

TENANT HANDBOOK



**The Reserve At Deer Park
21440 W. Lake Cook Road
Deer Park, Illinois, 60010**



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IMPORTANT FORMS

I. MOVE-IN INFORMATION

I. MOVE-IN INFORMATION

In preparation for your move to The Reserve at Deer Park we have included the following checklist of forms and other information required by the Management Office. These forms, as well as other forms you will need over the life of your tenancy, can be found in Section VII of this manual.

When using forms, please keep one copy for you and return the original to the Management Office.

It is required that you complete the following forms and return them to the Office of the Building at least two weeks prior to your scheduled move-in. If you have any questions, please contact the Office of the Building at (847) 626-1092.

FORMS REQUIRED PRIOR TO MOVE-IN

- Move-In Day Information
- Door Sign Order Form
- Lobby Directory Order Form
- Authorized Individuals & After-Hours Emergency Contact List
- Floor Response Team
- Physically Impaired Individuals
- Emergency Procedures Acknowledgement
- Access Card Authorization Request Form

An Explanation of Forms for Your Move-In

MOVE-IN DAY INFORMATION

This form requests information regarding your move-in day. If there are any changes, please notify our office as soon as possible. We want to ensure that there will be no scheduling conflicts and that all the proper information has been received.

ACCESS CARD REQUEST

At The Reserve at Deer Park one card is issued for building access as required. A card will be issued to you upon completion of this form and a short production process. The forms are used to maintain our building security system.

Additional or replacement access cards can be purchased for \$6.00 each. Such fees are non-refundable. This fee will apply to any access card requests above and beyond the described leasehold allotment or for lost access cards.

TENANT AFTER-HOURS ACCESS

This form lists all employees in your firm and indicates those who have 24-hour access to the building as well as those who have access to after-hours HVAC.

KEY DISTRIBUTION

The Office of the Building keeps a list of all persons holding keys to your office suite. Please complete this form upon move-in and remember to alert the Management Office, as well as retrieve suite keys, when employees holding keys leave or are terminated.

DOOR SIGN ORDER

Please fill out the enclosed form with the name of your company as you wish it to be displayed outside your suite door. Door signs must be ordered at least four weeks prior to your move in order for installation to occur upon occupancy.

LOBBY DIRECTORY ORDER

Please indicate on the enclosed form exactly how you wish your lobby directory strip to read. Your directory strip must be ordered at least three weeks prior to your move in order for installation to occur upon occupancy.

Explanation of Forms (cont'd)

AUTHORIZED INDIVIDUALS & AFTER-HOURS EMERGENCY CONTACT LIST

These lists will be used by the management office in the case of property removal questions, after-hours emergencies or after-hours access into the building. The building management office will only allow the desired action to take place with the approval from an authorized individual.

FLOOR RESPONSE TEAM

This form designates individuals from your staff who will serve as floor wardens in the event of a building emergency.

PHYSICALLY IMPAIRED INDIVIDUALS

Please list those individuals who may need assistance in case of fire, earthquake, tornado, severe weather or other emergency.

EMERGENCY PROCEDURES ACKNOWLEDGEMENT

Complete this form to acknowledge receipt of the Emergency Procedures information found in this manual.

Pertinent Information for Your Move-In

MOVING INSURANCE

When moving into The Reserve at Deer Park, your moving company will be required to provide a Certificate of Insurance with coverage for General Liability, Worker's Compensation, Employers Liability, Umbrella Liability and Auto Liability as specified on attached Exhibit A, "Insurance Requirements".

White Oak Project Company, LLC., White Oak Funding Company, LLC., 90 North Real Estate Partners, LLC., and Hiffman Asset Management, LLC., shall be named as additional insured's and White Oak Project Company, LLC as the Certificate holder. An Additional Insured Endorsement (Form B, see attached exhibit A) must be provided as part of but separate from the Certificate in order for it to be acceptable.

For your convenience, a sample Certificate of Insurance with Endorsement form is attached.

Once completed, the insurance information may be sent via email to vshalvay@hiffman.com. Please mail an original document to:

**White Oak Project Company, LLC.
c/o Hiffman Asset Management
21440 W Lake Cook Road, Suite 100
Deer Park, IL 60010**

MOVE-IN HOURS

We request that your move be scheduled after 5:30 p.m. Monday through Friday, or anytime on Saturday and Sunday. An Engineer will supervise.

FREIGHT ELEVATOR

The building is equipped with one freight elevator. This elevator will be made available for use during your move-in. Please contact the Office of the Building in advance to schedule use of the freight elevator.

The dimensions of the freight elevator are 5'4" deep x 7'9" wide x 7'4" high. The door is 4' wide x 7' high.

Floor protection will need to be installed by the moving company and will be responsible for any damage which occurs during move-in/out.

Pertinent Information For Your Move-In (Continued)

DEER PARK BUSINESS USE & OCCUPANCY PERMIT:

Most businesses are required to have a license in Deer Park; Also, each tenant is required to have a Use and Occupancy permit. This permit may be obtained from the Village of Deer Park.

Village of Deer Park
23680 W Cuba Rd
Deer Park, Illinois 60010
847-726-1648

TELEPHONE COMPANY:	AT&T	1-800-480-8088
	Comcast	1-855-884-3917

BARRINGTON POST OFFICE:

1515 S Grove Ave
Barrington, IL 60010-5268
1-847-381-0510

Move-In Checklist

Please refer to the following checklist, provided for your convenience, to ensure a smooth transition to your new offices.

- ❑ Order new stationary, envelopes and business cards with new address and numbers
- ❑ No need to contact the electric company to initiate service. (ComEd 1-877-426-6331 or 1-877-4-ComEd) -- E-mon / D-mon separate metering.
- ❑ Contact the Telephone Company regarding installation of phone service to your suite. AT&T 1-800-480-8088 or Comcast 1-855-884-3917
- ❑ Notify the post office of your change of address
- ❑ Send a change of address card or note to clients, vendors and friends
- ❑ Complete required forms keep a copy for yourself and return the original to the Hiffman Management Office.
- ❑ Furnish your moving company with a copy of the Moving Company Guidelines included in this manual.

II. OFFICE OF THE BUILDING

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IMPORTANT NUMBERS

Management Office:

21440 W Lake Cook Road, Suite 100
Phone: 847-626-1092

BUSINESS HOURS & HOLIDAYS

Office Hours:

Monday – Friday
8:30 a.m. to 5:00 p.m.

Office of the Building Holidays:

New Year's Day
Martin Luther King Jr. Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

BUILDING HOURS

Building Standard Hours:

8:00 a.m. - 6:00 p.m. Monday - Friday
8:00 a.m. - 1:00 p.m. Saturday

MANAGEMENT STAFF

Management Office Staff:

Kathy Rieb	Senior Property Manager
Veronica Shalvay	Assistant Property Manager
Carrie Szarzynski	Senior VP- Midwest Region
Sean Campbell	Chief Engineer
Michael Memmott	Engineer
Dave Madden	Apprentice
Raul Ramirez	Head of Janitorial

III. BUILDING OPERATIONS

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BUILDING ACCESS

Access Card Request

At move-in, tenants are required to complete the **AUTHORIZED INDIVIDUALS & AFTER-HOURS EMERGENCY CONTACT LIST** so that identification cards for access to the building after-hours can be issued for each employee. The Building Engines Work Order System should be used any time a new employee is hired, or if an access card is lost, or the access level / status of an employee changes.

