

321 NORTH
CLARK

TENANT MANUAL



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BUILDING INFORMATION AND YOUR LEASE

This manual is designed to assist you in understanding the building's emergency procedures and systems as well as to provide you reference regarding the use of the services and facilities of 321 North Clark. The information contained herein does not modify or amend the provisions of your lease in any way. In the event of any inconsistency between the provisions of your lease and the following information, the provisions of your lease will prevail.

Hines Interests Limited Partnership reserves the right in its sole discretion, to modify, amend or discontinue the use of the information contained herein. No such actions by Hines Interests Limited Partnership will modify or amend the rights or obligations of the parties under your lease.

Notwithstanding anything to the contrary set forth in the Lease or these Rules and Regulations, in order to maintain a clean, safe and healthy environment for the tenants, patrons and employees of the Project, Landlord reserves the right, but shall have no obligation, to implement a protocol for screening all individuals entering the Project, mandating the use of face coverings or other personal protective equipment, and/or establishing other measures in connection with any health emergency related to a virus, disease, pandemic, epidemic or similar cause. Landlord may preclude entry to those who refuse to participate in such screening or other measures or who fail to meet the screening or other requirements set forth in such protocol.

OFFICE HOURS, LOCATION AND TELEPHONE

Office Hours: 8:00 a.m. – 5:00 p.m.
Monday through Friday
Except Holidays

Location: Suite 395
321 North Clark Street
Chicago, IL 60654

Telephone: 312-288-2900 (main)
312-245-5061 (fax)

Patrick Philbin
General Manager
312-288-2900

Kelly Hales
Property Manager
312-288-2920

Pat Lacey
Chief Engineer
312-288-2908

Brian Manheim
Assistant Chief Engineer
312-288-2909

Keith Adkins
Sr. Accountant
312-288-2903

Lucy Reese
Tenant Coordinator
312-288-2906

Erica Finnie
Staff Assistant
312-288-2900

BUILDING SECURITY HOURS, LOCATION AND TELEPHONE

Hours: 24 hours per day, 7 days per week

Location: Lobby West Entrance (24 hours, 7 days a week)
Lobby East Entrance (6AM – 8PM, Monday-Friday)
Loading Dock (6AM – 6PM, Monday-Friday)

Building entrances are only open when monitored by security.

Telephone: 312-288-2900

The Building Management Office phones are answered by security when the office is closed.

HOLIDAYS

The Building Management Office will be closed in observance of the following holidays:

New Year's Day

Labor Day

Memorial Day

Thanksgiving

Independence Day

Christmas

EMERGENCY NUMBERS

Emergency	911
Police	911 or 312-744-4000
Fire Department/Paramedics	911
Northwestern Memorial Hospital (Emergency Medicine)	312-908-5187
Illinois Poison Center	312-942-5969
Building Security	312-288-2900
Building Management Office	312-288-2900

* * * * *

In a medical emergency, direct the ambulance to the Clark Street entrance (321 North Clark). After phoning the paramedics, call the Building Management Office to alert them of the location of the medical emergency and that an ambulance is on the way. The building security staff will await the arrival of the ambulance and will expedite their entry into the building and up to the location of the person in need.

PAYMENT OF RENT AND OTHER CHARGES

Fixed rent charges are paid from a yearly schedule distributed prior to the beginning of each calendar year and miscellaneous variable charges will be invoiced each month. Please remember that the fixed rent charges are due on or before the first day of each month in accordance with the terms of the Lease.

Fixed and variable payments should be mailed to:

321 North Clark Property LLC
PO Box 772974
Chicago, IL 60677-0274

The option to Wire funds is available. Contact our Accounting Department at 312-288-2900 for wire transfer instructions.

ADDITIONAL SPACE REQUIREMENTS

Should your firm have the need for additional space, please contact the General Manager at 312-288-2900. We will be happy to assist you with your expansion needs.

CONSTRUCTION

The Building Management Office must be notified in writing prior to the commencement of any tenant construction or repair work. All work must be approved in writing by the Building Management office prior to the commencement of any construction. All contractors must read and sign a copy of the "Procedures for Contractors". All contractors shall be members of a recognized union prior to undertaking work within the building. All construction must be consistent with building standards and/or repair personnel must register with building security at the Lobby Level or Loading Dock, or with an engineer on Lower Level 4. Contractors may not park in the loading area unless they are making deliveries. Otherwise, they would park in the parking garage, contingent upon parking availability.

Building Standard Finishes:**Ceiling Tile (2'x2' tiles):**

Manufacturer: Armstrong

Style: 1912A – Ultima Beveled Tegula Humiguard Plus – White

Ceiling Grid:

Manufacturer: Armstrong

Style: Silhouette 1/8" Tee – White

Doors: (door finish in common corridor areas must be Building Standard)

Flush solid core doors, with Dark Cherry finish

Door Hardware:

Yale mortise lockset 8700 series 625

Finish: Bright Chrome on all door hardware and hinges

Key way: (mandatory for all keyed entries)

Yale 6-pin GG

Building Standard Lighting

Lightolier Deepcel Plus #DPA2G16LS26U (2x2 fixture)

1x4 recessed fixtures. Manufacturer: Philips Model: DayBrite Clear Appeal LED 1x4 #1-CA-G-30L-830-4-DS-UNV-DIM-CHIC Note: To be tied to dimmer switch, location to be determined.

DELIVERIES

Deliveries must be made through the loading area on Lower Level 2 utilizing freight elevators (Cab No. 19 and 20). The loading dock is on lower Carroll Street and is accessible from Kinzie/Dearborn Street just east of Harry Caray's Restaurant or south bound on LaSalle Street at Kinzie Street. Under no circumstances are deliveries of large items permitted through the Lobby Level or from the passenger elevators. Resulting damage will be billed back to your company.

Loading and unloading of deliveries is reserved for trucks, vans and other delivery vehicles with a limitation of thirty (30) minutes maximum parking time. Vehicles must turn off their ignition while parked on Lower Carroll or in the dock. Vehicles parked more than thirty minutes are subject to a parking violation and/or towing at vehicle owners' expense. Trucks that are larger than 35 feet in length will require the separation of the cab from the trailer while it is being unloaded in order to avoid blocking through traffic on Carroll Street or access to the building's parking garage. Please note that trucks that are higher than 13'6" will not fit in the dock.

