



55 West Monroe Street | 312.443.1950

Please visit our building website at www.55WestMonroe.com

JOHN
HANCOCK

TENANT HANDBOOK

**55 West Monroe
Management**

55 West Monroe is managed by a team of dedicated professionals from John Hancock who are committed to providing the highest level of quality tenant service in Chicago. The management team has been chosen for its expertise in managing corporate office properties and reflects depth in management covering all functional operating areas. It is our objective to provide you with the highest quality service available to ensure your comfortable and continued tenancy.

The Management Office is located at 55 West Monroe, Suite 950 Chicago, IL 60603. The office is open from 8:30 a.m. to 5:00 p.m. Monday through Friday. The building is open Monday through Friday from 8:00 a.m. to 6:00 p.m. and on Saturdays from 8:00 a.m. to 1:00 p.m. and closed on Sundays and designated holidays. During non-business hours all incoming telephone calls are answered by security. Management may be reached at the following phone numbers:

Management Office.....(312) 443-1950
Facsimile(312) 443-1355

The following is a list of key personnel who will be able to assist you with questions regarding the building and its management.

Property Manager Danica Munson
Assistant Property Manager..... Mary Scott
Property Administrator..... Zach Taylor
Receptionist..... Ashley May
Chief Engineer Angelo Miceli
Assistant Chief Engineer..... Mick McGowan

<p>55 West Monroe Building Hours</p>

Normal building hours for 55 West Monroe are as follows:

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

The 55 West Monroe building will be officially closed on the following holidays:

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

Should you require any routine cleaning, heating, ventilation, air conditioning or other services on these days, arrangements should be made with the Management Office at (312) 443-1950. Depending on the terms of your lease, there may be an additional charge for service outside of the normal building hours. We will be glad to provide you with an estimate for any of the above services.



Real Estate

**55 West Monroe
General Services**

General Services

Base building Heating Ventilation and Air Conditioning (HVAC), in season, is provided Monday through Friday at 55 West Monroe from 8:00 a.m. - 6:00 p.m. and on Saturday from 8:00 a.m. - 1:00 p.m. unless special provisions are included in your lease. The temperature is maintained at a comfortable level and controlled by thermostats located throughout tenant spaces. Should temperatures fall outside your comfort range or if you would like to arrange for HVAC service during non-standard hours or on weekends, please call the Management Office at 312-443-1950.

Except as outlined above, HVAC is not regularly provided on Sundays, holidays or after normal business hours. If you need HVAC service at these times, please contact the Management Office at 312-443-1950.

Building Lighting

If you experience any lighting outages or bulb flickering, please put in the request into Building Engines. You will be billed for light bulb changes through your monthly rent statement. If you require any additional information or have any other lighting questions, please contact the Management Office.

After-hour lighting begins at 9:00 p.m. Monday through Friday and Saturday at 1:00 p.m. Lighting is not provided on Sundays, holidays or after normal business hours. If you require additional lighting, you will need to complete an After-Hour Lighting form located at the security desk. The cost is \$8.00 per additional hour of lighting. You will be billed for the lighting cost directly through your monthly rent statement.

Equipment Maintenance

John Hancock utilizes a preventative maintenance tracking and scheduling program to ensure reliable and efficient operation of building systems.

Staff Training

Building Engineers receive ongoing training on the operation and maintenance of all building systems. Training is also provided on occupational safety, personal and public safety, fire/life safety, security and other building related items.

55 West Monroe Deliveries

All large deliveries (such as furniture and large office equipment) for 55 West Monroe must be made through the dock area located on Dearborn Street in the alley between 55 West Monroe and the Marquette Building. Large deliveries are not allowed through the Main Lobby building entrances.

All large deliveries should be scheduled outside of normal business hours, 7:00 a.m. to 6:00 p.m., or on weekends. Large deliveries (delivery loads that require more than 3 freight trips) require prior authorization and scheduling with Building Management. Floor protection (masonite, etc.) is required from the lobby exit/entry doors to the front of the elevator, and from the elevator to the delivery point on a tenant floor.

