

Parkview Plaza
17 W 110 22nd Street
Oakbrook Terrace, Illinois

TENANT HANDBOOK



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SECTION III - FORMS

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Parkview Plaza Management Office

Millbrook Properties
17 W 110 22nd Street Suite 100
Oakbrook Terrace, IL 60181

Emergency Telephone Numbers

Management Office	Millbrook Properties	630-571-1030
Gina Narey	Property Manager	630-571-1031
Valerie Visus	Tenant Services Coordinator	630-571-1030
Joe Guldán	Chief Engineer	630-571-1030 Ext 205
John Kenny	Engineer	630-571-1030 Ext 205
Eric Sturges	Security	630-571-1030 Ext 204

Police and/or Fire Department	911
Medical Emergencies	911
Police Non-Emergency	630-941-8320
Fire Department Non-Emergency	630-834-2759
Poison Control Center	800-942-5969

Area Hospitals

Advocate Good Samaritan Hospital
3815 Highland Ave.
Downers Grove, IL 60515
630-275-5900

AMITA Health Adventist Medical
Center Hinsdale
120 N Oak St.
Hinsdale, IL 60521
630-856-9000

Building/Tenant Fire Safety

In the event of a fire, the safe and rapid evacuation of the affected area is the joint responsibility of Building Management and the tenants in that area. It is imperative that each employee become familiar with the procedures described on the following pages. If there are any questions, please call the Management Office – 630-571-1030 before an emergency arises.

Tenant Emergency Responsibilities

Each tenant should appoint a Floor Warden and one Alternate for every 50 employees. Full-floor and multi-floor tenants will require multiple Floor Wardens and Alternates. The people chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office. One Floor Warden should be responsible for the development and implementation of the tenant's fire safety program. This program should include:

1. Development of evacuation plans.
 - a. Familiarize employees with the location of all exit stairwells and fire pull stations.
 - b. Familiarize employees with the location and proper use of fire extinguishing equipment within the Building and your suite.
 - c. Inform employees who is responsible for the order to evacuate.
 - d. Inform the Management Office of all physically impaired people who might require assistance during evacuation. Designate a Safe Room and a person to stay with the impaired person during an evacuation.
2. Assignment of fire-fighting responsibilities
 - a. Designate and train individuals in fire-fighting techniques for small fires only (areas of less than 10 square feet).
 - b. When fire-fighting personnel arrive, give them the information they need regarding the cause of the fire and the status of fire-fighting efforts.
3. Train employees in emergency response procedures and practice emergency procedures to assure familiarity with individual responsibilities.
4. In the event of an actual fire or emergency, make sure the alarm is activated.
5. Tenants shall provide Safety Personnel with identification such as orange Floor Warden vests or hats. This identification shall be used during fire drills and actual fires.
6. Tenants are required to keep the premises in a safe and clean condition. Aisles, corridors and exit doors are to be kept clear of obstructions.
7. Auxiliary fire-fighting equipment, such as fire extinguishers, should be kept accessible for immediate use.
8. Tenants are required to participate in the annual fire drills scheduled by Building Management to familiarize employees with fire exits, fire alarm procedures, etc. Employees should assemble in the designated areas and follow the instructions of the Floor Wardens.

Tenant Fire/Smoke Emergency Procedures

If You Smell Smoke:

1. Telephone the Management Office 630-571-1030. Report the smoke, giving the location if possible and any other available details.
2. Notify your Floor Warden.
3. Wait for a response from Building Management.

If You Discover a Fire:

In the event of a fire, the Floor Warden is in charge until Building Management or the Fire Department arrives. Any employee encountering a fire should initiate the following emergency procedures:

- Immediately Call 911 & Pull the fire alarm if not already activated.
- Notify Building Management at 630-571-1030.
- Close, but don't lock, all doors.
- Alert the Floor Warden.
- Employees may choose to attempt to extinguish small (areas of less than 10 square feet) fires unless doing so would expose them to personal danger and/or cause delay in calling 911 or the Management Office, or in evacuating the area. If machinery is on fire, shut off power to it.
- Use available fire extinguishers. Use Building "ABC" fire extinguishers for paper, wood, cloth, plastic, rubber, grease, oil, or electrical fires.
- Wait for further instructions from the Floor Warden, Building Management or Fire Department.