If the loading dock area is required for a period greater than thirty minutes (i.e., delivery of furniture, large shipments, etc.), or if extremely heavy or oversized items are being delivered, please notify the Building Management Office (312-288-2900) and reserve the freight elevator for use after normal dock operating hours (6:00 a.m. to 6:00 p.m.). Tenants' are to utilize union affiliated delivery personnel for large shipments. All reservations should be made at least **48 hours in advance**. Use of the freight elevator after-hours, on weekends and on holidays requires the use of appropriate security personnel at the current billing rates and must be approved in advance by the Building Management Office.

CATERING

Catered orders must be made at the loading dock on Lower Level 2 utilizing freight elevators (Cab No. 19 and 20). Personal lunch/dinner order(s) placed through area restaurants must be picked up in the lobby or deliveries can be made from the dock to the tenants' suite upon approved authorization via iVisitor. Security will not make calls on behalf of food deliveries in the lobbies.

PROPERTY WEBSITE

www.hinesnorthclark.com is the Property Website for tenants at 321 North Clark Street. Most tenant building services are generated via the Property Website by authorized tenant representatives. In addition to building service requests, tenants can obtain information on amenities in the building and surrounding areas, review / submit building forms, tenant manual and check for available space.

Instructions, User ID and Password and/or reset a Password for Tenant Requests, please contact the Building Management Office at 312-288-2900.

HEATING, VENTILATION, AIR CONDITIONING (HVAC)

The standard hours of HVAC services are as follows:

Monday through Friday, 7:00 a.m. to 6:00 p.m.
Saturday, 7:00 a.m. to 1:00 p.m.

For air conditioning or heat outside of these hours, please submit a work order request via the Property Website (www.hinesnorthclark.com). Weekend requests need to be submitted by Friday at 4:00 p.m. Overnight (*12:00 a.m. – 7:00 a.m., weekdays and 10:00 p.m. – 7:00 a.m., weekends*) requests require **48-hours** notice. In observance of a holiday, the request needs to be submitted by 4:00 p.m. on the last business day prior to the holiday. If the Building Management Office is closed, an authorized representative from your office will be required to sign the building After-Hours Air Conditioning Request Form which is available at the lobby security desk or the property website indicating the date, time and hours requested. After-hours air conditioning requests will be billed on a monthly invoice according to the rates set forth in Section III of this manual, which are subject to change from time-to-time.

Thermostats are to be adjusted by the Building Engineer Staff only. The acceptable temperature range is 72° to 75°. Please contact the Building Management Office if, for any reason, you feel uncomfortable with the existing temperature in your office. Please reference the location (i.e., southeast corner, perimeter office) when placing the call to assist Engineering in their response.

The blinds installed at each perimeter window are an important part of maintaining comfortable temperatures. In the evening, the blinds should be closed to help maintain existing temperatures. During periods of high sun intensity and hot temperatures, the blinds should be closed to assist in minimizing heat load.

Tenants performing maintenance on supplemental HVAC units or equipment utilized for delivery of supplemental cooling capacity within their premises must utilize pre-approved union affiliated repair companies. Building engineering staff must receive 48 hours notice prior to commencement of inspection or repairs, unless the situation requires immediate emergency action to prevent loss to the tenant's equipment or property.

GREEN INITIATIVE PROGRAM

The Green Initiative Program is a voluntary Tenant program in which a Tenant may elect not to run HVAC on Saturday from 7:00 a.m. to 1:00 p.m. Tenant contacts will submit a request via AwareManager normal business hours or complete a form on Saturday at the West Lobby by Security. This ensures that HVAC will run at times when areas are occupied, and the Building will conserve energy throughout unoccupied areas.

Any Tenant interested in becoming part of the Green Initiative Program should contact the Building Management Office at 312-288-2900 for further information.

ELEVATOR (FREIGHT)

The building has two (2) freight elevators which are located near the loading dock area at the north side of the building on Lower Level 2. The hours of operation are Monday – Friday, 6:00 a.m. to 6:00 p.m. For access to the freight elevators after-hours, on weekends and on holidays, please contact the Building Management Office for reservation and approval.

The inside dimensions of the freight elevator cabs are 6'0" wide by 8'4" deep by 8' high. A rear section of the ceiling area is raised to a height of 16'. The doorways to the freight elevators are 45" wide by 8'6" high.

The maximum weight capacity of the cab is 4,000 pounds. However, it is your responsibility to ensure that the cab is not overloaded, resulting in damage to the equipment and/or cab finishes. Be sure that your employees and all vendors providing services to your company are aware of the weight limitation. Employees and delivery people sometimes fail to realize that a power jack to move pallets and a pallet can add up to 1,000 additional pounds to the load being transported. Also be aware that improperly balanced loads can cause damage to the elevator rails and related equipment.

ELEVATORS (PASSENGER)

321 North Clark has twenty (20) passenger elevators servicing the building, including eighteen (18) passenger elevators accessing the office space floors, one (1) shuttle elevator accessing RPM Events on LL1 and the parking garage on LL3. For access to Pizzeria Portofino, there is a shuttle elevator on Lower Level 2 at the riverfront.

The passenger elevators are in three banks of six (6) cars each.

- The low-rise elevator bank consists of cars 1-6 and is located on the north end of the lobby and serves floors 3-13.
- The mid-rise elevator bank (cars 7-12) is located in the Southern end of the lobby and serves floors 13 through 24.
- The high-rise bank (cars 13-18) is located in the center of the lobby and serves floors 24-34.

Each elevator, including the freight and shuttle elevators, is equipped with an intercom system which is connected directly to the building security control panel. If an elevator malfunctions and you are unable to exit the elevator, sound the alarm provided, and a signal will ring at the building security control panel in the lobby. You will have communication with the security officer on duty through the elevator control panel speaker located above the floor buttons. The security officer will then notify the appropriate personnel to assist you in safely exiting the elevator. While inside the elevator, please remain calm.

