permitted during standard business hours.
7. The landlord shall have the right to control and operate the public portions of the building, the public facilities, the heating and air conditioning, and any other facilities furnished for the common use of tenants in a manner customary for comparable buildings in the vicinity.
8. Tenant requests will be attended to only upon request to the office location designated by the landlord. Employees of the landlord shall not perform any work outside their regular duties unless under special instruction from the landlord.
9. Tenant shall not disturb, solicit, or canvass any occupant of the building and shall cooperate with the landlord or its agents to prevent such activity.
10. Toilet rooms, urinals, wash bowls, and other plumbing apparatus shall not be used for any purpose other than that for which they were constructed. No foreign substance of any kind may be disposed of in them.
11. Tenants shall not overload floors, mark or drill into walls, partitions, woodwork, or plaster, or deface any part of the premises without prior consent from the landlord.
12. Except for vending machines intended for the sole use of tenant's employees and guests, no vending machines or office equipment other than fractional horsepower machines shall be installed, maintained, or operated without the written consent of landlord.
13. Tenant shall not use or keep kerosene, gasoline, or other flammable or combustible material on the premises.

14. Tenants may not use any method of heating or air conditioning other than what is provided by the landlord, unless prior written consent is obtained. This is in accordance with the Rosemont Fire Code.
15. Tenant shall not use, or permit any foul or noxious gases or substances on the premises, nor shall the premises be used in any way that is offensive or objectionable to the landlord or other tenants due to noise, odors, or vibrations.
16. Tenant shall not bring or keep any animals, birds, or vehicles, including bicycles within the building or premises.
17. Cooking is not permitted on the premises. The premises may not be used for storage of merchandise, lodging, or any improper or objectionable purpose. However, laboratory-approved equipment and microwave ovens may be used for heating food or beverages (e.g., coffee, tea, or hot chocolate) so long as such use complies with applicable laws and does not create odors objectionable to the landlord or other tenants.
18. The landlord will approve where and how telephone and data wires are to be introduced to the premises. No boring or cutting of wires shall be allowed without the landlord's consent. The location of telephones, call boxes, and other office equipment affixed to the premises shall be subject to the approval of the landlord.
19. The landlord reserves the right to exclude or expel from the building any person who, in the judgment of landlord, is intoxicated or under the influence of alcohol or drugs, or who violates any of these rules and regulations.
20. Tenant, its employees, and agents shall not loiter in the entrances or corridors, nor obstruct the sidewalks, lobby, halls, stairways, or elevators. These areas must be used solely for ingress and egress to and from the premises.
21. Tenant shall not waste electricity, water, or air conditioning, and must cooperate with the landlord to ensure the effective operation of the building's heating and air conditioning systems. This includes refraining from adjusting controls and keeping blinds closed to block direct sunlight near exterior windows.
22. Tenant shall store all trash and garbage within the interior of the premises. No materials shall be placed in the trash boxes or receptacles if they cannot be disposed of in accordance with customary practices and local ordinances. Trash, garbage, and refuse must be disposed of only through designated entryways and elevators, and only during the times specified by the landlord.
23. Tenant shall comply with all safety, fire protection, and evacuation procedures and regulations established by the landlord or any governmental agency.
24. Tenant shall assume any and all responsibility for protecting the premises from theft, robbery, and pilferage. This includes keeping doors and other entry points locked when the premises are unoccupied.



25. The landlord may waive any one or more of these rules and regulations for the benefit of any particular tenant, but such a waiver does not prevent future enforcement of these rules against that tenant or others.
26. No awnings or other projects shall be attached to the outside walls of the building without the prior written landlord consent. No curtains, blinds, shades, or screens may be hung in windows or doors without landlord approval. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the building must be fluorescent and/or of a quality, type, design, and bulb color approved by landlord.
27. The sashes, sash doors, skylights, windows, and doors that reflect or admit light and air into the halls, passageways, and other public places in the building shall not be covered or obstructed by tenant, nor shall any bottles, parcels, or other articles be placed on the windowsills.
28. Washing or detailing vehicles, installing windshields, radios, or performing general work on automobiles is not permitted on the premises.
29. Food vendors shall be allowed in the building with the consent of the management office. The food vendor shall service only the tenant who has made the request.
30. Tenants must comply with landlord requests to communicate important information to their employees.
31. Tenant shall comply with any non-smoking ordinance adopted by any applicable governmental authority. In addition, the landlord reserves the right to designate, in landlord's sole discretion, the only outside areas of the premises where smoking shall be permitted.

