

540 West Madison



Plaza Information Manual

Updated: February 2012
By: Building Management Office / Jones Lang LaSalle
540 W. Madison Street, Suite 120
Chicago, IL 60661
(312) 992-0000

Welcome to 540 WEST MADISON

On the following pages you will find a general overview of the policies and operations at 540 West Madison. This manual is designed to highlight all areas of building policy and procedure to help orient you to the building and the surrounding area. 540 West Madison was designed by De Stefano + Partners, the building is managed by Jones Lang LaSalle.

Material in this manual is prepared and supplied as general information to help all 540 West Madison occupants. Neither Management nor Ownership assumes any liability in connection with any of the information contained herein. Management also reserves the right to change any policy or procedure in this manual without notice, at any time, at its sole discretion. The Building Management Office welcomes your comments and suggestions to improve the material in this guide. If, at any time, you need more detailed information regarding these procedures, please call the Building Management Office at 312-992-0000.

Table of Contents

A. General Information	2
Building Management Office	2
Building Hours of Operation	2
Access & Egress	3
Bicycle Parking.....	3
Building Service Requests	4
Building Violations	4
Café, Catering and Vending Services	5
Deliveries / Loading Dock	5
Elevators	6
Emergency Procedures.....	8
Events/Conference Facilities.....	8
Food Deliveries (Outside Vendors)	8
Graphics/Signs	8
Heating, Ventilation & Air Conditioning	8
Janitorial Services	9
Keys and Locks	9
Mail and Distribution Services	10
Parking	10
Plants	10
Public Transportation	11
Recycling.....	11
Retail Information	12
Roof Garden.....	12
Security	12
Service Elevator Lobbies	13
Small Appliances.....	14
Smoking - Public Places	14
Visitor Registration	14
B. Building Rules and Regulations	14
C. Important Phone Numbers	17
Bank of America	17
Other Numbers.....	18

A. General Information

Building Management Office

- Location:** Mezzanine Level, Suite 120
- Telephone Number:** (312) 992-0000
- Regular Office Hours:** 8:00 a.m. - 5:00 p.m., Monday through Friday

If you find it necessary to contact the Building Management Office after 5:00 p.m., Monday through Friday or on weekends, the same number, 992-0000, should be called. Calls placed after regular business hours will automatically be transferred to Central Security Control located on the Mezzanine Level of the building.

The Building Management Office is closed for the following holidays:

- New Year's Day
- MLK Day
- Presidents Day
- Memorial Day
- Independence Day (July 4th or the designated date)
- Labor Day
- Thanksgiving Day
- Christmas Day

Building Hours of Operation

The building is accessible 24 hours a day. For security reasons, an access control card is required for anyone wishing to access the building at the handicapped door at Madison Street.

Lobby Entrances:

All Madison Street entrances (except the handicapped access door) are locked from 6:30 p.m. until 6:30 a.m., Monday through Friday, and all day Saturday and Sunday. All Washington Street entrances are locked from 6:30 p.m. until 6:30 a.m. Monday through Friday, and all day Saturday and Sunday. Afterhours access is via the handicap door at Madison Street.

Loading Dock:

The loading dock is accessed via Washington Street and operates twenty-four hours a day, Monday through Friday. Washington Street is a one-way, east-bound street. For use instructions, please see Deliveries / Loading Dock on page 5.

Parking Garage/Surface Lot:

The garage entrance and exits are located at the north end of the building on Washington Street. The surface parking lot is located on the west side of the building along Jefferson Street. The entrance to

the lot is located on the Washington Street and the exit is at Madison Street. Authorized parkers may enter the garage using their programmed access control card. The Parking Garage is managed by LAZ parking. To inquire about parking privileges at the Plaza, please contact LAZ parking at 312-876-9210, or visit their office located on the ground level in the retail corridor.

Access & Egress

Lobby Entrances:

The principal means of entering and exiting the building is through three revolving doors on Madison Street. A second entrance with two revolving doors is provided during normal business hours on the Washington Street side of the building. Twenty-four hour access is available only on Madison Street.

Parking Garage:

The entrance and exit to the parking garage is located on the Washington Street side of the building. The garage is only open to authorized parkers.

Bicycle Parking:

The entrance for bicycle parkers is located at the Loading Dock on Washington Street. Bike riders should walk their bikes to the access door located to the left of the truck entrance.

