

TENANT REFERENCE MANUAL

2800 W. HIGGINS ROAD

HOFFMAN ESTATES, IL 60169

**LINCOLN
PROPERTY
COMPANY**

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Welcome to the Greenspoint Office Park! Your investment in office space at Greenspoint ensures for you a prestigious address backed by the expert management services of Lincoln Property Company.

In support of your daily operations, Lincoln Property Company is pleased to provide you with this Tenant Reference Manual especially designed to provide quick, useful information about your office building. Please review this information and retain it for future reference. Supplemental pages will be provided for any revisions.

Content in no way amends the terms of your lease or the rules and regulations of this building. In any question, your lease predominates.

Lincoln Property Company believes you are an integral part of the Greenspoint Office Park. We look forward to a long and mutually prosperous relationship with you as our tenant and extend to you our assistance and our most cordial welcome.

Sincerely,

LINCOLN PROPERTY COMPANY

BUILDING MANAGEMENT

Your building management team is comprised of the following individuals. To contact these individuals, please call the Property Management office at 847-884-2800. Office hours are 8:00 A.M. to 5:00 P.M., Monday through Friday. The office will be closed on Saturdays, Sundays and holidays. For non emergency communication after normal business hours, please leave a message on the Lincoln Property Company voice mailbox. For emergency purposes (i.e.. fire, flood, vandalism) when the Management office is closed, please call (312) 248-9612.

<u>NAME</u>	<u>TITLE</u>	<u>RESPONSIBILITIES</u>
Marlies Hansen	General Manager	On-site management of your building
Kris Lee	Property Manager	On-site management of your building
Katie Davis	Tenant Service Coordinator	Dispatch service calls/General info
Dan Walsh	Lead Engineer	On-site engineer
Kevin Doron	Building Engineer	On-site engineer
Tom O'Malley	Building Engineer	On-site engineer
Securitas	Security Guard	Monday to Friday 11:00P.M.-7:00A.M., Saturday 1:00 P.M. - Monday 7:00 A.M. Cell (630) 437-1709

BUILDING HOURS

Building hours for Greenspoint Office Park will be 6:30 A.M. to 7:30 P.M., Monday through Friday, and 6:30 A.M. to 1:00 P.M., Saturday.

TENANT RESPONSIBILITIES PRIOR TO OCCUPANCY

Various items must be completed prior to moving. Move-In forms will be provided to complete and return to the Property Manager as soon as possible.

A. Moving Procedures

In an effort to act in the best interests of the Tenant and to protect the property, the following information regarding movement of office furniture and equipment into or out of your building must be adhered to. Prior to any move, the Tenant must resolve the following with Management.

B. General Information

1. Date of move.
2. Name of the moving company and the name of the moving supervisor for the moving company and Tenant.
3. **Proof of adequate insurance coverage by the moving company.**
4. **Freight car hours of use – Monday through Friday, 9:00 A.M. to 11:30 A.M., 1:00 P.M. to 4:00 P.M. and after 5:00 P.M.**

Moving Companies To Contact For Quote

Advantage Moving & Storage – Ken Berg - (847) 658-3600

Boyer Rosene – Ben Callard – (847) 593-8700

C. Special Requirements

The Lincoln Property Company on-site management should be advised in writing of any special requirements necessary for the move in.

When contracting your phone installation, the Village of Hoffman Estates electrical/wire installation requirements are as follows:

1. Non Teflon Cable used in ceiling must be in conduit.
2. Teflon cable used in ceiling must be hooked up every five feet.
3. All cable running down a wall must be in conduit.

Please be sure that the firm doing your phone work is made aware of these requirements. Any cost incurred to correct installation will be billable to the tenant.

D. Move-In Hours

Movers must contact the Management office to identify the moving company and the Tenant being moved before unloading any materials.

E. Clean-Up

Moving companies and Tenant will be responsible for leaving the building and premises clean by removing all cartons and other trash. Vendors are responsible for taking all boxes and packaging material with them when they leave. It is not to be put in the building dumpster.

F. Property Damage

Any and all damage to the building which the Tenant, moving company or its employees or agents cause will be the responsibility of the Tenant and will be invoiced by the Landlord.

The following section defines specific information to be brought to the attention of the mover. A copy of this section should be forwarded to any moving companies bidding on your move.

G. Instructions to Movers

1. General

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

2. Inspection of Premises

The mover shall be responsible for inspecting the Tenant suite prior to the move. The mover shall acquaint himself with the condition existing in the suite, so that he may furnish equipment and labor necessary to provide for the orderly, timely and efficient movement of furnishings and equipment. He shall acquaint himself with all available information regarding difficulties which may be encountered and the conditions, including safety precautions, under which the work must be accomplished.