*The landlord reserves the right to change or rescind any of these rules and regulations at any time, or to implement additional reasonable rules and regulations as deemed necessary for the management, safety, cleanliness, and good order of the premises and building, as well as the convenience of other tenants and occupants. The landlord is not responsible for enforcement of these rules, and tenant agrees to abide by them as a condition of occupancy.*

# Amenities

## Building Amenities & Services

- On-site, fully renovated conference room
- Tenant lounge area
- On-site, fully renovated fitness center
- Pointe O'Hare shuttle service to CTA, Metra Station, and O'Hare International Airport; refer to shuttle service schedule page 52.
- Covered garage for tenants and visitors
- Overnight parking

## Site Map



# Emergency Procedures

The ownership and management of Pointe O'Hare take fire and life safety very seriously. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, the Emergency Procedures section was developed.

While the fire/life safety systems in the building are engineered to ensure the safety of all occupants in the event of a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the fire & life safety systems in place in Pointe O'Hare, please contact the management office at (847) 500-8763.

## Emergency Phone Numbers

Emergency:	911
Police Department:	(847) 823-1134
Fire Department:	(847) 823-1134
Management Office:	(847) 500-8367 ext. 105

After-Hours Emergencies: (312) 256-1652 (*Security Cellphone*)

## Floor Response Team

At the time of move-in, each tenant is asked to complete the Floor Response Team Form (found on page 49 of this manual), designating personnel who will be responsible for taking charge in the event of an emergency. It is up to each tenant to ensure that this form is updated when designated personnel leave the firm or are no longer able to perform the outlined duties of emergency personnel.

While the management office may periodically host floor response team training, the general responsibilities are outlined here. It is the responsibility of all floor response team personnel to familiarize themselves with these guidelines as well as all of the building's emergency procedures.

- **Floor Warden** – Responsible for controlling staff in the event of emergency and explaining/overseeing all emergency actions.

Each tenant should designate an alternate floor warden in case the primary is out of the office when an emergency occurs.

- **Stairwell Monitor** – At the direction of the floor warden, leads employees to exit stairwells and monitors the safe and efficient evacuation via stairwells.

- **Elevator Monitor** – Positioned at elevator banks and ensures that no one uses the elevators during an emergency.
- **Searcher** – After all personnel have evacuated the suite, the searcher returns to the office suite to ensure that all have in fact evacuated and no injured persons left behind.
- **Assistant to the Physically Impaired** – Assists any handicapped individuals during an emergency and/or building evacuation.

## **Floor Warden Responsibilities**

Each member of the building's floor response team has an important job to perform in the event of an emergency. Each designee should become familiar with the following duties:

### **Duties:**

- Appoints personnel to the emergency team and fills all vacant positions.
- Maintains an updated roster of floor response team personnel.
- Keeps the management office updated on any changes in floor response team personnel.
- Alerts floor response team designees of potential emergencies.
- Supervises the activities and training of floor response team.
- Responsible for informing and training floor response team in emergency procedures.
- Ensures that floor response team knows their assigned duties and locations in case of an emergency.
- Pre-plans the handling of physically impaired personnel during evacuation.
- Responsible for the evacuation of floor response team.
- Responsible for notifying the elevator monitor to evacuate.

## **Stairwell Monitor Responsibilities**

### **Duties:**

- Takes position at assigned exits and assists in the evacuation of all personnel.
- Feels stairwell door with back of hand for heat. If no heat is detected, opens door slowly to inspect stairwell for possible heat and smoke before evacuation.
- Instructs personnel to form single-file line and directs them to exit along the right side of the stairwell.
- Supervises and monitors evacuation flow while remaining calm and encouraging others to do the same.
- Remains at exit until searchers have cleared all personnel for the floor.

## **Elevator Monitor Responsibilities**

### **Duties:**

- Under the supervision of the floor warden, elevator monitors are responsible for ensuring that no one uses the elevators during an emergency.
- Takes position at the elevators and directs employees to the nearest stairwell.
- Must be familiar with the building's emergency procedures and the location of all stairwells.
- Remains at designated post until instructed to evacuate by the floor warden.

## **Searcher Responsibilities**

### **Duties:**

- Under the supervision of the floor warden, searchers are responsible for finding and evacuating all personnel from the floor, including remote areas such as storage rooms, file rooms, coffee/break areas, restrooms, etc.
- Check all rooms, including restrooms, conference rooms, reception areas, offices, and remote areas.
- Close (but does not lock) all doors after determining the room has been evacuated.
- Places a "searched" sticker or note at knee height on each door once checked to indicate the room is clear. (In a fire, smoke may limit visibility; lower placement helps first responders.)
- Advises any remaining personnel of the emergency and insists on their evacuation.
- Evacuates non-employees found on the floor.
- Must be familiar with the building's emergency procedures and the location of all stairwells.

## **Assistant to the Physically Impaired Responsibilities**

### **Duties:**

- Under the supervision of the floor warden, responsible for the safe evacuation of any physically impaired personnel.
- Maintains an up-to-date list of individuals requiring assistance.
- Move physically impaired personnel to the stairwell and wait with them until emergency personnel arrive.