After-Hours HVAC

All requests for service or questions regarding the building or operations should be entered into the Building Engines online request system. Please access the website by going online at www.buildingengines.com. To ensure a prompt and timely response to tenant needs, each tenant should designate one person (or in the case of large tenants, one segment of its operation) to be responsible for conveying service requests to the Management Office.

GENERAL SAFETY GUIDELINES

For your safety, your cooperation is asked in observing the following building safety guidelines:

1. Notify the Office of the Building of loiterers or suspicious persons in corridors or restrooms.
2. Turn away all solicitors and report solicitors to the Management Office.
3. Always lock your suite when there is no one in the office –even if you have just stepped out for a quick moment.
4. Always remember to take your suite keys and building access card with you when you leave the premises.
5. Keep corridor doors closed at all times.
6. Do not leave personal valuables unguarded in reception areas, on desktops or in unlocked drawers.
7. Refrain from using the stairways when alone except in emergency situations.
8. Notify the police and the Office of the Building of any crimes.
9. Collect keys and building access cards from employees who have resigned or have been terminated from your firm and notify management office.
10. Copy and distribute these general guidelines to your entire office staff.

BUILDING MAINTENANCE

A building Engineer is on duty Monday through Friday from 6:00 a.m. to 4:00 p.m. The Engineers are here to maintain building operations and to provide standard building maintenance. A designated office contact should be the person to place all maintenance requests.

URGENT REQUESTS

All requests for service or questions regarding the building or operations should be entered into the Building Engines online request system. Please access the website by going online at www.buildingengines.com. To ensure a prompt and timely response to tenant needs, each tenant should designate one person (or in the case of large tenants, one segment of its operation) to be responsible for conveying service requests to the Management Office.

When requesting Maintenance, please be prepared to provide the following information:

1. Your name, company name and suite number
2. Contact phone number
3. Clearly identify the nature and location of the problem

GENERAL MAINTENANCE REQUESTS

All requests for service or questions regarding the building or operations should be entered into the Building Engines online request system. Please access the website by going online at www.buildingengines.com. To ensure a prompt and timely response to tenant needs, each tenant should designate one person (or in the case of large tenants, one segment of its operation) to be responsible for conveying service requests to the Management Office.

JANITORIAL SERVICE

Janitorial service is provided Monday - Friday after normal business hours. Routine office cleaning includes vacuuming, dusting and emptying wastebaskets. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise.

As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away. For your convenience, trash stickers are available in the Office of the Building to designate boxes or other items for disposal.

Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection and for equipment safety / security.

SPECIAL REQUESTS

All requests for service or questions regarding the building or operations should be entered into the Building Engines online request system. Please access the website by going online at www.buildingengines.com. To ensure a prompt and timely response to tenant needs, each tenant should designate one person (or in the case of large tenants, one segment of its operation) to be responsible for conveying service requests to the Management Office.

DAYPORTERS

A day porter may be on duty Monday- Friday from 6:00am-2:30 p.m. to keep the lobbies, corridors, restrooms and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please enter a work ticket in Building Engines so that we may immediately dispatch a dayporter.

PARKING

Hiffman National manages the parking garage. If there are any questions or problems with regards to parking, please enter a Building Engines work ticket.

VISITOR PARKING

Designated exterior surface stalls for visitor parking are clearly marked. Please remind your staff not to use these spaces for daily parking and remind your visitors of the designated daily time limit.

HANDICAP SPACES

Parking stalls reserved for handicapped individuals are clearly marked. As a reminder, do not park in these spaces unless a valid handicap license is displayed.

PARKING GUIDELINES & REMINDERS

To ensure the safety and proper use of our parking garage, please adhere to the following guidelines:

1. Phone the Office of the Building if you observe any hazards in the parking areas.
2. Remember to always lock your vehicle and remove any valuables including cellular phones. Hiffman National and White Oak Project Company, LLC are not responsible for any damages to or theft from your vehicle.
3. Please be considerate and ask your guests to be considerate of short-term parking restrictions.

4. Please observe all directional, speed limit and stop signs throughout the parking area.
5. Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
6. Overnight parking is not normally permitted. Please notify the Office of the Building if it is necessary to park your car overnight.
7. Trailers and towed vehicles are not permitted in the parking areas.
8. Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
9. All vehicles must be parked in designated stalls and may occupy only one space. Respect clearly marked reserved spaces and refrain from parking there.

VENDOR REGULATIONS

When arranging for services provided by an outside vendor for work in individual office suites, tenants and their vendors are asked to please comply with the following guidelines:

- Inform the Office of the Building 847-626-1092.
- A vendor shall be permitted access to the building only pursuant to the request of the tenant and only for the purpose of direct deliveries to the specified suite.
- Vendors may not solicit work from other tenants in the building.
- Vendor must provide a Certificate of Insurance covering General Liability for \$2 million, Worker's Compensation, Employers Liability, Umbrella Liability and Auto Liability in the amount of one million dollars.

White Oak Project Company, LLC., White Oak Funding Company, LLC., 90 North Real Estate Partners, LLC., Hiffman Asset Management, LLC. must be named as Additional Insured's and White Oak Project Company, LLC as the Certificate Holder. An **Additional Insured Endorsement Form** (found in Section VII of this Manual) must be included as part of, but separate from, the Certificate of Insurance in order for it to be acceptable. A copy of the certificate must be emailed to the Property Management Team.

Please mail the original copy to:

**White Oak Project Company, LLC
c/o Hiffman Asset Management, LLC
21440 W Lake Cook Road, Suite 100
Deer Park, IL 60010**

If you have any questions regarding the above requirements, please feel free to call the Office of the Building.

RENT PAYMENT INFORMATION

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be wired to:

**PNC Bank/White Oak Project
Account #3162565235
ABA #083000108
SWIFT: PNCCUS33**

Please make your checks payable to **White Oak Project Company, LLC**. The return address will appear on the remittance portion of the rent statement. It is important that this remittance portion accompany your check. This will ensure the proper crediting to your account.

Other important points of reference to ensure the proper processing of your check:

- Please include the lease identification number on your check.
- Indicate the amount being paid and the check number on the remittance.
- Notify the Office of the Building in writing of any billing address changes.
- The remittance address is a P.O Box. Only U.S. Mail deliveries will be accepted.

If you have any questions, please do not hesitate to call the Office of the Building at 847-626-1092.