Loading Dock:

The dock is located off of Washington Street which is a one-way east-bound street. This entrance is restricted and may not be used for routine access to the building. All deliveries must be pre-arranged with the Building Management Office and will require an insurance certificate from the delivery company.

ADA / Special Needs Access:

An ADA access door is provided at both the Madison Street and Washington Street swing door entrances. The Madison Street ADA access door is the designated after-hours ADA entry. Special needs individuals will be directed to the elevators located to the north of the Madison Street lobby escalators. These elevators provide access to the Mezzanine lobby and from there to elevators for all other floors. To ensure adequate assistance is available, please notify the Building Management Office or 540 West Madison Security Services prior to the arrival of any visitor with special needs.

Special Note:

Building Management personnel are strictly prohibited from providing access into any tenant space for any employee or contractor unless specifically directed by the tenant, in writing.

Tenant employees who have forgotten their access card must check-in at the Madison Lobby desk to receive a temporary access card.

Bicycle Parking

A secured bicycle parking area is located in the 540 West Madison Loading Dock on the west wall. When entering the loading dock, please walk your bike to the access door located to the left of the truck entrance. Bicycle parking is available daily to pre-authorized bike parkers. Bicycles will only be

permitted daily and must not be parked over 24 hours. Exceptions will be granted for inclement weather. To register for bicycle parking, tenants must complete the Request and Waiver Form, which can be picked up in the Building Management Office.

When storing bikes in the Loading Dock Bike Cage, employees must comply with the following Rules and Regulations:

- Park at your own risk. 540 West Madison is not responsible for items lost, stolen or damaged.
- Employees storing bikes in the cage are required to sign in and sign out in the Dock Master's office.
- Bikes stored in cage **longer than 1 week** will be subject to removal and disposal / donation.
- Locks or other items left behind on bike rack will be removed.
- Access to Dock bike cage is **valid for 1 year**. A new bike registration form must be submitted to the Building Management Office every year for renewal.
- Bike should be walked in the Dock. No bike riding in Dock.

Building Service Requests

Authorized personnel can enter Tenant Service Requests online (<https://bankofamerica.thepsc.com/feportal.asp>) through the Buildings work order system My Facility. My Facility is used to address all work space problems. You may also verbally make a request by contacting the Building Management Office at (312) 992-0000. Below is a list of the most common building service requests.

Light Bulbs:

To report a light out within your space, please provide the following information:

1. Your Name
2. Your Company.
3. Floor
3. Location on the floor
4. Number of lights out.

Hot/Cold Calls:

To report a hot or cold area within your space, please provide the following information:

1. Your name
2. Your company
3. Floor
4. Location on the floor.

Please note that space heaters and fans are **strictly prohibited** in the building, as they are a significant fire hazard. If the temperature in your space is not comfortable, please report it to the Building Management Office. Building Management reserves the right to remove space heaters and fans.

Electrical Problems:

1. Electrical outlet not working

2. Tripped electrical breaker (no power in several locations)

Most, but not all, electrical problems can be solved by the building engineers. When making the building service request, please indicate exactly what the problem is and where it is located. If the problem is beyond the engineer's scope of work, it will be turned over to the electrical contractor working for the building.

Plumbing:

1. Clogged or overflowing toilets
2. Clogged sinks
3. Water fountain problems

To report a problem with a plumbing fixture, please indicate what floor it is on and the location on the floor.

The above is just a sampling of the most common work orders. Please feel free to call the Building Management Office for any reason. We are always glad to help you in any way.

Building Violations

Building Management staff will remove all items of violation (toasters, fans, lights, plants larger than 6" in diameter, etc) if noticed on floors. When removing item(s), a Building Violation form will be left on the tenant's chair.

Removed items will be taken down to the Building Management Office, where they will be tagged with the yellow copy of the Building Violation form and stored in the Building Management Office for up to 2 weeks.

If the tenant claims the item, at pick-up he/she will sign a log sheet, which will indicate that the item has been returned to the tenant. The tenant is responsible for removing the item from the premises the same day the log sheet has been signed.

If no one claims the item after 2 weeks, it will be disposed or donated to a charitable organization.

Café, Catering and Vending Services

A full-service café, located on the second floor of the Plaza, is available for all tenants. The hours of operation are 7:00 a.m. - 2:00 p.m. Monday through Friday. Vending machines with soda, bottled water and snacks are provided in the cafeteria 24-hours a day, seven days a week to accommodate tenant's after-hours needs.