# Fire

## If a Fire Is Discovered Inside Your Suite:

1. Advise others and move everyone away from the fire.
  2. Confine the fire by closing all doors in the area.
  3. Call 911 and provide the following information:
    - Pointe O'Hare, 9550 W. Higgins Road, Rosemont, IL
    - Your suite number or exact location of the fire.
    - Your call back number.
- NOTE: Do not hang up until the emergency operator does so.**
4. Notify the management office at (847) 500-8367 ext.105.
  5. Attempt to extinguish the fire only under the following conditions:
    - The fire is small and can easily be extinguished.
    - You are familiar with the operation of an extinguisher, and it can be done safely.
    - You have someone with you.
    - You have your back facing an exit.
  6. Evacuate using the nearest stairwell. Do not use elevators.
  7. Once outside, move to a safe refuge area away from the building and fire department operations.

**NOTE:** FIRES NEED FUEL, HEAT, AND OXYGEN TO SURVIVE. YOU CAN REDUCE OR EXTINGUISH FIRE BY REMOVING ANY ONE OF THESE ELEMENTS. FOR EXAMPLE, CLOSE DOORS AND USE EXTINGUISHER TO REDUCE OXYGEN, THROW WATER ON THE FIRE TO REDUCE HEAT, AND ELIMINATE FUEL SOURCES BY REMOVING NEARBY PAPER, PLASTICS, AND OTHER FLAMMABLES.



## **If a Fire Is Discovered Outside Your Suite:**

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:

- Pointe O'Hare, 9550 W. Higgins Road, Rosemont, IL
- Your suite number or exact location of the fire.
- Your call back number.

**NOTE: Do not hang up until the emergency operator does so.**

2. Call the management office at (847) 500-8763

- Report your company name, floor, and suite number.

3. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!

4. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.

5. IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR, seal the area with a fire blanket, wet towel, or other misted material.

6. IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE, break a window for additional oxygen.

7. IF YOUR TELEPHONE STOPS WORKING, display brightly colored material from the window. Wave it to make it more visible to rescuers.

8. DO NOT JUMP!

## **Fire Safety Reminders**

- Post emergency phone numbers for all employees.
- Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
- In a fire or other emergency, follow the instructions of your designated floor warden and other emergency personnel.
- Never use the elevators.
- While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.
- If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
- Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas, or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

## Fire Prevention Tips

- Replace any electrical cord that has cracked insulation or a broken connector.
- Do not pinch electrical cords under or behind furniture.
- Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chafed.
- Leave space for air to circulate around heaters and other heat-producing equipment, such as copiers and computer terminals.
- Turn off or unplug all appliances, including coffee makers and hot plates, at the end of each workday.
- Keep exits, storage areas, and stairways free from wastepaper, empty boxes, dirty rags, and other fire hazards.
- Know the locations of fire extinguishers in the building and your work area.
- Remove trash on a regular basis.
- Close all doors after working hours.
- Discard all flammable liquids.
- Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).

## Fire Extinguisher Location & Basic Operation

All extinguishers in the building may be used on fires originating from wood, paper, plastic, grease, oil, and electricity. Fire extinguishers in the common areas on the first floor have signage to easily locate.

### Operating A Fire Extinguisher:

1. To open the cabinet, turn the handle and pull open.
2. Remember the “P-A-S-S” method for effective fire extinguisher use:
  - P – Pull** the safety pin. This is usually the pin with a string attached.
  - A – Aim** the hose, nozzle, or horn at the base of the fire.
  - S – Squeeze** the trigger handle.
  - S – Sweep** from side to side and watch for the re-flash of the fire.

**NOTE:** ALWAYS MAINTAIN A THREE-FOOT CLEARANCE AREA AROUND FIRE EQUIPMENT. ONCE THE EQUIPMENT HAS BEEN USED, DO NOT TRY TO RE-HANG IT, EVEN FOR A FEW SECONDS. USED EXTINGUISHERS SHOULD BE SERVICED IMMEDIATELY!

# Earthquakes

## Earthquake Preparedness

While the office building is structurally designed to minimize earthquake damage, it is important for all occupants to be well prepared and familiar with earthquake emergency procedures.

**The following SUPPLIES will be necessary to protect and sustain your employees in the event of an earthquake:**

- **Food** – Stock your office with nonperishable, easy-to-store food products such as dehydrated meals and food bars.
- **Water** – Keep at least a three-day supply of purified water. Two quarts per person per day is recommended.
- **Emergency Lighting** – Flashlights, flares, and light sticks.
- **Batteries** – Keep a fresh supply.
- **Medical** – Keep a well-stocked first aid kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock, and broken bones.
- **Blankets** – Lightweight, fire- and shock-retardant emergency blankets.
- **Radios** – Portable transistor radios with extra batteries and two-way radios.
- **Fire Extinguisher**
- **Medications** – Employees on medication should keep a 72-hour supply in their desk.