The maximum weight capacity of the passenger cabs is 3,500 pounds. Under no circumstances are large deliveries to be made through the use of these cabs as the finishes (glass, stainless steel and marble) are not designed for freight handling.

PHONE CLOSET ACCESS

CECO Inc. is the building's riser manager. In order to protect the telecommunication services relied upon by all tenants, CECO Inc. maintains all telephone closets and the base building NETPOP room at 321 North Clark. By using CECO Inc. for this service, we are better able to identify and maintain all existing cabling in the closets and provide a single point of contact for your telephone vendor.

CECO Inc. business hours are Monday through Friday, 8:00 a.m. – 5:00 p.m. Please call them at 312-662-0134, for any access to the phone closet. Be prepared to provide the following information:

- Company name
- Contact name and phone number
- Building address/suite number
- Phone number or circuit ID (for affected line) or
- Detailed description of service needed
- Billing information

Should you require emergency service outside of normal business hours, please call CECO's main number (312-662-0134) and follow the prompts for emergency assistance

Please clear any riser-related work with CECO, Inc. prior to contacting AT&T, Comcast, Verizon or any other service provider.

Please call Building Management (312-288-2900) with any questions.

ENGINEERING MAINTENANCE

We have a full staff of qualified engineering professionals to ensure the efficient operation of the building. Please direct your requests for repair and maintenance to the Building Management Office. Work orders are required to be processed by the Building Management Office to the Building Engineering Staff prior to commencement of services. The quickest way to receive a response to engineering-related request is via AwareManager through the Property Website, www.hinesnorthclark.com, or contacting the Building Management Office at 312-288-2900.

Engineering maintenance requested in excess of building standard services provided by the building will be billed to the tenant requesting such service at the current hourly rates as determined by the Building Management Office. Billing rates are subject to change from time-to-time; please see Section III of this manual for the current hourly rates.

JANITORIAL MAINTENANCE

Cleaning services are provided on a contract basis by a professional janitorial company. The cleaning staff will start their duties at approximately 5:15 p.m., Monday through Friday. Day porter services for the maintenance of the common areas are provided daily, Monday through Friday, 7:00 a.m. to 4:30 p.m.

Our janitorial personnel have been instructed upon completion of their nightly duties to ensure that all corridor doors are locked and to leave interior doors as they find them (i.e., locked or unlocked, open or closed). The janitors are also instructed to turn lights off when they leave unoccupied offices. The following is a list of the services provided in your suite and the appropriate frequency:

Janitorial Services

Nightly

- Empty all trash containers
- Sweep and vacuum all floors
- Damp mop all marble, linoleum or other hard flooring
- Dust desks, chairs, furniture, bookcases, etc.
- Spot clean doors, frames and counters
- Clean break areas
- Spot clean walls, interior office windows and carpets
- Clean telephones

Weekly

- Dust all ledges and window sills
- Wipe base boards
- Buff all parquet floors
- Dust picture frames
- Perform high dusting of all high-reach areas

Monthly

- Scrub stone floors
- Clean all mirrors and interior building glass
- Dust all blinds
- Vacuum air vents
- Buff and wax tile floors

The responsibility of the cleaning staff is to maintain each suite in a first-class office building condition. Please note that in order for the staff to clean horizontal surfaces (i.e., desktops), they must be cleared of paper and trinkets. If you require additional services that are not currently provided, please contact the Building Management Office at 312-288-2900, and special arrangements will be made at your convenience. These services will be billed at the current hourly rate which is subject to change from time-to-time. See Section III of this manual for the current hourly rates.

RECYCLING

The recycling of paper is a building standard practice. The recycle boxes located by individual desks are used for disposing of paper waste only. These are emptied when they are half full or more, and not necessarily on a nightly basis. Cans and bottles are to be disposed of in tall rectangular bins with a three-hole lid and are located in your break rooms. Please do not mix conventional waste into these bins to prevent contaminating the recyclables.

Electronics should be placed in the freight elevator vestibule for recycling on your floor. The janitorial staff will place items in the appropriate bins in the Building. Battery recycling is provided in the freight elevator vestibule on the main level of the Building.

Composting is available upon request.

KEYS

Control over office building keys issued is an integral part of our overall security system. In the event you are locked out of your suite during normal business hours, you may obtain access to your suite by contacting the Building Management Office at 312-288-2900. We will require valid identification before permitting access.

If a tenant forgets their key to the office suite or is locked out after-hours, the Building Management Office or Security will have to get an approval from the tenant contact to allow access. An engineering labor charge of ¼ hour will be charged to the tenant for allowing access.

For each lockset installed, two keys are issued. If additional keys are required, they may be obtained at an additional cost by contacting the Building Management Office. See Section III of this manual for the current costs.

All door hardware installed at 321 North Clark must be pre-selected building standard hardware. Tenants are not permitted to change, modify or install any other type of hardware unless it is pre-approved by the Building Management Office.

LIABILITY INSURANCE

Please ensure that a copy of your Certificate of Insurance is forwarded to the Building Management Office prior to moving into your suite. The insurance should provide the minimum coverage as specified in the Lease.

Hines Interests Limited Partnership and 321 North Clark Property LLC are to be listed as “Additional Insured.” It is the tenant’s responsibility to ensure that a **current** Certificate of Insurance for their business, and regular or significant outside contractors/vendors are on file in the Building Management Office at all times.

LOST AND FOUND

Lost and Found for the building is located at the Building Management Office in Suite 395. It will be necessary to present identification and describe the lost item in order to retrieve lost property.

MAIL SERVICE

A U.S. Postal Service mail drop is located on Lobby Level near the freight elevators. The pickup times are as follows:

Monday-Friday 5:00 p.m.

The nearest U.S. Post Offices selling stamps are located in the Atrium at the James R. Thompson building, the Merchandise Mart building main floor or the U.S. Post Office at 540 N. Dearborn.