MAIL & OTHER DELIVERIES

INCOMING MAIL

All incoming mail should be addressed as follows:

Tenant Name

The Reserve at Deer Park
21440 W. Lake Cook Road, *Tenant Suite Number*
Deer Park, IL 60010

Please notify all client and other business associates of your proper mailing address.

U.S. MAILBOX LOCATION

Please hand deliver to dock

PICK-UP/DELIVERY HOURS

U.S. Postal Service mail delivery, distribution and pick-up hours are as follows:

Outgoing mail is collected Monday-Friday at approximately 2 p.m.
Incoming mail is delivered Monday- Friday at approximately 2 p.m.

SHIPPING AND RECEIVING

Federal Express, UPS, USPS, DHL mailing services are available and are in the dock area located on the lower-level floor and the cost of the tenant. Approximate pick-up/ drop off times are as follows: Monday – Friday (except holidays) from 730am- 4pm.

	Drop-Off Time	Pick-up Time
UPS	8:30am	1:30pm for all packages
FEDEX Express	10:30am	3:30pm for all packages
FEDEX Ground	12:30pm	12:30pm pickup only
DHL	Anytime between 8am- 4pm at the docks	
USPS	2pm Dock drop-off and pickup	

ENERGY CONSERVATION & RECYCLING

ENERGY & RESOURCE CONSERVATION

Most of the building's restrooms are equipped with motion sensors that control the lights as well as automatic soap dispensers. If you find any sensor that is too sensitive or not sensitive enough, please contact the Office of the Building. Tenant's can help reduce building costs and assist the building staff in conserving electrical energy by following a few simple rules: at the end of each working day, require employees to turn off all lights, office machines and coffee makers.

RECYCLING

Recycling is one of the most pressing issues of the new decade. The office of the management team is eager to ensure that our building tenants and we do our part to help extend the life of current landfill areas. With that in mind, we have established a convenient recycling program in the building. Desk side receptacles are available for commingled paper, plastic, aluminum, and glass recycling from building management. Additionally, alkaline and lithium batteries may be separately recycled via the battery recycling container provided by the dock area. Furthermore, The Reserve at Deer Park provides light bulb and ballast recycling services as well. Such materials may be delivered directly to the Management Office for inclusion in bi-annual recycling events of this nature.

For more information about recycling please call the Office of the Building at 847-626-1092.

SMOKING

In compliance with State Law, smoking is prohibited inside the building including e-cigarettes and vaping. For the convenience of building employees who smoke, we have a designated smoking area that meets the Village of Deer Park's smoking ordinance located at the building's northeast entrance. Ash urns are provided in this area.

As a courtesy to non-smokers and all guests to our buildings, we ask that you please adhere to the following guidelines:

- Please use designated smoking area and refrain from smoking at building entryways or in stairwells.
- Please use the smoking urns provided for disposal of ashes and cigarette butts.
- Do not discard of cigarette waste on walkways, planters or building landscaping.

SOLICITORS

The Reserve at Deer Park has adopted a "No Solicitors" policy. Please notify the Office of the Building at 847-626-1092 of any solicitors on the premises.

AREA OF RESCUE CALL STATIONS

In case of emergency call stations are located within the stairwells at the landing stations (area of refuge) for individuals to call for help while safely waiting for help to arrive.

IV. BUILDING RULES & REGULATIONS

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Tenant shall faithfully observe and comply with the following Rules and Regulations:

1. Tenant shall not alter any lock or install any new or additional locks or bolts on any doors or window of the Premises without obtaining Landlord's prior written consent. Tenant shall bear the cost of any lock changes or repairs required by Tenant.
2. Your lease should outline the number of keys furnished for each Tenant. Any additional keys required by Tenant must be obtained from Office of the Building at a reasonable cost to be established by Landlord.
3. All doors opening to public corridors shall be kept closed at all times except for normal ingress and egress to the Premises, unless electrical holdbacks have been installed.
4. Landlord reserves the right to close and keep locked all entrance and exit doors during hours when the Building is closed. The tenant, its employees and agents must be sure that the doors to the Building are securely closed and locked when leaving the Premises if it is after the normal hours of business for the building. Access to the Building may be refused unless the person seeking access has proper identification or has a previously arranged a pass for access to the Building. The Landlord and his agents shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of same by any means it deems appropriate for the safety and protection of life and property.
5. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy property brought into the Building. Safes and other heavy objects shall, if considered necessary by Landlord, stand on supports of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property in any case. All damage done to any part of the Building, its contents, occupants or visitors by moving or maintaining any such safe or other property shall be the sole responsibility of Tenant and any expense of said damage or injury shall be borne by Tenant.
6. No furniture, freight, packages, supplies, equipment or merchandise will be brought into or removed from the Building or carried up or down in the elevators, except upon prior notice to the Management Office, and in such manner, in such specific elevator, and between such hours as shall be designated by Landlord. Tenant shall provide the Office of

the Building with not less than 24 hours prior notice of the need to utilize an elevator for any such purpose, so as to provide Landlord with a reasonable period to schedule such use and to install such padding or take such other actions or prescribe such procedures as are appropriate to protect against damage to the elevators or other parts of the Building. In no event shall Tenant's use of the elevators for any such purpose be permitted during the building's prescribed business hours.

7. Landlord shall have the right to control and operate the public portions of the Building, the public facilities, the heating and air conditioning, and any other facilities furnished for the common use of tenants, in such manner as is customary for comparable buildings in the vicinity of the Building.
8. The requirements of Tenant will be attended to only upon application at the office location designated by Landlord. Employees of Landlord shall not perform any work or do anything outside their regular duties unless under special instruction from Landlord.
9. Tenant shall not disturb, solicit, or canvass any occupant of the Building and shall cooperate with Landlord or Landlord's agents to prevent same.
10. The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be thrown therein.
11. Tenant shall not overload the floor of the Premises, nor mark, drive nails or screws, or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof without Landlord's consent.
12. Except for vending machines intended for the sole use of Tenant's employees and invitees, no vending machine or machines of any description other than fractional horsepower office machines shall be installed, maintained or operated upon the Premises without the written consent of Landlord.
13. Tenant shall not use or keep in or on the Premises of the Building any kerosene, gasoline or other inflammable or combustible fluid or material.
14. Tenant shall not use any method of heating or air conditioning other than that which is supplied by Landlord, without the prior written consent of Landlord.
15. Tenant shall not use, keep, or permit to be used or kept, any foul or noxious gas or substance in or on the Premises, or permit or allow the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason

of noise, odors, or vibrations, or interfere in any way with other Tenants or those having business therein.

