



# 500 North Michigan

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## Tenant Handbook

# Handbook Contents

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# Welcome

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# Welcome to 500 North Michigan



On behalf of the JLL Property Management Team, we welcome you to 500 North Michigan! We are delighted to have you here and will do everything possible to make your tenancy enjoyable and rewarding. We look forward to having a long and pleasant relationship with you.

To support your daily operations, JLL is pleased to provide you with this Tenant Handbook which is specially designed to provide quick and useful information about the building's operating procedures, general policies, services, parking operations and emergency procedures. Please feel free to contact us as your needs arise.

# Welcome

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<b>Management office information</b>	
Location:	500 North Michigan Ave, Suite 2008
Phone:	312 291 3500
Email:	500NM@jll.com
Building website:	<a href="http://500nmichigan.info">500nmichigan.info</a>
Building Engines:	<a href="http://buildingengines.com/login">buildingengines.com/login</a>
Management office hours:	Monday through Friday from 8 AM to 5 PM
Engineering office hours:	Monday through Friday from 6 AM to 7 PM

<b>Your JLL management team</b>			
<b>Position</b>	<b>Contact</b>	<b>Phone #</b>	<b>Email</b>
General Manager	Emily Steil Strharsky	312 291 3502	Emily.Steil@jll.com
Property Associate	Donna Louden	312 291 3500	Donna.Louden@jll.com
Chief Engineer	Randy Ziemba	312 291 3501	Randy.Ziemba@jll.com

# Welcome

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## Rental payments

### Incoming ACH/Wire Instructions

Bank Name: PNC Bank, N.A., 500 First Ave., Pittsburgh, PA 15219

ABA/Routing Number: 043000096

Account Number: 1069980486

Account Name: 500 NMA ACQUISITION CO LLC

### P.O. Box Address (First Class US Mail)

500 NMA ACQUISITION CO LLC

PO BOX 776909

Chicago IL 60677-6909

### Street Address-(Overnight-Express Mail)

PNC Bank c/o 500 NMA ACQUISITION CO LLC

Lockbox Number 776909

350 East Devon Ave

Itasca IL 60143

# General Building Information

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# General Building Information

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## Building entrances and exits

The building entrance is on Michigan Avenue (“Main Entrance”).

In addition, there is one (1) building entrances via the parking garage. Tenants who park in the 500 North Michigan Parking Garage can access the lobby via the parking garage elevator located on the Parking Level.

500 North Michigan is equipped with a badge reader for after-hours access to the building. The badge readers are located on either side of the Lobby Security desk are located inside each elevator.

## Exterior Door Schedule

### Monday - Friday

Main Entrance: Open 7:00 AM – 6:00 PM

### Saturday

Main Entrance: Locked

### Sunday

Main Entrance: Locked

*Note: When the building is “locked”, tenants should proceed to the Main Entrance and utilize the South ADA Door to enter/exit the building. Upon entering the building, swipe your building key card or fob on the card reader located on the right (North) side of the Lobby Security Desk and then again once inside the elevator for access.*

*Elevators are locked between 6 PM – 7 AM Monday – Friday, all day on Saturday, Sunday, and holidays.*

*Tenants should bring their key fob/card anytime they visit the building and must have their fob/card on weekends.*



# General Building Information

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## Building access system

The 500 North Michigan elevators are equipped with an access control system.

Each of your employees will be given (1) badge free of charge for each associate working in their suite. Replacement badges can be purchased for \$15 per badge. Badges that are not returned upon move out will be billed back to the tenant at the rate of \$15 per badge. Requests for new badges or replacement badges can be made via email to [Building Engines](#) or by dropping off your completed Keycard Request Form to the Management Office.

To keep the access system database current, tenants are responsible for notifying Management of any changes such as new associates who need an access badge or associates who have left and need their access removed. Please note: all badges belonging to associates who have left or have been terminated will need to be returned to the management office.

Visitors requiring access to tenant floors must check in with security.



# General Building Information

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## **Tenant deliveries and vendor access**

All vendors requiring access to the building (including deliveries) are required to provide a valid COI and submit it to Management by 1:00 PM on the business day prior to the day access is needed.