Deliveries / Loading Dock

The regular loading dock hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday. ***ALL*** deliveries to or from the building must be directed through the loading dock with 540 West Madison Security Services authorization. The delivery carrier will enter the dock, sign in, and provide identification to the dock guard and, if authorized, be issued an elevator access control card to access the destination floor.

All deliveries to the building are subject to scanning, searching or reviewing by 540 West Madison Security Services personnel. All deliveries and delivery dock parking privileges are limited to 30 minutes. Deliveries that will take longer, or that are made after hours, must be arranged in advance by notifying the Building Management Office. Dock access will not be allowed after standard operating hours or on weekends unless advance notice has been given to the Building Management Office.

Because of the raised floor system in place at 540 West Madison, deliveries weighing over 2000 pounds (including pallet jack weight), must be broken down at the loading dock.

The loading dock is located on the north side of the building on Washington Street. Washington is a one-way street, east-bound. A call box connecting to the Dock Security Office is located on the exterior of the building near the dock doors for entry after normal hours. From within the building, the dock is accessible by taking a service elevator to the ground floor (Washington Street) and following the service corridor to the dock.

There are five direct-access loading bays. Bays 1, 2 and 3 are 4 feet 8 inches wide and 12 feet deep. Bay 2 has a dock leveler. Bays 4 and 5 are 4 feet 8 inches wide and 10 feet deep. Bays 4 and 5 are equipped with dock lifts. There are also 13 parking bays in the Loading Dock for smaller deliveries that do not require direct unloading to the dock surface. Parking bays A – J are 4 feet wide and 9 feet deep. Access to the dock level, security screening area and building elevators is via a walk ramp located near the Dock Office.

Advance notice to the Building Management Office must be given for all inbound and outbound shipments as listed:

- Oversized items
- Extremely heavy items
- Before or after regular business hours, including weekends
- Large moves involving many items (e.g., move-in or move-out)
- Moves requiring more than 30 minutes

Please note: The loading dock **CAN NOT** accommodate semi-trucks

Each tenant must make the necessary arrangements to transport such items to his or her space at the time of delivery as there is no storage available on the dock level. Building management personnel are not typically equipped for such tasks, and no item may be stored on the dock for removal at a later time. If you need assistance, please contact the Building Management Office at 312-992-0000.

Elevators

Elevator Service:

540 West Madison is equipped with a total of 26 elevators – four zones of passenger elevators and five service elevators. Passenger elevators service the building as follows:

Elevator Bank	Floors Served	Elevator Cab Numbers *
Parking	LL2 – Lobby (special card access to	PK 1 – 2

	Mezzanine and Café)	
Podium	MZ, 3 - 5	PD 1 - 3
Low Mid Rise	MZ, 6, 8 - 15	LMR 1 - 6
High Mid Rise	MZ, 15 - 23	HMR 1 - 6
High Rise	MZ, 23 - 28	HR 1 - 4

** The cab number is found in the cab on the small panel below the floor call buttons and on the upper corner of the door jamb of each elevator on each floor.*

Elevators are available 24 hours a day for tenant use, except for the PK elevators. The PK elevators are operable with an access card for authorized parkers and special needs tenants.

Elevator Malfunctions:

In the event that the elevator stops with passengers in it, remember to remain calm.

All of the elevators in the building are equipped with buttons marked "Alarm" and "Push to Talk" located under the floor buttons. Should an elevator malfunction, press the "Alarm" button. The Alarm button rings to Central Security Control immediately, notifying 540 West Madison Security Services of the problem. A member of the Plaza Security staff will remain in constant communication with you during the malfunction. To speak with Security, press the "Push to Talk" button. Provide the car number which is located both on the small panel directly below the "Alarm" and "Push to Talk" buttons and on the elevator door jam in the upper corner outside the elevator cab.

Service Elevators:

540 West Madison has five service elevators located in the service corridor leading to the loading dock of the building. Service elevators are available on a first-come, first-served basis for deliveries during normal business hours (7:00 a.m. to 5:00 p.m., Monday through Friday). Use of the service elevators for deliveries or moves after normal business hours can be scheduled by calling the Building Management Office at 312-992-0000. An access card with the appropriate code is required to operate the service elevators at all times.