3. Insurance

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

The mover shall, at the mover's sole cost and expense, obtain, maintain and keep in full force and effect the following types of insurance and shall provide management with an appropriate Certificate of Insurance naming **Lincoln Property Company Commercial, Inc. (Managing Agent), TR Greenspoint LLC (Owner), and Aetna Insurance (Mortgagee) as an additional insured.**

a.) Workers Compensation/Employer's Liability

This insurance shall contain a waiver of subrogation rights against Lincoln Property Company from any liability resulting from possible accidents occurring to movers employees.

b.) Comprehensive General/Liability Insurance

This insurance will cover bodily injury and property damage including, but not limited to, the following:

- I. Premise and Operations
- II. Products/Completed Operations
- III. Broad Form Property Damage
- IV. Broad Form Contractual Liability
- V. Personal Injury
- VI. Coverage for any Special Hazard or Operation.

c.) Automobile Liability Insurance

This insurance will cover claims for bodily injury or property damage arising out of the ownership, maintenance, or use of any private passenger or commercial vehicle.

d.) Cargo Liability

e.) Comprehensive Dishonesty Bond

4. Tenant/Mover Responsibility

The Tenant/Mover assumes full responsibility for any damage caused by the mover to doors, floors, or public corridors.

5. Services to be Furnished by Mover

- a.) Supervision, Labor, Materials and Equipment - The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all services contemplated in an orderly, timely and efficient manner. Such equipment shall include, among other things, dollies, trucks, etc., as may be required. All materials handling vehicles used in the interior of the buildings must have rubber-tired wheels and must be maintained free from grease and dirt.
- b.) Crating, Padding and Packing Material - The mover shall take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover. The mover shall also furnish necessary floor coverings wherever necessary to protect the building from damage.
- c.) Permits, Franchises, Licenses or Other Lawful Authority - The mover, at his own expense, will 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 may be required to produce evidence of such authorities to management.

BUILDING REQUIREMENTS

In order to maintain an orderly, quality Office Park, it is necessary to have guidelines for all Tenants to follow:

Removal of Furniture and Equipment

Each Tenant must provide notice to the Property Management office whenever furniture and equipment are to be removed from the property.

Deliveries

Tenants must accept and sign for all deliveries. Arrangements for delivery of those items to their suite must be made immediately, since no holding area exists.

Non-Smoking Areas

In order to maintain the esthetics of the lobby, there will be no smoking, food or beverage allowed in the lobby area. The only designated smoking area is in the smoking shelter on the west side of the building.

BUILDING SERVICES

Mail Deliveries & Express Mail Services

A. Mail Deliveries

Mail is delivered to your designated mailbox located on the first floor. Should you have any problems with mail service, you should contact the postal service directly at (847) 885-4950.

B. Fed Ex and UPS

For your convenience, Fed Ex and UPS have drop boxes located on the first floor by the mailboxes.

Remodeling

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

Where Lincoln Property Company is retained to administer construction the following policy shall apply:

For all construction jobs, the Lincoln Property Company supervisor will receive the Tenant's approval prior to commencement of construction. The approved building contractor will be used. Upon completion of the job, the Tenant will be charged cost plus a 15% administrative fee.

Typical types of construction requested are:

- A. Electrical outlet installation
- B. Light fixture installation or relocation
- C. Door and wall relocation
- D. Carpet repairs

After initial occupancy, you may desire to repaint or wallpaper portions of your office at your expense. This redecorating must receive prior approval from Building Management.

Food Services

A Delicatessen is located on the first floor of the building, serving breakfast and lunch. Menus are provided by the Deli. There are also vending machines located on the first floor in the north hallway.

RECYCLING

We are pleased to provide Recycling at the Office Park. Recyclable items may be placed in an external receptacle marked "Recycling Only" located next to the waste receptacle just outside the dock area door.

The Building Janitorial Service will empty the containers into the external receptacle each night of scheduled cleaning.

Please review the Recycling Guide provided by GROOT Industries. All material is transported to a sorting center where it is separated for recycling.

Your participation in recycling is greatly appreciated!

ELECTRONICS RECYCLING

Electronics Recycling is available on the loading dock. Please feel free to place electronics in the bins marked as such. Should you need assistance in removal of the equipment, there will be a \$15 labor charge.