Floor Wardens and Alternate Floor Wardens will perform the following tasks during a fire emergency:

- The Floor Warden should coordinate his/her activities with those of the Head/Deputy Floor Wardens on the floor.
- Floor Wardens will assist employees with evacuation in accordance with the procedures outlined in the next section.
- If possible, Floor Wardens and Alternate Floor Wardens should walk around the space, alerting all employees to the evacuation order, and ensuring that everyone leaves as quickly and calmly as possible.
- Floor Wardens or Alternate Floor Wardens should investigate each room of the office to make sure that all personnel have evacuated. Make sure to check all rest rooms, offices, workrooms, storage rooms and conference rooms.
- Upon exiting the building, one Floor Warden should account for all personnel normally in the space. If someone is not accounted for, notify the Management Company and/or the Fire Department immediately.

Tenant Evacuation Procedures

- When instructed to evacuate, do so immediately. Do NOT hesitate.
- Do NOT panic. Remain calm at all times. Wait for help, if necessary.
- Walk quickly and single file – do not run to the nearest exit.
- Close all doors behind you.
- Do NOT open doors that feel hot.
- Do NOT use the elevators for emergency evacuation. Use the stairs unless instructed to do otherwise.
- Know the location of the fire alarm pull boxes, fire exits, and fire extinguishers on your floor.
- Become familiar with the location of the nearest exit stairwell.
- Plan an alternative means of escape should the stairwell nearest you be blocked.
- Relocate to your designated area outside the building.
- Do NOT fight a fire by yourself.
- Follow the instructions from Floor Wardens, Building Management, and the Fire Department.
- Do NOT smoke.
- If you encounter smoke or are exposed to heat, stay low near the floor.
- Do NOT go back to your desk or office for personal property or for any other reason.
- Do NOT return to the building until you are instructed to do so by the Fire Department.
- **Check procedures with Building Management for evacuating physically disabled personnel.**

Procedures to Follow if Escape Routes are Blocked

If evacuation of an area is not possible because all escape routes are blocked by fire or heavy smoke, the following procedures should be observed:

- Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
- If a phone is accessible, call the Fire Department at 911 or the Management Office 630-571-1030 with your precise location.
- If possible, hang a sign or other signal in the window to attract the attention of firefighters.
- DO NOT BREAK OR OPEN A WINDOW. Under certain conditions, an open window may draw smoke into the area. A broken/open window will provide oxygen to the fire, which in turn will spread the intensity of the fire and there will be no way to stop the smoke from entering the room.
- Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.

Building Safety Systems

Fire Communication System

The Fire Communication System consists of detection, reporting and control functions. When an alarm is generated, certain automatic responses take place. Some involve shutting down equipment. All these responses provide notification to the Fire Panel in the main lobby and an automatic alert is transmitted to the Central Alarm Service, which then notifies the Fire Department.

Fire Alarm

A fire alarm is transmitted over the speakers located on each floor. It is a loud repeating tone.

Exit Stairwells

There are three stairwells in the building. The exit stairwells are constructed of fire resistant materials and roof top units will shut down to keep smoke and fire from entering the stairwells in the event of an alarm. Stairwell doors must not be blocked open because this may allow the spread of fire smoke into the exit stairwells. Occupants should become familiar with the exact location of all exit stairwells on their floors. During an emergency, occupants should use the emergency exit closest to them.

Fire Alarm Pull Stations

Fire alarm pull boxes are located next to all stairwell doors. In circumstances where fire and/or smoke is discovered by Floor Wardens or occupants and the fire alarm has not activated on the floor, pulling the fire alarm pull box will activate the alarm.

Smoke Alarms

There are smoke detectors located in all of the electrical closets and in major mechanical areas of the building. They are operated by a photoelectric cell in conjunction with a heat-sensing unit. IF the unit “senses” a fire or smoke, the automation system immediately goes into a fire mode.

Automated System

Parkview Plaza has incorporated a state-of-the-art Building Automation System, which uses a central computer to manage certain functions. This system eliminates any chance of human error. The Life Safety System, the smoke alarms and a fire mode for air handling are components of the Building Automation Systems.

In the event smoke or extreme heat is detected, a signal is transmitted to the Fire Alarm Panel. The Fire Alarm Panel will activate the fire strobes and horns/speakers for the entire building, sending a loud repeating tone over the speakers. In addition, an automatic alarm is transmitted to the central alarm monitoring station that will immediately dispatch the Glenview Fire Department. All mechanical air movement systems in the building automatically shut down. This alarm system will remain activated until it is reset by the Fire Department.

Fire Mode

A fire mode means that the air removed from the affected area is not allowed to enter into another area. Roof top units will shut down to keep smoke and fire from going throughout the building.

Fire Horns & Strobes

Fire horns and strobes are located throughout the building. Fire horns will make a loud repeating tone sound through a speaker. The strobes will flash a bright light providing visual notification.