Freight and Hydraulic Freight Elevator

Car #1 in the high rise elevator bank is used as the building's freight elevator. Scheduling large deliveries is extremely important. Please review the following freight elevator regulations:

- The elevators may not be locked out during business hours.
- All large deliveries and moves must be scheduled with the Management Office at least 24 hours in advance.
- Tenant office moves must be scheduled for before or after business hours or on weekends.
- Day deliveries can be no more than three freight elevator trips. Delivery load that require more than 3 freight usages require the freight elevator to be reserved.
- Deliveries or moves requiring more than three elevator trips must be scheduled with the Management Office for before 7:00 a.m. or after 6:00 p.m.
- If use is required on the weekend, arrangements must be made with the Management Office.
- Floor protection must be used for all large deliveries or moves.
- Staging in the Main Lobby will not be allowed.
- Reservations are on a first come first serve basis.
- The cost for after-hour freight usage for all move-outs is \$47.00/hour with a four (4) hour minimum.

ALL MOVES MUST BE CONDUCTED BY UNION AFFILIATED MOVERS

**55 West Monroe
Mail Service**

US Mail

The U.S. Postal Service delivers mail Monday through Friday to individual suites. Outgoing mail can be deposited in the outgoing mailbox located in the Mail Room on the south side of the First Floor Lobby Level. (Loading Dock area)

U.S. Postal Service 1-800-275-8777

Express Parcel Service

For your convenience, there are drop boxes for Federal Express and United Parcel Services – located in the Mail Room on the south side of the First Floor Lobby Level. (Loading Dock area)

UPS 1-800-742-5877

Pick-up services; Monday – Friday, 7:00 p.m. No Saturday pick-up.

Federal Express 1-800-463-3339

Pick-up services; Monday – Friday, 7:45 p.m. No Saturday pick-up.



55 West Monroe Moving In/Out Procedures

HELPFUL HINTS

There are many things to consider when planning a move that even the most organized plan can go awry. To ensure that your move goes as smoothly as possible, we have compiled the following checklists and highlighted pertinent building rules and/or information to you in planning your 55 West Monroe move. Remember, the Management Office is available to assist you during this transition, we can provide direction for:

- * Scheduling an Elevator
- * Ordering/Removing Suite Signs
- * Obtaining/Returning the Necessary Access Cards & Keys
- * Recommending Union Affiliated Movers and/or Sub-contractors
- * Establishing a Tenant Representative Contact
- * Establishing a Suite Captain and Alternate Suite Captain for Fire Safety
- * Provide scheduling for After Hours HVAC and Lighting during your move
- * Scheduling trash and recycling dumpsters for cleanup after the move

Building Consideration

To safeguard the smooth business operations of all our tenants, we require that all moves are completed before 7:00 a.m. or started after 6:00 p.m., Monday - Friday or all day on Saturday or Sunday.

Freight Elevator

- * Refer to "Deliveries" for details.
- * Be sure that movers and delivery people provide any rubber-wheeled dollies and carts as the building does not maintain items for this purpose. Also ensure that your mover provides Masonite as floor protection.

The tenant will be held responsible for any damage that occurs during a move. Therefore, it is critical that the Management Office, **prior to the move being initiated**, receives a Certificate of Insurance from your mover. Our Management Office will work with you and your moving company on the insurance requirements (refer to "Certificate of Insurance Requirements").

THINGS TO REMEMBER

- * Provide the post office with change of address.
- * Provide a billing address and contact information to the Management Office.
- * Ensure that your mover has provided an original Certificate of Insurance to the Management Office.

Arrange for the transfer of your utilities, including electricity, telephone and internet services. 55 W Monroe also works with a riser management company, Chicago Power in order to ensure a smooth transition of your telephone/data needs. For additional information please see Electrical and Cabling Requirements under Miscellaneous.



