



PNC CENTRE AT ONE NORTH FRANKLIN

Tenant Services Manual

PNC CENTRE ONE NORTH FRANKLIN

TENANT SERVICES MANUAL

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Brief History of Building

Designed by Skidmore, Owings and Merrill, PNC Centre at One North Franklin features 36 stories of Class A office space. Completed in 1991, the building offers 617,592 square feet of office and retail space. Its dramatically lit twin beacons, each 2 ½ stories high, can be appreciated from miles around while identifying this distinctive building. A mix of stone and glass on the upper floor accents its impressively designed granite façade.

Building Information

Building Address »

One North Franklin Street
Chicago, Illinois 60606

Main Entrance »

One North Franklin Street

Loading Dock Entrance »

West Calhoun Place

Hours of Operation »

PNC Centre is open to the public between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday. The building is closed Saturday and Sunday; however, tenants may access the building 24/7 with a building ID card. See “After-Hours Access” for more information.

The building is closed on the following holidays:

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

Office of the Building

Address »

Jones Lang LaSalle
One North Franklin, Suite 370
Chicago, Illinois 60606
tel +1 312 629 1700 fax +1 312 629 8905

Hours of Operation »

The Office of the Building is open Monday through Friday, 8:00 a.m. to 5:00 p.m. Outside of normal business hours, phone calls to the Office of the Building are rerouted to lobby security.

Staff Contact Information »

Office of the Building – Suite 370	312-629-1700
General Manager – Liliana Leon	312-629-1700
Assistant General Manager – Jose Bahena.....	312-629-1700
Property Associate – Amira Hadyeh.....	312-629-1700
Chief Engineer – John Romano	312-629-0318
Director of Security/Fire Safety Director – Joseph Piechota	312-251-7780
Lobby Desk.....	312-629-1700
Leasing Director – Kim Doyle.....	312-228-3157
Leasing Director – Mark Georgas	312-228-2178
Leasing Director – Mason Taylor	312-228-2431

Tenant Communications

Upon move-in, each tenant will be required to complete a Tenant Contact Information Form that includes contacts for general and emergency correspondences, signatories for property removal passes, emergency response teams, persons needing special assistance, and persons responsible for rent payments, as well as the option to be included in the electronic lobby directory. Completed forms must be returned to the Office of the Building. It is important to update the contact sheets and send any updates to the Office of the Building. On an annual basis, all tenants will be asked to review and update their forms.

Fee Schedule

PNC CENTRE – ONE NORTH FRANKLIN BILLABLE SERVICES 2020

TENANT SERVICES/STAFF LABOR

Operating Engineer (Regular time)	\$73.50	Per-Hour/Half-Hour Minimum
Operating Engineer (Overtime)	\$103.50	Per-Hour/Four-Hour Minimum
Operating Engineer (Double time)	\$133.50	Per-Hour/Four-Hour Minimum
Day Porter/Cleaner (Regular time)	\$40	Per-Hour/Half-Hour Minimum
Day Porter/Cleaner (Overtime)	\$55	Per-Hour/Four-Hour Minimum
Freight/Dock Elevator Operator	\$60	Per-Hour/Four-Hour Minimum

RUBBISH REMOVAL

Bin Delivery/Pick-up	\$55	Per Round-trip
10/20/30 yard dumpsters		Pricing available by request

*Please note that all items must properly be disposed of, therefore, only building approved recyclable items may be placed in the gurneys.

LIGHTING

Light Replacement		Material + Half-Hour Porter/Engineer Labor Minimum
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KEYS/LOCKS

Re-Pin Door	\$15	Per Door + Engineer Labor
New Lock Cylinder (includes 2 keys)	See	Please contact Management Office for details.
Keys	\$5	Each
Lockout	\$30	Per occurrence
Lockout - After Hours	\$414	\$103.50 Engineer Labor (4 hour Minimum)
Lockout - Sundays & Holidays	\$534	\$133.50 Engineer Labor (4 hour Minimum)
Access Key Cards – New	\$15	Each
Access Key Cards – Replacement	\$10	Each
Access Key Cards – Reprogram	\$5	Each

