

 200  
West  
Madison

TENANT SERVICE MANUAL

## Table of Contents

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Brief History of Building .....	1
Building Information .....	1
Property Management Office (PMO) .....	2
Fee Schedule.....	3
Tenant Portal .....	3
Angus .....	3
Amenities .....	5
Cable .....	4
Mail Services .....	4
Conference Center .....	6
Fitness Center .....	6
Shoe Shine Service.....	6
Moving Information .....	6
Rules .....	6
Dock Hours.....	6
Freight Elevator .....	6
Building Procedures .....	7
ID/keycards .....	7
Locks/Keys .....	7
Janitorial Services .....	7
Deliveries.....	8
Messengers.....	8
USPS/FedEx/UPS/DHL.....	8
Parking Garage.....	9
Rental Payments .....	9
Rules & Regulations .....	9
Advertising.....	9
Authorized/Unauthorized People .....	9
Common Areas .....	9
Contractor Qualifications .....	9
Energy Conservation.....	10
Recycling.....	10
Smoking .....	10
Telecommunication Providers.....	11
Tenant Conduct.....	11
Tenant Survey .....	11
Signage.....	12
Building Directory .....	12
Signage and Suite Identification.....	12
Utilities .....	12
Security Procedures .....	13
After-hours Access .....	13
Property Removal Passes.....	13
Emergency Telephone Numbers.....	14

## Brief History of Building

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

200 West Madison is a building of true landmark stature. Completed in 1983, 200 West Madison was developed by Miglin-Beitler and designed by Skidmore Owings & Merrill who has been the architect for other recognized buildings such as the Willis Tower and The John Hancock building. The polished pearl granite and silver reflective glass work together in a “saw tooth” design to produce one of Chicago’s premier addresses. The formal plaza and the white statuary Bettogli marble lobby offer a five star reception to you and your clients.

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

Transwestern Commercial Service is pleased to welcome you as a tenant of 200 West Madison.

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## Building Information

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### Mailing Address ▶

200 West Madison Street, Chicago, IL 60606

### Main Entrance ▶

Northwest corner of Madison Street and Wells Street

### Loading Dock Entrance ▶

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

### Hours of Operation ▶

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

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

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

## Property Management Office (PMO)

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### Address ▶

Transwestern  
200 W. Madison Street, Suite 1130  
Chicago, IL 60606

Phone: 312-407-6400  
Fax: 312-606-7265

### Hours of Operations ▶

The Property Management Office is open from 8:30 a.m. to 5:00 p.m. Monday through Friday. Outside of normal business hours, phone calls to the Property Management Office are rerouted to the lobby desk.

**Staff Contact Information ▶**

<b>Property Management Office, Suite 1130</b> .....	312.407.6400
<b>General Manager</b> Katie Sakach .....	312.407.6403
<b>Assistant Property Manager</b> Sarah Cox.....	312.407.6412
<b>Administrative Associate</b> Julia Rabban .....	312.407.6400
<b>Chief Engineer</b> Kevin Kennelly .....	312.407.6425
<b>Director of Security</b> Dolly Antunez.....	312.407.6400
<b>Fire Safety Director</b> Sarah Cox .....	312.407.6400
<b>Lobby Desk</b> .....	312.407.6410
<b>Lobby Desk</b> .....	312.407.6420
<b>Cleaning Day Supervisor</b> Eladio Lopez .....	312.407.6497
<b>Cleaning Night Supervisor</b> Mary Zapata .....	312.407.6497
<b>Leasing Agent</b> Michael Lirtman .....	312.881.7000
<b>Leasing Agent</b> Katie Steele .....	312.881.7000
<b>Leasing Agent</b> Courtney Baratz.....	312.881.7000
<b>Leasing Agent</b> Jeff Dowdell .....	312.881.7000

