



200 WEST MADISON



TENANT SERVICE MANUAL

 TRANSWESTERN®



Brief History of Building

The tenant services manual is designed as a quick reference to the operations, services, and amenities provided at 200 West Madison. We want your working environment at 200 West Madison to be pleasant, productive and safe. Our entire staff stands ready to work with you and your team by providing the highest quality service in the industry.

200 West Madison is an award-winning building of true landmark stature. Completed in 1982, 200 West Madison was developed by Miglin-Beitler and designed by Skidmore Owings & Merrill, who was the architect for other recognized buildings such as the Willis Tower and The John Hancock building. The polished pearl granite and silver reflective glass work together in a “saw tooth” design to produce one of Chicago's premier addresses. The formal plaza and the white statuary Bettogli marble Lobby offer a five-star reception to you and your clients.

The offices in 200 West Madison provides distinctive environments that not only offer exceptional comfort and convenience but make an eloquent statement about their occupants. Office planning is simplified by the relative absence of interior columns and allows space planners the freedom to create extraordinary designs within the typical 22,000 square foot floor plan.

Transwestern is pleased to welcome you as a tenant of 200 West Madison!

Building Information

Mailing Address

200 West Madison Street, Chicago, IL 60606

Main Entrance

Northwest corner of Madison Street and Wells Street

Loading Dock Entrance

The Loading Dock is accessible via Calhoun Place between Wells Street and Franklin Street. There are five loading bays available for deliveries only. The loading guys

Hours of Operation

200 West Madison is open to tenants and their guests 24 hours a day. See "After-Hours Access" for more information.

The following dates are considered Building Holidays, during which limited services may be available. Please check with the Office of the Building for further details:

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

Office of the Building

Address

Transwestern

200 West Madison Street, Suite 1130

Chicago, IL 60606

Phone: 312-407-6400

Fax: 312-606-7265

Hours of Operations

The Office of the Building is open from 8:30 a.m. to 5:00 p.m. Monday through Friday. Outside of normal business hours, phone calls to the Office of the Building are forwarded to the Lobby Desk.

Contact Information

Office of the Building, Suite 1130	312.407.6400
General Manager Nicholas Marino.....	312.407.6403
Assistant Property Manager Emily Minning	312.407.6413
Tenant Services Coordinator Dolores Lopez	312.407.6412
Tenant Experience Coordinator Olivia Blaha.....	312.407.6400
Chief Engineer Kevin Kennelly	312.407.6425
Director of Security Dolly Antunez.....	312.407.6405
Fire Safety Director Dolly Antunez	312.407.6405
Lobby Desk	312.407.6410
Lobby Desk	312.407.6420
Cleaning Day Supervisor Eladio Lopez	312.407.6497
Cleaning Night Supervisor Maggie Rychtarczyk.....	312.407.6497
Leasing Agent Katie Steele.....	312.881.7000
Leasing Agent Jeff Dowdell	312.881.7000

Fee Schedule

Service	Time	Rate/hour
Engineer (Handyman)	½ Hour Minimum	\$60.00 per hour – Regular Time \$90.00 per hour - Overtime
Overtime HVAC	Heating Cooling Additional Floor	\$24.82 per hour \$105.99 per hour \$11.82 per hour
Day Porter	½ Hour Minimum	\$35.00 per hour – Regular Time \$50.00 per hour - Overtime
Light Bulbs	½ Hour Minimum	Material + \$35.00 per hour
Ballasts	½ Hour Minimum	Material + \$60.00 per hour
Keys		\$4.50 per key
Lockset		\$535.00 per lockset installed
Cylinder (re-key)		\$60.00 per cylinder
Lock-Out		\$25.00 per occurrence
Condenser Water		\$147.72 per ton, per annum
Additional Security Coverage	Minimum 4-hour coverage.	\$55.00 per hour per officer \$60.00 per off-duty police officer
Access Key Cards (new and replacement cards)		\$12.00 per card
Freight Reservations	Minimum 4-hour coverage.	\$110.00 per hour
Dumpster (Delivery/Pick-Up)		\$32.00 per dumpster
Furniture Move	Schedule 24 hours in advance.	\$48.00 per hour
Card Access Reports		\$25.00 per report
Riser / Electric Work		Per Quote - please contact IMG Technologies at 888.464.5520 or imgservice@imgtechnologies.com
Carpet Shampooing or Additional Cleaning Requests		Per Quote
Conference Center Late Cancellation	Notice given less than 24 hours prior to reservation time.	\$50.00 per late cancellation

Angus Anywhere

The building utilizes Angus Anywhere for tenant work order management. Angus is an online system of which you can visit the site, www.tranwestern.net/angus, on a smart phone application "Mobile Service" or via our tenant website at www.200wmadison.info.

