

# **150 Pierce Road Electronic Tenant® Portal**

**Created on March 20, 2019**

**Building Amenities: 150 Pierce- Fitness Center**

Located on the 1st floor of the 150 Pierce building. This exercise area provides a convenient location for a quick workout including shower facilities which are available to all tenants working in the 150 Pierce building.



## **Building Amenities: Dining**

**Walnut Street Delicatessen** - located on the first floor of the 150 Pierce building is open Monday – Friday for breakfast and lunch. The café includes a salad bar, deli and daily specials as well as catering for meetings and special events. 630-250-7040

**Besa Mi Taco** – 1180 N. Arlington Hts. Road, Itasca Phone: 630-773-0722

**Buono Beef** – 1170 N. Arlington Hts. Road, Itasca, Phone: 630-773-2333

**Shula's Steakhouse** – 400 Park Blvd. Itasca – within the Westin Hotel Phone: 630-775-1499 (website: <http://www.donshula.com/locations.php?l=1&restid=4> )

**Hirano Japanese Kitchen** – 500 Park Blvd., Suite 177, Itasca Phone: 630-250-9010

## **Building Amenities: Nearby Amenities**

**Fitness Center** - [Hamilton Lakes Athletic Club](#) - Managed by Lifestart (630-345-5377) located on the lower level of the Westin Hotel. The facility has an indoor pool, racquetball/basketball courts, exercise classes, fitness equipment. The hours of operation are from 5:30 a.m. to 9:00 p.m., Monday through Friday, 7:00 a.m. to 9:00 p.m. Saturday and Sunday.

**Day Care Center** - [Bright Horizons](#) - 630-250-0400

Bright Horizons is a high quality child care center located within Hamilton Lakes at 270 Windsor Drive. Care is provided for infants through five-year old children. The hours of operation are 6:30 a.m. to 6:30 p.m., Monday through Friday.

**Westin Hotel** - [400 Park Boulevard, Itasca, IL 60143](#) - 630-773-4000

The Westin Hotel is connected to 500 Park Boulevard and offers full-service conference facilities, a 40,000 square foot auditorium, complete audio-visual equipment and services, over 400 luxury rooms and several restaurants.

## **Building Amenities: Parking**

Ample covered and outdoor Parking is available to all 150 Pierce Road tenants and their visitors; please note that outdoor parking spaces are not reserved.

Handicap Parking is available and can be easily identified by posted signs and the state required markings within these parking spaces. Hamilton Partners requests that only those individuals who have been issued handicap license plates or who can display a state approved handicap rear view mirror tag, use these parking spaces.

Visitor Parking areas are located just outside the front entrance as well as the East side entrance of the building building. Parking in these areas is restricted to visitors **ONLY** and is not intended for use by building employees.

\*\*If you need to leave your vehicle overnight in the 150 Pierce park lot, please notify the Management Office at 630-250-9700. This information will be forwarded to our Park Security.

## **Building Operations: Accounting**

**Please remit payments to:**

Pierce Partners LLC  
c/o Hamilton Partners, Inc.  
300 Park Blvd., Suite 201  
Itasca, IL 60143

## Building Operations: Building Management

Management services are provided by Hamilton Partners through its Management Office located at 300 Park Blvd., Suite 201, Itasca, Illinois 60143. **The phone number is:**

### Management Office:

630-250-9700 Office Number

630-250-8521 Fax Number

### Management Staff

Title	Name	Phone Number	Email
Asset Manager	Jennie Brock	630-250-4857	<a href="mailto:jbrock@hpre.com">jbrock@hpre.com</a>
Building Engineer	Phil Duffin	Contact Mgmt. Office	
Day Porter	Gabby Duenas	Contact Mgmt. Office	

The office hours are 8:30 a.m. – 5:00 p.m. Monday through Friday. If a problem arises after hours please call our Park Security desk at 630-775-0239. They are available 24/7.

## **Building Operations: Holidays**

The Building Holidays observed each year are listed below in order to aid your planning operations during the year.

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

Certain services are not provided on weekends and the holidays listed above.



# Building Operations: Leasing

For leasing information about this property please contact Hamilton Partners, Inc., 300 Park Blvd., Suite 201, Itasca, Illinois 60143. Phone number 630-250-9700.

Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Partner	Mark Hamilton	630-250-4878	<a href="mailto:mhamilton@hpre.com">mhamilton@hpre.com</a>
Partner	Scott Schroeder	630-250-4898	<a href="mailto:sschroeder@hpre.com">sschroeder@hpre.com</a>
Partner	Pat McKillen	630-250-4907	<a href="mailto:pmckillen@hpre.com">pmckillen@hpre.com</a>

## Building Operations: Telephone Numbers

### Management Office

(630) 250-9700

8:30 a.m. - 5:00 p.m., Monday through Friday

Park Security	630-775-0239
Police Department	<b>911</b>
Police Department - Non Emergency	630-773-1004
Fire Department	<b>911</b>
Fire Department – Non Emergency	630-773-1223
AT&T	1-800-480-8088
To order phone service	
Commonwealth Edison To inform Com Ed of the new billing address of the electrical bill. Must call prior to move-in.	1-800-334-7661
Village of Itasca	630-773-0835

**Building Security: After Hours Access**

To access the building outside of normal business hours you will need a building access card which is provided through the Management Office.

## **Building Security: Building Access**

**The normal business hours for the building are:**

7:00a.m. – 6:00p.m. Monday through Friday

7:00a.m. – 1:00p.m. Saturday

The building is “unlocked” during normal business hours.

## **Building Security: Deliveries**

Small routine deliveries to tenant's suite are permitted during normal business hours. Such deliveries are characterized as those required for daily business operations such as office supplies, paper products, beverages, catering trays, etc. However, large furniture and office equipment (desks, credenzas, cabinets, copiers, etc.) require off-hour delivery after 2:00 p.m. Additionally, all deliveries must be received and transported via the loading dock and freight elevator. The 150 Pierce Road loading dock is located on the Southwest side of the building, lower level. Arrangements for freight elevators will be made through the main office.

It is the responsibility of the tenant to accept, sign for, and arrange for the immediate transport of all delivered items to the appropriate suite. Hamilton Partners and security are not responsible for items left unattended nor will sign for items in the loading dock area.

When requesting deliveries, please inform the delivery service that the delivery is to be an "Inside Delivery", and arrange to have one of your employees available to accept delivery. The security guards and Management Office personnel are not authorized to accept deliveries for tenants nor to give the delivery service access to a tenant's space. Additionally, we do not "lend" carts or lifts in order to complete a delivery. All delivery personnel need to furnish their own equipment.

### **Deliveries (continued)**

Large deliveries requiring elevator lock out must be arranged through the Management Office. Tenant must provide written notice to the Management Office for after-hours or weekend deliveries. Generally, any delivery that requires more than one trip (using a two-wheeled cart only) is bound by this constraint. Hamilton Partners reserves the right to halt any delivery that disrupts tenants; operations or compromises the professional atmosphere of the building. Additionally, the scheduling of specific deliveries is at the sole discretion of management.

## **Building Security: General Office Security**

Here are few suggestions on what you can do to prevent crimes in your area or being the victim of a crime:

### **IN YOUR OFFICE:**

1. Lock your valuables up even if you are just going down the hall. It takes a thief less than 10 seconds to enter a room and steal your property.
2. When entering a secure area, do not let someone "tailgate" in behind you. Make them show their ID badge if you do not know them.
3. Do not leave messages on your door indicating that you are away and when you will be back.
4. Do not put your home address on your keys and do not leave your keys in a "special" hiding place in your office.
5. Call Security or the Management Office to report any suspicious persons or activities.

