TENANT HANDBOOK

311 West Huron

A COMPREHENSIVE OVERVIEW

This guide offers an overview of building features, services, and operational highlights for prospective tenants considering 311 West Huron as their future workplace.

URBAN INNOVATIONS PROPERTY MANAGEMENT

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Welcome to 311 West Huron

This Tenant Handbook is provided to give you a better understanding of 311 West Huron. It includes basic facts and answers to questions you may have regarding rules, policies, and procedures. There is a wealth of information contained within this handbook, so we highly recommend tenant representatives review each section with employees to help facilitate your company's operations. Urban Innovations' Building Management Team is available to help in any way possible. Feel free to contact us; we are here to serve you.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items may change over time. The Management Office will promptly notify you of any such changes.

About Us

Urban Innovations is a fully integrated real estate development firm specializing in property management, leasing and construction. The company was established by Howard Conant and his family and has operated in the adaptive reuse "loft" office market for over 40 years — managing over 1 MM RSF of commercial space.

Contact Information

As the Building Management company of 311 West Huron, we want you to know that every member of Urban Innovations' staff is here to assist you. Please feel free to contact us with questions or concerns.

management office

Monday – Friday, 8:00am – 5:00pm

306 West Erie	312.222.0777	General
Suite 700		
Chicago, IL 60654		

building management

Joi Harrell, General Manager	312.970.3285	jharrell@urbaninnovations.com
Yazmin Marks, Property Manager	312.970.3238	ymarks@urbaninnovations.com
Sean McColligan, Assistant Property Manager	312.970.3246	smccolligan@urbaninnovations.com

after-hours emergency

Building Management Answering Service	312.222.0777	press "0" for an emergency

accounting

Accounts Receivable	312.970.3230	uiar@urbaninnovations.com

construction services

Ramiro Trevino, Vice President of Construction	312.970.3275	rtrevino@urbaninnovations.com

leasing

Abby McFadyen, Vice President	312-316-1583	abby@mad-rose.com

Hours and Holidays

Building and Management Office Hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

The Building and Management Office will be closed in observance of the following holidays:

- New Year's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Day

Our Building Engineers are on-call for emergency needs after normal business hours and during the above-noted holidays. Our 24/7 emergency service attendant can be reached by calling our office at 312.222.0777. Any service requests requiring an immediate response will be promptly routed to the appropriate Property Manager and/or Building Engineer. Overtime charges may apply.

Rent Payments and Account Questions

Rent and tenant charge payments are due and payable on the **first day of each month**. Monthly rent statements are sent electronically to each tenant. Please make sure that we have current contact information for billing purposes for your company.

Late fee service charges will be strictly assessed according to the terms of your lease.

For questions related to accounts receivable or to set up ACH payments, please contact Accounts Receivable at uiar@urbaninnovations.com or 312.970.3230.

Service Request Procedure and Charge-out Rates

Service requests of any kind can be submitted through the UI Service Portal. To review commonly placed service requests and associated costs, please visit the Resource Center located in the portal.

Building Engineers are available to fill routine requests during normal business hours Monday through Friday from 8:00 a.m. to 5:00 p.m. Regular engineer labor is $65/hour, which can be broken down into 15-minute increments.

For emergency requests after normal business hours, please contact the Management Office at 312.222.0777. Our 24/7 emergency answering service has the capability to dispatch the on-call engineer to respond to all after-hour emergency requests. Overtime engineer labor is $95/hour. Please note that there is a minimum charge of 2 hours if the request takes place after the engineer is no longer on site.

Some service requests may require the use of an outside vendor, such as electrical outlet installations, plumbing work for private restrooms, kitchens, etc. For these types of requests, you will be notified and forwarded a proposal through the UI Service Portal. Once we receive your approval, the vendor will be dispatched to render service. You will be billed on your next rent statement following completion of the work.

Space Comfort

The Building operates on a VRF (Variable Refrigerant Flow) system, which is seasonally adjusted to maintain designated temperature ranges. If you experience discomfort or believe your thermostat or space temperature needs adjustment, please submit a request through the UI Service Portal.