Angus enables you to enter and track service requests for additional cleaning and security, bin requests, electrical problems, engineer requests, new key/lock replacement, light maintenance, new, replacement or deleted key cards, too hot/cold requests and miscellaneous requests.

For more information on Angus and how to enter a new tenant service request please refer to the Angus Instructions Manual. The manual can be found on our tenant website at www.200wmadison.info in the Building Services section.

Genea ACS Cloud

The building utilizes a cloud-based platform called Genea for the management and billing of overtime HVAC requests. Genea is accessible online and via a mobile "app" that is iPhone and Android compatible. A Tenant may visit the site, <https://platform.geneaenergy.com/> or download the mobile application for free from the iTunes or Android App stores.

Genea enables Tenants to submit one-time or recurring requests for overtime HVAC. A Tenant also has the option to view and track request history. Please note, Saturday HVAC services are OnDemand at 200 West Madison. Pursuant to all Tenant lease agreements, HVAC services can be provided in your suite from 8:00am-1:00pm on Saturday without any additional charges.

For more information on Genea and instructions to enter a new Genea request, please refer to the Genea Instruction Manuals. The manuals can be found on our Tenant website at www.200wmadison.info in the Building Services section.

Amenities

DirectTV

200 West Madison supplies DirecTV service managed by Prime-Time Sports. Cable service runs throughout the building riser. Contact the Management Office to further inquire on either your existing service or obtaining new service.

Mail Services

Mail is delivered directly by the United States Postal Service to tenant suites. The main Lobby contains a USPS drop box for outgoing mail. Additionally, for your convenience, there are also UPS and FedEx express drop boxes located in the Lobby. The Management Office has no affiliation with any courier service. Should you have further inquiries on the mail and courier service, please contact the Office of the Building.

Conference Center

The Conference Center is located adjacent to the Office of the Building on the 11th floor in suite 1150. The furniture is flexible, so the room can be set up with configurations ranging in a large conference-style table, a traditional classroom setting, or auditorium style seating. The space can accommodate a maximum of approximately 60 people. The facility is equipped with a wireless internet network, video conferencing, Polycom telephones, speaking podiums, a ceiling mounted Epson projector and multiple dry erase and tack boards. The Conference Center is available to tenants of 200 West Madison on a first come, first serve basis. There will be no separate charge for use of the facility. However, additional charges may apply for no shows, cleaning with catered events or excess trash, supplies, overtime usage, etc. If you're interested in more information or would like to reserve the Conference Center, please call the Office of the Building at 312.407.6400.

Fitness Center & Yoga Room

The Fitness Center is available to all 200 West Madison Tenants and is located on the 9th floor of the building in suite 905. The cardio area boasts a complete line of Matrix equipment, including: Treadmills, Elliptical, Upright and Recumbent Bikes. A complete line of Strength and Free Weight equipment is available to meet all of your needs. The Yoga Room offers the perfect environment for stretching and relaxation. For current membership fees, please contact the on-site manager at 312-407-6416 or send an visit their website at <http://clubs.lifestart.net/200wm>.

Tenant Lounge

The Lounge @ 200 is located on the 9th floor adjacent to the Fitness Center and Yoga Studio. The tenant lounge is open to 200 West Madison tenants and their guests 24/7/365, with the exception of hours reserved for private events. A standard building badge must be used to gain entry to the space. The lounge is equipped with state of the art entertainment and sound systems, a fridge and granite countertop bar, wireless internet, a pool table and various seating areas. The lounge offers seating for approximately 45 people and has a capacity of 100 people. The Lounge @ 200 may be reserved between the hours of 4:00pm – 10:00pm Monday through Friday and 9:00am – 5:00pm Saturdays and Sundays at a (6) hour maximum. Reservations will be accepted on a first-come, first- served basis. There is no fee to reserve Lounge @ 200, however, fees for late cancellations, additional cleaning, porter and overtime HVAC services will apply. For more information about Lounge @ 200 or to receive a reservation application, please contact the Office of the Building at 312.407.6400 or visit 200 West Madison's website:

<http://200wmadison.info/toc.cfm>

Bicycle Storage

Secured Bicycle Storage is available in the northwest exterior corner of the building, accessible via Calhoun Place. The Bicycle Storage is accessible with your building ID badge and space is available on a "first come, first serve" basis. Bicycles may not be stored overnight or over the weekend. The Office of the Building is not responsible for lost, damage or stolen bicycles.