### **Additional Supplies to Consider:**

- Heavy work gloves
- Hard hats & goggles
- Work shoes
- Generator
- Shovels, crowbars
- Catalytic heater
- Dust masks
- Chemical toilets, waste bags, & lime
- Water purification tablets
- Sleeping bags & cots
- Portable stove
- Eating utensils
- Instant ice pack
- Pre-moistened towelettes

## **During an Earthquake**

While earthquake emergency procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: Evacuation during a fire is highly probable, whereas EVACUATION DURING AN EARTHQUAKE IS NOT PROBABLE.

### **Please adhere to the following safety procedures during an earthquake:**

#### **If you are outside of the building when an earthquake occurs:**

1. Take shelter away from windows and seek protection under tables, desks, or other objects that offer cover from flying glass and debris.
2. Do not leave the sheltered area or exit the building until the shaking stops. Seek safety where you are and evacuate calmly only if necessary.
3. Do not rush for exits—stairwells may be unsafe.
4. Never attempt to use elevators during an earthquake. Afterward, do not use elevators until they are inspected and deemed safe.
5. Stay clear of bookcases, file cabinets, windows, and other heavy objects.
6. Turn off electrical equipment. Do not be surprised if electricity goes out or alarm systems are activated.
7. Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

#### **If you are inside of the building when an earthquake occurs:**

1. Move away from buildings, utility wires and poles, debris, and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover your face with one forearm and the back of your head with the other.
4. Sidewalks near buildings are particularly dangerous due to falling glass and masonry—avoid them when possible.

## **After An Earthquake**

1. Check for injured persons. DO NOT attempt to move a seriously injured person unless they are in immediate danger.
2. DO NOT use matches, candles, or other open flames.
3. DO NOT turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Avoid any sparking wires.

5. If you smell gas, open all windows, evacuate the building if it is safe to do so, and notify the fire department immediately. Then alert building management.
6. Clean up any dangerous spills.
7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach office of the building or the fire department.
8. Listen to the radio for emergency reports.
9. DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with management personnel and fire department representatives.
11. Be prepared and stay alert for aftershocks.

### **Checklist for Business Survival Following an Earthquake**

Businesses face many hurdles in recovering from earthquakes. A key to survival is planning for recovery before an earthquake occurs. The following checklist outlines steps that can help reduce the impact and allow your company to continue operating:

- Make agreements with vendors and suppliers to ensure continued business or identify alternate sources in the event your normal vendors are unable to operate.
- Develop and maintain inventories of critical supplies, equipment, and employee skills.
- Develop a plan for informing clients, the public, and the media about company operations following an earthquake.
- Store duplicates of vital company records and important documents off-site.
- Take measures to secure and stabilize computer equipment and other technology.
- Establish contracts with engineers and suppliers to survey damage and perform clean-up following an earthquake.
- Develop a plan for business restoration, including securing alternate work sites, restoring damaged utility systems, and security access protocols.
- Develop alternate marketing plans or strategies to enter new markets if regular operations are disrupted.
- Create post-earthquake financing and investment strategies to protect corporate assets.
- Make sure your bank is informed about your disaster contingency plans to ensure quick response to financial needs.
- Review and update any inter-company mutual aid agreements to prepare for post-earthquake collaboration and support.

# Tornados

## Tornado Preparedness

The following SUPPLIES are recommended to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

- **Food** – Stock your office with nonperishable, easy-to-store food products such as dehydrated meals and food bars.
- **Water** – Keep at least a three-day supply of purified water. Two quarts per person per day is recommended.
- **Emergency Lighting** – Flashlights, flares, and light sticks.
- **Batteries** – Keep a fresh supply.
- **Medical** – Keep a well-stocked first aid kit. Choose kits designed to treat injuries such as heavy bleeding, shock, and broken bones.
- **Blankets** – Lightweight, fire- and shock-retardant emergency blankets.
- **Radios** – Portable transistor radios with extra batteries and two-way radios.
- **Fire Extinguisher**

### Additional Supplies to Consider:

- Heavy work gloves
- Hard hats & goggles
- Work shoes
- Generator
- Shovels & crowbars
- Catalytic heater
- Dust masks
- Chemical toilets, waste bags & lime
- Water purification tablets
- Sleeping bags & cots
- Portable stove
- Eating utensils
- Instant ice pack
- Pre-moistened towelettes

There are two designations for tornado alerts: a **WATCH** and a **WARNING**. A tornado **WATCH** indicates weather conditions are right for a tornado. A tornado **WARNING** indicates that a tornado has been sighted in the immediate area.



## **In the Event of a Tornado Watch**

1. Whoever is made aware of the threatening weather should notify the office manager, designated floor warden, and the office of the building.
2. Floor wardens or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
  - Immediately close the blinds in your office.
  - Stay away from the windows.
  - Remain at your normal workstation.
  - Tune in to a battery-operated radio for weather updates.
  - If possible, you should remain in the building until the weather has cleared.