16. Tenant shall not bring into or keep within the Building or the Premises any animals, birds, (other than service animals) or any vehicles including bicycles.
17. Cooking shall not be done or permitted by any tenant on the Premises, nor shall the Premises be used for the storage of merchandise, for lodging or for any improper, objectionable or immoral purposes. Notwithstanding the foregoing, laboratory-approved equipment and microwave ovens may be used on the Premises for heating food and brewing coffee, tea, hot chocolate and similar beverages, provided that such use is in accordance with applicable federal, state and city laws, codes, ordinances, rules and regulations, and does not cause odors which are objectionable to Landlord and other Tenants.
18. Landlord will approve where and how telephone and telegraph wires are to be introduced to the Premises. No boring or cutting for wires shall be allowed without the consent of Landlord. The location of telephone, call boxes and other office equipment affixed to the Premises shall be subject to the approval of Landlord.
19. Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of these Rules and Regulations.
20. Tenant, its employees and agents shall not loiter in the entrances or corridors, nor in any way obstruct the sidewalks, lobby, halls, stairways or elevators, and shall use the same only as a means of ingress and egress for the Premises.
21. Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to ensure the most effective operation of the Building's heating and air conditioning system and shall refrain from attempting to adjust any controls. This includes the closing of exterior blinds, disallowing the sunrays to shine directly into areas adjacent to exterior windows.
22. Tenant shall store all trash and garbage within the interior of the Premises. No material shall be placed in the trash boxes or receptacles if material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the city in which the Building is located without violation of any law or ordinance governing such disposal. All trash, garbage and refuse disposal shall be made only through entryways and elevators provided for such purposes at such times, as Landlord shall designate.

23. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.
24. Tenant shall assume any and all responsibility for protecting the Premises from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed, when the Premises are not occupied.
25. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants. This shall not prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all tenants of the Buildings.
26. No awnings or other projects shall be attached to the outside walls of the Building without the prior written consent of Landlord. No curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises without prior written consent of Landlord. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the Building must be fluorescent and/or of a quality, type, design and bulb color approved by Landlord.
27. The sashes, sash doors, windows, and doors that reflect or admit light and air into the halls, passageways and other public places in the Building shall not be covered or obstructed by Tenant, nor shall any bottles, parcels or other articles be placed on the windowsills.
28. The washing and/or detailing of or, the installation of windshields, radios, telephones in or general work on, automobiles shall not be allowed on the Premises.
29. Food vendors shall be allowed in the Building upon receipt of a written request from the Tenant. The food vendor shall service only the tenants that have a written request on file in the Management Office. Under no circumstance shall the food vendor display their products in a public or common area including corridors and elevator lobbies. Any failure to comply with this rule shall result in immediate permanent withdrawal of the vendor from the Building.
30. Tenant must comply with requests by the Landlord concerning informing their employees of items of importance to the Landlord.
31. Tenant shall comply with any non-smoking ordinance adopted by any applicable governmental authority. In addition, Landlord reserves the right to designate, in Landlord's sole discretion, the only outside areas of the Premises where smoking shall be permitted.
32. Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations, or to make such other and further reasonable Rules and Regulations as in Landlord's judgment may from time to time be necessary for the Management, safety, care and

cleanliness of the Premises and Building, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants. Landlord shall not be responsible to Tenant or to any other person for the non-observance of the Rules and Regulations and Tenant shall agree to abide by these rules as a condition of its occupancy of the Premises.

V. AMENITIES

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BUILDING AMENITIES & SERVICES

- Cafeteria & Lunchroom (7 a.m. - 2:00 p.m.) with 24hr Grab & Go
 - Breakfast: 7 a.m.-9:30 a.m.
 - Lunch: 11 a.m. – 2:00 p.m.
 - Anticipated days of Operation: Tuesday- Thursday until further notice
- On-site conference room rentals available (Contact mgmt. office for rates. Rooms can be booked through Building Engines)
- On-site fitness center
- Outdoor walking paths
- Volleyball court
- Numerous restaurants within walking distance of the building
- On-site Consumers Credit Union
- On-site Wellness Room (Card access request can be completed through Building Engines and room key can be picked up in the management office.)

AREA AMENITIES & SERVICES

There is a multitude of restaurants, hotels and business-oriented service providers located in the Village of Deer Park area. The following directory/guide is a general introduction to area amenities and services. The following list was compiled by obtaining information from the Chamber of Commerce.

CAKES –

- **Couture Cupcake Café, Inc. 847-438-9300**
- **Nothing Bundt Cakes 847-847-1784**

CAR RENTAL –

- **Enterprise 847-550-9500**
- **Hertz 800-654-3131**

CATERERS –

- **Eurest Dining onsite contact Building Management 847-626-1092**
- **Broken Oar, Inc. 847-639-9468**
- **Biaggi's Restaurant Italiano, LLC 847-438-1850**
- **Deli-Time 847-517-8463**
- **Diamond Fresh Seafood Market & Café 847-438-4900**
- **Eduardo's Catering 847-526-7515**

- On Occasion Catering & Events 847-963-6700
 - Senor Margarita, Inc. 847-550-6274
-
-

DRYCLEANERS -

- All Cleaners 847-550-6777
 - Pure Cleaners 847-438-7555
-
-

FLORISTS -

- Lake Zurich Florist & Gifts, Inc. 847-438-6755
-
-

HOTELS -

- Hampton Inn & Suites 847-726-0500
 - Holiday Inn Express & Suites 847-726-7500
 - Shady Oaks Bed & Breakfast 847-438-6797
-
-

NEWSPAPERS -

- Daily Herald 847-680-5606
-
-

OFFICE SUPPLIES -

- Office Depot 800-613-4624 x4338
-
-

PRINTERS/GRAPHICS/FILM -

- Barrington Print & Copy 847-382-1185
 - Forrest Press Printers, Inc. 847-381-1621
-
-

RESTAURANTS -

- Beelows Steakhouse 847-540-0600
 - Broken Oar, Inc. 847-639-9468
 - Bacchus Nibbles 847-438-3212
 - Biaggi's Restaurant Italiano, LLC 847-438-1850
 - Bobbers 847-847-1620
 - California Pizza Kitchen 847-550-0273
 - Chasers Sports Bar & Grill 847-550-9600
 - Chick Fil-A 847-438-8600
 - Culver's 847-540-6700
 - D&J Bistro 847-438-8001
 - Diamond Fresh Seafood Market & Café 847-438-4900
-
-

- Domino's Pizza 847-796-3300
 - La Hacienda De Los Fernandez 847-550-9413
 - Panera 847-540-8425
 - Potbelly 847-438-6025
 - Rosati's Pizza & Catering 847-540-6600
 - Scoreboard Bar and Grill 847-550-6003
 - Stoney River 847-719-1596
-
-

SHOPPING MALLS & SPECIALTY RETAIL -

- Deer Park Town Center
 - Discount cards available through mall management office
-
-

TAXI SERVICE/SHUTTLES -

- Alpha Taxi & Limo Service, Inc. 847-358-6666
-
-

MOVIE THEATERS -

- Century 16 Deer Park 847-438-8518
-
-

WATER SERVICE -

- Hinckley Springs 800-394-8061
-
-

VI. EMERGENCY PROCEDURES

VI. EMERGENCY PROCEDURES

OVERVIEW

The Ownership and Management of The Reserve at Deer Park take Fire and Life Safety very seriously and hosts annual drills and awareness meetings. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed.