Please note: The use of space heaters is strictly prohibited by The City of Chicago Fire Code and per your lease agreement.

Signage

Unless your Lease specifies a signage package, as a new tenant, you will receive the following set of signage at no cost:

- Company name on the Outside Intercom Directory
- Company name on the Main Lobby Directory

You must fill-out a signage order form as part of your move-in forms and specify how you wish to be listed on the directories. Once completed, please email the form to the Assistant Property Manager.

Any additional names requested by Tenant to be displayed in the directories must be approved by Landlord and, if approved, will be provided at the sole expense of Tenant.

Changes/additional signage after move-in can be submitted by placing a service request through the UI Service Portal.

Service Providers

exterminating service

The Building contracts with an exterminator who services the common space once a month. If you need an exterminator to come to your suite, please submit a request through the UI Service Portal to schedule this service. Charges may apply.

janitorial service

The Building provides standard janitorial service of common areas, such as the lobby, hallway and restrooms, and tenant suites, Monday through Friday. If you need special services for your suite, please contact us.

postal service

The United States Post Office serving the Building is located at the Dearborn Station Facility, 540 North Dearborn Street, Chicago, IL 60610. This facility can be reached using the toll-free number, (800) ASK-USPS (275.8777) or via web at https://www.usps.com.

Mail is delivered to your office Monday through Friday. Packages from other couriers such as Amazon, will be delivered to the first-floor mailroom. Please retrieve these packages from the mail room as soon as possible upon delivery.

An overnight courier who services this area, along with their daily pick-up times, are as follows:

- FEDEX:
  Located at 444 North Wells
  Pick-up time is Monday through Friday at 8:00 p.m. and Saturday at 4:00 p.m.
  For more information, call 800.238.5355 or visit www.fedex.com/us/.

trash removal

Personal trash must be disposed of in the appropriate receptacles in the loading dock on the southwest side of the Building and may not be left or disposed of in common areas. The dumpsters are labeled as trash and recyclables. All cardboard boxes must be broken down and flattened.

Garbage pick-ups are made 5 times a week, Monday through Friday. Recycle pick-ups are made 2 times a week on Mondays and Thursdays. Additional pick-ups can be scheduled through the Management Office for an additional cost.

recycling program

As part of Urban Innovations ongoing effort to encourage environmental stewardship and responsibility, we provide opportunities for recycling for our tenants. Please review our recycling program for additional information.

composting program

We provide opportunities for composting for our tenants. Tenants must provide CMA-acceptable compostable bags either independently or through our waste management vendor at their own expense. The Building does provide disposal services once-weekly.

telecommunication and riser management services

The Building is serviced by the following telecommunication providers for phone, cable and internet services:

- AT&T: www.att.com
- Comcast Business: www.business.comcast.com
- Astound: www.astound.com/business

Please note that the Building is operated as a closed facility; therefore, all service provider extension requests will require coordination with our Riser Manager, Emerging Communications Group (ECG). Essentially what this means is that once a service provider delivers telecommunication services (phone lines, coax, T1, fiber, etc.) to the Building's main telecommunication room, only our Riser Manager can extend these services to your suite. Contractors/ISPs are not permitted to perform extension and/or building infrastructure for tenants. To initiate a proposal for telecom extension services, please submit a service request in the UI Service Portal.

Telecom and Cable Service FAQs

1. Do I have to use the Building's Riser Manager for interior wiring within the space?

No. Once service has been extended from the Building's main point of entry (MPOE) to the suite, you have the right to select any provider for interior wiring for furniture, etc. Please note, all contractors/vendors must submit a written scope of work and certificate of insurance to the Management Office for approval prior to arrival/work commencement. Please refer to the vendor insurance requirements within the UI Service Portal for more detailed information.

2. Why am I responsible for paying for service extensions?

Section VII – the Alterations section of your lease describes, "All other improvements to the Premises, including all cabling within the walls in the Premises or within Building common areas shall be installed at the cost and expense of Tenant, but only in accordance with plans and specifications which have been previously submitted to and approved in writing by Landlord, and only by Landlord or by contractors and

subcontractors on Landlord's list of approved contractors. All cabling required by Tenant within the walls in the Premises or within Building common areas shall be installed by Landlord's approved contractors."