BATTERIES RECYCLING

Batteries can also be recycled at no additional cost. Please contact the Management Office for pick up.



What to Recycle

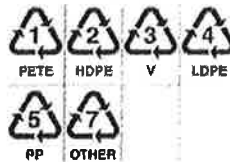
Recycling 101 for your Chicagoland home, apartment or commercial recycling program

PAPER

- Newspaper (with inserts)
- Magazines/Catalogs
 - Glossy & Non-glossy
- Telephone Directories
- Office/School Paper
- Advertising/Junk Mail
- Kraft Brown Paper Bags
- Corrugated Cardboard
- Paperboard/Chipboard
 - Cereal Boxes
 - Pasta Boxes
 - Clothing Boxes
 - Tissue Boxes

PLASTIC

- All plastic bottles and containers with these symbols underneath. Examples are:
 - Plastic beverage and food containers
 - Milk, water and juice bottles
 - Liquid detergent, fabric softener, bleach, shampoo
 - Yogurt cups
 - Vegetable oil bottles



METAL

- Aluminum Cans
- Steel or Tin Cans

GLASS

- Bottles and Jars Only.
- Brown, Green and Clear Glass.

ASEPTIC PACKAGING

- Juice Boxes.
- Milk Cartons



Recycling Preparation

- All materials may be mixed together.
- Paper may be placed in paper bags (optional).
- Flatten all corrugated cardboard and paperboard boxes.
- Remove any non-paper packing material
- Rinse all recyclables free of food residue and remove lids.
- Use PAPER bags when possible.
- It is okay to leave the caps on your plastic containers.

DO NOT: For the Love of Recycling

- **DO NOT:** recycle wire hangers (please return to your cleaners).
- **DO NOT:** recycle mirrors, lightbulbs, window glass, or ceramics in recycling container.
- **DO NOT:** include soiled paper fibers (oily pizza boxes, paper napkins, etc.)
- **DO NOT:** recycle batteries.
- **DO NOT:** place materials in plastic bags.
- **DO NOT:** include styrofoam, wood, plastic film, plastic bags, plastic toys, or diapers in recycling containers.
- **DO NOT:** recycle electronics.

Discard all recyclables in the designated container(s).
* * Please! **DO NOT** throw garbage in the container(s).

SERVICES

There are many services offered to Tenants at Greenspoint Office Park. These services will either be non-chargeable or chargeable. For either type of service, the Tenant is to call the Property Management office, (847) 884-2800.

A. Non-Chargeable Services

1. Heating and Air Conditioning

Common area heating and air conditioning are provided, in season, Monday through Friday from 8:00 A.M. to 6:00 P.M. and on Saturday from 8:00 A.M. to 1:00 P.M. Heating and air conditioning are not provided on Sundays or holidays. In the event you feel your heating and cooling is not working efficiently, please call the Property Management office at (847) 884-2800 and the building engineer will be dispatched to correct the problem.

2. Cleaning

The building is cleaned between 6:00 P.M. and 6:00 A.M., Monday through Friday, excluding holidays. During the nightly cleaning, janitors will remove normal office refuse and rubbish from the premises, dust and spot vacuum according to the predetermined specifications. Extraordinary or larger than normal quantities of refuse and rubbish can be removed for a fee. Cleaning personnel are provided keys for each Tenants suite; therefore, management recommends that Tenants lock their office at the close of the business day, even if employees are working late. All lights should be turned off by the Tenant upon leaving the premises. The cleaning crew is responsible to turn off the lights and make sure the suite doors are locked upon departing.

3. Window Washing

This service will occur automatically two times per year. Windows will be washed inside and outside by a professional firm at no charge to the Tenant.

4. Other

Examples of types of service in this category would be hot/cold calls, insect or rodent treatment, exit light replacement and lobby directory identification.

B. Chargeable Items

Suite Keys

Call the Property Management office to order keys for your suite. The first two per lock set are complimentary. Additional keys will be provided upon request for a fee of \$2.20 per key.

Cleaning

At times, you may have special cleaning needs. These can be taken care of by calling the Property Management office at (847) 884-2800 and making a special request. Examples of some of these requests are as follows:

1. Extraordinary quantities of rubbish.
2. Carpet maintenance, such as shampooing and/or carpet care for spills.
3. Floor maintenance, including reconditioning and waxing.
4. Vacuuming furniture, draperies, etc.
5. Cleaning private kitchen areas.
6. Cleaning private washroom areas.

These special requests require prior arrangement and the Property Management office will require time to complete the request.

C. Tenant Service Requests

What to do when a Service is Required.