While the Fire/Life Safety Systems in the building are engineered to ensure the safety of all occupants in the building in the event of a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the Fire & Life Safety systems in place in The Reserve at Deer Park, please contact the Office of the Building at 847-626-1092.

EMERGENCY PHONE NUMBERS

Emergency:	911
Fire Department:	911
Police Department:	911
Management Office:	847-626-1092
After-Hours Emergencies:	847-862-1016

FLOOR RESPONSE TEAM

At the time of move-in, each tenant is asked to complete the **Floor Response Team Form** (found in Section VII of this Manual) designating personnel that will be responsible for taking charge in the event of an emergency. It is up to each tenant to assure that this form is updated when designated personnel leave employment of the firm or for other reasons is no longer able to perform the outlined duties of emergency personnel.

While the Office of the Building may periodically host Floor Response Team training, the general responsibilities are outlined here. It is the responsibility of all Floor Response Team personnel to familiarize themselves with these guidelines as well as all of the building's Emergency Procedures.

There are 4 primary Floor Response Team positions. They are:

- **Floor Warden** – Responsible for controlling staff in event of emergency and explaining/overseeing all emergency actions.

Each tenant should designate an alternate Floor Warden in case the Floor Warden is out of the office when an emergency occurs.

- **Stairwell Monitor** – At direction of Floor Warden, leads employees to exit stairwells and monitors the safe and efficient evacuation via stairwells.
- **Elevator Monitor** – Is positioned at elevator banks and ensures that no one uses the elevators during an emergency.
- **Assistant to the Physically Impaired** – Assists any handicapped individuals during an emergency and/or building evacuation.

FLOOR WARDEN RESPONSIBILITIES

Each member of the building's Floor Response Team has an extremely important job to perform in the event of an emergency. Each Floor Response Team designee should become familiar with the following duties.

FLOOR WARDEN

- Appoints personnel to the emergency team and fills all vacant positions
- Maintains an updated roster of Floor Response Team personnel
- Keeps Office of the Building updated on any changes in Floor Response Team personnel
- Alerts Floor Response Team designees of potential emergencies
- Supervises the activities and training of Floor Response Team
- Responsible for informing and training Floor Response Team in emergency procedures
- Ensures that Floor Response Team know their assigned duties and locations in case of an emergency

- Pre-plans the handling of physically impaired personnel during evacuation
- Responsible for the evacuation of Floor Response Team
- Responsible for notifying Elevator Monitor to evacuate

STAIRWELL MONITOR RESPONSIBILITIES

DUTIES

- Takes position at assigned exits and assists in the evacuation of all personnel
- Feels stairwell door with back of hand for heat. If no heat is detected, opens door slowly to inspect stairwell for possible heat and smoke conditions before evacuation
- Instructs personnel to form single file lines in stairwell and directs personnel to exit along the right side of the stairwell
- Supervises and monitors evacuation flow while remaining calm and encouraging others to remain calm and orderly during evacuation

ELEVATOR MONITOR

DUTIES

- Under the supervision of the Floor Warden, Elevator Monitors are responsible for ensuring that no one uses the elevators during an emergency.
- Is positioned at the elevators and directs employees to the nearest stairway
- Must be familiar with the building's emergency procedures and the location of all stairwells
- Remains at designated post until instructed to evacuate by the Floor Warden

ASSISTANT TO THE PHYSICALLY IMPAIRED

DUTIES

- Under the supervision of the Floor Warden, the Assistant to the Physically Impaired is responsible for the safe evacuation of any physically impaired personnel.
- Maintains an up-to-date list of impaired employees.
- Moves all wheelchair bound personnel to the stairwell area and waits with them until emergency personnel arrive.

FIRE

IF A FIRE IS DISCOVERED INSIDE YOUR SUITE

1. Advise others and move everyone away from the fire
2. Confine the fire by closing all doors in the area
3. Notify the Fire Department (911) and provide the following information:
 - Building Name
 - Building Address
 - Nearest Cross Street
 - Suite Number or Exact Location of Fire
 - Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

4. Notify the Office of the Building
5. Attempt to extinguish the fire only under the following conditions:
 - If the fire is small and can easily be extinguished.
 - You are familiar with the operation of an extinguisher and it can be done safely.
 - You have someone with you.
 - You have your back facing and exit.
6. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.
7. Once outside the building, move to a safe refuge area away from the building and Fire Department operations.

NOTE: FIRES NEED FUEL, HEAT AND OXYGEN TO SURVIVE. YOU CAN REDUCE OR EXTINGUISH FIRE BY REMOVING ANY ONE OF THESE ELEMENTS. FOR EXAMPLE, CLOSE DOORS AND USE EXTINGUISHER TO REDUCE OXYGEN, THROW WATER ON THE FIRE TO REDUCE HEAT, AND ELIMINATE FUEL SOURCES BY REMOVING NEARBY PAPER, PLASTICS, AND OTHER FLAMMABLES.

IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE:

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:

- Building Name
- Building Address
- Nearest Cross Street
- Suite Number or Exact Location of Fire
- Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

2. Call the Office of the Building

- Report your building number, floor and suite number.

3. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!

4. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.

5. IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR, seal the area with a fire blanket, wet towel or other mist material.

6. IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE, break a window for additional oxygen.

7. IF YOUR TELEPHONE STOPS WORKING, display brightly colored material from the window. Wave it to make it more visible to rescuers.

8. DO NOT JUMP!

FIRE SAFETY REMINDERS

1. Post Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Floor Warden and other Emergency Personnel.
4. Never use the elevators.
5. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.
6. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
7. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

FIRE PREVENTION TIPS

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from wastepaper, empty boxes, dirty rags and other fire hazards.
- 7.

8. Know the locations of fire extinguishers in the building and your work area.
9. Remove trash on a regular basis.
10. Close all doors after working hours.
11. Discard all flammable liquids.
12. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).
13. Do not overpower the electrical outlets

FIRE EXTINGUISHER LOCATION & BASIC OPERATION

Following is a list of fire extinguisher locations in the building:

Fire Extinguishers are located in every common area corridor in the building, directly adjacent to the electric room closets.

All extinguishers in the buildings may be used on fires originating from wood, paper, plastic, grease, oil and electricity.

OPERATING A FIRE EXTINGUISHER:

- To open the cabinet, turn the handle and pull open.
- Remember the "P-A-S-S" method for effective fire extinguisher use:

P – Pull the safety pin. This is usually the pin with a string attached.

A – Aim the hose, nozzle or horn at the base of the fire.

S – Squeeze the trigger handle

S – Sweep from side to side and watch for the re-flash of the fire.

NOTE: ALWAYS MAINTAIN A THREE-FOOT CLEARANCE AREA AROUND FIRE EQUIPMENT. ONCE THE EQUIPMENT HAS BEEN USED, DO NOT TRY TO RE-HANG IT, EVEN FOR A FEW SECONDS. USED EXTINGUISHERS SHOULD BE SERVICED IMMEDIATELY!