Access to the building for deliveries/vendors is through the loading dock. The loading dock is located on Lower Michigan Avenue. The loading dock is limited to 30-minute parking for deliveries and pick-ups with prior approval. There is no public/tenant parking available in the loading dock.

All delivery companies and vendors should be advised they are to use the service elevator only for deliveries. Any delivery company or vendor found using the passenger elevators at any time can be removed from the building immediately and permanently. Additionally, any damage caused to an elevator - freight or passenger - by a vendor, will be the responsibility of that vendor and/or the tenant they are delivering to.

# General Building Information

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## Building holidays

For the holidays listed below, normal building services are not provided (unless otherwise specified in your Lease). If your office will open on one of the holidays listed below, please advise the Management office and we will be happy to discuss building services for that day.

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

## Elevators

### Passenger elevators

There are two (2) passenger elevator banks at 500 North Michigan. The low-rise elevators service floors 2-12. The high-rise elevators service floors 13-23.

### Service elevator

500 North Michigan is also equipped with one (1) service elevator cab. The service elevator cab services floors LL-23. Use of the service elevator requires a building access card and prior approval from Building Management.

### Parking garage elevator

There is one (1) parking garage elevators located in the lobby of 500 North Michigan which go to levels LL and Parking Garage. They are accessible 24/7 for those with key card access.

### Elevator malfunctions

If the elevators should malfunction, please remain calm and use the emergency button in the elevator or the call button which will connect you to security. The building staff will respond promptly. No attempt should be made to force open doors or climb out of a stalled elevator cab unless a member of the Chicago Fire Department advises you to do so.

# General Building Information

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## Parking

### Parking management

The 500 North Michigan Parking Garage is managed by SP Plus. Their office is in the parking garage. If you have questions regarding parking at 500 North Michigan, please contact Juan Hernandez at 312-467-4428 or [JHernandez1@spplus.com](mailto:JHernandez1@spplus.com).

### Monthly parking

Monthly parkers may utilize the 500 North Michigan Parking Garage 24 hours a day, 7 days a week, 365 days a year, and during events.

### Contractor/vendor parking

Contractors/Vendors working in the Building are responsible for paying for their parking in surrounding public parking lots (at their own expense). They may not park in the loading dock, as the loading dock is a loading and unloading zone only. The public alley along the north side of the building is a No Parking Zone.

### General parking rules

- Parking in the parking garage is at your own risk. 500 North Michigan assumes no liability or responsibility for damage or theft of vehicles parked on the premises.
- Each vehicle shall park in only one space between designated lines. Those parked outside designated lines are subject to parking fines. Repeated offenders may also be banned from parking in the garage.
- Clearance inside the garage is 6'6", but other areas are lower. Trucks with racks will not fit in the parking deck.
- For your safety and the safety of others, please abide by the posted speed limit which is 5 mph.
- Please lock your vehicle at all times.

# General Building Information

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## Building signage

No signage, placards, pictures, advertisements, names or notices shall be installed or displayed on any part of the inside or outside of the building, if visible from a public area, without the prior written consent of the JLL management team. Please submit any requests to [500NM@jll.com](mailto:500NM@jll.com).

The Management Team handles the ordering and installation of all building standard signage. Any new signs ordered after your initial sign is installed (due to name changes, etc.), will be billed to the tenant at a pre-approved amount. When ordering a door sign, please submit your request in writing to the Property Management Office at [500NM@jll.com](mailto:500NM@jll.com) with the company name and suite number exactly as you wish them to appear on the sign.

## Smoking

500 North Michigan is a non-smoking building. Smoking is prohibited in all areas within the building (stairways, hallways, bathrooms, etc.) and around the exterior.

## Building Telecom Providers

500 North Michigan has contracted with IMG for riser management. In order to maintain a high level of security and ensure that the riser remains organized, this is the **ONLY** contractor that will have access to the riser closet. In order to schedule work in the riser closet, please call IMG directly at 888-464-5520.

Once work is scheduled, it must be coordinated with the Management Team. The Building Connectivity Overview on the building website includes additional information on phone or internet services available.