Fire Extinguishers

Fire Extinguishers are located within each tenant space, and in the stairwells. Fire extinguishers should only be used if the fire is small and if the individual is properly trained in its use. Tenants should become familiar with the exact location and the proper use of these devices.

Automatic Sprinkler System

The entire building is equipped with an automatic sprinkler system. The sprinkler system is designed to extinguish a fire with adequate water when a fire with sufficient heat activates a sprinkler head. Only the sprinkler head over the immediate fire area will flow water. When a sprinkler head is activated it will also activate the fire alarm system for the entire Building.

Fire Standpipes

Fire Standpipes provide water to the Oakbrook Terrace Fire Department. They are located in each stairwell.

Pressurized Stairwells

During a fire alarm, the heating, ventilating and air conditioning system (HVAC) is shut down.

Auto Call

When activated, smoke/heat detectors or manual pull stations will automatically send a signal to the Fire Alarm Panel located in the main lobby. Upon receiving this signal, the fire panel sends a signal to an external central monitoring station. When the central monitoring station receives this signal, they automatically dispatch the fire department. The central monitoring station is an off-site company, manned 24 hours per day, 365 days a year.

Emergency Systems

Emergency Lighting System is on battery back-up and/or generator back-up and provides a redundant source of power to the following areas:

- Stairwells
- Exit Lights
- Corridors
- Tenant Suites (limited lighting)
- Fire Alarm System

Elevator Recall

When the alarm is activated, the elevators will recall to the first floor and the doors will open. If the panel reports the fire on the first floor, then the elevators will recall to a safe floor and the doors will open. Elevators are not available for tenant use when the fire alarm is activated.

Types of Fires

- Class A Fires in ordinary combustibles as paper, wood, cloth, rubber, and many plastics.
- Class B Fires in flammable liquids such as grease, oil, paint, and gasoline.
- Class C Fires involving energized electrical equipment where there is a risk of shock. (When electrical equipment is de-energized, Class A fire extinguisher may be used safely.)
- Class D Fires in combustible metals, such as magnesium, titanium, zirconium, etc.

Multi-purpose "ABC" extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher. "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved, and "C" because it is electrical equipment.

Fire Extinguisher Operation

Your first objective should always be notification, while your second objective should be evacuation. In the event you choose to attempt to extinguish a fire, the following summarizes the use of fire the extinguishers located on your floor.

ABC Fire Extinguishers are located in corridors near the North and South stairwells and in center stairwells and are labeled "FIRE EXTINGUISHER". Fire extinguishers should only be used if the fire is small (areas less than 10 square feet) and if the individual is properly trained in its use.

TO OPERATE the fire extinguisher, remember the word **PASS**:

- P**ull..... Pull the pin. Some extinguishers require releasing a latch or pressing a puncture lever.
- A**im..... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.
- S**queeze..... Squeeze the handle. This releases the extinguishing agent.
- S**weep..... Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

Most portable fire extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.

Fire Prevention Tips

- Make sure appliances such as coffee makers are turned off at night.
- Smoking in the building is not permitted.
- If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Management Office at 630-571-1030.
- Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.
- Leave plenty of space for air to circulate around copy machines, word processors, printers, computers, microwave ovens, and other equipment that normally give off heat.
- Make sure the power is shut off on all office equipment such as calculators, computers, etc., at the close of the business day.
- Elevator lobbies and corridors on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings, deliveries and empty boxes should not be stored in lobby areas.
- Do NOT prop stairwell doors open or permit office suite doors to remain open. Open doors permit fire and smoke to spread more easily.
- Keep several flashlights with fresh batteries in an easily accessible location for emergency use.
- Electrical closets within tenant spaces should be kept locked at all times. Nothing should be stored in these closets due to fire hazard.
- Arrange for proper use and storage of adhesives, cleaning fluids, and other flammable liquids and, where possible, substitute with less flammable products.

Bomb Threat

The most common threats are made by direct telephone calls to the Police Department. However, some threatening calls are made to third parties such as television studios and newspaper offices. There are two reasons for a caller to report that a bomb is to go off at a particular location:

- The caller knows that an explosive or incendiary device has been or will be placed in the Building and wants to minimize personal injury. The caller may be the person who planted the device or someone who has specific information.
- The caller wants to create an atmosphere that spreads panic and disrupts normal business activity.