3. What if my Internet/Cable Service Provider is paying for my installation?

It is common for Internet Service Providers (ISPs) to offer reimbursements to tenants; however, they must reimburse you directly. Riser management service will be billed directly or to your rental account the month following service. Urban Innovations does not extend ISP credit, so it is essential for your company to pay the Landlord or Riser Manager directly and discuss reimbursement with your provider.

4. What if we experience problems with existing service?

Your first call should be to your provider for troubleshooting. If they cannot resolve the issue, you may request a quote from our Riser Manager to troubleshoot the issue.

Special Events

If you plan to host a special event in your space during normal business hours or after hours, which requires the use of any outside vendors such as, but not limited to, catering, deliveries and/or entertainment, you must notify the Management Office. Such events require the coordination of submitting vendor certificates of insurance. We highly recommend that all vendors are confirmed by the Building Management Team as having met our vendor insurance requirements at least 48 hours prior to their on-site visit.

Please contact the Management Office at 312.222.0777 as soon as possible during the event planning stages, so that we can assist you with Building Engineer scheduling and insurance compliance.

Space Alterations

Any and all remodeling or alterations to tenant premises must be coordinated and pre-approved by our Building Management Team. A written scope of work is required along with product specifications and a valid vendor certificate of insurance of any subcontractors intending to perform the work. Municipal permits and trade licenses may also be required when applicable. You must receive written approval from our Building Management Team prior to the commencement of any work.

Some of the most frequently requested services are:

- Space/furniture layout changes
- Signage installations
- Install supplemental/server room air-conditioning equipment
- Paint or touch-up paint on the walls or ceilings
- Flooring upgrades/changes
- Hanging televisions/artwork

urban innovations construction services
As a full-service general contractor, Urban Innovations Construction Services (UICS) provides comprehensive construction services that result in well-designed, efficient spaces for our tenants. If you need design services or alterations to your space, please contact us.

Amenity Spaces

Amenity spaces within the building include the following:

- Bike Room
- Fitness Center with shower and lockers
- Wellness Room
- Conference Facility
- Town Hall Facility
- Yoga Room
- Tenant Lounge
- On-site Parking
- Hospitality Focused Lobby
- Rooftop Outdoor Terrace
- Lunchdrop (amenity service)

Guest Services Coordinator – Front Lobby Desk

Our Guest Services Coordinator is located at the front lobby desk to provide both hospitality and security support. As part of our commitment to exceptional service, the coordinator assists with:

- Tenant service requests submitted through our UI Service Portal
- Access control and visitor management
- Package and delivery coordination, and more!

The Guest Services Coordinator is available Monday through Friday, 8:00 a.m. – 4:30 p.m. (with exception to Urban Innovations' observed holidays), to support your daily needs and ensure a welcoming, secure environment for you and your guests.

Building Access

The security of the building and tenants is one of our top shared priorities. Our goal is to maintain a secure, welcoming environment while ensuring tenant and guest access is efficient and straightforward.

The main lobby's revolving door remains unlocked and accessible to tenants and visitors Monday through Friday, from 8:00 a.m. to 4:30 p.m., which aligns with the hours of our Guest Services Coordinator stationed at the front desk.

Access fobs are required afterhours to access the main lobby. Tenants are allowed to access the building 24/7.

Visitor Access Control

You may have visitors come to the Building at any time, even afterhours and on weekends. For the safety and convenience of all occupants, our building is equipped with AlphaTouch intercom entry systems, provided by Kastle, at both the main and rear entrances. These systems enable tenants to easily manage guest and vendor access. You have the ability to allow or deny access to individuals contacting your office using the system. Please be cautious not to “buzz" in anyone you do not recognize or who is inaudible on the intercom entry system.

Via the AlphaTouch intercom entry system, tenants can issue time-limited, pre-authorized QR codes to their guests and approved vendors, allowing for smooth and secure entry. QR codes can be used at either entrance through the intercom system for quick, seamless access.