## 500 N. Michigan Avenue

Chicago, IL

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### Providers & Services:

On-Net Carrier Availability	Infrastructure			Services Available		
	Fiber	Copper	Coax	Voice	Data/Internet	TV
AT&T	✓	✓		✓	✓	
Comcast	✓		✓	✓	✓	✓
DirecTV			✓			✓
Verizon	✓			✓	✓	

# Tenant Services

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# Tenant Services

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<b>Retail and amenity information</b>	
Dining:	500 North Michigan offers the convenience of Chick-fil-A and many other quick dining options within walking distance.
ATM:	There are two on-site ATMs located on the lobby level of 500 North Michigan inside Bank of America.
Hotel access:	The Gwen, a contemporary hotel with on-site dining and modern meeting spaces is conveniently situated directly to the west of 500 North Michigan. The InterContinental Chicago Magnificent Mile is located directly across Michigan Avenue and boasts large meeting and event spaces, dining, and a Starbucks.
Car services:	Conveniently located in the Parking Garage, SP Plus offers complimentary lock out assistance, jump start, tire pressure, and windshield cleaning to monthly parkers while you work.
Retail:	Vans is conveniently located in 500 North Michigan, accessible via their Michigan Avenue entrance.
Vending:	Vending machines are located on the 9 <sup>th</sup> floor, to the west of the passenger elevators, in the center of the floor.

# Tenant Services

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## Conference and meeting space

500 North Michigan features a conference room located on the 5th floor of the building. The conference room can be set-up in a variety of ways to fit your meeting needs.

The conference room is offered at \$200 for a half day and \$400 for a full day to building tenants. To make a reservation, please contact the Management Office. Reservations are offered on a first-come, first serve basis and can be booked up to three (3) months in advance. If cancellations become necessary, we ask for at least 48 hours' notice so that we can offer the space to others who may be on the waiting list.

## Mail

### Incoming Mail

Mail is delivered directly to tenants' suites by the USPS postal carrier.

### Outgoing Mail

USPS mailboxes are in the lobby of the building, to the north of the high-rise elevator bank.

There are also FedEx and UPS drop boxes on-site which are located inside the dock.

USPS Collection Schedule:	Monday – Friday, in the afternoon
FedEx Collection Schedule:	Monday – Friday, 7:30 PM
UPS Collection Schedule:	Monday – Friday, 5:45 PM

## Solicitors

Solicitors are not allowed on the property unless they receive written approval from Management. If you are solicited in the building, please notify security immediately by calling 312-205-7429 or visiting the security desk in the lobby.



# Tenant Services

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## Security services

Security services are provided 24/7/365 through Allied Universal Security. Security Offices are dressed in black blazers and dress slacks for easy identification.

The security guards are responsible for patrolling the main lobby, elevator lobbies on each floor, the parking garage, loading dock, and building common areas. Tenants of 500 North Michigan are responsible for the security of their respective areas and should contact security to assist them as needed. Security is always available to assist with special requests (some situation may require an additional charge) or in the event of an emergency. To contact security, please call 312-205-7429.

The security guards are not armed and are only intended to serve as protection for the building premises and as a deterrent to crime. The Chicago Police Department via 911 should be contacted immediately if a crime or situation requiring the use of force occurs. Immediately after calling 911, contact Building Management at 312-291-3500.



# Tenant Services

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## Security tips

Effective security is a joint effort between Management, tenants and the security team. We ask all tenants to take a proactive approach relating to security. Here are some suggested procedures which may reduce loss of personal and company property:

- All tenant doors should be checked for proper working condition of locking mechanisms. If there is an issue with door closures, you should notify the Property Management office and submit a work order through Building Engines.
- Tenants are responsible for the maintenance of their own internal access control system (if applicable).
- All tenants should report suspicious activity to Property Management and/or Security immediately.
- Receptionists are the first line of control to recognize a potential trespasser or intruder. It is important they are properly trained both in your internal emergency policies and also in the building emergency policies. It is recommended that reception desks are never left unattended during normal business hours or while your office is open and unsecured.
- Building staff and security will not grant access to any tenant visitor unless prior consent is provided. Tenants are responsible for notifying security of any visitors who will need access to their suite.
- It is recommended that tenants maintain a master database of all company owned equipment with serial numbers. Making permanent markings on equipment is another way to easily identify your equipment.
- Do not lend out your keys or access card to anyone. Do not duplicate office keys.
- Do not prop or hold open doors.
- Report criminal activity or medical emergency to **911**.
- Do not leave valuables in plain sight.