433 W. Van Buren is the closest box location for later collection.

Federal Express Locations - 1-800-GoFedEx (1-800 463-3339)

Staffed Facilities

Westin Chicago River North Hotel 320 North Dearborn Monday-Friday 7:30 a.m.-5:30 p.m.	222 Merchandise Mart Plaza Monday-Friday 9:00 a.m.-9:00 p.m. Closed Saturday
203 North LaSalle Street Monday-Friday 9:00 a.m.-10:45 p.m. Saturday 12:00 p.m. – 5:00 p.m.	111 W. Washington Blvd. Monday-Friday 9:00 a.m. – 9:00 p.m. Closed Saturday

Self-Service Facilities

321 N. Clark Street Last Drop-off Monday-Friday 8:00 p.m. No Saturday Pick-up	171 N. Clark Street Last Drop-off Monday-Friday 7:00 p.m. No Saturday Pick-up
420 N. Wabash Avenue Last Drop-off Monday-Friday 7:30 p.m. No Saturday Pick-up	70 E. Lake Street Last Drop-off Monday-Friday 7:00 p.m. No Saturday Pick-up

RULES AND REGULATIONS

(1) No sign, lettering, picture notice or advertisement shall be placed on any outside window or in a position to be visible from outside the Premises and if visible from the outside or public corridors within the Building shall be installed in such a manner and be of such character and style as Landlord shall approve in writing.

(2) Tenant shall not use the name of the Building for any purpose other than Tenant's business address; Tenant shall not use the name of the Building for Tenant's business address after Tenant vacates the Premises; nor shall Tenant use any picture or likeness of the Building in any circulars, notices, advertisements or correspondence.

(3) No article which is explosive or inherently dangerous is allowed in the Building. Solvents and other flammables cannot be stored in the building by any tenant.

(4) Tenant shall not represent itself as being associated with any company or corporation by which the Building may be known or named.

(5) Sidewalks, entrances, passages, courts, corridors, halls, elevators and stairways in and about the Premises shall not be obstructed.

(6) No animals (except for dogs in the company of a blind person), pets, bicycles or other vehicles shall be brought or permitted to be in the Building or the Premises.

(7) Room-to-room canvasses to solicit business from other tenants of the Building are not permitted; Tenant shall not advertise the business, profession or activities of Tenant conducted in the Building in any manner which violates any code of ethics by any recognized association or organization pertaining to such business, profession or activities.

(8) Tenant shall not waste electricity, water or air-conditioning and shall cooperate fully with Landlord to assure the most effective and efficient operation of the Building's heating and air-conditioning systems.

(9) No locks or similar devices shall be attached to any door except by Landlord and Landlord shall have the right to retain a key to all such locks. Tenant may not install any locks without Landlord's prior approval.

(10) Tenant assumes full responsibility of protecting the Premises from theft, robbery and pilferage; the Indemnities (as defined in Tenant's lease) shall not be liable for damage thereto or theft or misappropriation thereof. Except during Tenant's normal business hours, Tenant shall keep all doors to the Premises locked and other means of entry to the Premises closed and secured. All corridor doors shall remain closed at all times. If Tenant desires telegraphic, telephones, burglar alarms or other electronic mechanical devices, then Landlord will, upon request, direct where and how connections and all wiring for such services shall be installed and no boring, cutting or installing of wires or cables is permitted without Landlord's approval.

(11) Except with the prior approval of Landlord, all cleaning, repairing, janitorial, decorating, painting or other services and work in and about the Premises shall be done only by authorized Building personnel or vendors.

(12) The weight, size and location of safes, furniture, equipment, machines and other large or bulky articles shall be subject to Landlord's approval and shall be brought to the Building and into and out of the Premises at such times and in such manner as the Landlord shall direct and at Tenant's sole risk and cost. Prior to Tenant's removal of any of such articles from the Building, Tenant shall obtain written authorization of the Building Management Office and shall present such authorization to a designated employee of Landlord.

(13) Tenant shall not overload the safe capacity of the electrical wiring of the Building and the Premises or exceed the capacity of the feeders to the Building or risers.

(14) The use of space heaters in the Premises is strictly prohibited and they will be removed and disposed of immediately.

(15) To the extent permitted by law, Tenant shall not cause or permit picketing or other activity which would interfere with the business of Landlord or any other tenant or occupant of the Building, or distribution of written materials involving its employees in or about the Building, except in those locations and subject to time and other limitations as to which Landlord may give prior written consent. Tenant will utilize union affiliated delivery companies and contractors to supply services or conduct repairs unless prior approval of Landlord is obtained.

(16) Tenant shall not cook, otherwise prepare or sell any food or beverages in or from the Premises or use the Premises for housing accommodations or lodging or sleeping purposes except that Tenant may install and maintain vending machines, coffee/beverage stations and food warming equipment and eating facilities for the benefit of its employees or guests, provided the same are maintained in compliance with applicable laws and regulations and do not disturb other tenants in the Building with odor, refuse or pests.

(17) Tenant shall not permit the use of any apparatus for sound production or transmission in such manner that the sound so transmitted or produced shall be audible or vibrations from such equipment shall be detectable beyond the Premises; nor permit objectionable odors or vapors to emanate from the Premises.

(18) No floor covering shall be affixed to any floor in the Premises by means of glue or other adhesive without Landlord's prior written consent.

(19) Tenant shall only use the freight elevator for mail carts, dollies and other similar devices for delivering material between floors that Tenant may occupy.

(20) No smoking, eating, drinking or loitering is permitted in the common areas of the Building except in designated areas. Smoking is strictly prohibited within the building itself, and outside the building in the common areas as well. 321 N. Clark is a no smoking property.

Smoking of any kind (cigarette, vaping, pipe, marijuana, etc.) shall not be permitted in any areas of the Project, Premises, or the Building (including but not limited to the parking garage, stairwells, elevator lobbies, elevators, public corridors and restrooms),

or within any other area not specifically designated as a smoking area by Landlord. Notwithstanding the foregoing, the smoking and use of marijuana is prohibited at all times and in all areas of the Project, Premises and Building (including but not limited to the parking garage, stairwells, elevator lobbies, elevators, public corridors and restrooms). Repeated violations of this rule shall, at Landlord's discretion, constitute a default under this Lease.