Scheduled use of a service elevator is required for any delivery cycle longer than 30 minutes and for tenant office moves. The Building Management Office must be notified of any employee moving activity, move-ins or move-outs, or any movement within the building which would require the use of the service elevators. Moves must be conducted on weekends or after 8:00 p.m., Monday – Friday.

Service elevator dimensions and capacities are:

	S1	S2	S3 & S4	S5
Floors Served	LL 2 to 29	LL 2 to 29	1, 3 to 5	1 to 2
Doors	4'-6" by 9'-0"	4'-0" by 9'-0"	4'-0" by 9'-0"	4'-0" by 9'-0"
Ceiling Height	12'-0"	12'-0"	10'-0"	9'-6"
Inside Cab Dimensions	5'-8" w by 7'-11" d	5'-8" w by 7'-11" d	5'-8" w by 7'-11" d	5'-8" w by 7'-11" d
Capacity	7000 lbs	4500 lbs	4500 lbs	4500 lbs

Emergency Procedures

The Building Management Office has developed two emergency procedures brochures – a one page reference guide and a detailed flip book. Please refer to these documents for building emergency procedures. If you need a copy of either document, please contact the Building Management Office at 312-992-0000.

Building Management has also prepared an on-line life safety presentation. This presentation is available from any computer by logging on to <http://540westmadison.bssnet.com/>. The password to access the site is 1234.

Events/Conference Facilities

540 West Madison is an exciting location for a company event or meeting. All events and meetings must be routed through the Conference Facility Team. To begin the process, please contact Katenia Greene at 312-992-0842 or katenia.greene@bankofamerica.com.

Food Deliveries (Outside Vendors)

Food delivery personnel bringing food orders to the building must be met at the street level lobby by the recipient. No courier or food service delivery personnel will be allowed beyond the lobby level. The security staff will **not** escort delivery personnel to the tenant requesting this service.

On floor deliveries/catered food deliveries will be allowed to be brought up to the floor only if scheduled through the Building Management Office and the Loading Dock.

Graphics/Signs

Written permission is required from the Building Management Office for any installation or posting of permanent and temporary graphics/signs.

Heating, Ventilation & Air Conditioning

Air conditioning and heating are provided during the standard building operating hours of 7:00 a.m. to 6:00 p.m., Monday through Friday and Saturday from 8:00 a.m. to 1:00 p.m.

Swirl Diffuser Operation:

540 West Madison has been built with a state-of-the-art raised floor design allowing air distribution from beneath the floor. Floor swirl diffusers are adjustable to distribute five different volumes of air from any one diffuser.

To adjust a diffuser:

- Locate the “Open” and “Closed” directions on the diffuser. There are graphics of an open circle for the open direction and a solid circle for the closed direction.
- Lightly grasp the grooves of the floor diffuser with your fingertips.
- To create a greater volume of air flow, turn the diffuser toward the “Open” direction. As you turn the diffuser, you will hear clicks indicating what level of airflow you are allowing to discharge. Each click indicates a 25% increase or decrease in airflow volume.
- To decrease the volume of airflow, turn the diffuser firmly toward the “Closed” direction.

If you are unable to adjust a swirl diffuser, please contact the Building Management Office at 312-992-0000.

Overtime HVAC Requests:

When air conditioning or heating is required outside of standard operating hours, please submit your request through My Facility or by contacting the Building Management Office during normal business hours.

Requests for air conditioning or heating service should be received by Building Management personnel as soon as possible, but no later than 4:00 p.m. Monday through Friday for evening service and by 4:00 p.m. on Friday for weekend service.

Please provide the following information:

- Floor number
- Time on and time off (please indicate "a.m." and "p.m.")
- Your name

To extend the time of the original request, please contact the Building Management Office at 312-992-0000. To conserve energy, please request only those hours necessary. Standing orders for overtime HVAC require signature by an authorized decision maker. Please contact the Building Management Office for a quote.

Janitorial Services

Offices, restrooms, and public areas are cleaned nightly, five times per week. During the day, porter and maid service is provided for the restrooms, elevators, elevator lobbies, and general public areas of the building. Porters are typically not available to move desks, file cabinets, etc. during the day.

Extra Trash Removal Services:

Dumpsters are available from the Building Management Office for large amounts of trash you may wish to remove from your area. Please enter a request through My Facility or call the Building Management Office at 312-992-0000 to request any additional cleaning services you may require.

Special Cleaning Requests:

Requests for ongoing special cleaning (refrigerators, microwaves, etc.) should be directed to the Building Management Office. Building Management will prepare a quote for approval and the tenant will be charged for the additional services.