# Tenant Services

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## Maintenance requests

To report any suite or building issues or concerns, notify one of your company's Designated Main Contact(s). Each Tenant should have a Designated Tenant Contact who is responsible for notifying the building of maintenance issues.

Your designated Tenant Contact(s) should report maintenance issues and requests via the web-based work order system, [Building Engines](#), which dispatches tenant work orders to the engineers at the click of a button. If you have a maintenance emergency, please notify security immediately by visiting the desk in the lobby or by calling 312-205-7429 in addition to entering it in Building Engines.

If you need your login information for [Building Engines](#), or would like to set up a new user, please email [500NM@jll.com](mailto:500NM@jll.com).

## Interior of tenant spaces

Tenants are responsible for maintaining finishes within their space. Tenants are also responsible for the maintenance and repair of personal property and any above-building standard mechanical equipment servicing their space. Building Management can provide maintenance services for above-standard repairs that are not included in your lease for an additional cost.

Please see the Service Price List located on the [building website](#) under Tenant Resources > Policies & Forms.



# Tenant Services

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## Janitorial services

Janitorial services are available Monday – Friday. We have a day porter staff to maintain the restrooms and common areas during the day, and a night porter staff which cleans each floor including tenant spaces each night. There are no janitorial services on Saturdays, Sundays or major holidays.

If you need janitorial assistance, please submit a work order through Building Engines. The following items are NOT included with our building standard janitorial services:

- Cleaning of special wall fabrics
- Cleaning of computers, printers, other equipment, and personal property
- Cleaning or refinishing special flooring, woods, or metals
- Cleaning of appliances
- Discarding of furniture, fixtures, computers, appliances, or other miscellaneous equipment and electronics.
- Providing above standard cleaning supplies/products

Specialty cleaning requests are to be submitted through Building Engines and will be subject to above-standard cleaning fees at the Tenant's sole cost.

## Trash & recycling

Trash is picked up from all tenant suites in the evenings Monday – Friday. Trash that is not placed in a designated trash receptacle will not be removed. Trash items shall not be placed in corridors, hallways, elevators or other areas where it may be deemed a fire or safety hazard. Any items related to construction or moving shall be removed by the tenant's contractors and/or moving companies using the service elevator and cannot be placed in the building compactor.

Bulk trash removal is only available on an as-needed basis. To schedule large trash removal services please submit a request through Building Engines. These services will be billed to the Tenant on a time/material basis. An additional charge will also be assessed to the Tenant for dumpster pickups as there are NO bulk trash dumpsters available on-site.

Recycling containers are provided to each tenant when they move in and should be placed in break room(s). Boxes and other cardboard can be recycled if it is broken down and placed next to your recycling bin. Approved recycling materials such as paper, plastic, aluminum, etc. need to be sorted and cannot be combined in the same recycling bin as paper and cardboard.

# Tenant Services

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## Heating, ventilation and air conditioning (HVAC)

### Building operation hours

HVAC is provided during normal building hours (8 AM – 6 PM, Monday – Friday and 8 AM – 2 PM Saturday; however, the hours of operation vary depending on the floor. Please refer to your Lease for HVAC hours of operation for your suite.

### Evening HVAC

If you require HVAC outside of the normal hours of operation for your suite, please submit a work order through Building Engines at least one (1) business days before you require HVAC. Please note that there is an additional hourly charge for after-hours air which is noted in your lease.

### Weekend HVAC

If HVAC is needed on the weekend, please submit a work order through Building Engines by 12:00 PM on Thursday. Please note that there is an additional hourly charge for after-hours air which is noted in your lease.