(21) Landlord may require that all persons who enter or leave the Building identify themselves to security guards, by registration or otherwise. Landlord, however, shall have no responsibility or liability for any theft, robbery or other crime in the Building. Tenant shall assume full responsibility for protecting and insuring the Premises, including keeping all doors to the Premises locked after the close of business.

(22) Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency and shall cooperate and participate in all reasonable security and safety programs affecting the Building.

(23) Tenant shall cooperate and participate in all recycling programs established for the Building by Landlord or any governmental agency.

(24) Tenant shall only use soft copper lines for installation of water dispensers, water filters, ice machines, coffee machines, etc. The use of plastic water lines can cause water damage due to failures we have experienced in more than a few instances and the use of soft copper lines for this purpose is recommended.

(25) Building Management reserves the right to revise, amend or rescind any of these rules and regulations without notice and to make such other rules and regulations as in its judgment shall, from time to time, be needed for the safety, protection, care and cleanliness of the building, the operation thereof, the preservation of good order therein, and the protection and comfort of all tenants.

PARKING

The parking facility at 321 North Clark is available for monthly parking and daily rates for pre-approved tenant visitors or employees. Parking attendants are on duty Monday through Friday from 6AM to 10PM only and is managed by an on-site parking management company which has an office in the parking garage.

Monthly parkers are billed on a monthly basis through the parking office and a deposit is required for parking transponders to access the parking facility Monday through Friday, 10PM – 6AM and all day on weekends. Reserved monthly parking may be purchased which is subject to availability. Please contact the Parking Garage Manager at 312-288-2911 for any parking needs. Refer to the Service Costs in Section III for the current parking rates. Parking rates are subject to change from time to time.

The parking entrance for 321 North Clark is on lower Carroll Street and is accessible from Kinzie/Dearborn Street just east of Harry Caray's Restaurant or south bound on LaSalle Street at Kinzie Street. All monthly contract parkers may park in any unreserved spot. If you block someone's car in, you must leave your keys with the parking attendant stationed at the bottom of the ramp leading into the garage.

**Parking is strictly prohibited in the alley and dock areas. Violators will have cars towed immediately.*

SIGNAGE/GRAPHICS

Except as otherwise provided in your Lease, no sign, placard, picture, advertisement, name or notice shall be inscribed, displayed, printed or affixed on or to any part of the outside or inside of the building premises. The Building Management Office reserves the right to remove any such sign without notice and at the tenant's expense.

Only those signs that are approved in writing by Building Management Office may be displayed in public view. This includes, but is not limited to, point-of-purchase displays, sales and clearance signs, seasonal signs, special merchandising displays, placards, pictures, notices, etc.

The Building Management Office will provide an order form prior to your move-in for suite entry door signage which must be completed and returned to the Building Management Office. There is a six-week lead time for fabrication of the signage. The initial request for building standard signage will be at the expense of the building. Requests to change the lettering at suite doors should be made in writing using the form provided by the Building Management Office. All changes after the initial request will be at the tenant's expense and must conform to building standards.

AIR CONDITIONING

Monday through Friday (before or after standard hours of operation)
7:00 a.m. to 6:00 p.m. – Standard Hours of Operation
\$110.00 per hour, per system (each hour before 7:00 a.m. or later than 6:00 p.m.)

Saturday
7:00 a.m. to 1:00 p.m.
\$110.00 per hour, per system (each hour before 7:00 a.m. or later than 1:00 p.m.)

Sunday
All day \$110.00 per hour, per system

ENGINEERING SERVICES

Engineering Labor
\$63.00 per hour plus materials (minimum ¼ hour labor charge)
\$83.00 per overtime hour plus materials (minimum ¼ hour labor charge)

JANITORIAL SERVICES

Janitorial Labor
\$32.00 per hour (minimum ¼ hour labor charge)
\$45.02 per overtime hour (minimum 4 hour labor charge)

KEYS

Keys: \$5.00 each
Rekeying: Time* and materials
New Lock Set: Time* and materials

*Minimum one (1) hour labor charge per cylinder.

PARKING

Reserved Parking	\$ 435.00 (per availability)
Monthly Pass:	\$ 375.00
Transponder:	\$ 40.00 Deposit
Parking Coupons	\$ 230.00 for 10 Coupons
Daily Rates:	
1 hour or less	\$ 17.00
2 hours or less	\$24.00
2-12 hours	\$29.00
12-24 hours	\$40.00

ACCESS CARDS

New Access Card: No charge

Replacement: \$18.00 each
(If lost or damaged card)

SIGNS

Tenant Door Signage – To be determined upon request

STORAGE

Storage Space – Call Building Management for availability and rates

SECURITY

Security Officer Services
\$47.00 per overtime hour (minimum 4 hour labor charge)

RISER MANAGEMENT PRICING

Straight Time: \$92.00 / hr Monday - Friday 7:00 a.m. – 3:30 p.m.

Standard Overtime: \$138.00 / hr Monday - Friday 3:30 p.m. – 7:00 a.m.
Saturday 7:00 a.m. – 3:30 p.m.

Premium Overtime: \$184.00 / hr Saturday 3:30 p.m. - Monday 7:00 a.m.
And Holidays

*These rates are effective until further notice.

**Emergency service is charged at the rates outlined above at a four (4) hour minimum charge.

All charges are subject to change without notice.

SECURITY

All security systems are controlled and monitored 24-hours a day by on-site security staff. A computerized card access system is provided for building entry 24 hours a day. If you experience a problem with your card, please see the security officer on duty at the security console.

ACCESS DURING BUSINESS HOURS

In order to access 321 North Clark, a valid security access card or prior security clearance is required. Upon entering the building, each employee must scan his or her security access card at the card readers located on the top of the turnstiles and then proceed to the passenger elevators or other lobby locations if directed by building personnel.

ACCESS FOR INDIVIDUALS NEEDING ASSISTANCE

A power-assisted door is provided at each entrance of the building with an access ramp for wheelchair access.

SECURITY ACCESS CARDS

Tenant security access cards can be obtained from the Building Management Office after authorization by a tenant representative. The electronic form is available on our Property Website (www.hinesnorthclark.com) under Tenant Services.