Keys and Locks

Door keys and locks are monitored and issued by the Building Management Office.

To report a malfunctioning lock or door hardware, please enter a request in My Facility or contact the Building Management Office at 312-992-0000.

Mail and Distribution Services

The building address is:

540 West Madison Street
Chicago, IL 60661

USPS Mail Service: USPS mail will be delivered to the mail room located across from the Washington Street entrance. Tenants at 540 West Madison will have a dedicated mail box where they can retrieve the mail. Outgoing mail can be placed in the Outgoing mailbox in the mail room. The outgoing mail will be picked up daily.

Incoming packages from couriers & bike messengers will be directly delivered to the tenant suites. Couriers and messengers are required to enter through the dock, check in with security and they will take the freight elevator to the delivery floor.

Outgoing Courier Packages: The requesting tenant is responsible for contacting and setting up the pick-up and delivery request. The courier or messenger will then pick up the package from the requesting tenants floor.

Parking

540 West Madison has both a surface parking lot and a secured parking garage. Access to the parking garage is provided via an entrance and exit on Washington Street. Access to the surface parking lot is also located on Washington Street. A controlled entry system is used to operate the entrance door to the garage or the gate-arm to the surface lot. Parking is only open to Tenants that have contacted LAZ parking and filled out the proper paperwork. LAZ parking will issue and maintain access cards and clearances. Tenants authorized to use the parking garage will have access 24 hours a day. Authorized Tenants are prohibited from using their access cards to allow non-authorized individuals into the garage or surface parking lot.

Tenants, vendors and visitors may not use the alley by the parking garage and dock at 540 West Madison. All Tenants, vendors and visitors must make a right turn only when leaving the parking lot or garage. Signs have been posted stating the new policy. If any Tenants or contractor fails to abide by the new policy their parking privileges may be revoked.

LAZ Parking is located on the first floor of the building or can be reached at 312-876-9210.

Plants

For indoor air quality reasons, Building Management suggests that no plants be placed in any workspace environment. However, one small plant in a pot no greater than 6 inches in diameter will be permitted.

Public Transportation

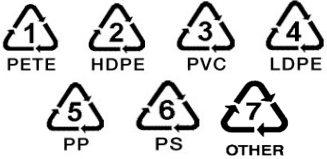
Commuting to the Plaza is very convenient. For downtown commuters, the CTA green line stops right around the corner at Clinton & Lake. For suburban commuters, Union Station and Ogilvie Transportation Center are just steps from the Plaza. Commuters arriving to Randolph Street or Van Buren Street Train Station can take CTA bus routes 14 (South Lake Shore Express), 20 (Madison), 56 (Milwaukee) or 157 (Streeterville) from Randolph and Michigan. Please check www.transitchicago.com for the most current bus routes, numbers and times.

Recycling

The recycling program at 540 West Madison is a joint effort between Building Management and Building Tenants. The focus of the program is paper and cardboard. In order to ensure a high recycling percentage, all employees are requested to use the gray trash cans at each desk for clean paper waste. Acceptable materials include:

White Paper	Newspaper	Manila Folders
Colored Paper	Envelopes	Books
Glossy Paper	Brochures	Cardboard
Junk Mail	Blue Prints	
Magazines	Post-it Notes	

540 West Madison also recycles glass, plastic and metal. Acceptable items are listed below. Please place these materials in the blue recycling bins located in the common area of your floor.

Glass	Plastic	Metal Products
All glass colors are acceptable. No window glass, ceramics, mirrors, light bulbs, pyrex or drinking glasses.	Milk, juice, soft drink, and water bottle and other containers bearing the following symbols: 	Aluminum cans, aluminum foil and pie plates, tin, steel, and bi-metal cans. Food and beverage cans ONLY are acceptable.

In addition, 540 West Madison has a battery recycling program in place for dry cell non-rechargeable and dry cell rechargeable batteries. These types include dry cell batteries generated from the use of cell phones, laptop computers, flashlights, cameras, watches, hearing aids, toys, two way radios, electric tools, clocks, electronic devices etc. Collect and deposit your dry cell batteries in the clear battery collection tubes located in the Copy/Coffee Pantries on each floor throughout the building. All batteries are required to have tape over the positive and negative terminals to avoid a fire hazard. The following dry cell battery chemistry types are accepted: alkaline, zinc carbon, zinc chloride, primary button cells: mercuric oxide, zinc air, silver oxide, lithium, nickel metal hydride (NiMH), Lithium Ion (Li-Ion). Only those batteries which fit in the clear battery collection tube will be accepted. No wet cell batteries are accepted (examples of wet cell batteries include: automotive, marine, motorcycle and lawn/garden).