## **In the Event of a Tornado Warning**

1. Move away from the perimeter of the building (windowed areas) toward the center and close the doors behind you.
2. Floor wardens and other emergency personnel will direct you towards corridors, stairwells, and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, take shelter under a desk, table, or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your workstation.
7. Once everyone has returned to their workstation, emergency personnel should assist building management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the medical emergency procedures outlined in this manual.
9. If any portions of your office or surrounding building areas has been damaged, please notify building management immediately.

## Explosions

If an explosion occurs, please follow these procedures:

1. IMMEDIATELY report the explosion to the management office. Remain calm and provide the following information:
  - Your name, location (building and suite number), and phone number.
  - Your company name.
  - Exact location of explosion.
  - Cause (if known) of explosion.
  - Extent of casualties and number and type of injuries.
  - Whether the explosion caused a fire and, if so, the location of the fire.
2. Evacuate all persons from the area if necessary.

The management office will immediately contact the fire and police departments and will dispatch emergency personnel to the scene.

## Medical Emergencies

Should a medical emergency arise requiring immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
  - Nature of the medical emergency.
  - Building name and address.
  - Exact location and name of sick or injured person.

**NOTE: Do not hang up until the emergency operator does so.**
2. Call the management office at (847) 500-8763. Remain calm and provide the following information:
  - Your name and company name.
  - Nature of the medical emergency.
  - Exact location and name of sick or injured person.
  - Whether or not you have called for trained assistance.
  - A number where you can be reached.
3. Direct any onlookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.

4. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
5. Designate a responsible person to do the following:
  - Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
  - Whenever possible, have an elevator standing for the rescue team.

***NOTE: CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the office of the building. All occupants are encouraged to participate.***

## **Bomb Threats**

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the office of the building. Anyone can receive a bomb threat, and all building occupants should be prepared.

### **Telephone Bomb Threats**

1. The person receiving the call should try to get as much information as possible from the caller and should WRITE OUT THE MESSAGE EXACTLY AS RECEIVED.
2. LISTEN CAREFULLY. You may be able to help authorities identify the caller, their location, or the location of the explosive by their comments, vocal characteristics, and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the Bomb Threat Questionnaire found in section VII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact the management office at (847) 500-8763 and provide the following information:
  - Your name.
  - Your location (building and suite number).
  - Your phone number.
  - Name of any other person who heard the threat.
  - Name of any employee threatened by the caller and his/her work location.
  - Time the bomb is to detonate (if known).
  - Location and description of the bomb (if known).
  - Any reason given for planting the bomb.
  - Any other information received from the caller.

7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

### **Written Bomb Threats**

Upon receipt of a written bomb threat:

1. Immediately notify the management office.
2. Do not destroy the note.
3. Do not let others handle the note.
4. Turn the note over to building management or emergency personnel.

### **Personal Receipt of Bomb Threats**

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low—not just at eye level.
- Methodically search from one end of your work area to the other.

### **Searching Your Suite for a Suspected Bomb**

Once a telephone or written bomb threat has been reported to the office of the building, occupants should search their suites for any suspicious packages. Follow these guidelines when conducting a search:

- Do not rely on random searches in logical places.
- Explosives are most easily concealed in areas with the easiest access.
- Be alert for articles that are foreign to the area or seem out of place.
- Bombs are often packaged in common containers such as a shoebox, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase, or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move toward the center of the room.

***NOTE: If a suspicious object is found, DO NOT TOUCH IT. Report the finding immediately to your designated emergency personnel and to building management.***

### **Suspicious Packages**

Upon the delivery of any package, always be alert and follow these precautions:

- Do not assume the contents of a package are safe simply because it was delivered in a routine manner.

- Do not rely on the container's markings or appearance to verify its content, identification, or legitimacy.
- Be aware of packages with incorrect titles or those marked "Confidential" or "Personal".
- Do not open any suspicious package.
- Do not cut any cord, rope, or wire on a suspicious package.

**Be aware of the following signs that a package may include a bomb:**

- Excessive postage
- No return address
- Excessive weight
- Incorrect titles
- Restrictive markings such as "Confidential" or "Personal"
- Oily stains or discoloration

**Upon Receipt of a Suspicious Package**

1. Do not allow anyone to handle the package.
2. Immediately call the office of the building.

**Suspected Bomb Safety Precautions**

The following safety guidelines are provided to familiarize all occupants with the dangers of bomb threats, searches, discoveries, or any situation where a bomb is suspected in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of others working in or visiting the building.