Fooda

Enjoy fresh, gourmet lunches from local Chicago restaurants just steps from desk! Fooda mobilizes local restaurants every Tuesday, Wednesday, and Thursday with visits the 200 West Madison Lobby to provide "pop up" restaurants from 11:30am-1:30pm. Visit the Fooda website or download the Fooda mobile app to view the weekly menus. Gluten-free and vegetarian dishes are always available!

Moving Information

Property Passes

A Property Removal Pass must be submitted on the Angus Anywhere portal for each 200 West Madison tenant that would like to remove items such as computers, furniture, boxes, equipment, etc. Building passes are strictly controlled for your security. Lobby personnel will honor passes entered into the Angus system with equipment being removed from the building.

Firms involved in moving furniture and equipment must file a Certificate of Insurance with the Office of the Building before freight elevator service can be scheduled. Contact our Administrative Associate at 312-407-6400 for the required format of the certificate.

Loading Dock Hours

The receiving dock is located on the north side of the building and contains five covered bays, 10' wide and 31' deep with a clearance of 14'x0'. Hours of operations are 6:30 a.m. until 4:30 p.m. Monday through Friday. Weekend reservations are also available and require a four-hour minimum charge. Please contact our Administrative Associate for scheduling and further information.

Freight Elevator

The Freight elevator is in operation during normal business hours and is operated by a freight operator from 6:30 a.m. until 4:30 p.m. Monday through Friday. Freight use during the day is restricted to small routine deliveries and is not available during the day for Tenant use or large deliveries. To schedule after-hours or extended use of the freight elevator and/or loading dock, contact the Office of the Building one to two days in advance. After-hours deliveries and extensive freight movements must be scheduled by the tenant.

Dimensions: Height - 9'10" Length – 10' Width – 6'2"
Capacity: 6,500lbs

Building Procedures

ID/Keycards

200 West Madison is accessible 24 hours a day, 7 days a week and requires a Building Access Card for entry.

Access cards are available through the Office of the Building. Please enter all requests for a new, replacement or cancelled card through the Angus work order system. The ID hours are from 11:00am to 12:30pm Monday, Tuesday and Thursday in suite 1130.

Locks/Keys

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

Janitorial and Maintenance Services

General office cleaning and periodic window washing are provided Monday through Friday except for Building Holidays as stipulated in your lease. Should you require cleaning or trash removal needs beyond the ordinary levels of service, the Office of the Building will be happy to help.

Included among items requiring extra scheduling are such things as packing cartons, discarded office equipment, carpet shampooing or other non-compactable materials.

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

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

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

All cleaning requests above and beyond routine service should be requested via the Angus Work Order System.

Deliveries

Passenger elevators are designed solely for transporting building tenants and their guests to and from their offices. For this reason, all deliveries, other than of small, hand carried objects, and USPS are restricted to the loading dock and freight elevator. In rare instances when passenger elevators are to be used for freight handling; wall, ceiling, and floor protection must be provided. This protection can be coordinated through the Office of the Building.

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

Delivery hours are: 6:30 a.m. until 4:30 p.m. Monday through Friday. Deliveries that take longer than 30 minutes or more than 2 full elevator loads will not be permitted before 4:30 p.m. on weekdays. Deliveries requiring extended primary use of the freight elevator will require a reservation via the tenant portal.

Delivery vehicles will be permitted to park in one of our five loading bays for a maximum of 30 minutes. Please note, parking is not permitted on Calhoun Place.

Vendors

200 West Madison upholds a union policy and requires all vendors to present valid identification and union credentials upon arrival.

1. Unions - All trades persons shall have the proper trade union or other affiliations as required by the local jurisdictional entities.
2. Elevators - Tradesmen will use freight elevators for access to construction floors. Building management reserves the right to monitor and require specific rules for the use of elevators if it so warrants or to limit the use of the elevators if the privilege is abused.
3. Building Security – Contractor and Vendor Guidelines must be followed including proper notifications to building management. Building management reserves the right to

interrupt any work in the building if any Contract Vendor Guidelines are not followed and the General Contractor will be responsible for delays caused as a result thereof.

4. Public Areas - The building does not permit anyone to loiter in public areas of the building and construction personnel may not loiter in the areas of the building where they are not working.