### Personal Heaters/Fans/Air Purifiers

Please note that Personal Heaters/Fans/Air Purifiers are strictly forbidden in the Building, as they are a safety hazard and again Fire Code. Additionally, they disturb the accuracy of the building thermostats causing surrounding employees to be hot or cold.



# Emergency Information

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# Emergency Information

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## Emergency numbers

### Police department

Emergency.....911  
Non-Emergency (Chicago Police Dept) .....311 or 312-746-6000

### Fire department

Emergency.....911  
Non-Emergency (Fire Dept.).....312-746-9500

### Medical

Emergency.....911

## General building information

500 North Michigan is equipped with a fire-detection alarm system and a fire-sprinkler system. Fire extinguishers are also located on each floor.

Tenants are required to observe the following rules to reduce the risk of fire in the building:

- No smoking is allowed within the building including stairwells and restrooms.
- Do not overload electrical circuits.
- The use of personal electric heaters is prohibited.
- Do not store hazardous or flammable chemicals or materials.
- Any unusual odor should be reported immediately to Management and/or security.
- Keep stairwell exits and Service Elevator lobbies clear of any obstructions.

# Emergency Information

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## Medical assistance

- Immediately after you have contacted the Emergency Medical Service via 911, contact security at 312-205-7492. Security will assist in getting assistance to your floor as quickly as possible. Be prepared to give security staff your suite number, company name, specific location of the injured person, and the nature of the injury so we may assist in directing the emergency personnel.
- Medical personnel will arrive to the floor via the service elevator. Please assign someone from your company to stand by the service elevator to meet the medical personnel and guide them to the injured person.

## Fire and evacuation

- If you detect a burning odor, see or smell smoke, or see flames, you should immediately call 911 and contact security at 312-205-7492. Be prepared to give security staff your suite number, company name, specific location of the fire and its severity, if possible.
- If flames or smoke are detected, immediately proceed to a fire alarm pull station (located near the stairwell doors) and activate the alarm. This will initiate a building evacuation.
- Inform your company's designated Fire Warden(s) immediately.
- If an evacuation order is given, proceed to the stairwell and follow your company and building's evacuation procedures. Please remember, the stairwells are the primary means of evacuation always. Elevators will only be used in an evacuation if ordered by a member of the Chicago Fire Department.
- In an evacuation situation, tenants should immediately proceed to the designated evacuation point and follow the instructions given to you by your Fire Warden and building staff.
- DO NOT re-enter the building or return to your floor unless a member of the Chicago Fire Department instructs you to do so.

## Fire drills

As part of the building fire/life-safety program, fire drills will be performed periodically. Your cooperation during these drills is essential to assure timely evacuation and response. Per Fire Department requirements, fire drills are not to be announced before hand and must be conducted a minimum of one time each calendar year.



# Emergency Information

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## Bomb threats

In the event that a bomb threat is received, the person taking the call should remain calm and try to follow the guidelines below and utilize the Bomb Threat Call Checklist. The caller may not cooperate, but an answer to any of the questions will be helpful to the Chicago Police Department.

- Keep the caller on the line as long as possible.
- If possible, signal a coworker to dial 911. Tell the 911 operator to have the call traced.
- Obtain and document as much information from the caller as possible. Utilize the Bomb Threat Call Checklist located below for specific questions to ask the caller.
- After the caller has hung up, call 911 immediately if you have not already done so.
- After contacting 911, contact security immediately at 312-205-7429

**Please see checklist on the next page.**

## Physical evidence of a bomb

If you discover an item that you suspect to be a bomb, do the following:

- Call 911.
- After calling 911, contact security immediately at 312-205-7429.
- Do not touch the item in any manner.
- Do not use radio equipment to transmit messages.
- Inspect your work area, but do not touch or remove any suspicious objects.

# Emergency Information

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## Bomb threat call checklist

Time Received: \_\_\_\_\_

Time Terminated: \_\_\_\_\_

Exact Words of Caller:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Questions to Ask:

When will the bomb explode?

\_\_\_\_\_  
Where is the bomb located (floor/area)?

\_\_\_\_\_  
What kind of bomb is it?