LETTER BOMBS - SUSPICIOUS ITEMS

- Letters that are unusually bulky, weighty, lopsided, or rigid.
- Parcels or envelopes with oily stains or discolorations.
- Parcels or envelopes without a return address.
- Handwritten or poorly typed address.
- Foreign mail, airmail, or special deliveries.
- Restrictive markings such as "confidential", "personal", etc.
- Use of titles but no names.
- Excessive postage.
- Parcels or envelopes that simply do not look or feel ordinary.

HANDLING INSTRUCTIONS

- DO NOT handle the item.
- DO NOT attempt to open the parcel.
- DO NOT place the parcel in water.
- DO NOT remove any binding material.
- DO NOT pull or cut any material that protrudes.

Bomb Threat Received by a Tenant

Should a bomb threat be received by a tenant, the following guidelines should be used:

- Call 911
- Follow the Bomb Threat Record on the last page of this section. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
- Immediately call the Management Office at 630-571-1030. Building Management will call the police. If possible, have a second individual call the Management Office while the bomb threat call is still in progress. Try to not use the telephone line that the Bomb Threat was received on so the police department can trace the call.
- The Management Office will give the recommendation to evacuate if necessary. The actual order to evacuate will be communicated to the occupants by the Floor Wardens.
- If evacuation is required, follow the instructions on the following pages.
- Be alert for any unfamiliar people and/or objects to point out to the police or Building staff upon their arrival. DO NOT touch or handle any suspected object.

- Await the instruction of the Police Department and Building Management. The Floor Warden, accompanied by the police and Building Management Staff, will make a complete search of the suspected areas to identify any suspicious objects, packages or items that do not belong in the space.
- Do not reenter the space until instructed by the Police Department.

If you receive a call from the Management Office notifying you of a bomb threat, the Floor Warden should begin evacuation procedures.

Bomb Threat Received by the Management Office

In the event that a bomb threat is received by the Management Office, the following guidelines will be observed:

- The Police Department will be notified immediately.
- If a bomb threat is received against a specific floor, the Floor Warden in the affected area will be informed of the situation and Building Management will proceed immediately to the scene. The Floor Warden will give the order to evacuate if necessary and any further instructions.
- Tenants should be alert for any unfamiliar people or objects to point out to the police or Building staff upon their arrival. DO NOT touch or handle any suspected objects.
- The Floor Warden, accompanied by the police and Building staff, will make a complete search of the suspected areas to identify any suspicious items or items which do not belong in the space.
- If a bomb threat is received against the Building, and not a specific floor, all public access areas, beginning with the most accessible, will be searched.

Bomb Threat Tenant Evacuation

The Management Office will make a recommendation whether a tenant space should be evacuated. If your Floor Warden gives the order to evacuate, all of the following steps are followed:

- The Floor Warden will make sure all employees are notified.
- Everyone should proceed quickly, but calmly, to the nearest stairway exit. DO NOT RUN!
- The Floor Warden or Alternate should walk the suite to assist employees and make sure everyone is aware of the evacuation order.
- Once the evacuation has begun, no one should attempt to reenter the evacuated area until it has been declared safe by the Police Department or Building Management.
- Upon arrival at the lobby, everyone should remain until further notice. No one should wander until directed by the Police or Building Management.
- The Floor Warden or Alternate should proceed to take a head count. If someone is missing, this information should be relayed to the Building Management.

Bomb Threat / Nuisance Call Record

At _____ am/pm, a telephone call was received at telephone number _____ extension _____. The following message was received:

- 1 **TRY TO GET THE CALLER TO REPEAT THE MESSAGE!** ("I'm sorry, can you say that again, please?")
- 2 **DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.**
- 3 **TRY TO KEEP THE CALLER TALKING!** (Use your imagination - try to act natural.)

Questions to ask the caller: **What** does the bomb look like?

When is the bomb going to explode?

Where is it right now?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb? **Why?**

What is your name? Address?

4. **CALL DESCRIPTION:**

MALE OR FEMALE AGE _____ LENGTH OF CALL _____

CALLER'S VOICE

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Cleared Throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Voice Tone |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Breathing |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Crackling |
| <input type="checkbox"/> Disguised | |

BACKGROUND NOISES

- | | |
|--|---|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Factory Noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Machinery |
| <input type="checkbox"/> P A System | <input type="checkbox"/> Animals |
| <input type="checkbox"/> Music | <input type="checkbox"/> Clear |
| <input type="checkbox"/> House | <input type="checkbox"/> Static |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Local Call Booth |
| <input type="checkbox"/> Office | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Phone | |
| Other _____ | |

THREAT LANGUAGE

- | | | |
|---|-------------------------------------|--------------------------------|
| <input type="checkbox"/> Well Spoken (educated) | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Message Read by Threat Maker | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |

THIS REPORT WAS PREPARED BY: _____ DATE: _____

Medical Emergency

Tenants Requiring Medical Attention

1. Call the Paramedics - 911. Be prepared to provide:
 - The address of the Building.
 - The floor and suite number.
 - Nature of the emergency
2. Call the Management Office – 630-571-1030.
3. Notify the Floor Warden. The Floor Warden should take charge of the emergency until the ambulance arrives (unless another doctor or medical professional is on site).
4. Attempt to comfort the injured party. Do not crowd around the person; give them space.