### **WHEN WALKING:**

1. Be aware of your surroundings at all times.
2. Walk with confidence, not like a vacationer not knowing where they are going.
3. Avoid walking alone at night. If you need an escort, call Security.
4. If you encounter a suspicious person, try to put as much distance between yourself and him/her (i.e.: cross the street).
5. Be aware of safe zones (i.e.: businesses, churches, and schools).

### **GENERAL HAZARDS**

FOR ANY SITUATION THAT CAN BE CONSIDERED THREATENING TO SECURITY AND/OR LIFE SAFETY:

1. Notify the Management Office at 630-250-9700 and provide the following information:
  - Your company, name, and business telephone number.
  - Floor number where situation exists.
  - Details of situation.

### **SAFETY PRACTICES**

1. Always carry your ID Badge/Access Cards while on the property.
2. Do not allow someone to "tailgate" behind you when entering the building.
3. Always practice good house keeping procedures:
  - Participate in recycling programs.
  - Do not wedge door open.
  - Keep aisles and stairs clear.
  - Keep areas around emergency equipment (hose cabinets, fire extinguishers, pull stations, etc.) clear of obstructions.

### **SAFETY PRACTICES (Continued)**

4. Always observe safe driving practices:
  - Wear your seat belt at all times.
  - Yield the right of way to any emergency vehicle.
  - Use caution near all pedestrians.
  - Park only in Authorized Areas.
5. Smoking is only allowed in designated areas.
6. Correct unsafe conditions when you are able to and/or report them to your supervisor.
7. Develop and maintain safe work practices and encourage co-workers to do the same.

## **Building Security: Key and Lock Policy**

The Building will provide keys or access cards for the door(s) to your suite at no charge at the time of move-in.

In view of requirements for security and fire safety, no special locks are permitted to be installed on any doors unless complete approval of the management is obtained prior to installation. All door locks must be keyed to the building master system in case of fire, flood, etc. If a particular area within your suite should not be accessible to cleaning personnel, please notify us and it will not be keyed to the cleaning master.

**Building Security: Lost and Found**

Please contact the Management Office at (630) 250-9700 to claim items that have been lost or found in the buildings.



## **Building Security: Solicitation**

If you notice a **PEDDLER/SOLICITOR OR SUSPICIOUS LOOKING PERSON** in the building:

1. Notify the MANAGEMENT OFFICE at 630-250-9700 and provide the following information:
  - Floor number where suspicious person(s) can be found.
  - Details regarding person (description of person/what product are they attempting to solicit/company).
  - Your company's name and telephone number.
2. In the event of an aggressive confrontation, notify the Itasca Police Department at **911** and the Management Office at 630-250-9700.

## **Building Security: Theft**

In the event of a **THEFT** within your office:

1. Notify the Itasca Police Department at 630-773-1004 and provide the following information:
  - Your company, name and business telephone number
  - Floor number where theft has occurred
  - Details of theft (ie. description of item missing, approximate time item was discovered missing, etc.)
2. Notify the Management Office at 630-250-9700 so an incident report can be completed.

## **Building Services: Building Signage and Directory**

Directory strips will be provided upon your move-in as well as one door plaque with your suite number and company name. To best serve you, it is required that you supply us, in writing, how you wish your signage to appear. Depending upon space availability, additional directory strips will be available upon request at an additional charge. Any future changes in your signage must be requested in writing and will be provided for a fee. These charges will be included on your monthly statement.

**THERE IS A FOUR TO SIX WEEK ORDER TIME ON SIGNAGE. PLEASE SEND IN YOUR MOVE IN INFORMATION SHEET AS SOON AS POSSIBLE TO MINIMIZE DELAY.**

## **Building Services: Cleaning**

Janitorial services, as described in your lease, will be provided by Landlord five (5) days per week. Office cleaning will be performed Monday through Friday between 5:00 p.m. and 12:00 a.m. the following morning. Janitorial service will not be performed on Saturdays, Sundays or on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

ADDITIONAL JANITORIAL SERVICES are available at either hourly rates or on a per occurrence basis. If you require additional cleaning please contact the Management Office at 630-250-9700.

### **Regular Cleaning Services**

#### **GENERAL, PRIVATE OFFICES, LOBBY AND LOUNGE AREAS**

##### **DAILY:**

1. Empty and damp clean ashtrays, wash as required
2. Dust all furniture including desks, chairs, tables
3. Dust all exposed filing cabinets, bookcases and shelves
4. Clean and sanitize drinking fountains
5. Spot clean desk tops (client paper on desks, drafting tables, filing cabinet, etc. are not to be disturbed)
6. Spot clean to remove dirt, finger marks, etc., from doors, light switches, wall areas adjacent to doors, handles, railing, etc.
7. Completely clean glass doors and any entryway glass
8. Clean and polish stainless steel and bright metal

#### **GENERAL, PRIVATE OFFICES, LOBBY AND LOUNGE AREAS (Continued)**

##### **WEEKLY:**

1. Clean and sanitize telephone
2. Low dust all horizontal surfaces to hand height including sills, ledges, moldings, shelves, picture frames, ducts, radiators
3. Wipe clean interior building metal

##### **QUARTERLY:**

1. High dust above hand height all horizontal surfaces, including shelves, moldings, ledges, pipes, ducts heating outlets etc.
2. Dust pictures, frames, charts and wall hangings
3. Dust exterior lighting fixtures
4. Dust Venetian blinds and window frame
5. Vacuum draperies

#### **REFUSE PICK-UP**

##### **DAILY:**

1. Empty and clean wastepaper receptacles
2. Empty all recycling bins
3. Remove all waste and transport to designated area

#### **FURNITURE**

##### **ONCE EVERY SIX WEEKS**

1. Vacuum (Fabric)
2. Damp clean (Plastic)
3. Damp clean (Leather)

#### **WASHROOMS**

##### **DAILY:**

1. Clean, sanitize and polish all vitreous fixtures including toilet bowls, urinals, hand basins, showers
2. Clean and sanitize all flush rings, drains and overflow outlets
3. Clean and polish all chrome fittings

4. Clean and sanitize toilet seats
5. Clean and polish all glass and mirrors
6. Empty all containers and disposals, insert liners as required
7. Wash and sanitize exterior of all containers
8. Empty and sanitize interior of sanitary container
9. Dust metal partitions
10. Remove spot, stains, splashes from wall adjacent to hand basis
11. Refill all dispensers to maximum limits – soap, tissue, towels and sanitary napkin dispensers

## **WASHROOMS (continued)**

### MONTHLY:

1. Wash and sanitize metal partitions
2. High dust above hand height all horizontal surfaces including shelves, ledges, moldings, pipes, ducts, heating outlets
3. Machine scrub flooring

### AS REQUIRED:

1. Remove hard water deposits

## **FLOORS – RESILIENT AND HARD**

### DAILY:

1. Dry dust or sweep
2. Sanitize washrooms
3. Damp mop hard surfaced flooring

### WEEKLY:

1. Clean marble flooring, buff as necessary

## **FLOORS – RESILIENT AND HARD (Continued)**

### MONTHLY:

1. Wash and spray buff tile floors

### QUARTERLY:

1. Strip, clean, refinish and machine polish
2. Clean and polish baseboards

## **CARPET**

### DAILY:

1. Vacuum open areas

### WEEKLY:

1. Detail vacuum (edges, corners, etc.)

### AS REQUIRED:

1. Inspect for spots and stains. Remove if possible.

## **Building Services: Elevators**

In each building, there are passenger elevators available for use by tenants and visitors. There is a designated freight elevator, which can be scheduled for private use. Kindly contact the Management Office and provide 24 hours notice.

## Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

- [Click here to download a Request for Change in Electric Service](#)
- [Click here to download a New Tenant Questionnaire](#)
- [Click here to download a complete list of Recyclable Items](#)
- [Click here to download a Bomb Threat Checklist](#)
- [Click here to download Building Emergency Evacuation Routes](#)
- [Click here for Vendor Certificate of Insurance Requirements](#)
- [Click here for Tenant Certificate of Insurance Requirements](#)
- [Click here for Fitness Center Waiver](#)

## **Building Services: HVAC**

### **Heating and air conditioning is provided:**

Monday through Friday (except Holidays)	7:00 a.m. – 6:00 p.m.
Saturday	7:00 a.m. – 1:00 p.m.

Any adjustments needed should be requested through the Management Office. If you require heating or air conditioning outside of normal business hours (i.e. after 6:00 p.m. Monday – Friday, after 1:00 p.m. on Saturday or anytime on Sunday) or holidays please contact the Management Office at least 48 hours prior to the requested date. You will be required to submit the request in writing as well as to sign a work order approving the changes. An hourly charge will be included on your monthly statement.



## **Building Services: Mail Service**

Tenant mailboxes are located on the main level of the building. Your company will be assigned a specific mailbox through the Management Office.

All mail is handled by the U.S. Postal Service. It is sorted and placed in tenant mailboxes located on the main level of the building. Upon your move in, you will be provided two keys along with your mailbox assignment. Mail arrives usually between 10:30 a.m. – 11:00 a.m., Monday through Saturday. Outgoing mail is picked up at 4:30 p.m.

The Management Office and building personnel will not be responsible in any way for tenant mail or packages.

In addition, an overnight drop box is located on the lower level of the building.

### **Designated pick up times are:**

[UPS](#) Monday - Friday last pick up is posted on each carrier box.

(Times are subject to change without notice.)

## **Building Services: Maintenance Requests**

For routine facility maintenance requests such as changing a light bulb, contact the management office at (630) 250-9700 to request a work order. Kindly submit a list of one or two designated individuals who may request work orders to Hamilton Partners, as this helps to alleviate duplicate calls.

Base building systems which include HVAC (heating, ventilation and air conditioning), plumbing, electrical, fire protection, elevators and security equipment are constantly monitored and maintained to provide the highest quality of service. Please contact the Management at (630) 250-9700 if there are any concerns or observations with respect to any of these systems.

# Building Services: Recycling

[Click here to download a complete list of Recyclable Items](#)

## **Building Services: Utilities**

### **Electricity**

Each tenant is responsible for contacting Com Ed in order to connect/disconnect its electricity service. Each tenant will be billed directly by Com Ed for electricity service for their suite. Com Ed's phone number is (800) 334-7661.

[Click here to download a Request for Change in Electric Service](#)

### **Telephones**

Each tenant is responsible for handling the installation of its own phone service and phone system. The carrier for local phone service in this area is Ameritech. Please contact the management office to coordinate installation.

## Emergency Procedures: Bomb Threat

Should a tenant receive a bomb threat, try to receive as much information as possible from the caller and do not hang up the phone, this will assist the phone company in tracking down the location of the caller. ([Please see the proceeding list as a guideline for questions to ask](#)). Immediately call the Itasca Police Department at **911** to relay the information received from the caller, then notify the Building Management Office at 630-250-9700.

The tenant who received the call should wait in the lobby for the arrival of the Police Department to give them as much information as possible. Tenants will make their own decisions as to whether or not to evacuate.

If evacuation is necessary, tenants should unlock desks, lockers and file cabinets, turn off all machinery and remove all purses, briefcases and personal packages, which might cause unnecessary search efforts. A complete search will be made by a designated official with an Authorized Tenant Representative. If evacuation is chosen, the [Building Evacuation Plan](#) must be followed.

### QUESTIONS TO ASK IN ORDER TO ASSIST AUTHORITIES IN DETERMINING THE LOCATION OF A BOMB:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

### EXACT WORDING OF THREAT:

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Listen carefully to the caller's voice and try to determine the following:

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_ Age: \_\_\_\_\_  
Length of call: \_\_\_\_\_ Number at which call was received: \_\_\_\_\_ Time: \_\_\_\_\_  
Date: \_\_\_\_\_

[Click here to download a Bomb Threat Checklist](#)

## **Emergency Procedures: Building Closures**

### **During Business:**

Should a situation arise during the business day that requires the building to close, Building Management will make an announcement over the speaker system informing all tenants and directing them to leave the building.

### **After Hours:**

For after-hours updates on a current situation, or notification of after-hours events that cause the building to be closed the following day, Building Management will contact those tenant representatives named on the After Hours Emergency Contact List which is to be provided by all tenants in writing to Building Management and updated in writing as necessary. These Tenant Representatives will be responsible for the roll out of information within their own company.

Depending on the nature of the closure, control of the building may fall under local authorities. In this case everyone is required to follow their direction. Once control has been handed back over to Building Management they will determine if and when tenants can be allowed back into the building based on the events at hand. If the situation warrants continued limited access to the building or a particular portion of the building thereof, only those tenants listed on the Emergency Authorized Access List will be granted access. In preparation for cases such as this, all Tenants must provide in writing, including updates, an Emergency Authorized Access List to Building Management. Associates on this list will be required to show identification to Building Security and may be escorted for limited lengths of time to their suites for property retrieval.

## **Emergency Procedures: Civil Disturbance**

### **To report HARASSMENT OR A DEMONSTRATION:**

1. Notify the Management Office at 630-250-9700 and provide the following information:
  - Your company, name, and business telephone number
  - Floor number where the harassment or demonstration is occurring
  - Details of harassment or demonstration
2. In the event of aggressive confrontation, call the Park Security Desk or the Management Office at 630-250-9700 for assistance.
3. If necessary, you may also notify the **ITASCA POLICE DEPARTMENT at 911**.

## **Emergency Procedures: Earthquake**

Even in a severe earthquake, you can still take numerous precautionary measures to prevent or minimize injuries or damage to property.

### **IF YOU ARE INSIDE:**

1. Stay inside.
2. Watch for falling objects.
3. Crawl under a desk or table.
4. Get into a protective position by tucking your head to your knees and covering your head with your arms.
5. Stay away from:
  - Windows and mirrors
  - Overhead fixtures
  - Filing cabinets
  - Bookcases
  - Electrical appliance
  - Hanging objects

### **IF YOU ARE OUTSIDE:**

1. Move to an open area away from buildings, such as plazas or parking lots.
2. If forced to stand near a building, watch for falling objects and stay away from:
  - Fallen power lines
  - Street light fixtures
  - Trees
  - Utility poles
  - Signs

### **IF YOU ARE IN A VEHICLE:**

1. Stop your vehicle in the nearest open area.
2. Stay in your vehicle until the tremors have subsided.

### **AFTER THE EARTHQUAKE:**

1. Remain calm.
2. Be prepared for aftershocks.
3. If evacuation is ordered, proceed to the nearest clear exit.
4. Do not use elevators.
5. Do not move seriously injured persons unless they are in immediate danger.
6. Open doors carefully.
7. Watch out for falling objects.
8. Do not use matches or lighters.
9. Use telephones for emergencies only.



## Emergency Procedures: Elevator Malfunction

### In the event the elevator stops:

1. Remain calm.
2. Pick up the telephone – it will automatically dial the Kings III, the Emergency Elevator service.
3. Provide the following information:
  - The number of the elevator you are in (it is printed inside elevator cab).
  - The floor you are on
  - Your name and company
  - **REMAIN ON THE PHONE!**

The Engineering Department will be notified and will contact the appropriate help.

# Emergency Procedures: Emergency Contacts

## Police Department:

Emergency	911
Itasca Police Department	630-773-1004
Illinois State Police	847-294-4400

## Fire Department:

Emergency	911
Itasca Fire Department	630-773-1223

## Medical:

Emergency	911
Illinois Poison Center	630-942-5969

In a medical emergency, direct the ambulance to use the Main Entrance of the building. After phoning the paramedics, call the Management Office to alert the management staff that an ambulance is on the way. A member of the Building Management Staff will await the arrival of the ambulance to expedite their entry into the building and assist in directing them to the person in need.