EARTHQUAKES

EARTHQUAKE PREPAREDNESS

While the office building is structurally designed to minimize earthquake damage, it is wise for all occupants to be well prepared as well as keenly aware of the earthquake emergency procedures.

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event of an earthquake:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes
- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

DURING AN EARTHQUAKE

While Earthquake Emergency Procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: Evacuation during fire is highly probable, whereas **EVACUATION DURING AND EARTHQUAKE IS NOT PROBABLE.**

Please adhere to the following safety procedures during an earthquake:

1. Take shelter away from windows and seek protection under tables, desks, or other objects that offer shelter from flying glass and debris.
2. Do not leave the sheltered area or exit the building until the quake is over. Seek safety where you are and leave calmly afterward if evacuation is necessary.
3. Do not dash for exits – stairwells may be unsafe.
4. Never attempt to use elevators during an earthquake. Afterwards, do not use elevators until they are checked for safety.
5. Stay clear of bookcases, file cabinets, windows and other heavy objects.
6. Turn off electrical equipment. Do not be surprised if electricity goes off or alarm systems are activated.
7. Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

IF YOU ARE OUTSIDE OF THE BUILDING WHEN AN EARTHQUAKE OCCURS

1. Move away from buildings, utility wires and poles, debris and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.
4. The most dangerous place to be is on a sidewalk subject to falling debris such as glass and masonry.

AFTER AN EARTHQUAKE

1. Check for injured persons. DO NOT attempt to move a seriously injured person unless they are in immediate danger.
2. DO NOT use matches, candles or other open flames.
3. DO NOT turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Stay clear of wires that are shorting out.
5. If you smell gas, open all windows. Evacuate the building if possible and report the leak to the Fire Department first, if possible, and then Building Management.
6. Clean up any dangerous spills.
7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach Office of the Building or the Fire Department.
8. Listen to the radio for emergency reports.
9. DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with Management personnel and Fire Department representatives.
11. Be prepared and stay alert for aftershocks.

CHECKLIST FOR BUSINESS SURVIVAL FOLLOWING AN EARTHQUAKE

Businesses face many hurdles in recovering from earthquakes. A key to survival is looking ahead and planning for recovery before an earthquake strikes. The following checklist identifies areas that can reduce the impact of an earthquake by enabling your company to continue normal business operations.

- ❑ Make agreements with vendors and suppliers to assure continued business or identify alternate sources in the event your normal vendors are unable to function after an earthquake.
- ❑ Develop and maintain inventories for critical supplies, equipment and employee skills.
- ❑ Develop a plan for informing clients, the general public and the media about company operations following an earthquake.
- ❑ Store duplicates of vital company records and important documents off-site.
- ❑ Take steps to “quake proof” your computer facility and equipment.
- ❑ Establish contracts with engineers and suppliers to survey damage and perform clean up following an earthquake.
- ❑ Develop a plan for business restoration including securing alternate work sites for personnel, restoring damaged utility systems, and controlling access to company facilities.
- ❑ Develop alternate marketing strategies for your products or for moving into other markets under post earthquake conditions.
- ❑ Create post-earthquake financing and investment strategies to protect corporate assets.
- ❑ Make sure your bank is informed about your disaster contingency planning to assure quick response to your post-earthquake needs.
- ❑ Review existing inter-company mutual aid agreements to establish what needs might be following an earthquake.

TORNADOS

TORNADO PREPAREDNESS

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.

- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes
- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

There are two designations placed on a Tornado: a **WATCH** and a **WARNING**. A Tornado **WATCH** indicates weather conditions are right for a tornado. A Tornado **WARNING** indicates that a tornado has been sighted in the immediate area.

IN THE EVENT OF A TORNADO WATCH

1. Whoever is made aware of the threatening weather should notify the office manager, designated Floor Warden and the Office of the Building.
2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 - Immediately close the blinds in your office
 - Once this is accomplished, stay away from the windows
 - Remain at your normal workstation
 - Tune in any battery-operated radios to a station with weather updates
 - If possible, you should remain in the building until the weather has cleared

IN THE EVENT OF A TORNADO WARNING

1. Move away from the perimeter of the building (windowed areas) to the center stairwell and head toward the lower-level floor tornado shelter area of the building.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach the lower-level corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your workstation.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

EXPLOSIONS

If an explosion occurs, please adhere to the following procedures:

1. IMMEDIATELY report the explosion to 911 and the Office of the Building. Remain calm and provide the following information:
 - Your name, location (building and suite number) and phone number.
 - Your company name.
 - Exact location of explosion.
 - Cause (if known) of explosion.
 - Extent of casualties, and number and type of injuries.
 - Whether explosion caused fire and if so, location of fire.
2. Evacuate all persons from the area if necessary.

MEDICAL EMERGENCIES

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
 - Nature of medical emergency.
 - Building name and address
 - Exact location and name of sick or injured person.

NOTE: Do not hang up until the emergency operator does so.

2. Call the Office of the Building at 847-626-1092.

Provide the following information:

- Your name and company name
 - Nature of medical emergency
 - Exact location and name of sick or injured person
 - Whether or not you have called for trained assistance
 - A number where you can be reached
3. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.

4. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
5. Designate a responsible person to do the following:
 - Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
 - Whenever possible, have an elevator standing for the rescue team.

NOTE: CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Office of the Building. All occupants are encouraged to participate.

BOMB THREATS

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Office of the Building. Anyone can receive a bomb threat and all building occupants should be prepared.

TELEPHONE BOMB THREATS

1. The person receiving the call should try to get as much information as possible from the caller and should WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.
2. LISTEN CAREFULLY. You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the **Bomb Threat Questionnaire** found in section VII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact 911 and the Office of the Building at 847-626-1092 and provide the following information:

- Your name
 - Your location (building and suite number)
 - Your phone number
 - Name of any other person who heard the threat
 - Name of any employee threatened by the caller and his/her work location
 - Time the bomb is to detonate if known
 - Location and description of the bomb if known
 - Any reason given for planting the bomb
 - Any other information received from the bomb threat perpetrator
7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

WRITTEN BOMB THREATS

Upon receipt of a written bomb threat:

1. Immediately notify 911 and the Office of the Building
2. Do not destroy the note
3. Do not let others handle the note
4. Turn the note over to the proper emergency personnel

PERSONAL RECEIPT OF BOMB THREATS

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

SEARCHING YOUR SUITE FOR A SUSPECTED BOMB

Once a telephone or written bomb threat has been reported to the Office of the Building, occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.

- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room.

NOTE: If a suspicious object is found, **DO NOT TOUCH IT**. Report the finding immediately to your designated emergency personnel and to building management.

SUSPICIOUS PACKAGES

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is sole evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked "Confidential" or "Personal".
- Do not open any suspicious package. Do not cut any cord, rope or wire on a suspicious package.