**55 West Monroe
Moving In/Out Procedures**

General

The mover shall perform all services required to move furniture, contents, office machines, records and supplies. All moves must be completed Monday through Friday before 8:00 a.m., after 5:00 p.m., or all day Saturday and Sunday. Each employee of the moving company must be bonded, uniformly attired with the same type and color of uniform and the name of the moving company plainly lettered and union affiliated. This is necessary to maintain building security.

Inspection of Premises

The mover is responsible for inspecting the tenant's suite prior to the move so that he may furnish such equipment and labor necessary to provide for an orderly, timely, and efficient move. He should acquaint himself with all the available information regarding difficulties that may be encountered and the conditions, including safety precautions, under which the work must be accomplished. We ask that you confirm all arrangements in advance with the Management Office at 312-443-1950.

Supervision, Labor, Materials and Equipment

The mover must furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated. All material handling vehicles used in the interior of the building must have rubberized wheels and must be maintained free of grease and dirt. It is required that masonite floor covering material be provided by the mover and laid down to protect the flooring.

Crating, Padding and Packing Material

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover.

Floor and Wall Protection

The mover should at all times protect and preserve the building from damage. All reasonable requests to enclose or specially protect such property must be complied with. This includes furnishing, installing and removing protective materials wherever necessary to protect the building from damage.

Permits, Franchises, Licenses, or Other Lawful Authority

The mover shall, at his own expense, obtain and maintain any necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Before the move is made, the mover is required to produce evidence of such authorities.

Indemnity Insurance

The mover shall deliver to John Hancock, prior to confirmation of scheduling any move, an original Certificate of Insurance evidencing the coverage on the following page. All insurance shall be written through carriers acceptable to Agent and Owner and licensed in the state of Illinois.

Management will decline the mover access to 55 West Monroe if the certificate does not meet the requirements listed in the following section



Real Estate

**55 West Monroe
Certificate of Insurance Requirements - Tenants**

INSURANCE REQUIREMENTS

- **Requirements as written in Lease
- Worker's Compensation - **Statutory Amount** (checkmark in WC Statutory Limits box on certificate)
- Employer's Liability - **\$1,000,000** minimum
- Commercial General Liability - **\$2,000,000** Combined Single Limit for Bodily Injury and property damage
- Commercial Automobile Liability - **\$1,000,000** each occurrence combined single limit for bodily injury and property damage

Certificate Holder:

John Hancock Life Insurance Company (U.S.A.) a wholly owned subsidiary of Manulife Financial Corporation and John Hancock Life & Health Insurance (U.S.A.) a wholly owned subsidiary of Manulife Financial Corporation

55 West Monroe, Suite 950

Chicago, Illinois 60603

Description of Operations

- Please include a description of location in the building

Additional Insured (to be identified exactly as indicated below)*:

- **John Hancock Life Insurance Company (U.S.A.) and John Hancock Life & Health Insurance Company (U.S.A.)**
- **The Manufacturers Life Insurance Company (U.S.A.)**



Real Estate

**55 West Monroe
Certificate of Insurance Requirements – Vendors**

INSURANCE REQUIREMENTS:

- Worker's Compensation - **Statutory Amount** (checkmark in WC Statutory Limits box on certificate)
- Employer's Liability - **\$1,000,000** minimum
- Commercial General Liability - **\$2,000,000** Combined Single Limit for Bodily Injury and property damage
- Commercial Automobile Liability - **\$1,000,000** each occurrence combined single limit for bodily injury and property damage

Certificate Holder:

John Hancock Life Insurance Company (U.S.A.) a wholly owned subsidiary of Manulife Financial Corporation and John Hancock Life & Health Insurance (U.S.A.) a wholly owned subsidiary of Manulife Financial Corporation

55 West Monroe, Suite 950

Chicago, Illinois 60603

Description of Operations

- Please include a description of operations and services in the building if applicable
- Please reference the tenant/company that work is being provided for

Additional Insured (to be identified exactly as indicated below)*:

- John Hancock Life Insurance Company (U.S.A.) and John Hancock Life & Health Insurance Company (U.S.A.)
- The Manufacturers Life Insurance Company (U.S.A.)