## Fee Schedule

Service	Time	Rate/hour
Engineer	½ Hour Minimum	\$55.00 per hour – Regular Time \$77.00 per hour - Overtime
Overtime HVAC	Heating Cooling Additional Floor	\$24.82 per hour \$105.99 per hour \$11.82 per hour
Day Porter	½ Hour Minimum	\$28.00 per hour – Regular Time \$42.00 per hour - Overtime
Light Bulbs	½ Hour Minimum	Material + \$28.00 per hour
Ballasts	½ Hour Minimum	Material + \$55.00 per hour
Keys		\$4.50 per key
Lockset		\$535.00 per lockset installed
Cylinder (re-key)		\$60.00 per cylinder
Lock-Out		\$22.50 per occurrence
Condenser Water		\$147.72 per ton, per annum
Additional Security Coverage	Minimum 4-hour coverage.	\$45.00 per hour per officer
Access Key Cards (new and replacement cards)		\$12.00 per card
Freight Operator/Dock Attendant	Minimum 4-hour coverage.	\$90.00 per hour
Dumpster (Delivery/Pick-Up)		\$28.00 per dumpster
Furniture Move	Schedule 24 hours in advance. Moves completed after 3:30pm.	\$42.00 per hour
Card Access Reports		\$25.00 per report
Riser / Electric Work		Per Quote - please contact IMG Technologies at 888.464.5520 or <a href="mailto:imgservice@imgtechnologies.com">imgservice@imgtechnologies.com</a>
Carpet Shampooing / Additional Cleaning Request		Per Quote

## Angus Work Order System

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The building utilizes Angus Anywhere for Tenant Work Order Management. Angus is an online system of which you can visit the site, [www.tranwestern.net/angus](http://www.tranwestern.net/angus) or via our Tenant website at [www.200wmadison.info](http://www.200wmadison.info).

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

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

## Amenities

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### **Cable ▶**

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

### **Telecommunication Providers ▶**

Services are provided by AT&T, Broadvox (Cypress), Cogent Communications and Verizon. The riser manager company at 200 West Madison is IMG Technologies. Please contact their service line at 888.464.5520 or [imgservice@imgtechnologies.com](mailto:imgservice@imgtechnologies.com) for installations and requests for proposals.

### **Mail Services ▶**

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

### **Conference Center ▶**

The Conference Center facility is located adjacent to the Property Management Office on the 11<sup>th</sup> floor. The furniture is flexible so the rooms can be set up with configurations ranging from a large conference-style table, to a traditional classroom desk setting, to auditorium style seating. The combined space can accommodate a maximum of approximately 50 people and the rooms are equipped with Polycom telephones, speaking podium, projection screen, and dry erase and tack boards. The Conference Center will be available to the tenants of 200 West Madison on a first

come, first serve basis with prior reservations. There will be no separate charge for room use; however additional charges may apply for no shows, cleaning with catered events or excess trash, supplies, overtime usage, etc. If you're interested in more information or would like to reserve the Conference Center please call the Property Management Office.

### **Fitness Center ▶**

The Fitness Center is available to all 200 West Madison Tenants and is located on the 9<sup>th</sup> floor of the building. Our cardio area boasts a complete line of Matrix equipment, including: Treadmills, Elliptical, Upright and Recumbent Bikes. A complete line of Strength and Free Weight equipment is available to meet all of your needs. For current membership fees, please contact Matt Easoz at 312-407-6416.

### **Bicycle Storage ▶**

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

## **Moving information**

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### **Property Passes ▶**

Lobby Personnel are instructed not to allow anyone to remove equipment, furniture, computers, etc. without entering in a property removal pass on our Visitor and Work Order System, Angus of which the web link is accessible on the building website at [www.200wmadison.info](http://www.200wmadison.info). Entering in Property Passes can only be entered into the system by your company's authorized representative. Building passes are strictly controlled for your security. Lobby personnel will honor passes entered into the Angus system with equipment being removed from the building.

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

### **Loading Dock Hours ▶**

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



## **Freight Elevator ▶**

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

Dimensions: Height - 9'10" Length – 10' Width – 6'2"

## **Building procedures**

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### **ID/Keycards ▶**

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

Access cards are available through the Property Management Office. Please enter all requests for a new, replacement or cancelled card through the Angus work order system. The ID hours are from 2:00pm to 3:30pm Monday, Tuesday and Thursday in suite 1130.

### **Locks/Keys ▶**

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

### **Janitorial and Maintenance Services ▶**

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

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

In all cases regarding unusual waste, common sense rules apply. Wet rubbish must be properly stored and removed daily. Rubbish or discarded equipment must not be stored in elevators,

corridors or stairwells for even short periods of time. Doing so is a violation of fire codes and building regulations.

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

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

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

### **Deliveries ▶**

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

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

Delivery hours are: 6:30 a.m. until 4:30 p.m. Monday through Friday. Deliveries that take longer than 30 minutes or more than 2 full elevator loads will not be permitted before 4:30 p.m. on weekdays. Deliveries requiring extended primary use of the freight elevator will need to be coordinated with the Property Management Office.

