



PNC CENTRE AT ONE NORTH FRANKLIN

Tenant Services Manual

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TENANT SERVICES MANUAL

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A Brief History of the 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, retail and amenity space. Its dramatically lit twin beacons, each 2 ½ stories high, can be appreciated from miles around. A mix of stone and glass on the upper floor accents its impressively designed granite façade. PNC Centre is LEED Gold certified.

Building Information

Building Address

One North Franklin Street
Chicago, Illinois 60606

Main Entrance

One North Franklin Street

Loading Dock Entrance

West Calhoun Place, via 1 N Franklin St

Hours of Operation

PNC Centre's hours of operation are 7:00AM - 6:00PM, Monday through Friday, and Saturday, 8:00AM – 1:00PM. The building is closed Sunday. Tenants may access the building 24/7 with a building ID card via the Franklin Street entrance.

The building operates on a "Sunday" schedule for the following holidays:

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

Office of the Building

Address

JLL
One North Franklin, Suite 370
Chicago, Illinois 60606

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.....	1nf@jll.com.....	312-629-1700
General Manager – Allie Borrego.....	allie.borrego@jll.com.....	312-629-1700
Assistant General Manager – Yulia Gainey.....	yulia.gainey@jll.com.....	312-629-1700
Property Associate – Kelsea Webb.....	kelsea.webb@jll.com.....	312-629-1700
Chief Engineer – John Romano.....		312-629-1700
Director of Security – Nefertari Gray.....		312-251-7780
Lobby Desk.....		312-629-1700
Leasing Director – Kim Doyle.....		312-228-3157

Tenant Services and Amenities

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. Completed forms must be returned to the Office of the Building. It is important to update the contact sheets on an annual basis.

Work Order Request System

PNC Centre work order tracking system, Angus, allows tenants to enter and track work orders online. Work order requests can include, but are not limited to, light bulb replacements, badge requests, temperature adjustments, etc. The request system is monitored by the Office of the Building and is specifically designed to dispatch the appropriate staff in a timely manner.



Tenants may have as many persons in the office as they like to enter work orders; however, it is recommended that tenants 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 Day Porter 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 an additional charge (light bulb change, carpet shampoo, after hours HVAC, etc.) the authorization for the charges is implied when the work order is entered.

Please contact the Office of the Building to register new users to Angus.

PNC CENTRE – ONE NORTH FRANKLIN BILLABLE SERVICES

TENANT SERVICES/STAFF LABOR

Operating Engineer (Regular time)	\$74.00	Per-Hour/Half-Hour Minimum
Operating Engineer (Overtime)	\$100.00	Per-Hour/Four-Hour Minimum
Operating Engineer (Double time)	\$150.00	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 gondola.

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	\$400	\$100.00 Engineer Labor (4 hour Minimum)
Lockout - Sundays & Holidays	\$600	\$150.00 Engineer Labor (4 hour Minimum)
Access Key Cards – New	\$15	Each
Access Key Cards – Replacement	\$15	Each
Access Key Cards – Reprogram	\$15	Each

HVAC

Overtime Air Conditioning	\$150/hr	Per-Hour/Per-Floor (4 hour Minimum)
Overtime Heating	\$150/hr	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)

Janitorial and Maintenance Services

Standard office cleaning is provided Monday through Friday, except on holidays, as stipulated in your lease. Requests for additional cleaning or trash removal can be submitted via the Angus work order system. Items requiring removal request include: packing cartons, discarded office equipment, e-waste and other non-compactable materials.

Rubbish or discarded equipment may never be placed in freight elevator, corridors or stairwells, even for short periods of time. Doing so is a violation of fire codes and building regulations.

Although most janitorial services are performed afterhours, a small cleaning staff is available during the day to maintain public areas and restrooms. This staff operates under a contract to perform specific tasks only; however, the Office of the Building will be happy to assist 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.

After-Hours HVAC

Heating, ventilation and air conditioning are provided during normal business hours. For HVAC services during non-business hours, please advise the Office of the Building at least 24 hours in advance. Please reference the Fees Schedule above, as charges apply for after-hours HVAC service.

ID/Keycards

The building is accessible to tenants 24/7 with the use of a tenant security access card. Badging requests, including new and replacement badges, and badge deactivations, should be submitted online via the Angus work order 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, 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 Angus work order system.

Mail Services

USPS– Lobby Level Pickup: 11:45am, 3:30pm, 5:30pm

FedEx** Phone: (800) 622-1147
Drop box – Lobby Level Pickup: 6:30pm

UPS** Phone: (800) 742-5877
Drop box – Lobby Level Pickup: 5:45pm

** PNC Centre advises all tenants place their envelopes and small packages INSIDE the drop box. FedEx and UPS may not pick up packages that are placed outside the drop box. Large packages and FedEx Ground shipments must be scheduled for pick up, or dropped off at a FedEx or UPS location.

Fitness Center

PNC Centre Fitness Center is located on the 3rd floor of the building. For full details regarding access, please contact the Office of the Building at 1nf@jll.com or 312-629-1700.

Bicycle Parking

Bicycle parking is available to all tenants of PNC Centre. Individuals wishing to participate will sign a bicycle room agreement and waiver. Signed Agreements should be brought to the Office of the Building or lobby security desk.

The bicycle storage room is located off 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. E-bikes and electric scooters are not permitted on the premises at any time, either in the bike room or in tenant spaces.