Upon notification, the Management Office will alert the Building Staff who will:

- Open appropriate doors to expedite travel for emergency services.
- Bring necessary elevator to the lobby level.
- Meet the emergency crew and direct them to the appropriate area.

Ambulance Service

The fire department also provides the ambulance service, who will automatically take the patient to the nearest medical facility. If another hospital is desired in non-emergency situations, consult the yellow pages in advance for alternative services. Have these numbers handy.

Power Failure

Parkview Plaza is designed to minimize the risk of a general power failure resulting from causes within the building. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the Oakbrook Terrace area.

The stairwells and a sufficient number of fixtures in the offices are equipped with emergency lights that will automatically go on in the event of a power failure.

In the event of an electrical failure the following guidelines should be observed:

- Notify the Management Office at 630-571-1030. The power failure may be localized to your floor, so do not assume Building Management already knows of the failure.
- If your telephone system is not operating due to the power outage, try to use a cellular phone to call the Management Office.
- Open blinds/drapes to let outside light in.
- Do not start an evacuation unless you are instructed to do so. If you are instructed to evacuate, lock all areas as you leave.
- Do not congregate in the lobby areas or on the street.

- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, but will not fall. Do not try to force open the elevator doors or try to escape through the roof hatch. DO NOT PANIC.
- The Management Office will attempt to advise you regarding the length and cause as soon as possible.

Power Failure: Evacuation Procedures

- The Floor Warden will make sure all employees are notified.
- Everyone should proceed calmly, to the nearest exit stairwell. DO NOT RUN.
- The stairwells and evacuation routes are equipped with emergency lighting. If possible, bring a flashlight along to help light the path. Do not burn candles. They are a fire hazard.
- The Floor Warden or Alternate should walk the suite to assist employees and make sure everyone is aware of the evacuation.

Severe Weather

While there are many types of severe weather categories, there are two (2) types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

- Severe thunderstorm activity
- Tornado

Severe Thunderstorm Activity

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

No occupant will ever be required to remain in the building if they feel their safety is threatened. However, during severe thunderstorms, the building is a much safer place than the streets. Never assume that you can beat a storm home. We recommend waiting the storm out in the building and proceeding home after the storm has subsided.

Shelter Areas: interior offices w/no windows or glass, restrooms, interior stairwells.

Tornado Warning

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater.

Public warning will come over the radio, TV or the Municipal Defense sirens. Should a severe storm or tornado occur, the following guidelines should be observed:

- Move away from the exterior of the Building to a corridor or elevator lobby.

- As you move, try to close the doors of rooms that have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- Go to a corridor and protect yourself by either putting your head closely to your lap or by kneeling to protect your head.
- Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
- **DO NOT** go to the first floor lobby or outside Building.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice.
- **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.

Once the weather has subsided, report any damage or storm related leaks to the Management Office, 630-571-1030.

Earthquakes

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake.

Precautions to Take During the Earthquake

- Try to remain calm and to reassure others.
- If you are indoors, move immediately to a safe place. Get under a desk, table, or workbench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
- Do not dash for exits since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
- Do not be surprised if the electricity goes out, or if elevator, fire, and alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
- If you are outdoors, try to get into an open area away from buildings and power lines.
- Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake). Also, after-shocks may occur; these are separate quakes that follow the main shock. After shocks may occur several minutes, several hours, or even several days afterwards. Sometimes after shocks will cause damage or collapse of structures that were already weakened by the main earthquake.

Precautions to be Taken After the Earthquake

When the shaking stops, there may be considerable damage and people may be injured. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.

- Remain calm and take time to assess your situation.
- Seek medical help for those who need it. Cover injured persons with blankets to keep them warm.
- Check for fires and fire hazards. Put out fires immediately if you can.
- Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
- Shut off water mains if breakage has occurred. In due time, report utility damage to the utility companies and follow their instructions.
- Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
- Do not touch power lines, electric wiring, or objects in contact with them.
- Do not use the telephone except to call for help, to report serious emergencies (medical, fire, or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services and it is thoughtless to use the phone for personal reasons or to satisfy curiosity. (When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are.)
- Be certain that sewer lines are not broken before resuming regular use of toilets.
- Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
- Listen to the radio for information about the earthquake and disaster procedures.
- Be prepared to experience after shocks. They often do additional damage to buildings weakened by the main shock.
- Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules that can eliminate all earthquake danger. However, damage and injury can be reduced by following these procedures.