For more information on the 540 West Madison recycling program, please contact the Building Management Office at 312-992-0000.

Retail Information

540 West Madison offers the following retail amenities:

Bank of America ATM's	Madison Street Lobby and Washington Street Lobby Floor 2 near the south escalators
Starbucks	Coffee and bakery items Hours: 5:00 a.m. to 6:30 p.m. Monday through Friday Phone: 312-463-0331

Roof Garden

The Roof Garden is located on the 6th Floor in 540 West Madison. Weather permitting; it is accessible to all employees from May 1st until September 30th from 10:00 a.m. to 4:00 p.m. Smoking is not permitted on the Roof Garden.

Security

Security Officers:

540 West Madison Security Services is responsible for general security in 540 West Madison. Tenants at 540 West Madison are responsible for the security of their respective areas and may call upon the Security staff to assist them at any time.

540 West Madison Security Services officers are on duty 24 hours a day. Central Security Control is located on the Madison street side of the Mezzanine level. In the event of an emergency Security can be reached at 312-904-8588.

Security officers are only intended to serve as protection for the building and as a deterrent to crime. Actual enforcement of local laws is the role of the Chicago Police, who should be contacted if situations arise which exceed the responsibility of the Security staff.

Property Removal Pass:

To remove business property items from the building, a pass must be approved by and presented to Security personnel when departing the building. The property removal pass form is available on the One Facility site, www.onefacility.com. Once the form is filled out, the authorized personnel must email a copy to central.security.control.chi@bankofamerica.com and give a copy of the form to the person removing the package. The employee removing the package will have to present the form to security for removal and security will contact the command center to verify the form is on file.

Employee/Service Persons Access:

Security staff officers are strictly prohibited from allowing access to secured tenant spaces. If you have lost your key or an unauthorized individual requests entry into your space, the designated contact will be contacted to request permission to provide such access.

Security Tips:

Building Management and 540 West Madison Security Services take many precautions to protect tenant property; however, tenants are wholly responsible for the security of all persons and property within their areas. By following a few simple rules, much can be done to eliminate or reduce theft or intruders.

1. Never leave a floor access door unlocked or propped open, even if it is only momentarily. This may be the single most important rule to prevent intruders from entering office areas.
2. Rear doors or secondary entrances should be kept locked at all times.
3. Keep valuables out of sight at all times. A minimum amount of cash should be kept in the office. Both stamps and cash should be locked in an office safe.
4. Keep purses and gift packages out of sight and locked inside a cabinet or desk if possible.
5. Lock desks when not seated at them.
6. The building prohibits all solicitors and peddlers. Please call 540 West Madison Security Services immediately to report all solicitors and peddlers so they may be properly escorted from the building.
7. Do not let persons other than employees and clients into building restrooms.
8. Building personnel are always ready to properly identify themselves. Persons posing as building workers who you do not recognize should be reported to 540 West Madison Security Services immediately. Every tenant has the right to question and request proper identification from all those who enter the floor.
9. Legitimate messenger service personnel carry proper identification. If a messenger does not produce identification when asked for it, the 540 West Madison Security Services should be notified immediately.
10. To reduce the possibility of unauthorized persons entering a tenant's space, all visitors should wait in the floor common area until an escort arrives to greet the visitor. Do not allow unknown persons to follow you through an access controlled door.

Service Elevator Lobbies

The service elevator lobbies are building common areas for use by many groups and are not to be used for overnight storage or depositing unwanted items. These areas are to be kept clean of trash and debris at all times. Anything found in the freight lobbies will be thrown away immediately. For

assistance in removing unwanted items or extra trash, please call the Building Management Office at 312-992-0000.

Small Appliances

Small appliances such as fans, water coolers, space heaters, humidifiers, toasters, etc. are not permitted at 540 West Madison.

Smoking - Public Places

540 West Madison is a non-smoking building. In compliance with City of Chicago regulations, smoking is not permitted on the premises of 540 West Madison. This includes: building, parking garage, dock area/driveway and Madison Street Plaza.