Be aware of the following signs that a package may include a bomb:

- Excessive postage
- No return address
- Excessive weight
- Incorrect titles
- Restrictive markings (such as "Confidential" or "Personal")
- Oily stains or discoloration

UPON RECEIPT OF A SUSPICIOUS PACKAGE

1. Do not allow anyone to handle the package.
2. Immediately call the Office of the Building

SUSPECTED BOMB SAFETY PRECAUTIONS

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling

of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
 - Do not use radio equipment to transmit messages
 - Do not change lighting conditions
 - Remove all flammables
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified:
 - Do not touch it
 - Do not attempt to move or carry it
 - Remove all flammable from the area
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

EVACUATION

In the event of an emergency, it may become necessary to evacuate the office building. All Floor Response Team personnel as well as general personnel should be completely familiar with the following evacuation procedures.

- In an emergency situation, wait until management or designated Floor Response Team personnel indicated that it is safe and appropriate to evacuate the building.
- If you are directed to evacuate, closely follow the instructions of all Floor Response Team personnel including Floor Wardens, Elevator Monitors, Searchers and Stairwell Monitors.
- Do not exit via the elevators.
- Exit via stairwells only after a Stairwell Monitor has deemed it safe to do so.

- Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell.
- Use safe stairwell exit procedures including:
 - Remain calm and quiet
 - Remove high heeled shoes
 - Exit in a single file and keep to the right using handrails
 - Move quickly, but do not run
 - Assist those who may have trouble on the stairs or who have been injured
 - Treat injuries on stairwell landings only and only when safe to do so

CIVIL DISTURBANCES

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building, the Office of the Building will:

- Secure all building entrances.
- Notify the police.
- Notify the tenants.
- Prevent access to all suites.

In the event that a civil disturbance initiates inside the building:

- Make sure all occupants are in your office and lock your suite doors including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.
- Immediately notify the Office of the Building and provide the following information:
 - Exact location of the disturbance, demonstrators and/or rioters
 - Approximate number of demonstrators or rioters
 - Your name, company name and call back number

POWER FAILURE

In the event of a power failure The Reserve at Deer Park is equipped with emergency systems which will provide power for emergency lighting, selected elevator service, life and safety security systems and water for the restrooms.

If you experience loss of power in your suite, immediately contact the Office of the Building. An engineer will be dispatched to assist in restoring power. If the entire building is affected, the Electric Utility Company will be contacted for assistance and building personnel will keep all tenants advised.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:

- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios

Active Shooter

In the event of an active shooter in your vicinity quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation. According to the Homeland Security, here are the actions that you should take:

1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

*This information was taken from the Homeland Security, "Active Shooter How to Respond" booklet.

https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

VII. FORMS

VII. FORMS

MOVE-IN

The following forms should be completed and returned to the Office of the Building two weeks prior to your scheduled move. Send an original, completed copy to the Office of the Building and retain one copy for your records. For replacement forms, please contact the Office of the Building at 847-626-1092.

- A. Move-In Day Information
- B. Suite Sign Order Form
- C. Lobby Directory Language
- D. Authorized Individuals & After-Hours Emergency Contacts
- E. Floor Response Team
- F. Physically Impaired Individuals
- G. Emergency Procedures Acknowledgement

The Reserve at Deer Park

TENANT MOVE-IN DAY INFORMATION

Tenant Name: _____

Tenant Move-In Coordinator: _____

Current Address: _____

Current Phone #: _____

Moving Date: _____

Moving Time: Start: _____ Completion: _____

Moving Company: _____

Moving Company Telephone: _____

Moving Company Supervisor: _____

Moving Company Contacted for Certificate of Insurance? Yes___ No__

Number of Movers: _____ Oversized Furniture or Equipment: _____

Special Move-In Cleaning Requirements: _____

Additional Security Requirements: _____

Emergency Tenant Names and Phone Numbers During Move:

Name: _____ Telephone #: _____

Name: _____ Telephone #: _____



The Reserve at Deer Park

SUITE SIGN ORDER FORM

Company Name: _____ Date: _____

Phone #: _____ Suite #: _____

There are two (2) lines per sign with fifteen (15) characters per line (including spaces and punctuation).

Firm Name

Firm Name

Form Completed By: _____
Name/Title

Note: Please return completed form as soon as possible, as there is a 4-week turnaround time.



Type I F30-B-G1
9.5" w X 10.69" h
Accommodates Insert

The Reserve at Deer Park

LOBBY DIRECTORY LANGUAGE

Firm Name



The Reserve at Deer Park

AUTHORIZED INDIVIDUALS & AFTER HOURS EMERGENCY CONTACTS

For our files, please indicate the name and home phone number of three (3) individuals from your suite who will go on our records as authorized individuals. In the event of an after-hours emergency or security authorization, a member of the management staff will contact one of the individuals listed below.

Company: _____

Suite #: _____

In case of emergency or security authorization, please notify:

1) Name: _____

Title: _____ Phone #: _____
(Please Print)

2) Name: _____

Title: _____ Phone #: _____
(Please Print)

3) Name: _____

Title: _____ Phone #: _____
(Please Print)

Form Completed by: _____

Date: _____

Signature: _____



The Reserve at Deer Park

FIRE-LIFE SAFETY

FLOOR RESPONSE TEAM SINGLE-TENANT FLOORS

Tenant: _____ Floor #: _____

Phone#: _____

Position

Name

Floor Warden: _____
& Alternate: _____

Stairwell Monitor #1: _____
& Alternate: _____

Stairwell Monitor #2: _____
& Alternate: _____

Elevator Monitor #1: _____
& Alternate: _____

Elevator Monitor #2: _____
& Alternate: _____

Assistant to the
Physically Impaired #1 _____
& Alternate: _____

Assistant to the
Physically Impaired #2 _____
& Alternate: _____

Note: For your safety and the safety of all building tenants, please keep your Floor Response Team list updated.

The Reserve at Deer Park

FIRE-LIFE SAFETY

FLOOR RESPONSE TEAM MULTI-TENANT FLOOR

Tenant: _____
Floor # & Suite # _____
Phone#: _____

<u>Position</u>	<u>Name</u>
Floor Warden: & Alternate:	_____ _____
Stairwell Monitor #1: & Alternate:	_____ _____
Stairwell Monitor #2: & Alternate:	_____ _____
Elevator Monitor #1: & Alternate:	_____ _____
Elevator Monitor #2: & Alternate:	_____ _____
Assistant to the Physically Impaired (#1) & Alternate:	_____ _____
Assistant to the Physically Impaired (#2) & Alternate:	_____ _____

Note: For your safety and the safety of all building tenants, please keep your Floor Response Team list updated.

The Reserve at Deer Park

PHYSICALLY IMPAIRED INDIVIDUALS

Please provide the following information regarding individuals in your office who will require special assistance in case of an emergency.