1. If it is suspected that a bomb is in the building:
  - Do not use radio equipment to transmit messages.
  - Do not change lighting conditions.
  - Remove all flammables.
2. Please make only necessary phone calls. Open phone lines are essential to effectively managing the emergency.
3. If a suspected bomb is identified:
  - Do not touch it.
  - Do not attempt to move or carry it.
  - Remove all flammable material from the area.
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

## Evacuation

In the event of an emergency, it may become necessary to evacuate the office building. All floor response team personnel, as well as general personnel, should be completely familiar with the following evacuation procedures:

1. In an emergency situation, wait until management or designated floor response team personnel indicated that it is safe and appropriate to evacuate the building.
2. If you are directed to evacuate, closely follow the instructions of all floor response team personnel, including floor wardens, elevator monitors, searchers, and stairwell monitors.
3. Do not exit via the elevators. Exit via stairwells only after a stairwell monitor has deemed it safe to do so.
4. Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell. Use safe stairwell exit procedures including:
  - Remain calm and quiet.
  - Remove high-heeled shoes.
  - Exit in a single file and keep to the right using handrails.
  - Move quickly, but do not run.
  - Assist those who may have trouble on the stairs or who have been injured.
  - Treat injuries on stairwell landings only and only when safe to do so.

### Evacuating the Injured

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a “blanket drag” will provide you with the means to remove the person from the hazardous area. The drag can also be accomplished with a coat. If you are unable to carry the person, the “blanket drag” may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up lengthwise so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

## Civil Disturbances

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building, the office of the building will:

1. Secure all building entrances.
2. Notify the police.
3. Notify the tenants.
4. Prevent access to all suites.



### **In the event that a civil disturbance initiates inside the building:**

1. Make sure all occupants are in your office and lock your suite doors, including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.
2. Immediately notify the management office and provide the following information:
  - Exact location of the disturbance, demonstrators, and/or rioters.
  - Approximate number of demonstrators or rioters.
  - Your name, company name, and call back number.

### **Power Failure**

In the event of a power failure, Pointe O'Hare is equipped with an emergency generator which will provide power for emergency lighting, selected elevator service, and life and safety security systems.

If you experience loss of power in your suite, immediately contact the management office. An engineer will be dispatched to assist in restoring power. If the entire building is affected, ComEd will be contacted for assistance and building personnel will keep all tenants advised. If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

**Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:**

- **Emergency Lighting** – Flashlights, flares, light sticks.
- **Batteries** – Keep a fresh supply.
- **Blankets** – Lightweight fire- and shock-retardant emergency blankets.
- **Radios** – Portable transistor radios with extra batteries and two-way radios.

# Forms

The following forms should be completed and returned to the management office two weeks prior to your scheduled move. Send an original, completed copy to the management office and retain one copy for your records. For replacement forms, please contact the management office at (847) 500-8367.

- Move-In Day Information
- Building Services
- Tenant Contact Information Forms
- Emergency Procedures Acknowledgement
- Access Card Request & Fitness Center Form
- Parking Sticker Request Form
- Overnight Parking Form
- Shuttle Service Schedule

# POINTE O'HARE

## TENANT MOVE-IN DAY INFORMATION

Tenant Name: \_\_\_\_\_

Tenant Move-In Coordinator: \_\_\_\_\_

Current Address: \_\_\_\_\_

Current Phone #: \_\_\_\_\_

Moving Date: \_\_\_\_\_

Moving Time:     Start: \_\_\_\_\_ Completion: \_\_\_\_\_

Moving Company: \_\_\_\_\_

Moving Company Telephone: \_\_\_\_\_

Moving Company Supervisor: \_\_\_\_\_

Has moving Company Contacted for Certificate of Insurance?   Yes: \_\_\_\_\_ No: \_\_\_\_\_

Number of Movers: \_\_\_\_\_ Oversized Furniture or Equipment: \_\_\_\_\_

\_\_\_\_\_

Additional Security Requirements: \_\_\_\_\_

\_\_\_\_\_

Emergency Tenant Names and Phone Numbers During Move:

Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_

## POINTE O'HARE

### **BUILDING SERVICE RATES**

#### **Conference Center**

½ Day (up to 4 hours)	\$175.00
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Full Day	\$325.00
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*(Both include \$25 set up fee)*

#### **Engineer Time**

Straight Time	\$75.00
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Overtime (After-Hours)	\$112.50
------------------------	----------

Overtime (Double-Time)	\$150.00
------------------------	----------

#### **Cleaning/Day Porter**

\$40.00

#### **Key Cut**

Schlage	\$7.00/key
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Yale	\$7.00/key
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*\*Prices subject to change*

# POINTE O'HARE

## TENANT FACT SHEET & CONTACT INFORMATION

Date: \_\_\_\_\_

Name of Tenant (per lease): \_\_\_\_\_

Name of Tenant (DBA): \_\_\_\_\_

Main Phone #: \_\_\_\_\_ Main Fax #: \_\_\_\_\_

Suite(s) #: \_\_\_\_\_

Type of Business: \_\_\_\_\_

Hours/Days of Operations: \_\_\_\_\_

# of Employees at Site: Day: \_\_\_\_\_ Evening: \_\_\_\_\_

(If you occupy more than one floor, please designate how many employees for each floor.  
Use a separate sheet as necessary).