Please email a copy of your COI to the Office of the Building:

55westmonroe@jhancock.com



Real Estate

**55 West Monroe
Billing Procedures**

Payments

Rent and tenant charges are due and payable on the **first day of each month**. Billing statements are sent out once a year. ***Payment of miscellaneous charges should be included with rent payment.*** All checks should be made payable to the order of John Hancock Life Insurance Company and mailed to the following address:

John Hancock Life Insurance Company
Real Estate Division
Department A
P.O. Box 5147
Buffalo, New York 14240-5147

Billing Address

The billing address should be established prior to move-in. The Management Office can send copies of billings to another address, if desired, upon written request.

55 West Monroe Security

The security of our tenants at 55 West Monroe is of great importance. We have developed and implemented systems and procedures to maximize personal safety and minimize property damage and theft.

Our security system comprises many elements including card access controls, a fire /life safety system and two-way radio communication between the Management Office, Engineering, Maintenance and Security staff. The ultimate responsibility for security in your suite rests with you, the tenant.

Building Entry

After-hour entry at 55 West Monroe is as follows:

Monday - Friday	6:00 p.m. - 8:00 a.m.
Weekends & Designated Holidays	All Day

After hours entry into the building requires a Kastle key card for building access. Key cards will be swiped at the elevator keypad station to grant access to your floor. Please note that you will only be able to access the floor assigned to your key card.

Advent Systems is the provider of the building's access entry system and is also the provider of all access key cards. To assign cards to individual employees, contact our Director of Security, Kevin Singh. John Hancock has provided all cards to be allocated to your employees on or before your move in date.

Vendor/Contractor Access

There may be special instances when vendors or contractors may need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Management Office that states the name(s) of the individual(s) and/or company, the date and approximate time they will be coming and, if required, confirmation of insurance certificate on file with the building.

Property Removal Pass

If you are removing an item and/or packages from your office you are required to provide a property removal pass form to the security officer on duty. If you do not have a property removal pass, you will not be allowed to take the package(s) from the building. The property removal pass also requires a signature from a designated person(s) from your suite. The authorized signatures are provided on the Tenant Security Contact form, information under the Authorized Property Pass Signature Section. If you require additional Property Removal Pass booklets, please contact the Management Office at 312-443-1950.

Tenant Precautions

In public buildings such as 55 West Monroe, ultimate responsibility for security must rest with the individual tenants. During the day, be sure that entrances are never left unattended. Valuables, such as purses, laptop computers, cellular phones and any item that could be easily taken, should be locked up any time that a workstation is unattended. When leaving at night, please insure that the entrances and exits to your suite are locked.

Solicitation

Solicitation is not permitted within 55 West Monroe. If you notice a suspicious person within the building, please call Building Management at 312-443-1950 at once and provide as much detailed information as possible regarding the person. Building personnel will escort the person off the premises. We also suggest that you require identification from repairmen who come to work in your suite.

All building contractors are required to check in at the security desk before any work has commenced. All contractors will receive a contractor badge so they can be identified by building personnel and tenants. Please inform your contractors of the building procedures when scheduling work to be performed in your suite.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office and to the Police immediately. Police need to be kept informed of any thefts in the building to establish a pattern and to effectively complete the investigation.

The insurance policy for 55 West Monroe does not cover the personal belongings of tenants. Personal property insurance is the responsibility of the tenant.

Special Keying

All locks in 55 West Monroe are keyed to a building master key system. This system is necessary so that the building staff has access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts be added to any door within your suite. If additional lock work is necessary, services will be provided by, or coordinated with, the engineering staff by contacting the Management Office at 312-443-1950.