HVAC

Overtime Air Conditioning	\$135	Per-Hour/Per-Floor (4 hour Minimum)
Overtime Heating	\$135	Per-Hour/Per-Floor (4 hour Minimum)
Condenser Water Line Usage	\$40.85	Per-Ton/Per-Year
Riser Management Services	See Notes	Pricing available by request (4-hour minimum/Advanced Notice Required)

OTHER SERVICES

Madison Conference Room – Half Day	\$250	
Madison Conference Room – Full Day	\$400	
Franklin Conference Room – Half Day	\$250	
Franklin Conference Room – Full Day	\$400	
Calhoun Conference Room – Half Day	\$250	
Calhoun Conference Room – Full Day	\$400	
Franklin and Calhoun Room – Half Day	\$500	
Franklin and Calhoun Room – Full Day	\$800	
LCD Projector Rental	\$100	
Conference Room – Cancellation	\$100	Cancellations made within less than 48 hours will incur a \$100 fee
Suite Signage	\$130	Prices Vary, \$130 minimum + Half-Hour Engineer Labor Minimum

Tenant Request System

The Tenant Request System allows tenants to enter and track their own work orders via the web. Work order requests can include, but are not limited to, light bulb replacements, badge requests, temperature issues, etc. The request system is monitored by the Office of the Building and is specifically designed to track building work order requests and dispatch work so that requests can be completed in a timely manner.

You may have as many persons in your office as you like to enter work orders, however we recommend that you use the following criteria when selecting these individuals:

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

Please contact the Office of the Building to register new users for the Tenant Request System.

Amenities

Mail Services »

U.S. Mail Box – Lobby Level	5:00 p.m. pick-up
Federal Express**	(800) 622-1147
Drop off box – Lobby Level	8:00 p.m. pick-up
United Parcel Service**	(800) 742-5877
Drop off box – Lobby Level	8:00 p.m. pick-up
U.S. Post Office	(800) 275-8777
Willis Tower, 233 South Wacker Drive	

** We advise all tenants to place their packages in the drop box as FedEx and UPS are only responsible for picking up packages that are placed in the drop box. Large packages and FedEx Ground shipments must be specifically scheduled for pick up or dropped off at a FedEx or UPS location.

Banks »

PNC Bank
One North Franklin, Suite 100 - (312) 977-0178

ATM »

ATM is located in the building lobby.

Health Clubs »

LifeStart Fitness Center is located on the 3rd floor of the building. Hours of operation are Monday – Friday, 5:30 a.m. to 8:00 p.m., and Saturday – Sunday, 8:00 a.m. to 6:00 p.m. For full details on membership opportunities, please contact LifeStart at 1nf@lifestart.net or by telephone (312) 251-4200.

Bicycle Parking »

Bicycle parking is available to employees of tenants at PNC Centre at One North Franklin only. Individuals wishing to participate will sign a Bicycle Room Agreement and Waiver. Signed Agreements should be brought to the Office of the Building in Suite 370.

The bicycle storage room is located off of the Loading Dock Security Office. Bicycles will be brought into the Bicycle Room from the dock entrance on Calhoun Alley. Bicycle parking is available on a first come, first served basis.

Restaurants »

International Sandwich Shop is located in the lobby level of One North Franklin. The restaurant provides a wide variety of breakfast options, handcrafted sandwiches, wraps, salads, and soups. Store hours are Monday – Friday, 7:00 a.m. to 5:00 p.m. Please contact (309) 333-7071 for catering information, or visit the website at www.internationalsandwichshop1.com

Conference Center »

Located on the 3rd Floor, the conference center is available for use by all building tenants. The conference center has three rooms: Madison, Franklin, and Calhoun.

The Madison Room can accommodate up to 10 people. The room is equipped with a 70” TV with DirecTV, VGA & HDMI connection, ceiling mounted speakers, touch panel control, wireless internet connectivity and videoconferencing.

The Franklin Room can accommodate up to 54 theatre style, 18 classroom style, 32 people double-boardroom style, and 16 u-shape. The room is equipped with a projector and projection screen with DirecTV., VGA & HDMI connection at the podium, ceiling mounted speakers, podium with microphone, touch panel control and wireless internet connectivity.