If, for any reason, the employment of an individual is terminated, please obtain the security card from the employee and notify the Building Management Office as soon as possible. The card and information pertaining to the ex-employee will be deleted from our computer system.

It is imperative, for the protection of tenants in the building, that the ex-employee's security card be recovered. If a terminated employee is permitted to retain their security card and you forget to notify the Building Management Office of the termination, this person will still have access to the building after-hours and possibly have access to your suite. The Building Management Office should be informed immediately if a card is lost, stolen or not received from an ex-employee. Tenants will be charged a fee for all security cards lost or not recovered from ex-employees. Please see Section III of this manual for current rates.

Security Access Card Procedures

New Employee / Temporary Employee / Contractor Access Cards

- Complete the Issuance for Security Access Card form or submit a the request online via the Property Website (www.hinesnorthclark.com).
- Each *Monday from 1:00 PM to 2:00 PM or Wednesday from 1:00 PM to 1:30 PM, all new employees, temporary employees or contractors should report to the 3rd floor - Fitness Center, with the Request for Issuance of Security Access Card form to have a photo taken.
- OR -
- Companies that provide access cards to their employees and contractors should submit a request via AWAREMANAGER from the Property Website (www.hinesnorthclark.com), with the name(s), access card number(s), start and termination dates, if applicable and photo(s) on Monday from 1:00 PM to 2:00 PM or Wednesday from 1:00 PM to 1:30 PM.
- Within 24 to 48 hours a new badge will be activated and issued to the authorized tenant representative.

Lost and Replacement Access Cards

- Please submit a work order request via AWAREMANAGER from the Property Website (www.hinesnorthclark.com) to report a lost and/or replacement access card. Tenants will be charged \$18 for lost access cards.
- Within 24-hours a replacement badge will be activated and/or issued to the authorized tenant representative.

Deactivations

- Please submit a work order request via AWAREMANAGER from the Property Website (www.hinesnorthclark.com) to have an access card deactivated. The deactivated card should be turned into the Building Management Office 48-hours after the request is submitted or the tenant will be charged \$18.
- In the event that a card must be deactivated immediately, please make note on your request or follow-up with a phone call to the Building Management Office.

Clearance Modifications and Employee Reports

- Please submit a work order via AWAREMANAGER from the Property Website (www.hinesnorthclark.com) to request any clearance modifications (*i.e. add freight elevator access*) or employee reports.
- Within 24-hours, modifications and employee reports will be issued to the authorized tenant representative.

****Note: In the event of a building holiday the above mentioned will occur on Tuesday.***

TENANT AND EMPLOYEE AFTER-HOURS ACCESS

Tenants or employees desiring access to their suite after normal business hours 6:00 p.m. to 7:00 a.m., Monday through Friday, on weekends and on holidays, will be required to possess a valid security access card and key(s) to their suite. Upon entering or prior to exiting the building, each employee must scan his or her security access card at the card readers located on the top of the turnstiles.

In the event the person desiring entry does not have a security access card and/or a suite key, the security officer will request a form of identification and attempt to contact someone from the emergency contact list* for that tenant and obtain verbal approval for access. The security officer will then have the person sign in and if necessary, contact a building engineer to unlock the suite. A charge will be billed to the tenant for the engineers' time.

If the security officer is unable to contact the tenant contact by telephone, the security officer will refuse access to the individual.

The security officer is also instructed to confiscate any security access cards that are invalid, damaged or used for a purpose that is not intended. Invalid security access cards are cards that have not been entered into the computer system, cards that have been deleted from the computer system or cards that are not programmed to operate designated card readers.

**In case of an emergency, the security officer, with prior approval from the Building Management Office, has the ability to contact a tenant representative at home for the purpose of notification. This information is considered confidential, and our security officers will be instructed accordingly.*

AFTER-HOURS LOBBY ACCESS

After-hours access of the building can be gained from the West Lobby by putting your card up to the card reader located adjacent to the handicapped door. After placing your card, you will then be able to push the door button to open the sliding handicapped door and proceed to the security desk to sign in.

LEAVING THE BUILDING AFTER-HOURS

To exit the building after-hours, on weekends and on holidays, all tenants and visitors must depart from the West Lobby.

Parking garage patrons will exit at the East lobby to take the garage shuttle elevator and scan their Building ID on the card reader to obtain garage access.

VISITOR ACCESS

All visitors must show a valid Driver's License, State Identification or Passport upon arrival to be granted access to the tenant's suite. 321 North Clark utilizes the iVisitor Security Management Online System for visitor access in the building. Instructions for use of iVisitor is provided by the Building Management Office

CONTRACTOR ACCESS

All contractor personnel shall enter and exit through the loading dock at all times. In the event the contractor is not on the Security Memo or listed in iVisitor, the guard will contact the tenant for authorization. If there is any work to be performed during the visit, the Building Management Office will also be notified.

COURIERS

All couriers check in with the Messenger Center located at the Dock. For packages that you would like to have couriered, please call the Messenger Center at 312-288-2922 to have them pick up your package, then contact your preferred service so that the package is at the Dock and available upon arrival. **The hours of operation for the Messenger Center are Monday through Friday from 7:30 AM until 5:00 PM.** Please note, Amazon packages are not a priority and will be delivered before the end of the day. Should the Amazon courier arrive too late for delivery, the package(s) will be delivered next business day.

If your firm uses a courier service that requires entrance to the building after-hours, please supply the Building Management Office with a letter typed on company stationery authorizing the courier service entrance into the building and to the applicable floor. The courier must be able to identify that he/she is an employee of this courier service.

UNAUTHORIZED PERSONS/SOLICITORS

Our security procedures attempt to prevent unauthorized persons, including solicitors, from entering the building. However, for your protection, the following procedures are suggested if a suspicious person gains entrance to your suite:

- Ask him/her to have a seat while you contact your office manager. Your office manager should call the Building Management Office at 312-288-2900 immediately. Request a security officer to be dispatched to your suite so that the individual may be escorted off the premises. The individual should never be left alone or unobserved while in your suite.
- If the individual leaves your suite prior to the arrival of the security officer, please make note of his/her general description, approximate age and color of clothes, as this information will assist the security officer in identifying the individual.