### **Business Contacts:**

*(Feel free to add contacts or notes on a separate sheet as needed.)*

We request contact information in the event of an after-hours emergency, as it may become necessary for management to contact a member of your staff.

Please be assured that this contact information will remain confidential and will only be used should an emergency occur such as a fire, flood, or power outage, necessitating after-hours notification of your staff.

	Primary/Manager/Daily Contact	Secondary Contact	Additional Contact
Name:			
Title:			
Telephone #:			
Email Address:			
Emergency Telephone #:			
Service Request/Workorder System Access:	Yes/Administrator		

*Persons authorized to request services from the Property Team and incur charges on behalf of the tenant for all building services (other than construction). We will only accept work orders or service requests from the Tenant Authorized Service Requestors noted here. Please designate service/work order system administrators (those authorized to add or remove Tenant Authorized Service Requestors).*

Property Removal Authorization:	Yes/Administrator		
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*Persons authorized to sign property removal passes that allow for removal of equipment or furniture from your office*

	Decision Maker/Executive	Accounting/Billing/AP Contact	Security/Alarm Co (if applicable)
Name:			
Title:			
Telephone #:			
Email Address:			
Emergency Telephone #:			
Service Request/Workorder System Access:			

	Billing Address (for rent statement)	Official Legal Notice Address
Company or c/o:		
Address 1:		
Address 2:		
Suite #:		
PO Box (if any):		
City/State/Zip:		
Attn:		
Email Address:		

**Please return this form to:**

**Email:** [jdelgado@bradfordallen.com](mailto:jdelgado@bradfordallen.com), [kharris@bradfordallen.com](mailto:kharris@bradfordallen.com)



# POINTE O'HARE

## **EMERGENCY PROCEDURES ACKNOWLEDGEMENT FORM**

Each tenant is required by law to observe and cooperate with the Pointe O'Hare emergency procedures and to enforce occupant participation in all related training and drills. It is the tenant's responsibility to review the emergency procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of the Pointe O'Hare Emergency Manual; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the manual with the tenant's entire staff and any new employees that join the company.

**Tenant Company Name:** \_\_\_\_\_

**Authorized Individual:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Please return this form to the management office within 30 days of tenancy. Retain one copy for your records.**

# POINTE O'HARE

## FIRE LIFE SAFETY INFORMATION

Please return this form to the management office. ***If you are a multi-floor tenant, fill one form out for each floor.***

Company Name:\_\_\_\_\_ Suite #:\_\_\_\_\_ Date:\_\_\_\_\_

Safety Representative:\_\_\_\_\_ Cell Phone #:\_\_\_\_\_

### **Floor Response Team**

Floor Warden:\_\_\_\_\_ Alternate:\_\_\_\_\_

Stairwell Monitor #1:\_\_\_\_\_ Alternate:\_\_\_\_\_

Stairwell Monitor #2:\_\_\_\_\_ Alternate:\_\_\_\_\_

Elevator Monitor #1:\_\_\_\_\_ Alternate:\_\_\_\_\_

Elevator Monitor #2:\_\_\_\_\_ Alternate:\_\_\_\_\_

Searcher #1:\_\_\_\_\_ Alternate:\_\_\_\_\_

Searcher #2:\_\_\_\_\_ Alternate:\_\_\_\_\_

***\*\*For your safety and the safety of all building tenants, please keep your floor response team list updated.***

Please provide the following information regarding individuals in your office who will require special assistance in case of an emergency. The assigned assistant is willing to stay in the stairwell with the individual needing assistance until the fire department is able to assist with evacuation.

1. Individual Needing Assistance:\_\_\_\_\_ Cell Phone #:\_\_\_\_\_

Type of Assistance Needed:\_\_\_\_\_ Assigned Assistant:\_\_\_\_\_

2. Individual Needing Assistance:\_\_\_\_\_ Cell Phone #:\_\_\_\_\_

Type of Assistance Needed:\_\_\_\_\_ Assigned Assistant:\_\_\_\_\_

3. Individual Needing Assistance:\_\_\_\_\_ Cell Phone #:\_\_\_\_\_

Type of Assistance Needed:\_\_\_\_\_ Assigned Assistant:\_\_\_\_\_

4. Individual Needing Assistance:\_\_\_\_\_ Cell Phone #:\_\_\_\_\_

Type of Assistance Needed:\_\_\_\_\_ Assigned Assistant:\_\_\_\_\_

5. Individual Needing Assistance:\_\_\_\_\_ Cell Phone #:\_\_\_\_\_

Type of Assistance Needed:\_\_\_\_\_ Assigned Assistant:\_\_\_\_\_

**POINTE O'HARE**  
**KEY CARD APPLICATION**

Please return completed form to the management office.