Emergency Telephone Contact

In case of emergency, such as theft, fire or other incident after normal business hours, we will notify a designated contact from your company. This procedure allows us to alert tenants as soon as possible in case of unforeseen circumstances. This information should be provided on the Tenant Security Contact Information form (located under Building Information Forms).

**55 West Monroe
In Case of Emergency**

If life threatening (i.e. fire, medical emergency), contact 911. After relaying the pertinent information to the 911 operator, please contact the Management Office at (312) 443-1950. If the emergency occurs after normal business hours, the security guard will contact an on-call team member.

For a complete discussion on emergency procedures, please review the Emergency Guide link in the navigation menu.

If you have any questions about this site or the services provided, please contact the Management Office at (312) 443-1950 or stop by our office in Suite 950.

EMERGENCY

911

General Services

Directory Assistance	411
Poison Control Center - Emergency	1-800-222-1222
Post Office	1-800-275-8777
Chicago Fire Department (non-emergency)	1-312-744-6666
Chicago Police Department (non-emergency)	1-312-744-5501
Time & Temperature	1-800-555-TELL
Illinois State Patrol	1-312-433-8000

Business Associations and Services

Better Business Bureau	1-312-832-0500
Illinois Chamber of Commerce	1-800-322-4722
Chicago Convention & Visitors Bureau	1-877-244-2246



**55 West Monroe
Miscellaneous**

Dumpster

The building compactor is located in the loading dock and is reserved for the night janitorial service. If your office needs to remove a large amount of trash, please contact the management office. We can schedule an extra pick-up at your expense. Tenants may not fill or partially fill any dumpster without scheduling an extra trash pick-up with the Management Office.

Trash Removal

If you have a small amount of trash that needs to be removed but is too large to fit in the trashcan, please mark it with a "Throw Away" sticker. The building janitorial staff will remove it but they are instructed **not** to throw anything away that is not in a trashcan or marked with a sticker.

Box Disposal

As office supplies and equipment come into your office, please be sure to adhere to the following box disposal procedure.

- All boxes **must** be broken down to a flat form and removed by the delivery company if possible.
- Do not leave any boxes in the common areas of the building (this is a fire code violation).
- Mark the boxes with a "Throw Away" sticker (the janitorial staff will not take anything that is not marked).
- Leave boxes for the nightly janitorial staff.
- Tenants may not fill or partially fill any dumpster without scheduling an extra trash pick-up with the management office.
- E-Waste

Floor Load

Code requirements restrict placing loads upon floors that exceed the load per square foot for which the floor was designed. 55 West Monroe has a floor load of 80 pounds per square foot in office areas. Should you find it necessary to utilize equipment that exceeds this rating, you must receive prior written approval from the Management Office. We do require adequate documentation from a licensed structural engineer, verifying that such an installation at a specific location is safe. The building architect will review your request and accompanying documentation. When we receive confirmation from the architect that the installation is safe, we will send you written approval.

Window Covering

55 West Monroe is equipped with standard blinds in all suites. To maintain a consistent, professional image both inside and outside, it is more attractive to maintain the blinds at the same levels throughout your suite. We do recommend, however, that all blinds be closed each evening to retain heat or cooling. The blinds serve an insulating function both in the retention of heat during winter months and the exclusion of heat in summer months.

The Management Office must approve any window treatment, other than blinds. In the event non-standard window coverings are the cause of damage to the standard blinds, you will be charged for necessary repairs.

Smoking Restrictions

The 55 West Monroe Building comply with the Illinois Indoor Clean Air Act.

- No smoking is allowed inside the building at any time.
- No smoking is allowed within **25 feet** of any entrance, public or private to the building.

Tenants are responsible for compliance to the Illinois Indoor Clean Air Act.

Electrical and Cabling Requirements

The City of Chicago electrical code is very strict concerning wiring. Prior to any electrical wiring alterations or cabling of any nature, please submit specifications to the Management Office.

The following requirements must be met for all installations within your suite - including Data, Voice, Low Voltage and Fiber Optics Wiring.