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

### **Vendors ▶**

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

1. Unions - All trades persons shall have the proper trade union or other affiliations as required by the local jurisdictional entities.

2. Elevators - Tradesmen will use freight elevators for access to construction floors. Building management reserves the right to monitor and require specific rules for the use of elevators if it so warrants or to limit the use of the elevators if the privilege is abused.

3. Building Security – Contractor and Vendor Guidelines must be followed including proper notifications to building management. Building management reserves the right to interrupt any work in the building if any Contract Vendor Guidelines are not followed and the General Contractor will be responsible for delays caused as a result thereof.

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

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

### **Messengers ▶**

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

### **USPS/FedEx/UPS ▶**

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

## **Parking Garage**

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

## **Rental Payments**

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

## Rules & Regulations

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

### **Advertising** ▶

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

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

### **Authorized/Unauthorized People** ▶

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

### **Bicycles and Pets** ▶

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

### **Common Areas** ▶

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

### **Stairwell Access** ▶

Stairwells are for emergency use only. Daily travel between floors is not permitted. All stairwells are equipped with an electronic lock, which can be opened from the hallway, however will not be

accessible from the stairwell except in the event of a fire emergency in the building. During a fire alarm or other emergency, all stairwell doors are unlocked to provide safe relocation. Please do not hold stairwell doors open.

### **Contractor Qualification** ▶

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

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

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

### **Energy Conservation** ▶

When dictated by the City of Chicago, during the summer months, the building will observe Energy Conservation Days, and will put in to effect energy conservation measures. These measures will not affect the normal day to day operations of the building. Signs will be posted in the lobby instructing tenants that it is an energy conservation day and to conserve energy where possible. At the beginning of the energy conservation season, letters will be mailed to tenants recommending some things they can do in their office space to conserve energy.

### **Portable Heating and Air Conditioning** ▶

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

## **Recycling ▶**

200 West Madison is now a LEED Silver certified building. We have a paper recycling program in place. Place all paper in desk side recycling container provided or in designated containers located on your floor. The desk side containers are to be used for recycling paper only.

In addition to a paper recycling program the Property Management Office offers plastic, glass and aluminum recycling container for tenants to purchase.

In the lobby of the building we also offer an electronic recycling receptacle for small devices, for example cell phones, batteries and tape recorders. Please do not put copier ink in the receptacle; these items can be picked up at your suite by one of our day porters. We encourage all tenants to contact the Management Office for more ways you can lend a hand in making 200 West Madison a green building.

See acceptable and unacceptable materials below for side desk recycling bin provided by the Management Office.

### Acceptable Materials:

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

### Unacceptable Materials:

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

## **Smoking ▶**

Smoking is prohibited in the building. The no smoking policy applies to all common areas on all floors, including elevator lobbies and restrooms, as well as the loading dock, stairwells, main lobby, entry ramps and within 25 feet of all building entrances. Security will remind individuals who smoke in common areas that the building prohibits such activity.

## **Tenant Conduct ▶**

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

Please do not store flammable fluids or any combustible, explosive or chemical substance on your premises.

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

### **Tenant Survey ▶**

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

## **Signage**

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### **Building Directory ▶**

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

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

### **Signage and suite identification ▶**

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

## **Utilities**

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

## **Security Procedures**

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Security Personnel are on duty 24 hours a day, every day of the year including building holidays. Through use of remote cameras and/or direct inspection, the staff monitors the lobby, freight

elevator and loading dock, as well as controlling access to the upper floors of the building outside of normal business hours.

**After-Hours Access ▶**

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

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

**Solicitation ▶**

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

**Emergency Telephone Numbers**

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**Transwestern ▶**

Property Management Office, Suite 1130 ..... 312.407.6400

**Security Desk ▶**

Lobby Desk..... 312.407.6410

Lobby Desk..... 312.407.6420

Director of Security ..... 312.407.6405

**Police Department ▶**

Emergency..... 911

Precinct 3510 S. Michigan Ave..... 312.746.6000

**Fire Department ▶**

Emergency..... 911

Central Dispatch ..... 312.744.4716

**Medical ▶**

Ambulance..... 911

Hospital Northwestern Memorial Hospital, 251 E. Huron ..... 312.926.2000



**Building Website** ▶

[www.200wmadison.info](http://www.200wmadison.info)