**HAMILTON PARTNERS MANAGEMENT OFFICE**.....630-250-9700  
(Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday)  
**HAMILTON LAKES PARK SECURITY**.....630-775-0239  
(Available 24 hours/7 days a week)

## Local Hospitals:

Alexian Brothers Medical Center 800 Beisterfield Road, Elk Grove Village	847-437-5500
GLEN OAKS HOSPITAL 701 Winthrop Avenue, Glendale Heights	630-545-8000

## Local Pharmacies:

OSCO PHARMACY 22 West Beisterfield, Elk Grove Village	847-593-1226
WALGREENS 1325 E. Irving Park Road, Itasca	630-875-0245

## **Emergency Procedures: Evacuation**

When building evacuation is necessary, the fire alarm will activate in your space. Evacuation from each floor is described on the following pages. These same routes would be used in the event of any emergency requiring an evacuation.

[Click here to download Evacuation Routes](#)

## Emergency Procedures: Explosion

1. Remain Calm.
2. Notify the ITASCA FIRE DEPARTMENT at **911** and give the following information:
  - Your company's name, address, and telephone number.
  - Floor number where explosion occurred.
  - Details (number of people injured/extent of injuries).
3. Notify the Management Office at 630-250-9700.
4. If there is a fire, [FOLLOW FIRE PROCEDURE](#)

### If there is no fire:

- Remain calm.
- Be prepared for the possibility of further explosions.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, unstable objects.
- Do not move seriously injured persons unless they are in obvious immediate danger (i.e., fire, building collapse, etc.)
- Open door carefully and watch for falling objects.
- Do not use elevators.
- If requested, accompany and assist persons with disabilities who appear to need direction or assistance.
- Do not use matches or lighters.
- Use telephones for emergencies only. Remember that others may be calling.
- Prior planning includes being familiar with possible hazards in your building and knowing evacuation routes, location of nearest pull station and fire extinguishers.
- Await the arrival of emergency personnel and follow their instructions.

## Emergency Procedures: Fire and Life Safety

The buildings at Hamilton Lakes were designed to minimize the chance of a life-threatening emergency and reduce damage in the event that one occurs. The Building's life safety systems consist of smoke and heat detectors, fire sprinklers, a smoke evacuation system, and an emergency communication system. The building is monitored 24 hours a day by the Park Security personnel.

### Safety Suggestions:

- Any unusual odor should immediately be reported to the Office of the Building by calling 630-250-9700.
- Know your life safety team members and where they are located within your space.
- Keep stairway exits clear of any obstructions.
- Do not overburden electrical outlets with more than one plug per receptacle.
- Know the locations of the nearest fire extinguisher and stairwell exit.

### Fire Drills:

150 Pierce Road tenants are expected to participate in an annual fire drill. Fire drills are an integral part of the buildings' fire safety plans. All employees should cooperate with the instructions of their Life Safety Team Captains.

The procedures listed below will provide the necessary information to aid tenants in making intelligent preparatory decisions and contingency plans for various emergency situations.

### Fire Drills (continued):

The best method for avoiding emergency situations is to prevent the conditions that can lead to an emergency. The following is a list of some precautionary steps to note:

1. Please do not throw trash, empty boxes or other materials in the stairways or the corridors. This is considered a fire code violation by the Itasca Fire Department. Trash or empty boxes can interfere with an evacuation in case of an emergency. Trash is normally removed from your floor at night by the night cleaning crew. If for some reason you need to have trash removed during business hours, please contact the Management Office at 630-250-9700.
2. In the event on any fire, call **911** and locate a fire extinguisher nearest to your location.
3. Extension cords are not allowed as they are considered to be a hazard. If you need an additional electrical outlet, please call our Management Office.
4. Coffee pots must be turned off when you are finished using them. Further turn off all office equipment including copy machines, desk lamps, personal computers, etc. before closing your office for the day.
5. Any flammable or combustible supplies should be kept off the premises.
6. Appliances and cords should be kept in good repair.
7. Additional appliances should not be used without consent of Building Management. The building's wiring was designed to carry normal electrical load and an additional load may result in heat generation which can cause a fire.
8. Anyone spotting potential fire hazards in the building is asked to report them to the Building Management Office.
9. Space heaters are strictly prohibited.

## FIRE EMERGENCY PROCEDURES

1. IF YOU SEE ACTUAL FLAMES OR BILLOWING SMOKE, PULL THE NEAREST FIRE ALARM AND CALL 911 IMMEDIATELY!
2. STATE THE NATURE OF THE EMERGENCY, YOUR LOCATION IN THE OFFICE, YOUR COMPANY NAME AND SUITE NUMBER.
3. CALL THE BUILDING MANAGEMENT OFFICE AT 630-250-9700 THEY WILL DISPATCH STAFF IMMEDIATELY TO INVESTIGATE EVEN IF YOU SMELL SMOKE BUT DON'T SEE ANY FLAMES.

If instructed by the Fire Department, Building Management, or by using your best judgment, evacuate all people from your suite **VIA THE EXIT AS ASSIGNED - DO NOT USE THE ELEVATORS!!**

In the event of an actual alarm the entire building is alerted and will be evacuated. If an alarm should sound, do not call the Building Management Office for verification or instructions. Please evacuate the building immediately.

Most fires will be confined to the room of origin if the doors are closed. Close the door(s) to the area once

everyone is evacuated.

If you see an unconfined fire of any size, immediately alert the people in your area and leave your floor. Fire alarm pull station boxes and fire extinguishers are located next to the stairwell doors. The pull station boxes are red and the fire extinguisher boxes are labeled. When activated, the alarm box will set the alarm off in the building and immediately notify the Fire Department. Upon activating the alarm, leave the building.

### **IF YOU ARE TRAPPED BY FIRE**

If you are trapped, it is vital that you remain calm so you can think clearly and take the correct action. In smoke filled areas, crawl on the floor. Do not walk, cleaner air is closest to the floor.

Put closed doors between you and smoke and heat. Seal off cracks around doors and vents. If possible, use wet towels.

Make sure the Fire Department knows your exact location. Even if the Fire Department is at the building, call **911** to alert them of your location; then call the Building Management Office at 630-250-9700 and inform them of the same.

### **FIRE/SAFETY TEAMS**

Each tenant should appoint one employee for each of the following positions:

1. Floor/Suite Captain
2. Assistant Floor/Suite Captain
3. Searcher
4. Stairwell Monitor

Multi floor tenants should appoint employees for each floor.

### **FLOOR/SUITE CAPTAIN (One for every 50 employees or 5,000 SF)- Duties**

1. Report any potential or actual emergency condition to the Building Management Office at 630-250-9700.
2. Obtain a complete list of all persons in your office and organize your emergency team members to make sure emergency procedures are carried out correctly. Develop an evacuation plan for your area.
3. Ensure that every employee knows the location of the nearest stairwell and knows the quickest route to that stairwell!
4. Ensure that every employee knows the location of all fire extinguishing equipment.
5. Keep the Management Office informed of any changes in the list of employees that would need assistance in exiting the building during an emergency evacuation. Bear in mind, the list should include those even temporarily disabled with a broken leg, etc.

### **FLOOR/SUITE CAPTAIN (One for every 50 employees or 5,000 SF)- Duties (continued)**

6. The Floor/Suite Captains are the last persons to leave the floor during building evacuation, and will leave after making a final check with the searchers, who have checked all offices, restrooms and conference rooms. The Floor/Suite Captain should note all personnel unwilling to leave.
7. Report the "floor all clear" and any other pertinent information to Management Office Personnel who will, in turn, notify the Itasca Fire Department. Management Office Personnel will be positioned at each building exit.
8. Once the Floor/Suite Captain has evacuated the building, he or she should meet the life safety teammates in a pre-arranged location to verify that everyone is accounted for.