- *Tenant must give Management Office advance notice of any work to be done.*
- *All contractors must be approved by the General Manager or Chief Engineer.*
- *Tenant's contractor must submit Certificate of Insurance before commencing any work in the building.*
- *Diagram must be submitted showing all equipment, pull-box, splice box, conduit and wiring locations. These need to include locations of each floor and wall penetration even if using existing routes.*
- *All penetrations must be fire sealed to meet current codes or a two (2) hour rating.*
- *Existing penetrations that are used must be fire rated even if the area had no previous fire rating.*
- *All equipment including boxes, conduit and wiring must be labeled for proper identification at each location.*
- *Code violations caused by equipment locations, i.e. sprinkler blockage, must be resolved.*
- *Scope of work including contractor scheduling and impact on the property must be submitted at all times.*
- *Clean-up and final walk-through is required.*
- *The 55 West Monroe Building is equipped with a Riser Management company, Chicago Power and Communications, which will assist in providing a safe and secure environment for telecommunications. Since the building is closed to outside vendors, all telephone and data work must be coordinated through the Management Office at 312-443-1950.*
- *USA Wireless is the exclusive provider of DIRECTV Satellite Television for the 55 West Monroe building. If interested in receiving DIRECTV Satellite Television service for your business, contact USA Wireless at 800-433-4558 for an estimate on the installation of equipment and receivers for you satellite service. Also, contact Chicago Power & Communication, the Riser Management Company in the building, at 773-646-6000 for an estimate on running lateral cables from the vertical riser to the TV locations in your suite.*



Real Estate

**55 West Monroe
Area Amenities**

Transportation

Airport Express	773-694-1000
Checker Cab	312-243-2537
Chicago Transportation Authority	312-836-7000
Yellow Cab	312-225-7440

Car Rental

Avis	312-782-6825
Budget	800-527-0700
Enterprise	312-906-8300
Hertz	800-654-3131

Movers

3MD Relocation Services	708-681-2000
Andersen Brothers	773-935-0013
Boyer-Rosene	847-593-8700
Pickens Kane	847-441-7224

Plant Services

McFarlane Douglass	630-325-5335
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Newspapers

Chicago Tribune	312-588-0071
Chicago Sun Times	312-321-2345
New York Times	312-565-0969
USA Today	630-629-1280

Libraries

Chicago Public Library	312-747-4999
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Real Estate

Hotels

W Hotel	312-332-1200
Palmer House Hilton	312-726-7500
Hotel Allegro	312-236-0123

Restaurants

Corner Bakery	312-920-9100
Italian Village	312-332-4040
Potbelly's Sandwich Works (55 West Monroe)	312-577-0070
Rosebud Prime	312-384-1900
Trattoria10	312-984-1718

Theaters

Cadillac Palace Theater	312-977-1700
Ford Center for Performing Arts	312-902-1500
Schubert Theater	312-902-1400
Goodman Theater	312-443-3811

Retail

Macy's State Street	312-781-1000
Target	312-279-2133
Balani Clothiers (55 West Monroe)	312-263-9003

Parking

224 West Randolph	312-541-0182
230 West Washington	312-236-2600
17 East Adams	312-554-0112



**55 West Monroe
Emergency Evacuation Team
Composition and Duties**

The number one priority of the Emergency Evacuation Team is to ensure and assist in the safe and orderly evacuation of all employees and guests in an emergency situation. Team members are required to attend and participate in all classes, training sessions and drills.