PETS

With the exception of service dogs for the visually impaired or for persons with disabilities, Building Management does not permit any pets to enter the building for any reason whatsoever. This requirement will be strictly enforced at all times.

LOBBY SECURITY DESK

The security officer on duty at the Lobby security post is trained to assist anyone requiring information concerning policies and procedures of 321 North Clark. Feel free to ask questions at the lobby post or contact the Building Management Office (312-288-2900) for further clarification.

Our security officers are also instructed not to accept any type of delivery on behalf of a tenant. Please ensure that a representative from your firm is present to accept your deliveries. In addition, we do not allow anyone to leave briefcases, boxes, equipment, etc., at the security desks, even if it is for a short period of time. Your cooperation and that of your employees concerning the above is greatly appreciated.

PROPERTY REMOVAL PASSES

In order to minimize the possibility of theft, the Building Management Office requires all tenants to issue a Property Removal Pass when removing equipment and/or boxed items.

Property Passes are featured in iVisitor as a way to track the removal of equipment and/or boxed items from the Building. Only authorized tenants can perform this task.

STAIRWELL DOORS

321 North Clark has two (2) stairwells located on the East and West side of the building. The stairwell doors are locked from the stairwell side and have electronically controlled locking devices which can be automatically unlocked upon a signal from the building's fire command panel or an emergency. The stairwells are intended for emergency use only. The stairwell doors at the main lobby level are not locked from the stairwell side. In the event someone is accidentally locked in the stairwell, they may pick up an emergency phone (located in the emergency stairwell every five floors: 5, 10, 15, 20, 25, 30, 35) or exit via the Lobby level.

FIRE SAFETY

Building management has developed comprehensive Emergency Procedures that includes fire, explosion, bomb threats, medical emergencies, armed intruder and weather preparedness. It is pertinent to maintain a current list of tenants that would require assistance during an emergency evacuation. This should be on file in the Office of the Building at all times, this will assure that those with short and long term disabilities will receive the necessary assistance to evacuate in a safely manner. The Building Management Office will schedule training sessions for you and your employees to familiarize you with the plan.

We have online training to provide information on what to do in an emergency. or It is important that everyone participate in this online training at <http://clients.aksafetynet.com/321nclark/>.

General Occupant Password: 321safety
Warden password: 321warden

The site includes a life safety training video, building-specific safety information, and links to other sources of emergency information. The occupant video covers fire, medical emergencies, building evacuations, and other critical information. The warden program also provides sample response scenarios.

To participate in this life safety training program:

- Click on Take the Training.
- Click on Sign Up Now under New User and enter your information to set up an account (next time you'll just need to log in with your email address and the password.) During registration, be sure to select the relevant training site from the drop-down menu (**occupant or warden**).
- Click the Start button next to the video image to launch the program.
- Click on the large white button in the middle of the video window to start the video. It will take a minute or so for the video to load. Use the video player controls to pause, resume, or skip forward and backward.
- After the video concludes, please click on Take the Test and answer the questions about the material.
- When you've passed the quiz, you may print out a completion certificate or simply log out.

RETAIL SERVICES AND AMENITIES

Building Management is committed to providing tenants with superior customer service and convenient amenities. What follows is a listing of some of the major services and amenities available at or near 321 North Clark.

RESTAURANTS**RPM Seafood**

317 N. Clark Street
312-900-9035
3:00 p.m. - 8:00 p.m. Tuesday-Sunday

Pizzeria Portofino

317 N. Clark Street
312-900-9018
11:00 a.m. – 11:30 p.m. M – F
10:00 a.m. – 11:30 p.m. S – S

Westin Chicago River North Hotel

320 North Clark Street
312-744-1900, ext. 36

Hana

Breakfast: 6:30 a.m. – 11:00 a.m. M - F
7:00 a.m. – 12:00 p.m. Sat & Sun
Lunch: 11:00 a.m. – 4:30 p.m. M – F
12:00 p.m. – 4:30 p.m. Sat & Sun
Dinner: 4:30 p.m. – 11:00 p.m. M - Sun

Sushi (Kamahachi)

Lunch: 11:00 a.m. – 2:00 p.m. M - Sat
Dinner: 4:00 p.m. – 10:00 p.m. M – Sat
Dinner: 4:00 p.m. – 9:00 p.m. Sun