Office of the Building

Millbrook Properties Management Office is currently located onsite at 17W110 22nd Street Suite 100, Oakbrook Terrace, IL 60181. Normal office hours are 8:00 am – 5:00 pm, Monday through Friday. If services are required after these hours, please call the office at 630-571-1030 and the answering service can page the appropriate person.

Postal Service

A U.S. Postal box is located on the lower level of the building. The mail is picked up daily Monday – Saturday.

Security

Security plays an extremely important role in the overall operation of the Building. Good security protects the Building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage and fire.

Hours of Operation

Access to the building is available 24 hours per day, seven days per week via access card. Regular building hours are from 6:00 a.m. to 6:00 p.m., Monday through Friday, and 7:00 a.m. to 1:00 p.m. on Saturday. Entry to the building at times other than these requires you to use your valid access card to gain admittance to the building.

As an additional preventative measure, members of Building Management are not permitted to provide after-hours access to your vendors, contractors or employees. Tenants will need to make prior arrangements with their vendors, contractors and employees for after hours, weekend and holiday access.

On occasion, the Building Management may be required to escort an unwanted visitor from the Building or to investigate a theft. The inconvenience caused by these situations can be minimized if the procedures above and on the following pages are observed.

Tenant Security Responsibilities

Remember that the best way to improve security is for each tenant in the Building to **take an active role** - just as you would in the neighborhood where you live.

- Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
- Do not hesitate to report any suspicious or disorderly individuals to the Management Office at 630-571-1030. Building Staff will escort them from the Building.
- Solicitation is not permitted in the Building, and any individual who enters your offices for this purpose should be immediately reported to the Management Office. The Building Staff will escort them from the Building.
- Immediately inform the Management Office of any Building keys, or access cards, which are lost. This includes keys to your suite or storerooms.

Loading Dock

The loading dock is located on the west side of the building. Each tenant must make arrangements for intra building shipments. Deliveries and shipments must be removed from the dock immediately. No temporary storage is allowed.

Deliveries

All freight, service and parcel deliveries in or out of the building are restricted to the freight elevators and loading dock. **NO DELIVERIES ARE PERMITTED ON PASSENGER ELEVATORS.**

Delivery trucks are allowed to load and unload their materials for a period of time not longer than thirty minutes. Any deliveries that require additional time must be coordinated with the Office of the Building for after-hour service. There shall be an additional charge for all after-hour services.

Delivery vehicles may not park unattended behind the building for any period of time. At no time is parking allowed behind the building, in front of the loading dock, or in the circle drive.

Smoking Policy

In conjunction with the Illinois Clean Air Act, smoking is strictly prohibited in restaurants, bars, nightclubs, workplaces, and all public buildings. Smoking is also banned within 15 feet of building entrances, exits, and windows. While we try our best to police the entrances and ensure everyone follows the rules, it is up to individuals to follow the law. Please be courteous to other employees in the building. The building entrances give the first impression for business clients and guests. Thank you for your cooperation.

Tenant Construction

Tenants must request all remodeling or construction work through the Management Office to insure that such work is consistent with the building standards established at Parkview Plaza. On all construction, working drawings will be required and must receive approval.

If work has been contracted to be done in Tenant's suite (i.e. telephone or electrical), Tenant must notify Management before work commences. All construction, repair or service work (carpet cleaning, extra window cleaning, etc.) as well as contractors performing such work, must be coordinated and approved by the Management Office prior to work being performed. All contractors must have a current Certificate of Insurance on file with the Management Office.

Parking

Tenant parking areas are provided throughout the complex on a first-come-first-serve basis. Please contact the Management Office for additional information.

Suite and Directory Signage

Building standard suite and directory signage are ordered through the Management Office at no cost to the Tenant with initial move in. Please fill out the form entitled “Tenant Signage” located in the appendix or call the Management Office 630-571-1030. Additional signage for doors or walls in the common areas must be pre-approved by the Management Office and if approved, will be purchased and installed at the Tenant’s expense.

Window Covering

Horizontal vertical blinds are the building standard window covering. Blinds should be closed and dropped each evening to sill height. This serves to make your office more comfortable during the first hours of building operation the succeeding day. Any window treatment other than blinds must be approved by Building Management. All such installations will be required to be placed on the inside of the building standard Venetian blinds. No installation should block baseboard heaters if they exist in your office.