The procedures below are to be followed when services are desired:

1. Call the Property Management office at (847) 884-2800 between the hours of 8:00 A.M. and 5:00 P.M.
2. Give the following information:
 - a.) Tenant name
 - b.) Tenant suite number
 - c.) The name of the individual calling

- d.) Tenant office phone number
 - e.) Nature of the request or problem (hot/cold, cleaning, electrical, etc.)
3. Your request will be dispatched to the proper personnel to service the request.
 4. Response time to the request will vary, but the request can usually be categorized in the following manner:
 - a.) Emergency (water leak, chemical spill, etc.) –immediate response.
 - b.) Comfort call (hot/cold) – immediate response.
 - c.) Cleaning request – will be taken care of that evening by cleaning crew or as detailed under Chargeable Items – Cleaning.
 - d.) Special service (hang pictures, handle deliveries, clean up broken glass, etc.) variable time, depending upon availability of day porter or engineer.
 5. If the request is for a special service, a Tenant work order will be filled out explaining the nature of the work involved and the approximate charge to the Tenant. The Tenant is requested to sign the work order prior to the service being performed.

MISCELLANEOUS

A. Electrical/Telephone Floor Outlets

Installation of these requires boring and cutting. These installations must receive prior approval from Building Management so as to minimize disturbance to other Tenants.

B. Floor Covering

Any glue-down applications shall be completed with water soluble adhesives ONLY. Tenants will be accountable for costs to remove non-soluble adhesives.

C. Floor Load

Code requirements restrict placing loads upon floors which exceed the load per square foot for which the floor was designed. A Tenant must receive prior written approval from the Property Management office before placing heavy objects in suite. To receive this approval, adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe must accompany the Tenant's request. This information will be reviewed with the building architect, and upon receipt of confirmation from them that the installation is safe, a written approval will be sent to the Tenant.

D. Parking Structure

Outside parking lot.

E. Window Covering

The windows have Mecho shades as building standard. It is strongly recommended that blinds be partially closed and dropped each evening to sill height. This serves to make your office more comfortable during the first hours of building operation.

Any window treatment other than blinds must be approved by Building Management.

SECURITY

Security at Greenspoint is extremely important. An after hours access security system exists to help maximize personal safety and minimize property damage and theft. There is also a roaming security guard on duty after normal business hours that can be reached at (630) 437-1709. They are on duty between the hours of 11:00 P.M. to 7:00 A.M. Monday through Friday and from Saturday beginning at 1:00 P.M through Monday at 7:00 A.M.

A. Tenant Access Pass

Passes issued by the Property Management office are necessary for an individual to gain access to the building after normal weekday business hours, on weekends and holidays. To receive a pass, the Tenant must notify the Property Management office in writing as to the number of passes required and the name of the individuals to receive the passes. This letter must be signed by the Tenant's designated Tenant Representative. Arrangements will then be made for the passes to be issued to the Tenant Representative. All passes not returned at lease end will incur a \$20/card fee that will be taken out of the security deposit on file.

If there is a revocation of a pass and/or dismissal of an employee, the pass should be confiscated from the employee. The Property Management office should be advised immediately in writing, regarding the name of the individual and the pass that has been confiscated, with a directive that the individual is not to be admitted.

B. Tenant Precautions

In a public building such as this one, substantial responsibility for security must rest with the Tenant. Tenants should insure, upon leaving the building, that all entrances and exits to their suites are locked. During the day, offices, desks and entrance areas should never be left unattended. Employees are urged to lock up and/or take valuables such as purses with them when they leave their work station.

If a suspicious person is noticed, call the Property Management office at once and provide any details regarding the person. Require identification from repairmen who come to work in your office suite.

C. Thefts and Insurance

Any suspected theft, no matter how small, should be reported to the Property Management office immediately. The Tenant should also notify and file a report with the Hoffman Estates Police Department at (847) 882-9100. Police need to be informed of any thefts in the office building to establish a pattern to the thefts and to effectively investigate them. The building does not carry insurance to cover the Tenants personal belongings or furnishings, thus Tenants are urged to provide their own personal property insurance in limits that they deem appropriate.

D. Special Keying

All keys are keyed to a Building Master Key System. This included the tenant suite. This is necessary so building staff has access in case of emergency. Tenants are requested not to change or add additional locks or bolts to any door within their suite. If this is necessary, prior written consent must be gained from Building Management. Tenant would be required, in such an event, to sign a Hold Harmless Agreement that would absolve the management company, the owner and their employees from responsibility for damages to the Tenants or Landlords property, due to the inability of building staff of management to gain access.