For a more detailed description of requirements and procedures please refer to the Tenant Construction Manual and the Tenant Construction Guide.

Messengers

During normal business hours, messengers have ready access to the building. In the evenings and on weekends and holidays, messengers will be asked to wait at the reception desk in the Lobby while Lobby personnel call the company sending or receiving the package. You can expedite messenger service by calling the Lobby desk in advance when expecting a messenger after hours.

USPS/FedEx/UPS

FedEx and UPS deliver and pick up during regular business hours. They will not leave packages in the corridor or the Lobby or Dock. FedEx and UPS have express drop boxes located in the Lobby. Pick up times for USPS are as follows: 9:40 a.m., 11:45 a.m., and 3:30 p.m.

Parking Garage

The 200 West Madison parking garage is located on the lower level of the building and can accommodate 85 vehicles. The parking garage is a private (not public) parking facility for tenants of the building with signed monthly agreements. Complimentary car washing service is offered to the parkers. Smoking is prohibited in the parking garage. For current rates and availability, please contact the Office of the Building.

Rental Payments

Rent is due on or before the first of the month and can be mailed or wire transferred. Rent Payments should be mailed to the address on the statement. Please contact the Office of the Building for more information.

Rules & Regulations

The following common-sense rules protect you, your associates and guests and are intended as a broad outline only. All Tenants shall comply with all safety, fire protection and evacuation procedures and regulations established by 200 West Madison. For a complete list of Building Rules and Regulations, please contact the Office of the Building.

Advertising

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

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

Authorized/Unauthorized People

The Office of the Building and Security reserve the right to exclude from the Building all persons who do not present a valid Building pass or are not guests of tenants. Tenants shall be responsible for all persons for whom a pass shall be issued at the request of Tenant and shall be liable to the Office of the Building for all acts of such persons.

Bicycles and Pets

Please do not bring pets, bicycles or other vehicles into the building or to your premises. Exceptions are made for ADA requirements such as seeing-eye dogs, or as required by persons in need of assistance.

Common Areas

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

Stairwell Access

Stairwells are for emergency use only. Daily travel between floors is not permitted. All stairwells are equipped with an electronic lock, which can be opened from the hallway, however will not be accessible from the stairwell except in the event of a fire emergency in the building. During a fire alarm or other emergency, all stairwell doors are unlocked to provide safe relocation. Please do not hold stairwell doors open.

Contractor Qualification

Construction firms and personnel providing remodeling services must be approved by the Office of the Building and must provide proof of adequate insurance coverage, including certificates establishing bonding, compliance with worker's compensation, and insurance for public liability and property damage in amounts equal to those required to be provided by you under your lease agreement. These certificates must name both the Landlord and Managers as additional insured.

1. Unions - All trades persons shall have the proper trade union or other affiliations as required by the local jurisdictional entities.
2. Elevators - Tradesmen will use freight elevators for access to construction floors. Building management reserves the right to monitor and require specific rules for the use of elevators if it so warrants or to limit the use of the elevators if the privilege is abused.
3. Building Security – Contractor and Vendor Guidelines must be followed including proper notifications to building management. Building management reserves the right to interrupt any work in the building if any Contract Vendor Guidelines are not followed and the General Contractor will be responsible for delays caused as a result thereof.
4. Public Areas - The building does not permit anyone to loiter in public areas of the building and construction personnel may not loiter in the areas of the building where they are not working.

For a more detailed description of requirements and procedures please refer to the Tenant Construction Manual and the Tenant Construction Guide.

Energy Conservation

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

energy conservation season, letters will be mailed to tenants recommending some things they can do in their office space to conserve energy.

Portable Heating and Air Conditioning

Space heaters and/or portable air conditioning devices are **not** permitted in the building. The devices create intense risks for building safety as fire and electrical hazards.

Recycling

200 West Madison is LEED Gold certified and an IREM Certified Sustainable Property. We have a paper and wet waste recycling program in place. Please place all paper recyclables in the desk side recycling container provided or in designated containers located on your floor. The desk side containers are to be used for recycling paper only. In addition to a paper recycling program the Office of the Building offers plastic, glass and aluminum recycling container for tenants at no cost. Please contact the Office of the Building to request one. See below for the list of acceptable and unacceptable materials for the desk side recycling containers:

Acceptable Materials:

White Paper, Colored Paper, Glossy Paper, Junk Mail, Magazines, All Envelopes, Newspaper, Brochures, Post-It Notes, Blue Prints, Manila Folders and Cardboard. Paperclips, staples, rubber bands and envelope windows do not need to be removed.