Window Washing

This service includes one exterior and two interior per year. Windows are washed both inside and outside by a professional firm. Tenants will be notified in advance of the scheduled date of service.

Keys & Locks

All keys are keyed to a building master key system. This includes the tenant suite. This is necessary so building staff will have access in case of emergency. Each tenant is requested not to change or add additional locks or bolts to any door within their suite. If this is necessary, prior written consent must be obtained from the Management Office.

Access cards issued by the Management Office are necessary for an individual to gain after-hours access. To receive a card, the Tenant must notify the Management Office in writing or via email as to the number of cards required and the names of the individuals to receive the cards. Arrangements will then be made for the cards to be issued. In addition, please find at the back of this handbook a building Access Card List which can be filled out and returned with the initial access cards prior to your move-in.

If there is a revocation of a card and/or dismissal of an employee, the card should be confiscated from the employee. The Management Office should be advised immediately, in writing of the dismissal. There will be a charge of \$10.00 for any card that has been lost, stolen or damaged.

Janitorial Services

The building is cleaned after regular business hours between 5:00 p.m. and 1:00 a.m. Monday through Friday, excluding holidays. During the nightly cleaning, janitors will remove normal office refuse and rubbish from the premises and dust and vacuum according to predetermined specifications. A fee will be charged for the removal of larger than normal amounts of rubbish. Cleaning personnel are provided keys for each Tenant suite; therefore, Management recommends that Tenants lock their office at the close of the business day, even if employees are working late. All lights should be turned off by the Tenant upon leaving the premises. The cleaning crew is responsible to turn off the lights and make sure the suite doors are locked upon departing.

If you require additional after hours cleaning services such as: refrigerator/microwave cleaning, carpet shampoo, interior glass cleaning, etc, please call our office for current pricing.

Building Recycling Services

Millbrook Properties offers recycling services for paper products only. If you would like to participate in recycling of your paper goods you will need to purchase recycling bins from an office supply store. Below is a list of what are acceptable items to include. Please do not include any wet paper.

Acceptable Items

White Paper	Magazines	Glass (bottles/jars)
Colored Paper	Corrugated Boxes	Aluminum Cans
Computer Paper	Phone Books	Plastic bottles (no caps)
Letterhead	Manila Folders	
Mail	Brochures	
All Envelopes	Stationery	
Catalogs/Reports	Adhesive Notes	
Newspaper	Cardboard	
Staples	Notepads	
Paper Clips	Fax Paper	

Our cleaning services will empty those receptacles each night at no extra charge. However, should you have an extraordinary amount or larger than normal recycling items such as large boxes, there would be a charge for disposing of them. Should you have any questions regarding the above please contact the Management Office at 630-571-1030.

HVAC (Heating, Ventilating and Air Conditioning)

HVAC operating hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday and from 7:00 a.m. to 1:00 p.m. on Saturdays. To insure proper settings for heating and cooling, Tenant should not attempt to reset the thermostat. The system does not allow for tenants to adjust heating and air conditioning controls themselves. If the system does not seem to be functioning efficiently, contact the Management Office. A trained building engineer will be dispatched to correct the problem. If Tenant requires the use of the HVAC system during non-business hours, the Management Office requires a 24 hour notice prior to use. This is a chargeable item and Tenant will be invoiced at the end of the month.

Moving Procedures

In an effort to act in the best interest of the Tenant and to protect the property, the following information regarding movement of office furniture and equipment into or out of Parkview Plaza must be adhered to. The Management Office must be advised in writing of any special requirements in connection with your move. If items are to be received prior to your move, arrangements must be made for the use of the loading dock, as well as the storage of items. Two weeks prior to any move, the Tenant must resolve the following with Millbrook Properties, Inc.

1. Please review the following section in this manual entitled "Instructions to Movers" which should be given to the moving companies bidding on Tenant's contract.
2. Movers must be union. Once a company has been selected, the mover must provide a Certificate of Insurance to the Management Office. See the attached list for the legal names that apply to each building which need to be listed as additional insureds. Please indicate that the Tenant's name must appear on the certificate. This certificate must be on file with the Management Office prior to the move. No moving will be allowed without this certificate on file.
3. Provide the Management Office with the expected date of move.