In conjunction with the Buildings global sustainability program, smoking is not permitted within 25 feet of any entrance/doorway to the building.

Visitor Registration

All visitors must be registered with 540 West Madison Security Services One Facility, www.onefacility.com, the visitor registration system. Visitors must present photo identification at the Mezzanine Security Desk. The security staff will take the visitor's photo, print a guest badge for the visitor and contact the employee that his/her guest has arrived. Visitors must wear the guest badge at all times in secured areas of 540 West Madison (any floor above the Mezzanine Level).

Unregistered guests will be asked to wait while 540 West Madison Security Services personnel call the authorizing employee to confirm access for the visitor. The wait time may vary greatly depending on the number of visitors being processed at any given time and the time it takes to contact the employee.

For additional information on the visitor processing system, please contact the building management office at 312-992-0000.

B. Building Rules and Regulations

Building Management is committed to providing quality office and retail space managed with professionalism. Tenants' help in meeting these standards is greatly appreciated. The following rules help protect the tenants, their associates and guests; they are intended only as a general overview. The Building Management reserves the right to change any of these regulations and make further rules as needed.

1. Keep exit doors and access to exits clear at all times. Do not block corridors, elevators, stairwells, or other public places, or use such areas for purposes other than traveling to or from your office. The storage of freight, merchandise, displays or showcases in the Building's common areas is prohibited.
2. Stairwell doors are not to be propped open or left ajar.

-
3. At the end of the day, turn out office lights in your control and if applicable, see that all doors leading to the main corridor are securely closed.
 4. Do not alter the interior or exterior appearance of the Building by installing signs, advertisements, notices, or other graphics on windows, exterior walls, or interior surfaces visible from the outside, without prior written approval from the Building Management Office.
 5. No cooking appliances of any type (including, but not limited to hot plates, toasters, toaster ovens or microwaves other than those provided by the building) are permitted.
 6. No heaters, fans, water coolers, faucet mounted water filters, air purifiers or humidifiers are permitted anywhere in the building.
 7. For indoor air quality reasons, Building Management suggests that no plants be placed in any workspace environment. However, one small plant in a pot no greater than 6 inches in diameter may be permitted.
 8. Christmas trees (real or artificial), strings of lights, or decorations not approved by Building Management are prohibited.
 9. No under-floor or above ceiling work is permitted without Building Management Office approval.
 10. Escalators are to be used for moving people only. Carts, dollies and strollers are not permitted on escalators. Please use elevators for all carts, dollies or strollers.
 11. Use plumbing fixtures only for their intended purposes. Depositing coffee grounds, sweepings, rubbish, rags, acids, or other substances in sinks, toilets, or other plumbing fixtures can result in mechanical damage and subsequent repair costs.
 12. The Building Management is required to prescribe the weight and position of safes, high density filing systems and other heavy equipment. These items must stand on supporting devices that have been installed by Building Management.
 13. Only authorized Building personnel are allowed to perform cleaning, repair, janitorial, decorating, painting or other work in and about the Building.
 14. Tenants shall not overload the safe capacity of the electrical wiring of the Building or exceed the capacity of the feeders to the Building or electrical riser.
 15. No floor covering shall be affixed by means of glue or other adhesives without Building Management's prior written approval.
 16. Be considerate of others. No noise audible from the hallways or adjoining offices/suites by musical instruments, radios, televisions, group activities, employee machinery, equipment or other sources will be permitted.
 17. No article which is explosive or inherently dangerous is allowed in the Building.
 18. Tenants are to use the door locking systems provided. If additional locks, bolts, or other mechanical security systems are required, Building Management Office will assist in coordinating installation.
 19. Bicycles, other vehicles, and animals are strictly prohibited in the Building. Exceptions may be made for Seeing Eye Dogs or conveyances required by disabled persons. A secured bicycle parking area is located in the building Loading Dock.