The Calhoun Room can accommodate up to 35 theatre style, 12 classroom style, 16 boardroom style and 14 u-shape. The room is equipped with an 80” TV with DirecTV, VGA & HDMI connection at wall plate, ceiling mounted speakers, touch panel control and wireless internet connectivity.

Tenants can also reserve both the Franklin and Calhoun “Large” conference room. Together, the rooms can accommodate up to 108 theatre style, 36 classroom style and 30 u-shape. The room is equipped with a projector and projection screen with DirecTV, 80” TV with DirecTV, simultaneous display, VGA & HDMI connection at podium and wall plate, ceiling mounted speakers, podium with microphone, touch panel control and wireless internet connectivity.

Conference center features include a breakout table, refrigerator, dishwasher, ice machine, sink and prep space. The set up for your reservation is provided. Flip charts and easels are available on request.

Please refer to the Fee Schedule on pages 3 and 4 for the conference room rates. The charges will be included on the monthly rent statement. Included in the rate are setup and cleanup, phone and WIFI usage. 48 hour cancellation notice is required, otherwise tenant may be subject to a cancellation fee.

To check availability or make reservations, please contact the Office of the Building at (312) 629-1700 or Amira.Hadyeh@am.jll.com

Moving Information

Rules »

Lobby Personnel are instructed not to allow anyone to remove equipment, furniture, computers, etc. without a Building Property Removal Pass that is signed by an authorized official of your company. Passes are issued from the Office of the Building to your company's authorized representative. These passes must be strictly controlled, as lobby personnel will honor passes presented with equipment being removed from the building.

Moving companies involved in moving furniture and equipment must be covered by the collective bargaining agreement with Teamsters Local Union 705. For a list of union movers, please contact the Office of the Building.

These companies must also file a Certificate of Insurance with the Office of the Building before freight elevator service can be scheduled. Contact the Office of the Building for the insurance requirements. Freight elevator service must be scheduled for after-hours for all moves longer than 30 minutes.

Dock Hours »

Hours of operation are Monday – Friday, 6:00 a.m. to 6:00 p.m. Dimensions: 1 bay for deliveries, 31' w x 25'd x 14'h.

Freight Elevator »

The Freight elevator is operated during normal business hours. To schedule after-hours or extended use of the freight elevator and/or freight handling assistance, contact the Office of the Building one to two days in advance.

Dimensions: The freight elevator is 6' wide x 8' deep x 10' height. The doors are 4' 9" wide. Capacity is 4,500 lbs.

Building Procedures

ID/Keycards »

The building is accessible to tenants at any time throughout the day and after hours with the use of a tenant security access card. Badging requests, including new and replacement badges, and badge deactivations, should be submitted via the Tenant Request System.

Locks/Keys »

All locks must be compatible with the building standard. If additional locks, bolts or other mechanical security systems are required on doors, the Office of the Building will be happy to coordinate their installation. Management must be provided with keys or combinations to all such systems except those protecting high security areas. Upon vacating the premises, tenants must return keys to storerooms, offices and toilets or pay replacement costs. Key requests may be submitted via the Tenant Request System.

Janitorial and Maintenance Services »

General office cleaning and periodic window washing are provided Monday through Friday, except on holidays as stipulated in your lease. Requests for additional cleaning or trash removal needs can be submitted via the Tenant Request System. Items requiring extra scheduling for removal include: packing cartons, discarded office equipment and other non-compactable materials.

In all cases regarding unusual waste, common sense rules apply: Wet rubbish must be properly stored and removed daily. Rubbish or discarded equipment must not be stored in elevators, corridors or stairwells for even short periods of time. Doing so is a violation of fire codes and building regulations.

Although most services are scheduled for evening and night hours, a small cleaning crew is available during the day to maintain public areas and restrooms. This staff operates under a contract to perform specific tasks only. Please do not ask the day staff to perform additional services which might disrupt their schedules. The Office of the Building will be happy to assist you with any unplanned maintenance needs that may arise.