### **ASSISTANT FLOOR/SUITE CAPTAIN – Duties**

1. Assist the Floor/Suite Captain in all of the above duties
2. Act as Captain in the absence of the Floor/Suite Captain

### **SEARCHER - Duties**

1. Check all rooms including any private restrooms, conference rooms/remote areas. Close all office doors.
2. Advise any remaining personnel within your suite of the emergency and tell them evacuation is expected.
3. Evacuate any guests or clients within your suite along with all employees.

4. Should the Searcher come across an individual who, for whatever reason, refuses to leave, make note of their location and leave them. Notify your Floor/Suite Captain of their location.

### **STAIRWELL MONITOR - Duties**

1. Quickly inspect stairwells before evacuation, to be sure they are clear of smoke.
2. Go immediately to the exit and direct all personnel to evacuate appropriately.
3. Direct personnel to exit along the right side of the stairwell only. The left side must remain clear for emergency personnel.
4. Supervise and monitor evacuation flow while remaining calm and encouraging quietness and orderliness in personnel evacuating.
5. Stay at the exit until Searchers have cleared all personnel from the floor.
6. Under no circumstances may any personnel enter elevators during an emergency.

### **EVACUATION PROCEDURES**

Any time an alarm goes off, all personnel should treat it as a real fire evacuation alarm.

When an alarm is sounded, or smoke and/or fire is visible, an immediate evacuation is necessary. Proceed calmly to the nearest stairwell. If the smoke or fire is blocking your exit route, proceed to the nearest stairwell for evacuation. **DO NOT USE THE ELEVATORS!!!**

Evacuation must be conducted in a calm, orderly and quiet fashion. Walk on the right-hand side of the stairwell only to allow a clear path of entry for fire fighting and/or building personnel. Nothing should be taken down the stairwells that could be dropped as these items could possibly trip others attempting to evacuate.

### **HANDCAPPED EVACUATION PROCEDURES**

A cooperative effort is needed in every situation to achieve a safe stairwell evacuation.

Any employees that are physically challenged need to be assigned a "Buddy". This "Buddy" will be responsible for any assistance needed by the handicapped employee. A list of any employees requiring special assistance must be submitted to the Building Management Office so that any special evacuation aides required can be identified. Please keep the list updated with anyone temporarily disabled, ie. an employee or guest with a broken leg, etc.

During the evacuation, individuals with restricted mobility should have their buddy take them to the nearest safe stairwell. Stairs are 2 hour fire rated. Make sure the Floor/Suite Captain knows the location so the Fire Department can quickly locate and if necessary evacuate this person.

### **FIRE SAFETY EQUIPMENT**

The Building has a complete stand pipe system running from the base floor throughout the building. The standpipe system provides immediate access to the fire hose hook up of the Itasca Fire Department.

In addition to the standpipe system, the building contains ABC fire extinguishers which are located throughout each floor including every exit and stairwell. These extinguishers should be visible and easily accessible to all employees. The fire alarm panel activates the strobes and voice notification system to sound if and when the sprinkler or pull box is activated. Pull boxes are located adjacent to the stairwells on every floor. The fire alarm panel sends a direct signal to the central monitoring station at the Itasca Fire Department.

### **EXTINGUISHING SMALL FIRES**

If there is a small fire, pull the nearest fire alarm first, then call the Fire Department (911) before any attempt is made to extinguish the fire. **DO NOT HESITATE OR DELAY.**

Fight a small-contained fire only (i.e. waste basket, paper fire). You should have at least one (1) fire extinguisher located within your suite. These extinguishers are CLASS ABC dry chemical fire extinguishers and may be used for the following types of fires:

- Ordinary Combustibles
- Flammable Liquids
- Electrical Equipment Fires

Get someone to help you attempt to put out the fire using the portable fire extinguishers. **DO SO ONLY IF YOU FEEL CAPABLE.** Instructions for use are printed on the extinguishers. **DIRECT NOZZLE AT THE BASE OF THE FIRE, NOT SMOKE. COVER ALL BURNING SURFACES WITH A SIDE-TO-SIDE MOTION.**

### **EXTINGUISHING SMALL FIRES (continued)**

ANY ATTEMPT TO USE THE FIRE-FIGHTING EQUIPMENT SHOULD BE DONE ONLY AFTER NOTIFYING THE ITASCA FIRE DEPARTMENT USING THE **EMERGENCY NUMBER 911**. THEN CALL THE BUILDING MANAGEMENT OFFICE AT 630-250-9700. **AGAIN, IF THE FIRE IS OR GETS LARGE - GET OUT!**

Familiarize yourself with all fire extinguishers, their locations and directions for their use.

### **CHEMICAL FIRES**

IF A CHEMICAL SPILL OR FIRE OCCURS, CALL 911 IMMEDIATELY. FIRE DEPARTMENT WILL RESPOND AND INVESTIGATE

- If toxic chemicals come into contact with your skin or eyes, immediately flush the affected area with clear water.
- Also call the Management Office or Security at:
  - Management Office: (630) 250-9700
  - Park Security: (630) 775-0239
- Always err on the side of safety and if there is any possible danger, evacuate the area.

### **IF A CHEMICAL FIRE OCCURS:**

- Remain calm.
- After immediately calling 911, also call the Management Office or Security at:
  - Management Office: (630) 250-9700
  - Park Security: (630) 775-0239
- If the fire is small, you are not exposed to its fumes, and you have received appropriate training, attempt to put it out with a proper fire extinguisher.
- Never allow the fire to come between you and an exit.
- Evacuate the area if you are unable to put out the fire. Close doors and windows behind you to contain the fire. Proceed to the nearest exit.
- Do not break windows. Oxygen feeds fires.
- Do not attempt to save possessions at the risk of personal injury.
- Do not return to the emergency area until instructed by Management, Police, or Fire Department Officials.
- **Please Note:** All chemical spills and fires, no matter how small, should be reported immediately to Security or the Management Office **AFTER FIRST CALLING 911**.

### **FIRE ALARMS**

#### **IF THE FIRE ALARM SOUNDS:**

Immediately proceed to the nearest stairwell and exit the building.

#### **RESPONSE TO AUDIBLE FIRE ALARMS:**

1. If the audible horn sounds or the Emergency Communication System announcement instructs you to evacuate, please head to the nearest exit/stairwell and proceed to the designated safe area.
2. **DO NOT USE THE ELEVATORS!!**
3. If requested, accompany and assist persons with disabilities who appear to need direction or assistance.
4. Leave all personal belongings and packages behind.
5. Return to the building only when instructed by Management, Police, or Fire Department



## **Emergency Procedures: Flooding**

Serious water damage can occur from a number of sources such as broken pipes, clogged drains, damaged skylights or windows, or construction related incidents.

### **IF A WATER LEAK OCCURS:**

- Remain Calm.
- Notify the Management Office immediately at 630-250-9700 and report the exact location and severity of the leak.
- If there are electrical appliances or other outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.
- If you know the source of the water and are confident of your ability to stop the flow (i.e. unclog the drain, turn off the water, etc.) then do so.
- Be prepared to assist as directed in protecting objects that are in jeopardy. Take only necessary steps to avoid or reduce immediate water damage such as covering objects with plastic sheeting, or moving small or light objects out of danger.