Visitors may also use the main lobby’s revolving door which remains unlocked and accessible to both tenants and visitors Monday through Friday, from 8:00 a.m. to 4:30 p.m., which aligns with the hours of our Guest Services Coordinator stationed at the front desk.

All guests are required to present valid identification upon entry, which must match the tenant’s visitor log for that day. If a visitor is not pre-registered through the UI Service Portal, our team will contact the tenant directly for verification and approval.

access fobs

Lost, damaged, or stolen access fobs should be immediately reported to the Building Management Office at 312.222.0777, so that the missing fob can be deactivated and a new one issued. Should you or your employees find an access fob, please return it to the Guest Services Coordinator at the front desk.

You are responsible for retrieving access fobs from individuals who are no longer in employment or who, for any reason, no longer require after-hours access. It is important for you to maintain an up-to-date record of all employees with an access fob. Please submit all changes and updates through the UI Service Portal.

vendor/contractor access

There may be special instances where vendors or contractors need to perform work in your suite or in the Building during non-business hours (e.g., plant/flower vendors, furniture installers, etc.). In such instances, please submit a service request through the UI Service Portal stating the name(s) of the individual(s) and the company, the date(s) they will be coming and the approximate time for assistance with intercom entry system QR codes or fob(s)/key(s) to be issued. A brief description of the intended work should also be included. All vendors and contractors must have a current certificate of insurance on file in the Management Office prior to the commencement of any work.

Pet/Animal Policy

Dogs are permitted within the building, subject to the following conditions:

- All dogs must be registered with Building Management prior to being brought onsite.

- Tenants may be required to provide documentation verifying current vaccinations and compliance with local health regulations.
- Certain breeds may be restricted at the discretion of Building Management, based on safety considerations and insurance requirements.
- Dogs must be leashed or securely contained at all times while in common areas.
- Tenants are responsible for any damage or disturbances caused by their pets and for ensuring proper waste disposal.

Building Management reserves the right to revoke pet privileges at any time should any issues arise that impact the safety, cleanliness, or comfort of other occupants.

Service animals, as defined by applicable law, are permitted and are subject to some, but not all of the above restrictions.

General Office Security

We recommend all tenants lock off their elevator floors, for fob-enabled access only, and continue to be vigilant regarding office security. Requests for elevator lock-off is generally made during move-in, but you may also submit updates to this preference via our UI Service Portal.

We recommend taking the following precautionary measures for added protection and deterrence against intruders:

- Install a security system. If you already have a security system, make sure that it is functioning properly and verify that contact information is current. We have found that security system monitoring is the most effective deterrent to office theft.
- Keep your doors locked whenever possible.
- Have someone at your reception area at all times.
- Keep valuables, such as purses, laptops and wallets out of sight when you are not at your desk. Lock all valuables up when you leave for the day.

Finally, we also recommend that you encourage your staff to be cognizant of anyone who may be following them in/out of the Building, refrain from propping open entry doors and report any suspicious persons/activity as soon as possible. If you are uncomfortable confronting a person that may be trespassing, please call 911 and/or contact the Building Management Office at 312.222.0777.

Please immediately report lost keys and/or access fobs that are not returned at the time of employee termination. Provide as much information related to the fob as possible, such as the name of the employee to whom it was registered or the fob number. This will enable our Building Management Team to deactivate it.

theft

Report any suspected security or theft incidents to our Building Management Team. You should also notify the Chicago Police Department to begin an investigation as well as your insurance company (if applicable). The Building's insurance policy does not cover the theft of tenant personal belongings. Personal property insurance is the responsibility of each tenant.

lost and found
Please utilize the UI Service Portal to report items that have been lost or found in the Building.

Solicitation

The Building has a strict no solicitation policy, and if found, will be promptly escorted off the premises. Please immediately notify the Building Management Office at 312.222.0777 should you notice a solicitor within the Building. Please provide details as to their location, appearance, or any other detailed information to help us locate the person and escort them out.