When storing bikes in the Loading Dock Bike Cage, tenants must comply with the following Rules and Regulations:

- Park at your own risk. 540 West Madison is not responsible for items lost, stolen or damaged.
 - Employees storing bikes in the cage are required to sign in and sign out in the Dock Master's office.
 - Bikes stored in cage **longer than 1 week** will be subject to removal and disposal / donation.
 - Locks or other items left behind on bike rack will be removed.
 - Access to Dock bike cage is **valid for 1 year**. A new bike registration form must be submitted to the Building Management Office every year for renewal.
 - Bike should be walked in the Dock. No bike riding in Dock.
20. Any and all canvassing and soliciting is prohibited. Immediately contact 540 West Madison Security Services upon encountering anyone conducting such activities on the property.
21. To the extent permitted by law, employee shall not cause or permit picketing or other activity which would interfere with the business of Building Management or any other employee or employee of the Building, or distribution of written materials involving its employees in or about the Building, except in those locations and subject to time and other limitations as to which Building Management may give prior written consent.
22. The Building Management is not and will not be held responsible for lost or stolen personal or real property from employees' leased space or the Building's public areas, whether or not such areas are locked.
23. Tenants shall cooperate and participate in all Building recycling programs established by the Building Management.
24. **ALL** deliveries to tenants leased premises shall be made via the loading dock and the service elevator. Absolutely no carts or dollies are allowed through any of the street level entrances to the building or lobby or on any passenger elevator without express prior written authorization. An equipment removal pass issued by Building Management Office must accompany any after-hours removal of hand carried items.
25. No portion of the premises shall be used or occupied as sleeping or lodging quarters.
26. Parking is not permitted in the loading dock at any time. Use of the loading dock facilities is limited to 30 minutes during standard business hours. Therefore, large volume deliveries must occur before or after normal business hours and must be scheduled in advance with Building Management.
27. No eating, drinking or loitering is permitted in the common areas of the Building except in designated areas.
28. In compliance with City of Chicago regulations and building sustainability guidelines, smoking is not permitted on the premises of 540 West Madison. This includes: the building, parking garage, dock area/driveway and Madison Street Plaza.

In conjunction with the building's global sustainability program, smoking is not permitted within 25 feet of any entrance/doorway to the building.

29. Tenants shall comply with all safety, fire protection and evacuation procedures and regulations established by Building Management or any governmental agency and shall cooperate and participate in all reasonable security and safety programs affecting the Building.
30. Building Management requires that all persons entering the building identify themselves to 540 West Madison Security Services personnel by standard issued access card, lobby registration or as otherwise directed by authorized personnel.
31. Written permission is required from the Building Management Office for any installation or posting of non-standard graphics. All temporary signage must also be approved by the Building Management Office.
32. Building Violations: Building Management staff will remove all items of violation (toasters, fans, lights, plants larger than 6" in diameter, etc) if noticed on floors. When removing item(s), a Building Violation form will be left on the tenant's chair.

Removed items will be taken down to the Building Management Office, where they will be tagged with the yellow copy of the Building Violation form and stored in the Building Management Office for up to 2 weeks.

If the tenant claims the item, at pick-up he/she will sign a log sheet, which will indicate that the item has been returned to the tenant. The tenant is responsible for removing the item from the premises the same day the log sheet has been signed.

If no one claims the item after 2 weeks, it will be disposed or donated to a charitable organization.

33. Tenants, vendors and visitors may not use the alley by the parking garage and dock at 540 West Madison. All tenants, vendors and visitors must make a right turn only when leaving parking lot or garage. Signs have been posted stating the new policy. If any employee or contractor fails to abide by the new policy their parking privileges may be revoked.

C. Important Phone Numbers

Bank of America

- Emergencies (312) 904-8588
- Compass International (café and catering) (312) 992-0400
- Building Management Office (312) 992-0000
- Security Command Center (312) 904-8588

Other Numbers

Airports:	Midway	(312) 838-0600
	O'Hare	(312) 686-2200
Government:	City Hall/County Bldg. 121 N. LaSalle St.	(312) 744-4000
	Dirksen Federal Bldg. 219 S. Dearborn	
Hospital:	Northwestern Memorial	(312) 908-2000
	Rush Medical Center	(312) 942-5000
Library:	Harold Washington Library Center 400 S. State St.	(312) 747-4300
Pharmacy:	CVS Pharmacy 400 W. Madison St.	(312) 474-1051
	Walgreens (Greektown) 111 S. Halsted St.	(312) 463-9139
Post Office:	Haymarket Postal Store 168 N. Clinton St.	(312) 906-8557
Taxi:	Checker	(312) 243-2537
	Yellow	(312) 829-4222
	Wolley	(877) 888-8294
	Flash	(773) 561-4444
Train:	CTA/Metra www.transitchicago.com www.metrarail.com	(312) 836-7000
	AMTRAK	(800) USA-RAIL