RESTAURANTS WITHIN WALKING DISTANCE**NORTH OF THE BUILDING****Bin 36**

339 N. Dearborn Street
312-755-9463
Breakfast/Lunch/Dinner

C Chicago

20 W. Kinzie Street
312-280-8882
Lunch/Dinner

Chicago Cut Steakhouse

300 N. LaSalle Street
312-329-1800
Breakfast/Lunch/Dinner

Chipotle

6 W. Grand Ave
312-828-0613
Lunch/Dinner

Einstein Bros

400 N. LaSalle Street
312-755-0413
Breakfast/Lunch/Dinner

Epic Burger

407 N. Clark Street
312-239-0110
Lunch/Dinner

Frontera Grill/Topolobambo

445 N. Clark Street
312-661-1434
Lunch/Dinner

Hard Rock Café

63 W. Ontario
312-843-2252
Lunch/Dinner

Harry Caray's

33 W. Kinzie Street
312-828-0966
Lunch/Dinner

Hub 51

51 W. Hubbard Street
312-828-0051
Lunch/Dinner

Maggiano's

516 N. Clark Street
312-644-7700
Lunch/Dinner

Mercadito's

108 W. Kinzie Street
312-329-9555
Lunch/Dinner/Brunch

Merchandise Mart

Food Court – Variety
Starbucks & Gloria Jean's Coffee
Breakfast/Lunch

Moe's Cantina

155 W Kinzie Street
312-245-2000
Lunch/Dinner

Naha

500 N. Clark Street
312-321-6242
Lunch/Dinner

Potbelly's

508 N. Clark Street
312-644-9131
Lunch/Dinner

RPM Steak

66 W. Kinzie Street
312-284-4900
Lunch/Dinner

Ruth's Chris Steak House

431 N. Dearborn Street
312-321-2725
Lunch/Dinner

Shaw's Crab House

21 E. Hubbard Street
312-527-2722
Lunch/Dinner

Siena Tavern

51 W. Kinzie Street
312-595-1322
Lunch/Dinner

RESTAURANTS WITHIN WALKING DISTANCE**SOUTH OF THE RIVER****312 Chicago**

136 N. LaSalle Street
312-696-2420
Breakfast/Lunch/Dinner

Catch Thirty-Five

35 W. Wacker
312-346-3500
Lunch/Dinner

Chick-fil-A

177 N. State Street
312-419-1522
Breakfast/Lunch/Dinner

Cosí

203 N. LaSalle Street (Clark & Lake)
312-296-4880
Lunch/Dinner

Italian Village

71 W. Monroe
312-332-7005
Lunch/Dinner

James R. Thompson Building

Food Court – Variety
100 W. Randolph St
312-814-6684
Breakfast/Lunch

Latinicity

108 N. State Street
3rd Floor of Block 37
312-795-4444
Lunch/Dinner

Jason's Deli

195 N. Dearborn Street
312-750-1318
Breakfast/Lunch/Dinner

Petterino's

150 N. Dearborn Street
312-422-0150
Lunch/Dinner

Smith & Wollensky

318 N. State Street
312-670-9900
Lunch/Dinner

RETAIL SHOPS AND AMENITIES

The Westin River North Gift Shop

W.H. Smith

7:00 a.m. – 11:00 p.m. 7 days a week

House of Blues Store

329 N. Dearborn Street

CVS Pharmacy

121 W. Kinzie

Bed Bath & Beyond

530 N. State Street

HEALTH CLUBS/FITNESS CENTERS**321 North Clark Fitness Center**

3rd Floor

6:00 a.m. – 8:00 p.m. Monday-Friday

8:00 a.m. – 3:00 p.m. Saturday & Sunday

East Bank Club

500 N. Kingsbury

312-527-5800

5:15 a.m. – 11:00 p.m. Monday-Friday

6:45 a.m. – 9:00 p.m. Saturday

7:30 a.m. – 8:30 p.m. Sunday

Lake Shore Athletic

441 N. Wabash Avenue

312/644-4880

5:30 a.m. – 10:00 p.m. Monday-Friday

6:45 a.m. – 8:00 p.m. Saturday & Sunday (6:00 p.m. during Summer)

The Westin River North

320 N. Dearborn

312-744-1900

5:45 a.m. – 8:00 p.m. Monday-Friday

7:00 a.m. – 7:00 p.m. Saturday-Sunday

SHOPPING CENTERS**Atrium Mall in the James R. Thompson Center**

100 W. Randolph

Information: 312-346-0777

8:00 a.m. – 6:00 p.m. Monday-Friday

Retail Shops & Restaurants

The Shops at the Mart

Merchandise Mart

222 W. Merchandise Mart Plaza

Information: 312-527-7990

9:00 a.m. – 6:00 p.m. Monday-Friday

10:00 a.m. – 5:00 p.m. Saturday

Over 50 Retail Shops & Restaurants

Nordstrom at North Bridge

55 E. Grand Avenue (Grand & Michigan Avenue)

10:00 a.m. – 8:00 p.m. Monday-Saturday

11:00 a.m. – 6:00 p.m. Sunday

State Street*Macy's*

111 N. State Street

9:30 a.m. – 7:30 p.m. Monday-Wednesday

9:30 a.m. – 8:00 p.m. Thursday

9:30 a.m. – 7:00 p.m. Friday

9:00 a.m. – 6:00 p.m. Saturday

11:00 a.m. – 6:00 p.m. Sunday

Block 37

108 N. State Street

10:00 a.m. – 8:00 p.m. Monday-Saturday

11:00a.m. – 8:00 p.m. Sunday

Old Navy

150 N. State Street

9:00 a.m. – 9:00 p.m. Monday-Saturday

10:00a.m. – 7:00 p.m. Sunday

THEATRES**AMC Dine-In Theatres Block 37**

108 N. State Street
312-281-7037

Arie Crown Theatre

McCormick Place
312-791-6000

Auditorium Theatre

50 W. Congress
312-922-2110

Bank of America Theatre

18 W. Monroe
312-977-1700

Cadillac Palace

151 W. Randolph Street
312-977-1700

Chicago Theatre

175 N. State
312-443-1130

Goodman Theatre

170 N. Dearborn Street
312-443-3800

Oriental Theatre

24 W. Randolph Street
312-855-9400

HOTELS WITHIN WALKING DISTANCE**Aloft Chicago City Center**

515 N. Clark Street
312-661-1000

Chicago Marriott

540 N. Michigan
312-836-0100

Courtyard-Chicago Downtown

30 E. Hubbard
312-329-2500

Godfrey Hotel

127 W. Huron Street
312-649-2000

Fairmont Hotel

200 N. Columbus Drive
312-565-8000

Hampton Inn

33 W. Illinois Street
312-832-0330

Hyatt Regency Chicago

151 E. Wacker
312-744-1900

Radisson

160 E. Huron
312-787-2900

Renaissance Hotel

1 W. Wacker
312-372-7200

River Hotel

75 E. Wacker Drive,
312-777-0990

Swissôtel Chicago

323 E. Wacker
312-565-0565

The Westin River North

320 N. Dearborn
312-744-1900

HOSPITAL

Northwestern Hospital
Emergency Medicine
233 E. Superior
312-908-5187

TRANSPORTATION**Amtrak**

210 S. Canal
1-800-872-7245

CTA/RTA/Metra Trains

312-836-7000

Continental Air Transport

Transportation to O'Hare and Midway Airports from the Westin River North Hotel
312-454-7799

Visit our Hines Platinum Partners at <https://tenantrewards.hines.com/> for more transportation options.

PARKING FACILITIES NEARBY**Greenway Self Park**

60 W. Kinzie (Clark & Kinzie)
312-274-2163

Standard Parking

300 N. State Street
312-467-5685

Standard Parking

401 N. State Street
312-670-9780

InterPark

345 N. LaSalle (LaSalle & Kinzie)
312-341-3463