Elevator Malfunctions

If you are in the elevator and it stops functioning, please remember to remain calm and follow the instructions below:

- Press the alarm to notify Urban Innovations' personnel. Once the call button is pressed, the emergency bell will ring.
- Please use the emergency telephone that connects directly to our elevator contractor company for technician dispatch. Be prepared to give this information:
    - Address of the Building
    - Your Name and Company Name
    - Floor the elevator is stuck on
    - Which elevator (identification signage is posted in the elevator car)

If stopped between floors and the door opens, remain in the car and do not try to climb/jump to the next floor.

Stay calm and wait for Building personnel, the elevator company, and/or the fire department to arrive.

Fire and Life Safety

If you discover a fire, please remember to remain calm and follow the instructions below:

- Call 911 to notify the Chicago Fire Department from a safe location and provide the following information:
    - Address
    - Location of fire
    - Your name
    - Evacuate or relocate and assist others, if possible.
- Do not use elevators. Use the emergency stairwells and close all doors behind you.
- Evacuation maps are posted on every floor.
- Do not attempt to re-enter the Building until advised by the Chicago Fire Department.
- Notify the Management Office at 312.222.0777.

For more detailed information or for assistance in developing your company's emergency plan, please reference our Emergency Action Plan, available with our Guest Services Coordinator at the front desk.

Flooding

Flooding can occur if severe weather hits, a sprinkler system leaks, or a drain backs up. In the event of a flood that may cause damage to tenant property or affect the normal operation of the Building, your

designated tenant representatives will be contacted by Urban Innovations' personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding and property damage.

Once the flooding has been contained, clean-up operations will commence. You will need to contact your insurance carrier for any damage to your property regardless of cause or source.

Homeland Security

Urban Innovations recommends that each tenant have an emergency action plan in place to help employees prepare for and react quickly to a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

- Department of Homeland Security: http://www.dhs.gov/
- Federal Emergency Management Association: http://fema.gov/
- American Red Cross: http://www.redcross.org/
- Center for Diseases Control and Prevention: https://www.cdc.gov/

For more detailed information or for assistance in developing your company's emergency plan, please reference our Emergency Action Plan, available with our Guest Services Coordinator at the front desk.

Medical Emergency

In the event of an accident or illness to an employee or visitor in your office area, try to ascertain as much information about the injury as possible. Please remember to remain calm and follow the instructions below:

- Do not move the injured or ill person. Keep the victim warm and comfortable.
- Call 911 to request an ambulance. Provide this information:
    - Address
    - Floor of building and location of emergency on the floor
    - Any details available about the accident or illness
    - Injured or ill person's name, if known
- If possible, send someone to the front of the Building to meet the emergency personnel.
- Notify the Management Office at 312.222.0777

Power Failure

Due to circumstances beyond Building control, utility service can be interrupted. If you experience a power failure, do the following:

- Contact the Management Office by calling 312.222.0777.
- Raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
- If you are instructed to evacuate, lock all areas.
- Do not congregate in lobby areas or in the street.
- If you are trapped in an elevator during a power failure, remain calm and wait for assistance. Do not force open the doors or try to escape through the roof hatch.

- Our Property Manager will attempt to advise you regarding the length and cause of the power failure as soon as possible.
- If our Property Manager is notified of a power failure after regular business hours or on the weekend, our Building Management Team will notify the emergency representatives of each Tenant.

Severe Weather

Severe weather includes thunderstorms, tornadoes and heavy snow which generally arrive with adequate advance notice. There are two types of severe weather alerts:

- **Watch**: Conditions in the area are such that the probability of a severe thunderstorm or tornado is significantly increased.
- **Warning**: A severe thunderstorm or tornado had been spotted, and it is being tracked on local weather radar.

In the event these conditions do exist, please remember to remain calm and follow the instructions below:

1. Move away from windows to rooms with no glass or to a stairwell or washroom.
2. Close, but do not lock doors.
3. Secure personal belongings, important papers, etc., in a safe place.

Staged Evacuation Drills

To promote life safety awareness, the Building conducts an annual staged evacuation drill. All tenant companies are strongly encouraged to participate, as it provides an opportunity to align internal emergency procedures with the Building's protocols. Familiarity with exit routes and coordinated responses help ensure the safety of all occupants.