Name: \_\_\_\_\_

Company: \_\_\_\_\_ Suite #: \_\_\_\_\_

Office phone #: \_\_\_\_\_

**Key Card Application (Requires Designated Tenant Representative Approval):**

\_\_\_\_\_ New Key Card

\_\_\_\_\_ Replacement Key Card **(\$20 Fee)**

\_\_\_\_\_ Key Card # *(Provided by Management Office)*

\_\_\_\_\_ Level A\*: **Building Access, Fitness Center, Fitness Center Restroom**

Restroom Access (check one): Men's \_\_\_\_\_ Women's \_\_\_\_\_

\_\_\_\_\_ Level B: **Building Access Only**

*\* Building access is 24/7. Fitness Center access is only permitted during regular hours of operation.*

**Approval**

Tenant Representative Approval: \_\_\_\_\_ Date Signed: \_\_\_\_\_  
*(Please print)*

Applicant Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone #: \_\_\_\_\_ Relation: \_\_\_\_\_  
*(Please print)*

## POINTE O'HARE

### OVERNIGHT PARKING

Process to notify the landlord that you are **leaving your car in the Pointe O'Hare parking garage overnight.**

1. I understand that I park in the parking garage at my own risk.
2. Only Pointe O'Hare tenants' employees are allowed to leave their cars in the parking garage overnight.

**Signature:** \_\_\_\_\_

Unless you have a reserved parking space, please park your car on level 4 or above so that the lower spaces are available for daily parkers in the garage.

Please provide the following information. The form can be dropped off at the security desk in the lobby or emailed to **sbruno@bradfordallen.com**.

**Date(s) the Car Will Be Left Overnight in the Garage:** \_\_\_\_\_

**Location of Car:** \_\_\_\_\_

**Owners Names:** \_\_\_\_\_ **Employer:** \_\_\_\_\_

**Owner's Phone #:** \_\_\_\_\_

**Make:** \_\_\_\_\_ **Model:** \_\_\_\_\_

**Color:** \_\_\_\_\_ **License Plate #:** \_\_\_\_\_

**Emergency Contact Information:**

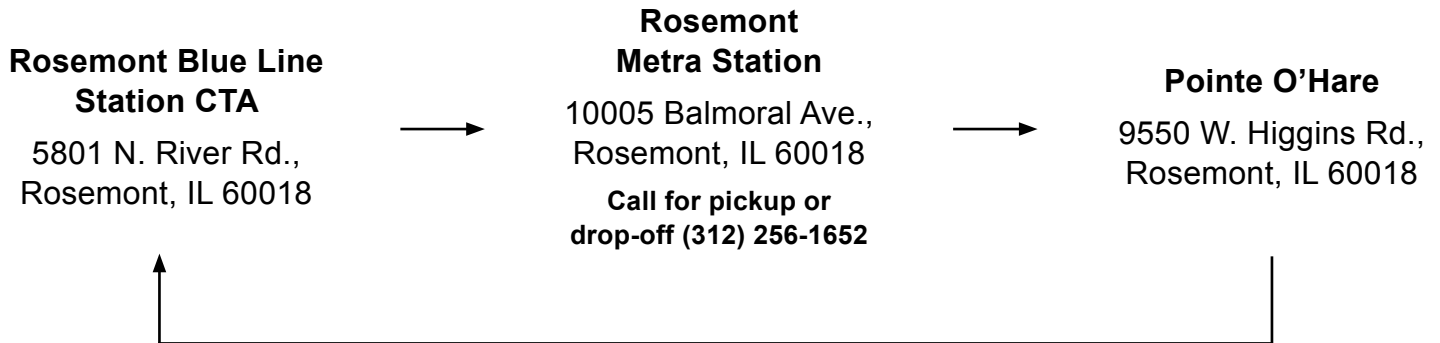
**Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

*Thanks for your cooperation!*

# POINTE O'HARE

## SHUTTLE SERVICE SCHEDULE

The shuttle service route offered by our property runs on a loop between the hours of **6:30 a.m. — 9:30 a.m.** and **3:00 p.m. — 6:00 p.m.** Monday through Friday, making continuous stops at:



### **Shuttle Service Schedule**

Trips to the airport require a reservation made at least 15 minutes in advance.  
Allow extra time for possible traffic or weather delays.

### **Airport Pickups**

Terminal 1: Level 2 baggage claim, Door 7

Terminal 2: Door 7

Terminal 3: Door 1

Bus Shuttle Center: Door 3 (1st floor), across from the Hilton

International Terminal: Door 5E, outer ring curb

For airport pickups, do not reserve in advance.

Call (312) 256-1652 once you arrive and have collected your luggage.

**To schedule a ride to or from any stop**, call (312) 256-1652 at least 15 minutes ahead and provide your name, company, time, destination, and phone number. Please use your cell phone's clock for accuracy.

The shuttle departs Pointe O'Hare at its scheduled time and will wait only three minutes before leaving. If missed, you must take the next shuttle.

*\*Schedules may be affected by traffic, weather, or Metra and CTA changes.*