The positions that make up the Emergency Evacuation Team (EET) for each floor are as follows:

Floor Warden	Assistant Floor Warden
Searchers	Stairwell Monitors
Elevator Monitors	Special Needs Assistant(s)

The duties of the various members of the Emergency Evacuation Team are as follows:

Suite Warden

Responsibilities prior to an emergency:

- Familiarization with their individual floor, including floor layout, location of emergency exits, stairwells and fire extinguishers.
- Maintain and update current rosters and lists for
 - EET members and alternates
 - All employees on their respective floors
 - All special needs individuals
- Provide current EET roster to Director of Safety
- Remain in contact with building management to review emergency procedures

During an emergency:

- **Call 911**
- Notify Emergency Evacuation Team members on your floor
- Respond to elevator lobby with roster of employees on your floor
- Coordinate EET activities, including reassignment of team members to cover assignments of absent team members
- Ensure that all areas of the floor are evacuated before EET evacuates
- Upon arrival at the ground floor, notify the Fire Command Center of floor's evacuation and other relevant information such as special needs individuals' locations, missing or injured individuals

Searchers

Searchers should have a thorough knowledge of floor layout, especially remote areas such as storage rooms, file rooms, restrooms, etc.

During an emergency:

- Perform a search of designated area quickly, thoroughly, and efficiently
- Start at a point furthest from the exit and proceed toward the exit
- Ensure that searched area doors are closed, but not locked
- Insist that all persons in their search area should evacuate immediately
- Report all information to your Floor Warden



Stairwell Monitor

Stairwell monitors will supervise and monitor evacuation flow while remaining calm and encouraging calmness and orderliness in evacuating personnel. They are to remain at their assigned exits until all employees are evacuated from the floor.

During an emergency:

- Take a position at the assigned exit to assist in an orderly evacuation
- Immediately inspect the stairwell for possible heat and smoke conditions before allowing evacuees to enter that stairwell
- Provide the following instructions to evacuees
 - Move quickly, quietly, and hands free – do not run
 - Stay to the right and use handrails at all times
 - Allow room for others, but do not unnecessarily hold up travel while merging with individuals from other floors
- Assist those who are slower moving or disabled

Elevator Monitor

Elevator monitors will position themselves at the elevator bank to ensure that elevators are not used at any time for any reason during an emergency. Employees and guests arriving on the floor during an emergency are to be directed to the nearest exit stairwell.

During an emergency:

- Report immediately to their assigned elevator bank
- Deny employees and guests entry to elevators
- Evacuate all occupants from elevators
- Direct employees and guests to the nearest exit stairwell

Special Needs Assistant

It is the responsibility of the Special Needs Assistant to aid in the movement of assigned special needs employees to the closest area of safe refuge. The individual with special needs may be able to be evacuated with others with only minor assistance, or in severe cases he or she may have to wait for professional emergency workers to complete their evacuation.

During an emergency:

- Respond immediately to the location of the assigned special needs employee
 - Assist in moving the individual to the nearest stairwell or safe area
 - Ask for more help if necessary, or wait in a safe area until help arrives
 - Report important information such as the location of an employee who cannot be totally evacuated to the floor's Floor Warden or the Fire Command Center
- In an extreme emergency do not endanger your own safety, as this will only compound the problem for responding emergency workers.*

Types of evacuations:

- Partial** – Proceed 8 floors down, standby in elevator lobby and await further instructions.
- Total** – Proceed to ground floor, exit building and proceed to pre-determined assembly point. (Each tenant will have an assembly point at least 2 blocks from building).
- Interior Isolation** – Proceed to stairwells, interior corridors, bathrooms, any location away from windows. Standby and await further instructions.

Important note: Live voice communication from the building's life safety system overrides any pre-determined movement. **Follow instructions given!**

Proceed, using stairwell handrails, **quickly, quietly and hands free.**

Emergency Evacuation Team Duties:

- Floor Warden –** Coordinate team organization with building management.
Proceed to elevator lobby during evacuation.
Insure all occupants are notified.
Insure all occupants have evaluated.
Receive reports from team members.
Direct team members to designated stairwells.
Pass information on to building management.
- Asst. Floor Warden –** Serves in capacity of floor warden in their absence. Otherwise, insures team duties are completed.
- Searchers –** Search designated area, quickly, thoroughly and efficiently.
Notify and insure all occupants have evacuated.
Feel all closed doors for heat prior to opening.
Close all doors but do not lock them. Attach post-it.
Report all findings to floor warden at elevator lobby.
Standby for all searchers to report.
Proceed to designated stairwell.
- Stairwell Monitor –** Report to assigned stairwell.
Feel door, inspect integrity.
Coordinate evacuating occupant.
Give instructions. Quickly, quietly, hands-free!
- Elevator Monitor –** Report to elevator, deny entry, evacuate occupant.
- Special Needs Asst. –** Respond to special need occupant.
Proceed to nearest stairwell.
Let traffic pass and if possible descend.
If necessary, standby in stairwell landing, notify warden.
- Multi-tenant floors only require one floor warden, usually from the largest tenant. The other tenants' team members report status of their area to the floor warden prior to evacuating.



Real Estate

Building Staff

An experienced group of management professionals is on site to ensure smooth daily operations. We invite you to contact our Receptionist, Ashley May, with your comments and suggestions by email at 55westmonroe@jhancock.com.

Building Management Staff

Property Manager	Danica Munson	(312) 443-1950	Danica_munson@jhancock.com
Assistant Property Manager	Mary Scott	(312) 443-1950	mary_scott@jhancock.com
Property Administrator	Zach Taylor	(312) 443-1950	zachary_taylor@jhancock.com
Receptionist	Ashley May	(312) 443-1950	55westmonroe@jhancock.com

Building Operations

Chief Engineer	Angelo Miceli	(312) 443-1950
Assistant Chief Engineer	Mick McGowan	(312) 443-1950
Director of Security	Kevin Singh	(312) 443-1950



Amenities

Fitness Center

The Fitness Center, located within the 5th floor Amenity Center, is offered to all tenants at 55 West Monroe. In order to activate a fitness center membership, a \$25.00 non-refundable deposit is required, payable to JOHN HANCOCK INSURANCE COMPANY completion of the Fitness Center Disclaimer Form, and a Kastle Card, which, if not provided by your employer, can be purchased for a fee of \$15.00 from the Office of the Building. Please be aware, that John Hancock will only accept deposits in the form of a check. Upon receipt of the deposit and the executed Fitness Center Disclaimer Form, to the Office of the Building, access will be activated to the 5th floor Fitness Center on the Kastle key card within 24 hours. Please note that only the Office of the Building may assign access to the Fitness Center.

Fitness Center is open Monday - Friday from 6:00 a.m. - 9:00 p.m., closed Saturday and Sunday.

Building Conference Facility

55 West Monroe is equipped with a state-of-the-art Conference Facility. The Conference Facility has a kitchen for catering, phone (incoming calls only) and wireless internet access, whiteboards, flip charts, overhead projector and screen, television and VCR and modular tables and seating are all provided. The Conference Facility can seat up to 115 people and the modular tables may be set up to assist in the tenant's conference needs. **To reserve a time to use the Conference Facility, please contact the management office at (312) 443-1950 or 55westmonroe@jhancock.com**

Bike Room

John Hancock is pleased support the City of Chicago's efforts to become a world class bike town by providing our tenants who cycle to work, a secure area to park their bikes during working hours. The building Bike room is located on the 5th floor near the freight elevator, which provides convenient entrance and egress from the alley and is secured with a 24-hour control system that is accessible with your Kastle key card. In order to begin using the Bike Room, which is provided free of charge, fill out and return to the Office of the Building, a Bike Room Waiver Form, (located under Building Information – Forms).

Additional On-site Conveniences

55 West Monroe has the following tenants at the lobby level:

- Balani Clothiers
- Potbelly Sandwich Works
- PNC Bank
- Headline Newsstand
- Dollop Coffee

ATM Machine

Tenant storage areas in the lower level available for rent

Superior Central Loop location

- Strategically located in the Central Loop
- Proximity to county, state and federal buildings
- Convenient access to public transportation and parking
- Adjacent to convenient pedway system
- Surrounded by distinctive restaurants, hotels, retail shops and cultural attractions
- Blue line access to O'Hare Airport