\_\_\_\_\_  
What does it look like?

\_\_\_\_\_  
What will cause it to explode?

\_\_\_\_\_  
Why did you place the bomb?

\_\_\_\_\_

Caller Specifications

Male \_\_\_\_\_ Female \_\_\_\_\_ Estimated Age \_\_\_\_\_

Mood

Calm \_\_\_\_\_ Slow \_\_\_\_\_ Angry \_\_\_\_\_ Normal \_\_\_\_\_ Excited \_\_\_\_\_ Rapid \_\_\_\_\_ Soft \_\_\_\_\_

Sincere \_\_\_\_\_ Disguised \_\_\_\_\_ Other \_\_\_\_\_

Voice Characteristics

Accent \_\_\_\_\_ Lisp \_\_\_\_\_ Drunk \_\_\_\_\_ Other \_\_\_\_\_

Background Noises

Street Noise \_\_\_\_\_ Train Noise \_\_\_\_\_ Plane Noise \_\_\_\_\_ Home Noise \_\_\_\_\_

Bar Noise \_\_\_\_\_ Music \_\_\_\_\_ Machines \_\_\_\_\_ Other \_\_\_\_\_

Did you recognize this voice? \_\_\_\_\_ If so, who do you think it was? \_\_\_\_\_

Did the caller indicate knowledge of the building? \_\_\_\_\_ If so, how? \_\_\_\_\_

What line did the call come in on? \_\_\_\_\_

# Emergency Information

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## Inclement weather plan

In the event of a blizzard, hurricane, tornado or other weather-related emergency, the Property Management office will communicate the state of the building to the tenant representatives.

If you are in the building during a tornado or a hurricane, you should evacuate using the stairwells or shelter in place in the common area restrooms. The lowest level of the garage is the best place to be if you are stuck in the building during a tornado or a hurricane. If a storm comes through and you don't have time to get to the garage level, you should get away from windows and get under a desk to protect yourself from flying debris.

Should there be any damage to the building during a storm, building Management will assess the building and will be in touch with the Tenant Representatives for each suite. It is very important that building Management has the appropriate contact information for tenant representatives, including office and cell phone numbers, so they may be in contact with them during emergencies. Should there be significant damage that may result in an unsafe environment, building Management and local agencies may escort small groups of people to their suites to collect important belongings.



# Emergency Information

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## Power outage

In the event of a suite or power outage, please follow the following guidelines. If the power outage is isolated to one area of your suite, please enter a work order AND call the management office at 312-291-3500.

- Open draperies and raise blinds to let in outside light.
- Use a portable flashlight.
- If you are instructed to evacuate:
  - Lock all areas.
  - **DO NOT** congregate in lobby areas.
  - Go to a designated area and remain with your group.
  - Return to the building when instructed by the proper authority.
- If you are in an elevator during a power failure, **DO NOT PANIC**. Your elevator will cease operation but **WILL NOT FALL**. Do **NOT** force open the doors. You may reach security by using the phone inside each elevator cab.

## Workplace violence

The best procedure in case of workplace violence is:

- Notify the Police (911) and security immediately at 312-205-7429.
- Alert the workforce and direct them to an alternate assembly area.
- Secure the area where the incident occurred for investigation once the threat has been contained/eliminated.

# Emergency Information

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## Civil disturbance (riots and protests)

The best procedure in case of riot or public disturbance is:

- DO NOT become a spectator. Leave or avoid the area of disturbance to prevent injury or possible arrest.
- Notify the Police (911) and security immediately at 312-205-7429.
- Lock all doors and close all drapes, avoid window areas.
- DO NOT argue or enter into a debate with a participant.
- If one or more of the participants enters your suite, keep calm, be courteous, and do not provoke an incident. Call the proper public authority to have the individual(s) removed. If possible, place the call from a private area so as not to further upset or anger the participant.
- Cooperate fully with the Property Management Office if it must limit certain services or restrict access to the building during a disturbance. The tenants' cooperation is needed under these circumstances.
- Avoid unnecessary inquiry that will tie-up communication systems.
- Use good judgment and keep calm.