Garage Parking

PNC Centre offers a private parking garage of 30 spaces. Parking spaces may be rented monthly. EV charging stations are also available for a charging fee. Please contact the Office of the Building for additional information.

Conference Center

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

The Madison room can accommodate up to 10 people in a boardroom setup. This room features a 70” TV with DirecTV, VGA & HDMI connection, ceiling mounted speakers, touch panel control, wifi and videoconferencing.

The Franklin Room can accommodate up to 32 theatre style, 18 classroom style, 12 boardroom style, and 16 in a u-shape. The room features a projector and projection screen with DirecTV, VGA & HDMI connection, ceiling mounted speakers, podium with microphone, touch panel control and wifi.

The Calhoun Room can accommodate up to 28 theatre style, 12 classroom style, 12 boardroom style and 14 u-shape. The room features an 80” TV with DirecTV, VGA & HDMI connection, ceiling mounted speakers, touch panel control and wifi.

Tenants can also reserve both the Franklin and Calhoun (Large) conference room. Together, the rooms can accommodate up to 80 theatre style, 42 classroom style and 30 u-shape. The room features a projector and projection screen with DirecTV, 80” TV with DirecTV, simultaneous display, VGA & HDMI connection, ceiling mounted speakers, podium with microphone, touch panel control and wifi.

Conference center features include a breakout table, refrigerator, dishwasher, sink and prep space. Table and chair set up for your reservation is included in your reservation fee. Flip charts, easels, and a wireless presentation clicker are available on request.

Please refer to the fee schedule below for conference room rates. Charges will be included on the monthly rent statement. 24 hour cancellation notice is required, otherwise tenant may be subject to a cancellation fee.

To check availability or make a reservation, please contact the Office of the Building at (312) 629-1700 or Inf@jll.com or place a reservation request in the Angus work order system.

Conference Center Fees

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

Loading Dock – Deliveries & Move-In / Move-Out

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.

Moving companies involved in moving furniture and equipment must be covered by the collective bargaining agreement with Teamsters Local Union 705.

Moving 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, 6:00AM to 6:00PM.

1 bay for deliveries; Dimensions: 31' w x 25'd x 14'h.

Freight Elevator

The Freight elevator is operated Monday – Friday, 6:00AM – 6:00PM. To schedule after-hours or extended use of the freight elevator and/or freight handling assistance, contact the Office of the Building at least 24-48 hours 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.

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 must 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 inter-floor 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 inter-floor movement as a means of controlling dust and debris.

Messengers

During normal business hours, messengers may access the loading dock. Messengers should check in with security, and then proceed to deliver to tenants.

For evening, weekend and holiday deliveries, messengers will be asked to wait at the reception desk in the lobby while security 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.

Rental Payments

Rent is due on the first of the month and may be mailed or transferred via wire. Rent invoices will be sent via email monthly. Rent payments should be mailed to the remittance address on the statement.

Please make rent payments payable to:

MCPP One North Franklin, LLC
Tax ID 47-5238694

USPS, FedEx, UPS:

MCPP OneNorthFranklin LLC
JLL-1 N Franklin ITF MCPP
27172 Network Place
Chicago, IL 60673-1271

Wire Transfer or Electronic Payments:

JPMorgan Chase
270 Park Avenue
ABA#:021000021
Account #: 475204239
Account Title: Jones Lang LaSalle, as Ind Cont for One North Franklin ITF MCPP PNC Centre LLC

Overnight Mailing:

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

For any questions regarding rent, payments, charges, etc. please reach out to the Office of the Building at (312) 629-1700, or 1nf@jll.com.

Building Rules & Regulations

JLL 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 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.

Signage and 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 from the Office of the Building. Similarly, electrical fixtures hung in offices or other spaces along the perimeter of the building which affect its exterior appearance must be 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 after- hours all persons who do not present a valid building ID. 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.

Service Animals

Pets are not allowed on the premises. Service Animals should be registered with onsite security and the Office of the Building should be notified.

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 or displays in any common area used by people outside your own office suite. An exception can be made for infrequent receptions or other gatherings which may involve use of common areas with prior approval by the Office of the Building.

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. For additional information regarding deliveries and loading dock usage, please see the section above entitled “Loading Dock – Deliveries & Move-In / Move-Out.”

Recycling

PNC Centre contracts with outside vendors to provide basic recycling services free-of-charge to tenants. The building’s janitorial staff will collect recyclable products on a nightly basis. Recyclable material should be placed in the provided ‘Recyclable’ bins. Basic e-waste recycling is also provided free-of-charge, but may incur fees for larger items. For a detailed list of all recyclable materials and any applicable fees, please contact the Office of the Building.

Smoking

Smoking is prohibited throughout the 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.

Smoking is allowed a minimum of 25 feet from building entrances.

Tenant Conduct

Please do not disturb others with 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 anything 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 may incur repair charges.

Personal space heaters are not allowed in the building. If you have a temperature related concern, please contact the Office of the Building.

Security Procedures

Security Personnel are on duty 24/7, including holidays. Through use of remote cameras and/or direct inspection, the staff monitors the lobby, freight elevator, exterior perimeter, 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 property removal passes.

Emergency Telephone Numbers

JLL

Office of the Building – Suite 370	312-629-1700
Director of Security – Nefertari Gray	312-251-7780
Chief Engineer – John Romano	312-629-1700
Lobby Desk.....	312-629-1700

For emergencies requiring police, fire department, or medical assistance, please dial 911 and then alert building security or the Office of the Building.