## **Emergency Procedures: Homeland Security**

Hamilton Partners recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

### **Department of Homeland Security**

<http://www.dhs.gov/dhspublic>

### **Federal Emergency Management Association**

<http://fema.gov/>

### **American Red Cross**

<http://www.redcross.org/>

### **Center for Diseases Control and Prevention Emergency Preparedness and Response**

<http://www.bt.cdc.gov/>

**Local media outlets will provide important information during an emergency situation.**

#### **WLS 890 AM:**

<http://www.wlsam.com/>

#### **WLS Channel 7:**

<http://abclocal.go.com/wls/>

#### **WBBM Channel 2:**

<http://cbs2chicago.com/>

#### **WMAQ Channel 5:**

<http://www.nbc5.com/index.html>

## **Emergency Procedures: Medical Emergency**

### **IF SOMEONE BECOMES ILL OR IS INJURED AND REQUIRES MEDICAL ATTENTION:**

1. Notify the ITASCA FIRE DEPARTMENT at 911 and provide the following information:
  - Your company, name and business telephone
  - Floor number where illness or injury has occurred
  - Details of illness or injury
2. Notify the Management Office at 630-250-9700.
3. Have an employee from your company meet the Emergency Personnel in the lobby of the building.
4. DO NOT attempt to move the ill or injured person.
5. Comfort the victim and reassure them that medical assistance is on the way.
6. After the victim's immediate needs have been taken care of, remain to assist security/medical services with pertinent information about the incident.
7. Planning for such emergencies includes employees being trained in emergency first aid procedures and CPR.

# Emergency Procedures: Pandemic Preparedness

## What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

## Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at [www.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/checklists.html).

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

- [Pandemicflu.gov](http://Pandemicflu.gov)  
This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.
- Centers for Disease Control and Prevention (CDC)  
The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).
- Department of Homeland Security (DHS)  
DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on [Pandemicflu.gov](http://Pandemicflu.gov) as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—[DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).
- BOMA Resources  
BOMA/Greater Toronto Pandemic Flu Report  
The report addresses the threat to commercial buildings from an avian flu pandemic.

**The resources above will provide a lot of information, but we also encourage you to:**

- Listen to local and national radio
- Watch news reports on television

- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

## **Emergency Procedures: Power Failure**

### **In the event of a POWER OUTAGE, Hamilton Partners will:**

1. Contact Com Ed and inform tenants of details surrounding the power outage (i.e., time of outage, estimated time when power will be restored, cause of power outage if known.)
2. Evacuate all elevators and direct all traffic to stairwells.

### **In the event of a MAJOR POWER FAILURE (a total power failure on an entire floor or a series of floors,) we ask that all tenants:**

1. Remain Calm.
2. If possible, notify the Management Office at 630-250-9700 and provide the following information:
  - Your company, name and business telephone number
  - Floor number(s) where power failure has occurred
  - Details of power failure
3. Assist others in immediate area who may be unfamiliar with the building / workspace.
4. Turn off equipment such as computers and monitors to avoid potential serious damage once the power is restored.
5. If instructed to evacuate, proceed cautiously as directed. (See Evacuation section of manual).
6. If you are in the dark area, proceed cautiously to an area that has emergency lights.
7. If you are on an elevator, stay calm. Use the emergency phone to contact Kings III, the emergency elevator service.
8. Planning for such situations includes having a flashlight available.

# Emergency Procedures: Severe Weather

## TORNADO WARNING

Tornadoes often can and do strike without advanced warning, and can strike any place and at any time. The months of greatest frequency are late March through August. Tornadoes cause destruction through the combined action of their strong rotary winds, the impact of wind blown objects and the partial vacuum effect created within the funnel cloud itself. The major hazards include flying debris (especially glass), lightning, hail and downed power lines.

**Tornado Watch:** Weather conditions are favorable for tornadoes to develop.

**Tornado Warning:** A tornado has actually been sighted if you hear the local a radio broadcast, or public address announcement, **SEEK SHELTER IMMEDIATELY!**

**Shelter Areas:** In the unlikely event of a tornado, seek shelter in the immediate areas:

- Use Interior stairways
- Restrooms
- Interior conference rooms
- Avoid areas exposed to glass windows

**When a tornado warning has been issued, remember the following:**

1. Find shelter in core of the building (i.e.: restrooms, south or center stairways) **STAY AWAY FROM ALL WINDOWS!**
2. Sit on the floor with your knees against your chest and tuck your head down.
3. Place your hands over your head and neck. (Most tornado deaths are caused by head injuries).
4. Do NOT leave the building.
5. Do NOT attempt to use elevators.
6. Do NOT seek shelter in your car.
7. Do NOT open windows. Opening windows allows damaging winds to enter the building.

## **Emergency Procedures: Suspicious Substances**

**The 150 Pierce Road building policy is as follows:**

- DO NOT move item or disturb in any way
- Immediately notify Building Management at 630-250-9700.
- A determination will be made as to whether or not to call 911 and shut off building fans.

If 911 is called, Police or Fire Department will decide if testing is needed or the building needs to be shut down.



## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. **Call 911**. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## **Emergency Procedures: Workplace Violence**

### **EXAMPLES OF WORKPLACE VIOLENCE:**

- Physical assault and/or threat.
- Stalking or continuous harassment of another causing terror, fear, worry or intimidation.
- Actions aimed at disrupting or sabotaging business operations.
- Indirect threats such as, " I know where you live."
- If you are a victim or a witness, notify the Management Office or Security immediately.

### **ADVISE SECURITY OR THE MANAGEMENT OFFICE OF THE FOLLOWING:**

- Your name, location, including office or cube #, type of workplace violence.
- Are there injuries and if so, the extent of the injuries?
- Is a weapon involved?
- Is the perpetrator still in the area?
- Does the threat still exist?
- A description of the attacker and direction of flight.

### **IF NO INJURIES OCCURRED OR THERE IS NO IMMINENT DANGER:**

- Call Security or the Management Office immediately.
- Advise your supervisor of the incident.

### **EXAMPLES OF UNSETTLING BEHAVIOR:**

- Irrational beliefs and ideas.
- Fascination with weapons and acts of violence.
- Expressions of a plan to hurt one's self or others.
- Incites fear among co-workers.
- Displays unwarranted anger.
- Inability to take criticism.
- Noted change in usual behavior.
- Feelings of being victimized.

### **TYPES OF THREATS:**

- Written Threats: Notes, letters or faxed messages.
- Electronic Threats: Telephones, voice mail, cassette tapes, e-mail etc.
- Stalking: Following a person on or off site, repeatedly being in the same area when requested not to, etc.
- Harassment: Unwelcome acts, gestures, verbal communication, or physical contact not resulting in physical harm.
- Overheard Threats: Serious threats overheard which are directed against an employee or sabotage to property.

### **WHAT TO DO IF CONFRONTED BY A THREATENING PERSON:**

- Leave the area / get out of harm's way.
- Report the incident to Security immediately.

### **IF UNABLE TO LEAVE THE AREA:**

- Try to stay at a safe distance.
- Try to calm the threatening individual.
- Try to get the attention of a co-worker so they can call Security.
- Listen to the individual and let them do most of the talking.
- Use delaying techniques to give the individual the opportunity to calm down.
- Acknowledge the person's feelings.
- Be respectful and empowering.
- Be reassuring and point out choices.

### **DON'T:**

- Upset the individual with communication that generates hostility.
- Reject all the person's demands from the start.

- Use body language or speech that challenges the individual.
- Make sudden movements.
- Belittle, criticize or agitate the person.
- Make false statements or promises.

## **Introduction: Welcome**

Hamilton Partners is delighted to have you as a tenant at Hamilton Lakes. Our goal, through mutual cooperation, is to make your tenancy a pleasant experience by providing prompt, efficient and courteous service. This handbook has been prepared for your reference and convenience. We hope it will help you become accustomed to our policies and procedures.

We extend best wishes for your continued success at Hamilton Lakes and look forward to an enjoyable association.