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

Deliveries »

Passenger elevators are designed solely for transporting building tenants and their guests to and from their offices. For this reason, all deliveries, other than that of small, hand carried objects, are restricted to the loading dock, freight elevator and other service facilities of the building. In rare instances when passenger elevators are to be used for freight handling; wall, ceiling, and

floor protection must be provided. This protection can be coordinated through the Office of the Building.

Building regulations prohibit all deliveries and interfloor activities on passenger elevators which require the use of hand-trucks or two- or four-wheeled carts, as well as movement of bulky objects regardless of how they are carried. In addition, construction personnel are required to use the freight elevator for all interfloor movement as a means of controlling dust and debris.

Messengers »

During normal business hours, messengers have ready access to the dock of the building to check in with security, and then proceed to deliver packages to tenants.

In the evenings, on weekends and holidays, messengers will be asked to wait at the reception desk in the lobby while lobby personnel call the company sending or receiving the package. You can expedite messenger service by calling the lobby desk in advance when expecting a messenger after hours. A representative from your company will be required to meet the messenger in the lobby for pick-up of delivery.

Parking Garage

PNC Centre offers a private parking garage of 30 spaces. Parking spaces may be rented monthly. Please contact the Office of the Building for availability and rate.

Rental Payments

Rent is due on the first of the month and can be mailed or wire transferred. Rent payments should be mailed to the remittance address on the statement.

Please make rent payments payable to: **MCP P One North Franklin, LLC**, whose Tax Identification Number is **47-5238694**.

For electronic rent payments use:

JPMorgan Chase
ABA #:
021000021
Account #: 475204239
Account Title: Jones Lang LaSalle, as Ind Cont for One North Franklin ITF MCP P One North Franklin, LLC

By regular mail use:

M CPP One North Franklin,
LLC
JLL-1 N Franklin ITF M CPP
27172 Network Place
Chicago, IL 60673-1271

For overnight mailings use:

JPMorgan Chase
131 S. Dearborn, 6th
Floor Chicago, IL 60603
Attn: JLL=1 N Franklin ITF M CPP – Lockbox 27172

For any questions regarding rent, payments, charges, etc. please reach out to the Office of the Building at (312) 629-1700, or Amira.Hadyeh@am.jll.com.

Rules & Regulations

Jones Lang LaSalle is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards is greatly appreciated. The following common sense rules protect you, your associates and guests and are intended as a broad outline only. For a complete list of Building Rules and Regulations, please contact the Office of the Building.

Advertising »

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

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

Authorized/Unauthorized People »

The Office of the Building and Security reserve the right to exclude from the Building during after-hours all persons who do not present a valid Building pass. Tenant shall be responsible for all persons for whom a pass shall be issued at the request of Tenant and shall be liable to the Office of the Building for all acts of such persons.

Bicycles and Pets »

Please do not bring pets, bicycles or other vehicles in the lobby or onto the premises. Exceptions are made for seeing-eye dogs or conveyances required by persons with special needs.

Bicycles may be kept in the Bicycle Room in the dock. Please see the Bicycle Parking section on page 6 for more information.

Common Areas »

Please do not block the corridors, vestibules, elevators or other common areas or use them for any purpose other than traveling to and from your offices. This rule includes storage of freight, merchandise, displays or showcase in any common area used by people outside your own firm. An exception can be made for infrequent receptions or other gatherings which may involve use of common areas with prior approval by Management.

Contractor Qualifications »

Construction firms and other contractors must be approved by the Office of the Building and must provide proof of adequate insurance coverage, including certificates establishing bonding, compliance with worker's compensation, and insurance for public liability and property damage in amounts equal to those required by the Office of the Building. These certificates must name both the Landlord and Managers as additional insureds.

For a more detailed description of requirements and procedures please refer to the complete list of Building Rules & Regulations.

Energy Conservation »

When notified by the City of Chicago, during the summer months the building will observe Energy Conservation Days, and will put into effect energy conservation measures. These measures will not affect the normal day-to-day operations of the building. Signs will be posted in the lobby instructing tenants that it is an energy conservation day and to conserve energy where possible.

Outside Services and Vendors »

Regular suppliers of outside services must be approved by the Office of the Building, which may establish hours or other conditions for entrance to the building. Such suppliers include vendors of food, spring water, ice, towels, barbering, shoe shining and similar products and services.