Tenant Company Name

<u>Suite #</u>	<u>Individual</u>	<u>Assigned Assistants</u>	<u>Phone</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

The Reserve at Deer Park EMERGENCY PROCEDURES ACKNOWLEDGEMENT FORM

Each tenant is required by law to observe and cooperate with The Reserve at Deer Park Emergency Procedures and to enforce occupant participation in all related training and drills. It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of The Reserve at Deer Park Emergency Manual; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the manual with tenant's entire staff and any new employees that join the company.

Tenant Company Name

Authorized Individual

Authorized Signature

Date _____

**Please return this form to the Office of the Building within 30 days of tenancy.
Retain one copy for your records.**



VII. FORMS (CONTINUED)

DAILY OPERATIONS

The following forms are for use throughout the life of your tenancy. To use a form, please make a copy from the original, returning the original to this Manual for future use. Send one copy of your completed form to the Office of the Building and retain one copy for your records. If you use or misplace an original form, please contact the Office of the Building at 847-626-1092 and we will send you a new one.

- A. After-Hours Access Request
- B. Additional Insured Endorsement
- C. Bomb Threat Checklist
- D. Building Engines Administrator Form and Manual

The Reserve at Deer Park

After-Hours / Authorized Floor / 24-Hour Access Parking Request Form

TENANT: _____ DATE: _____
SUITE: _____ PHONE: _____

Employee Name	Keycard Number	License Plate #	Authorized Floor Access	24-Hour Access (Yes or No)	Allowed to Request After Hours HVAC

AUTHORIZED SIGNATURE: _____ BUILDING AUTHORIZATION: _____



The Reserve at Deer Park

ADDITIONAL INSURED ENDORSEMENT

**THE RESERVE AT DEER PARK
21440 W LAKE COOK ROAD
DEER PARK, ILLINOIS**

VENDOR/CONTRACTOR MINIMUM INSURANCE REQUIREMENTS:

A.	Worker's Compensation Employer's Liability	Statutory \$1,000,000 bodily injury per accident \$1,000,000 per Disease per Employee \$1,000,000 per Disease policy limit \$2,000,000 general aggregate
B.	Comprehensive Commercial Liability Including Blanket Contractual Completed Operations, Products Injury and Independent Contractor, XCU (underground work only)	\$2,000,000 Combined Single Limit Bodily and Property Damage
C.	Comprehensive Automobile Liability Bodily Injury and Property Damage Including Owned, Non-Owned and Hired Vehicles	\$1,000,000 Combined Single Limit Bodily Injury and Property Damage
D.	Umbrella Liability	\$1,000,000 per occurrence/aggregate in excess of the underlying coverages listed above.

1. As respects to liability coverage:

- **White Oak Project Company, LLC**
- **White Oak Funding Company, LLC**
- **90 North Real Estate Partners, LLC**
- **Hiffman Asset Management, LLC, and all related interests**

are to be named as additional insureds to the insurance policies described in (b), (c) and (d) above, and on the Certificate of Insurance. All liability insurance shall be written on an occurrence basis.

2. Certificate holder is to read:

**White Oak Project Company, LLC
c/o Hiffman Asset Management, LLC
21440 W Lake Cook Road, Suite 100
Deer Park, IL 60010**

3. Concurrent with Contractor's execution of this Agreement, Contractor shall furnish Certificates of Insurance evidencing required insurance coverage and stating that not less than 30 days notification shall be given to NAI Hiffman Asset Management, LLC in the event of cancellation or material change in policies. (Accord forms must have the words "...endeavor to..." and "...but failure to mail such notice shall impose no obligation or liability upon the company..." deleted/crossed out in the section entitled CANCELLATION.

4. Certificate shall state "Such policies are primary, and any insurance carried by **White Oak Project Company LLC, White Oak Funding Company LLC, 90 North Real Estate Partners LLC, and Hiffman Asset Management, LLC** is secondary and non-contributing with such policies.

5. **IMPORTANT NOTICE:** Additional Coverage Required For Excessive Risks.

6. Contractor shall carry the above indicated insurance at its own expense.

7. All insurance shall be provided by responsible insurance companies with the rating of A-X or better unless approved by manager and are qualified to do business in the State of Illinois.



The Reserve at Deer Park

BOMB THREAT CHECKLIST

CALL 911 IMMEDIATELY:

(If possible, have someone else call 911 during the call.) After calling 911, immediately contact The Office of the Building at 847-626-1092.

All employees, especially those answering phones, should keep a copy of this checklist on their desk or near their phone at all times in the event a bomb threat is received.

Tenant Company Name: _____
Name of Person Taking Call: _____ **Title:** _____
Date: _____ **Phone number call came in on:** _____
Time call was received: _____

IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What will cause the bomb to explode? _____
4. Did you place the bomb? _____
5. Why did you place the bomb? _____
6. Sex of caller: _____
7. Approximate length of call: _____

PLEASE CHECK THE ADJECTIVES THAT APPLY TO THE SOUND OF THE CALLER'S VOICE:

- Calm
- Laughing
- Lisp
- Disguised
- Angry
- Crying
- Raspy
- Accent
- Excited
- Normal
- Deep
- Familiar (if so, who did it sound like?) _____
- Slow
- Cracking Voice
- Slurred Voice



- Loud
- Nasal
- Rapid
- Clearing Throat
- Stutter
- Deep Breathing
- Soft

Describe Threat Language:

- Well spoken
- Educated
- Foul
- Irrational
- Incoherent Taped

Describe Any Background Sounds Heard:

- Street Noises
- Crockery
- Voices
- PA System
- Static
- House Noises
- Motor
- Factory or Machinery
- Local
- Long Distance
- Telephone Booth
- Clear
- Cell Phone
- Music
- Animals
- Office
- Other

REMARKS:



BUILDING ENGINES WORK ORDER SYSTEM ADMIN FORM

We are pleased and excited to announce that we have successfully implemented a new tenant work request system, Building Engines. This system enables the tenants to enter, track, and print work order requests online. Tenants will be able to view a list of their outstanding and completed work requests at any time. When the requests are entered into Building Engines online, an email is generated and sent directly to the Engineering Department. All requests will still be reviewed and monitored by the management staff.

We kindly request that one individual from each company and/or departments be designated as the administrator of the program. This person will receive an email with the link to the web address, their own username and password. A manual with detailed step by step instructions on how to use the program is available online. Please provide this information to the administrator as soon as possible. The program is user friendly and anyone who uses a windows-based program should not have a problem using the software. Once they are set up the administrator will have the ability to set up additional employees to enter requests as determined by their manager. However, we suggest that at least one additional employee is trained and able to enter work requests.

Please list the designated person and their information on the lines below and either email it back to vshalvay@hiffman.com. Thank you for your help and cooperation in making this program a success! Should you have any questions or need assistance with the Building Engines program, do not hesitate to contact the Management Office.

Tenant Administrator _____

Second Tenant Administrator _____

Manager Approval _____

1st Administrator Email Address _____

1st Administrator Phone _____

2nd Administrator Email Address _____

2nd Administrator Phone _____