4. Name of the union moving company and the moving supervisor for both the moving company and Tenant.
5. Move-in hours are to be arranged with the Management Office. All deliveries must be received at the loading dock and signed for by the Tenant.
6. The freight elevator is the only elevator to be used for moving.
7. Moves by company employees are not permitted. Protection of the building carpets, walls and elevators are required and must be provided by the moving contractor. Any and all damage to the building or elevator areas caused by the Tenant, moving company or its employees or agents, shall be the sole responsibility of the Tenant and will be invoiced accordingly by the Landlord. Please review the following section in this manual entitled Moving Policy which should be given to the moving companies bidding.
8. Complete all forms at the back of the manual and return to Millbrook Properties.

Instructions to Movers

The following procedures pertain to moving furniture, equipment and supplies in and out of the buildings located at 17 W 110 22nd Street Oakbrook Terrace, IL.60181

ANY MOVERS THAT DO NOT ADHERE TO THE FOLLOWING RULES WILL NOT BE ALLOWED TO ENTER THE PREMISES OR WILL BE REQUIRED TO DISCONTINUE THE MOVE.

1. The mover shall perform all service required to move furniture, office machines, records and supplies. Each employee of the mover shall be bonded and uniformly attired identifying the moving company name. These requirements shall be strictly adhered to in order to maintain the security of the premises.

The tenant/mover assumes full responsibility for any damage caused by the mover to truck docks, doors, floors, elevators or public corridors.

The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all services contemplated in an orderly, timely and efficient manner. Such equipment shall include, among other things, dollies, trucks, etc. as may be required. All material handling vehicles used in the interior of the building must have rubber tire wheels and must be free from grease and dirt. The mover shall take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover. The mover, at his own expense, shall obtain and maintain any necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Evidence of such authorities may be required by Building Management.

2. The mover shall provide and deliver Certificates of Insurance to Millbrook Properties at least ten (10) days prior to any move-in operation. All policies shall indicate that at least ten (10) days prior written notice will be delivered to Millbrook Properties by the insurer prior to termination, cancellation or material change of such insurance. Management can refuse the move access to Arboretum Lakes if the limits provided on the Certificate of Insurance are not acceptable to Millbrook Properties.

3. The mover shall be responsible for inspecting the Tenant suite prior to the move. The mover shall acquaint itself with the condition existing in the suite, so that they may furnish equipment and labor necessary to provide for the orderly, timely and efficient movement of furnishings and equipment. He shall acquaint himself with all available information regarding difficulties which may be encountered and the conditions, including safety precautions, under which the work must be accomplished.
4. Clean masonite sections will be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid type dollies. The masonite must be at least one-fourth inch ($\frac{1}{4}$ ") thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors and in Tenant space. All sections of masonite must be taped to prohibit sliding.
5. The mover shall provide and install protective coverings on walls, door facings, elevator cabs and other areas on the route to be followed during the move. These areas will be inspected for damage prior to and after the move by Building Management.
6. The moving Company will be required to remove all boxes, trash, etc. when leaving the building. Any material left behind will be disposed of and charges for this disposal will be the responsibility of the Tenant.
7. Only the freight elevator is to be used for move-ins. Prior arrangements must be made to install pads in one of the passenger elevators. The moving company must make arrangements with the Management Office for use of the elevator for each move. A firm arrival time will be established. Any late arrival from the movers scheduled arrival time will result in a charge of \$50.00 per hour waiting time to the moving company. The freight elevator has a design capacity of 3,000 pounds, consequently, no objects heavier than this should be placed in the freight elevator.
8. The moving company must at its expense, carry insurance as defined in the following paragraphs.
 - A. Workers Compensation/Employer's Liability
Resulting from possible accidents occurring to mover's employees.
 - B. Comprehensive General/Liability Insurance
This insurance will cover bodily injury and property damage including, but not limited to the following:
 - Premise and Operations
 - Products/Completed Operations
 - Broad Form Property Damage
 - Broad Form Contractual Liability
 - Personal Injury
 - Coverage for any Special Hazard or Operation
 - C. Automobile Liability Insurance
This insurance will cover claims for bodily injury or property damage arising out of the ownership, maintenance, or use of any private passenger or commercial vehicle.
 - D. Policies
All said policies should contain Millbrook Properties (as listed per sheet titled "Additional Insured's") and all subsidiaries thereof as additional insured's.

9. The mover shall provide and deliver Certificates of Insurance to Millbrook Properties at least ten (10) days prior to any move-in operation. All policies shall indicate that at least ten (10) days prior written notice shall be delivered to Millbrook Properties by the insurer prior to termination, cancellation, or material change of such insurance. Management can refuse the mover access to Parkview Plaza Building if the limits provided on the Certificate of Insurance are not acceptable to Millbrook Properties.