Recycling »

All types of paper products are recycled by the waste disposal company at PNC Centre. The building's cleaning staff will pick up recyclable products on a nightly basis. Recyclable material

should be placed in the 'Recyclable' bins provided by the building's cleaning staff. If you'd like a detailed list of all recyclable materials please contact the Office of the Building.

Smoking »

Smoking is prohibited throughout the entire building. The No Smoking policy applies to all common areas on all floors including lobbies and restrooms, as well as the loading dock, stairwells, main lobby and all common areas of the ground floor. Security will remind individuals who smoke in common areas that the building prohibits such activity.

Smoking is only allowed 25 feet from building entrances of PNC Centre. Please be considerate of your neighbor by not blocking exits and entrances of buildings or creating unwanted secondhand smoke.

Tenant Conduct »

Please do not disturb others. This rule prohibits any noise audible from the hallway or adjoining office suites whether created by musical instruments, radios, television sets, group activities or any other source.

Please do not store flammable fluids or any combustible, explosive or chemical substance on your premises.

Please do not use plumbing fixtures for other than their intended purpose. Depositing sweepings, rubbish, rags, acids or other substances (particularly coffee grinds) in sinks, toilets or other plumbing fixtures can result in mechanical damage and repair charges to the tenant.

Personal space heaters are not allowed in the building as they are a fire hazard. If you have a temperature related issue, please contact the Office of the Building.

Signage

Building Directory »

The tenant directory located in the lobby allows visitors to locate the company by tenant name and suite number. All requests for directory listings should be submitted to the Office of the Building on company letterhead.

Signage and Suite Identification »

Interior signs on doors and any directory tablet shall be of a size, color, and style acceptable to Management. No sign, advertisement, notice or other lettering visible from the exterior of the

Premises shall be exhibited, inscribed, painted or affixed to any part of the Premises without the prior written consent of the Office of the Building.

Utilities

Heating, ventilation and air conditioning are provided during normal business hours. For HVAC services outside those hours, please advise the Office of the Building at least 24 hours in advance. Please find above in the Fees Schedule, the charge for after-hours HVAC service.

Security Procedures

Security Personnel are on duty 24 hours a day, every day of the year including holidays. Through use of remote cameras and/or direct inspection, the staff monitors the lobby, freight elevator and loading dock, as well as controls access to the upper floors of the building outside of normal business hours. Security staff members are in constant radio contact and are trained in emergency response.

After-Hours Access »

Monday through Friday, before 7:00 a.m. and after 6:00 p.m., tenants will be asked to swipe in/out with their building ID cards at the security lobby desk before entering and leaving the building, and must swipe their building ID in the elevators for after-hours floor access. Those who do not have a building ID will be required to sign in and out. In addition, tenants will need to use their building ID on Saturdays, Sundays and holidays.

Building staff will not unlock individual suites. After-hours tenants, guests or service personnel must be provided with a key to office areas by the tenant. Additional keys are available from the Office of the Building for a small charge.

Property Removal Passes »

Lobby personnel are instructed not to allow anyone to remove equipment, furniture, computers, etc. without a pass available from the Office of the Building and signed by an authorized official of your company. The Office of the Building, security staff and freight elevator operators maintain a list of signatures of all persons authorized to sign equipment removal passes.

Emergency Telephone Numbers

Jones Lang LaSalle »

Office of the Building – Suite 370 312-629-1700

General Manager – Liliana Leon	312-629-1700
Assistant General Manager – Jose Bahena.....	312-629-1700
Property Associate – Amira Hadyeh	312-629-1700
Chief Engineer – John Romano	312-629-0318
Director of Security/Fire Safety Director – Joseph Piechota.....	312-251-7780
Lobby Desk.....	312-629-1700

Police Department »

Emergency	911
Precinct: 1718 S. State St.	312-745-4290

Fire Department »

Emergency	911
Central Dispatch.....	312-744-4723

Medical »

Ambulance.....	911
Hospital: Northwestern Memorial Hospital, 251 E. Huron.....	312-908-5222