Unacceptable Materials:

Food Waste, Tissue, Napkins, Paper Towels, Waxed Paper, Food Wrappers, Toner Cartridges, Ring Binders, Overhead Transparencies, Photographs, Plastic Coated Paper, Plastic, Aluminum Cans, Glass and Wood.

200 West Madison also offers electronics recycling throughout the year. The following list of electronics may be recycled at no charge to your firm. Please contact the Office of the Building if you would like to schedule a pick up from your space.

Acceptable Materials:

Batteries, Microwaves, Phone Systems and Cell Phones, Servers and Computers: PCs & Laptops, Monitors, Printers, Toner & Ink Cartridges, Video Conferencing and Networking Equipment, Projectors, TVs and Stereo Equipment.

We encourage all tenants to contact the Office of the Building to know more ways you can lend a hand in making 200 West Madison a green building.

Smoking

Smoking is strictly prohibited in the building and along the outside perimeter. The no tobacco policy applies to all common areas on all floors, including elevator lobbies and restrooms, as well as the loading dock, stairwells, parking garage, main Lobby, entry ramps and within 25 feet of all building entrances. Security will remind individuals who smoke (or vape) in said areas that the building prohibits such activity.

Tenant Conduct

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

Please do not store flammable fluids or any combustible, explosive or chemical substance on your premises. In all cases of open flames, common sense rules apply. The burning of candles, sparklers, incense, etc. is prohibited in the building.

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

Tenant Survey

Building surveys and questionnaires are valuable tools for any building manager. When you receive a survey, we appreciate your participation and opinions. These are important tools for the Office of the Building to improve and expand on current services.

Signage

Building Directory

The touch screen building directory is located in the Lobby near the Lobby desk. Company names and personnel names are listed in the building directory and are directly accessible for visitor interaction. Please contact the Office of the Building for initial company set up in the Lobby directory.

Also included in the standard move-in package are floor directory plaques with the company name, suite number and directional arrows. If you require additional signage to be installed, please contact the Office of the Building (312) 407-6400 for costs and further assistance.

Signage and Suite Identification

Interior signs on doors and any directory tablet shall be of a size, color, and style acceptable to Property Management. No sign, advertisement, notice or other lettering visible from the exterior of the Premises shall be exhibited, inscribed, painted or affixed to any part of the Premises without the prior written consent of the Property Management Office.

Utilities

Heating, ventilation and air conditioning are provided during normal business hours, Monday thru Friday 8:00 a.m. to 6:00 p.m. and OnDemand Saturdays from 8:00 a.m. to 1:00 p.m. For HVAC service outside those hours, please submit a Genea request at least 48 hours in advance. The charge for after-hours service will change with varying costs of energy and labor, as provided in your lease. Please see "Fee Schedule" on page 2.

Security Procedures

Security Personnel are on duty 24 hours a day, every day of the year including building holidays. Through use of remote cameras and/or direct inspection, the staff monitors the Lobby, freight elevator and loading dock, as well as controlling access to the upper floors of the building outside of normal business hours.

After-Hours Access

After regular business hours, all personnel entering the building must present a valid building access card. All visitors must sign in and be pre-registered by the tenant.

Building staff will not unlock individual suites. After-hours tenants, guests or service personnel must be provided with a key to office areas by the tenant unless the Management Office receives written consent to permit vendor/contractor access afterhours. Additional keys are available from the Office of the Building for a small charge.

Solicitation

For the protection of our tenants, we have a strict no solicitation policy. The policy is extended throughout the building to protect tenants from any unwanted business interruptions. To report any solicitors, please contact our Director of Security at 312.407.6405.

Important Telephone Numbers

Transwestern

Office of the Building, Suite 1130..... 312.407.6400

Security

Lobby Desk 312.407.6410

Lobby Desk 312.407.6420

Director of Security 312.407.6405

Police Department

Emergency911

Non-Emergency311

Precinct 3510 S. Michigan Ave. 312.746.6000

Fire Department

Emergency911

Central Dispatch 312.744.4716

Medical

Ambulance.....911

Hospital Northwestern Memorial Hospital, 251 E. Huron 312.926.2000

Building Website

www.200wmadison.info/

Follow us on Twitter [@200WestMadison](https://twitter.com/200WestMadison).

Follow us on Instagram [@200WestMadison](https://www.instagram.com/200WestMadison).