## **Introduction: About Hamilton Partners**

[Hamilton Partners](#) is a privately owned real estate development and investment firm and is in the business of providing quality commercial space to meet the needs of its customers. As a leader in the Chicago market, we develop, lease and manage commercial projects throughout the Metropolitan Chicago area.

## **Introduction: About 150 Pierce Road**

150 Pierce was built in 2002 and is 184,549 total square feet with a typical floor size of 30,000. The building is a six story Class "A" office building ideal for a corporate headquarters location. It includes a high quality full service café as well as covered parking with a ratio of 4/1000. It is surrounded by 300 beautiful acres of open land, five lakes and a 2.5 mile walking path.

This convenient Village of Itasca location also offers the full amenities of the Hamilton Lakes office park including restaurants, hotels, health club and easy access to the I355 interchange just West of O'Hare International Airport.

## Introduction: Operating Instructions

### Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

### Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms Section](#) and [Search Engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is **free** and easy to use, and can be obtained by [clicking here](#).

### Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

**Policies and Procedures: Contractors**

[Please see attached form regarding contractor rules.](#)



## Policies and Procedures: General Rules and Regulations

1. The sidewalks, halls, passages, elevators and stairways shall not be obstructed by Tenant or used for any purpose other than for ingress to and egress from the leased premises. The halls, passages, entrances, elevators, stairways, balconies and roof are not for the use of the general public, and Landlord shall be prejudicial to the safety, character, reputation and interests of the Building and its tenants, provided, that nothing herein contained shall be construed to prevent such access to persons with whom Tenant normally deals in the ordinary course of its business unless such persons are engaged in illegal activities. Tenant and its employees shall not go upon the roof of the Building without the written consent of the Landlord.
2. The sashes, sash doors, windows, glass lights, and any lights or skylights that reflect or admit light into the halls or other places of the Buildings shall not be covered or obstructed. The toilet rooms, water and wash closets and other water apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be thrown therein, and the expense of any breakage, stoppage or damage, resulting from the violation of the rule shall be borne by the tenant who, or whose clerk, agents, servants, or visitors, shall have caused it.
3. If Landlord, by a notice in writing to Tenant, shall object to any curtain, blind, shade or screen attached to, or hung in, or used in connection with, any window or door of the leased premises, such use of such curtain, blind, shade or screen shall be discontinued forthwith by Tenant. No awnings shall be permitted on any part of the leased premises.
4. No safes or other objects heavier than the lift capacity of the freight elevators of the Building shall be brought into or installed on the leased premises. Tenant shall not place a load upon any floor of the leased premises, which exceeds the load per square foot, which such floor was designed to carry and which is allowed the law. The moving of safes shall occur only between such hours as may be designated by, and only upon previous notice to the manager of the Building, and the person employed to move safes in or out of the Building must be acceptable to Landlord. No freight, furniture or bulky matter of any description shall be received into the Building or carried into the elevators except during hours and in a manner approved by Landlord.
5. Tenant shall not use, keep, or permit to be used or kept any foul or noxious gas or substance in the leased premises or permit or suffer the leased premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors, and/or vibrations, or interfere in any way with other tenants or those having business therein, nor shall any animals or birds (except Seeing Eye Dogs) be brought into or kept in or about the Building. Tenant shall not place or install any antennae or aerials or similar devices outside of the leased premises.
6. Tenant shall not use or keep in the Building any inflammables, including but not limited to kerosene, gasoline, naphtha, and benzene (except cleaning fluids in small quantities and when in containers approved by the Board of Underwriters), or explosives or any other articles of intrinsically dangerous nature, or use any method of heating other than that supplied by Landlord.
7. If Tenant desires telephone or telegraph connections or alarm systems, Landlord will direct electricians as to where and how the wires are to be introduced. No boring or cutting for wires or otherwise shall be made without specific directions from Landlord.
8. Tenant, upon the termination of the tenancy, shall deliver to the Landlord all the keys of offices, rooms and toilet rooms which shall have been furnished Tenant or which Tenant shall have had made, and in the event of loss of any keys so furnished shall pay the Landlord therefor.
9. Tenant shall not put down any floor covering in the leased premises without the Landlord's prior approval of the manner and method of applying such floor covering.
10. On Saturdays, Sundays and legal holidays, and on other days between the hours of 8 p.m. and 8 a.m., access to the Building, or to the halls, corridors, elevators or stairways in the Building, or to the leased premises may be refused unless the person seeking access is known to the watchman of the Building in charge and has a pass or is properly identified. Services to be provided to the Tenant as previously outlined in this lease shall be provided only during those hours in which the Building is open to the public. Landlord shall in no case be liable for damages for the admission to or exclusion from the Building of any person whom the Landlord has the right to exclude under Rule 1 above. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of the same by closing the doors or otherwise, for the safety of the tenants or Landlord and protection in the Building.
11. Tenant assumes full responsibility for protecting its space from theft, robbery and pilferage which includes keeping doors locked and windows and other means of entry to the leased premises closed.

12. Tenant shall not alter any lock or install a new or additional lock or any bolt on any door of the leased premises without prior written consent of Landlord. If Landlord shall give its consent, Tenant shall in each case furnish Landlord with a key or any such lock.
13. In advertising or other publicity, without Landlord's prior written consent, Tenant shall not use the name of the Building except as the address of its business and shall not use pictures of the Building.
14. Tenant shall not make any room-to-room canvass to solicit business from other tenants in the Building; and shall not exhibit, sell or offer to sell, use, rent or exchange in or from the leased premises unless ordinarily embraced within the Tenant's use of the leased premises specified herein.
15. Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to assure most effective operation of the Building's heating and air conditioning, and shall not allow the adjustment (except by Landlord's authorized building personnel) of any controls other than room thermostats installed for Tenant's use. Tenant shall keep corridor doors closed and shall not open any windows except that if the air circulation shall not be in operation, windows that open may be opened with Landlord's consent.
16. Tenant shall not do any cooking in the leased premises or engage any coffee cart service.
17. Any wallpaper or vinyl fabric materials, which Tenant may install on painted walls, shall be applied with a strippable adhesive. The use of non-strippable adhesives will cause damage to the walls when materials are removed, and repairs made necessary thereby shall be made by Landlord at Tenant's expense.
18. Tenant shall provide and maintain hard surface protective mats and under all desk chairs which are equipped with casters to avoid excessive wear and tear to carpeting. If Tenant fails to provide such mats, the cost of carpet repair or replacement made necessary by such excessive wear and tear shall be charged to and paid for by Tenant.
19. Tenant will refer all contractors, contractor's representatives and installation technicians, rendering any service to Tenant, to Landlord for Landlord's supervision, approval, and control before performance of any contractual service. This provision shall apply to all work performed in the Building including installations of telephones, telegraph equipment, electrical devices and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment or any other physical portion of the Building.
20. Movement in or out of the Building of furniture, office equipment, or other bulky materials, or movement through the Building entrances or lobby shall be restricted to hours designated by Landlord. All such movements shall be under supervision of Landlord and in the manner agreed between Tenant and Landlord by pre-arrangement before performance. Such pre-arrangement initiated by Tenant will include determination by Landlord and subject to his decision and control, of the time, method, and routing of movement, limitations imposed by safety or other concerns which may prohibit any article, equipment or any other item from being brought into the Building. Tenant is to assume all risk as to damage to articles moved and injury to persons or public engaged or not engaged in such movement, including equipment, property, and personnel or Landlord if damaged or injured as a result of acts in connection with carrying out this service for Tenant from time of entering property to completion of work; and Landlord shall not be liable for acts of any person engaged in, or any damage or loss to any said property or persons resulting from any act in connection with such service performed for Tenant and Tenant hereby agrees to indemnify and hold harmless Landlord from and against any such damage, injury, or loss, including attorney's fees.
21. No portion of Tenant's area or any other part of the Building shall at any time be used or occupied as sleeping or lodging quarters.
22. Landlord will not be responsible for lost or stolen personal property, equipment, money, or jewelry from Tenant's area or any public rooms regardless of whether such loss occurs when such area is locked against entry or not.
23. Employees of Landlord shall not receive or carry messages for or to any tenant or other person, nor contract with or render free or paid services to any tenant or tenant's agents, employees, or invitees; in the event of Landlord's employees perform such services, such employee shall be deemed the agent of tenant regardless of whether or how payment is arranged for services and Landlord is expressly relieved from any and all liability in connection with any such services and any associated injury or damage to person or property.
24. Tenant and its employees, agents, and invitees shall observe and comply with the driving and parking signs and markers on the property surrounding the Building.
25. Tenant shall not place, install, or operate on the leased premises or in any part of the Building, any coffee making device equipment without the prior written acknowledgement of Landlord.
26. Tenant shall give prompt notice to Landlord of any accidents to or defects in plumbing, electrical fixtures, or heating apparatus so that such accidents or defects may be attended to promptly.

27. The directories of the Building shall be used exclusively for the display of the name and location of the tenants only and will be provided at the expense of Landlord. Any additional names requested by Tenant to be displayed in the directories must be approved by Landlord and, if approved, will be provided at the sole expense of Tenant.
28. No vending machines of any description shall be installed, maintained or operated in any part of the Building without written consent of Landlord.
29. Tenant shall comply with the rules and regulations of the Development attached hereto or delivered to Tenant as provided in Paragraph 7 of the lease.
  
30. Landlord reserves the right to make such other and reasonable rules and regulations as in its judgment may from time to time be needed for the safety, care and cleanliness of the Building, and for the preservation of good order therein.

## **Policies and Procedures: Insurance Protection**

All Contractors/Vendors are required to provide a current Certificate of Insurance prior to working in the building.

[Click here for Vendor Certificate of Insurance Requirements](#)

[Click here for Tenant Certificate of Insurance Requirements](#)

## **Policies and Procedures: Moving Procedures**

In the best interest of all of our tenants and to protect the property, Hamilton Partners asks that all tenants adhere to the following procedures regarding movement of office furniture and equipment in or out of the building. Before engaging a moving company, please contact the Management Office at (630) 250-9700 at least two weeks prior to any large move to discuss your arrangements.

1. Required Information:
  - a. Date of move
  - b. Time Period(s) during which the freight elevator will be needed
  - c. Tenant contact name
  - d. Name of moving company and a contact person
  - e. Certificate of Insurance for moving company forwarded to the Management Office
2. Procedures
  - a. It is absolutely necessary that you notify the Management Office, in writing, and receive approval at least two weeks in advance of your intended move.
  - b. Moves will be scheduled on a first come, first served basis. Two moves may not occur simultaneously.
  - c. Moves are restricted to anytime after 2:00 p.m. Monday through Friday.
  - d. Only the freight elevator may be used for moving furniture and equipment.
  - e. There is to be no moving through the main lobbies of the building. All moves must go through the loading dock area.
  - f. Any attempted moves, without prior approval of the Management Office, will be stopped.

### **3. Clean-Up**

Moving or delivery companies and the tenant will be responsible for leaving the building and premises clean by removing all cartons and other trash generated in the move. This material may not be placed in the building dumpster or left at the loading dock. If you desire help in the clean up, personnel can be provided on a time and material basis. This service may be prearranged through the Management Office.

### **4. Property Damage**

Any and all damage to the building, elevators and grounds caused by the tenant, moving company or their employees or agents will be the responsibility of the tenant. The Landlord will accomplish required repairs with associated expenses billed to the tenant. The following pages contain specific information of which your mover should be aware.

## **INSTRUCTIONS TO MOVERS**

### **1. General**

The mover shall perform all services required to move furniture, contents, office machines, records and supplies. The freight elevator is available on a first come, first-served basis. Each employee of the moving company must be bonded and uniformly attired in the same type and color uniform, plainly lettered with the moving company's name. These requirements are necessary in order to maintain the security of the premises and to provide easy identification by building personnel.

### **2. Inspection of Premises**

The mover is responsible for inspecting the tenant's suite prior to the move so that the proper equipment and labor for an orderly, timely and efficient move will be provided. The mover should become acquainted with all the available information regarding difficulties that may be encountered and the conditions, including safety precautions, under which the work must be accomplished. We ask that you contact the Management Office in advance to confirm all arrangements: Hamilton Partners, 300 Park Blvd., Suite 201, Itasca, Illinois 60143, (630) 250-9700.

## **INSTRUCTIONS TO MOVERS (continued)**

### **3. Supervision, Labor, Materials and Equipment**

The mover must furnish all supervision, labor, materials, supplies, and equipment necessary to

perform all the services contemplated. Such equipment shall include dollies, trucks, masonite, packing materials, etc. as may be required. All material-handling vehicles used in the interior of the building must have rubber-tired wheels and must be maintained free from grease and dirt. It is required that the mover provide masonite floor covering material and laid down to protect the corridor flooring, both in the common areas and tenant suite. It is also required that protection be placed on the jambs of the freight elevator on all pertinent floors of the move.

#### 4. Crating, Padding and Packing Material

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed from the property by the mover. Under no circumstances may crating/packing materials or other debris be placed in the building dumpster or left in the dock area.

### **INSTRUCTIONS TO MOVERS (continued)**

#### 5. Floor and Wall Protection

The mover should at all times protect and preserve the building from damage. The mover must comply with all reasonable requests to enclose or specially protect such property. This includes furnishing and installing any floor, carpet, wall, wood or glass protective materials wherever necessary to protect the building from damage.

#### 6. Access to Building

All moves must be made through the loading dock, which is located on the West side of the building.

#### 7. Elevators

The freight elevator will be available at the agreed upon times. The elevator will be "locked out" for the movers' exclusive use. Movers are not permitted to use any of the passenger elevators.

### **INSTRUCTIONS TO MOVERS (continued)**

#### 8. Permits, Franchises, Licenses, or Other Lawful Authority

The mover, at its own expense, will obtain and maintain any necessary permits, franchises, licenses, or other lawful authority required for effecting movement, handling, and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authorities.

### **INSURANCE REQUIREMENTS**

The movers must deliver to Hamilton Partners at least three business days prior to any move, a Certificate of Insurance evidencing the following insurance coverage:

<b>Types of Insurance</b>	<b>Minimum Limits of Coverage</b>
Workers Compensation	(In kind and as prescribed by statute)
Employers Liability	\$500,000
Commercial General Liability	\$2,000,000
Commercial Automobile Liability	\$2,000,000
Umbrella Liability	\$5,000,000

### **INSURANCE REQUIREMENTS (continued)**

#### II. Certificate Holder:

HAMILTON PARTNERS  
Attn: Jennifer Brock  
300 Park Boulevard  
Suite 201  
Itasca, Illinois 60143

III. Additional Insured (To be identified exactly as indicated below):

1. Pierce Partners LLC. a Delaware limited liability company ("Owner")
2. HP Pierce Partners LLC, an Illinois limited liability company ("Manager")
3. Bank of America, N.A. ("Lender")

The movers will not be permitted to begin work until the Management Office receives a proper certificate of insurance.

[Click here for Vendor Certificate of Insurance Requirements](#)

## **Policies and Procedures: Smoking**

In compliance with the **Illinois No Smoking Law**, effective January 1, 2008 the 150 Pierce Road maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Smoking is also prohibited within 15 feet of all entrances and exits.

The 150 Pierce building has one “designated smoking area” which is located outside the buildings West entrance that leads into the parking garage. The “designated smoking area” is located on the first level, beneath the ramp and has signage marking the area.