SAFETY/EMERGENCY PROCEDURES

The procedures reviewed below will provide the necessary information to aid tenants in making intelligent preparatory decisions and contingency plans for various emergency situations. It is recommended that each Tenant appoint a safety coordinator to supervise safety in emergency situations within the suite. This will aid in the efficient response to emergencies.

As in all other areas of building management, the Property Management office will coordinate any safety emergency efforts with the designated Tenant Representative. It will be the Tenant Representative's responsibility to direct any tenant safety coordinators appointed. The best method for avoiding emergency situations is to prevent the conditions that can lead to an emergency. Following is a list of some precautionary steps to note:

1. Any flammable or combustible supplies are not to be kept on the premises.
2. Extension cords in lieu of permanent wiring are not recommended.
3. Appliances and cords should be kept in good repair.
4. Be careful when disposing of cigarettes, cigars and pipe ashes. Never empty ash trays in trash cans while the ashes are still warm.
5. If there is anyone in the office who requires special assistance in an emergency, assign specific persons in the office to this responsibility.
6. Additional appliances should not be used without consent of the Property Management office. The building's wiring was designated to carry a normal electrical load and an additional load may result in heat generation which can cause a fire.
7. Water should never be used on electrical, oil, gasoline or grease fires.
8. Check that coffee makers are turned off at the end of each work day. This is one of the major causes of small fires in office buildings.

9. It is recommended that each tenant have one or more flashlights available for emergency situations.
10. It is recommended that copies of the evacuation plan for your suite be posted in an area accessible to all your employees showing exits to be used in case of an emergency.
11. Anyone spotting potential fire hazards in the building is asked to report them to the Property Management office.

Areas to be covered on the following pages are Bomb Threats, Evacuation, Fire Safety, Medical Emergency, Power Failure, Sprinkler Break and Storm Safety.

A. Bomb Threat

If a Bomb Threat is received by the Management Office:

1. The Police Department will be notified immediately.
2. The tenant representative will be informed of the situation. Tenants will decide if they will evacuate.
3. A complete search of suspected areas will be made by building staff or designated officials.

If a Bomb Threat is received by a Tenant:

1. Call the Property Management Office, (847) 884-2800. Provide management with as much information as possible. Management will call the police.
2. Relate the phone call to the police when they arrive.
3. A complete search of suspected areas will be made by building staff or designated officials.
4. Tenants will decide if they will evacuate.

If evacuation becomes necessary:

If this becomes necessary, evacuation procedures used for fire will be used for bomb threat evacuation.

B. Evacuation

Egress Path

When building evacuation is necessary, each Tenant Representative will be advised. Evacuation, however, shall be the Tenant's decision. If it is decided to evacuate, Tenants should take costs for protection from weather. ** Evacuation from each area is addressed below:

**Tenants should take whatever they came into the building with that day; e.g., briefcases, handbags, etc.

C. Fire Safety

If You Smell Smoke

1. Call 911*. Then call the Property Management office at (847) 884-2800. After hours call (312) 248-9612.
2. Wait for a report from management or your safety coordinator.

If You See Fire

1. Call 911*. Then call the Property Management office at (847) 884-2800. After hours call (312) 248-9612.
2. Evacuate the area.

Guidelines

1. Safety Zones:

In the event of an emergency, office personnel will evacuate their suite using the assigned evacuation plan.

2. Safety Coordinator:

Each tenant should appoint a Safety Coordinator to be responsible for the safe and orderly evacuation of the Tenant's suite. Safety Coordinators must then report to the Property Management who is located at 2800 W. Higgins Road.

3. Evacuation

Safety Coordinators must wait for instruction before initiating evacuation unless there is a fire in that suite. The primary responsibility for the Safety Coordinator in a suite where there is a fire is to evacuate all personnel and alert the Property Management office. At no time should the Safety Coordinator encourage employees to fight a working fire. Evacuation paths for the safety zones in each suite should be prepared and should be reviewed frequently by the employees of Tenants in each zone. Once evacuated, Safety Coordinators will report to the property management office located at 2800 W. Higgins Road, advising that all employees have vacated the Tenant Suite.

4. Handicapped Persons

The evacuation of handicapped persons from a fire floor will be accomplished by the Tenants employees. Methods of removing the handicapped must be discussed and practiced well in advance of any fire or fire drills. The Hoffman Estates Fire Department should be notified of all employees that may need assistance in evacuating the building. An updated list of handicapped employees should be provided by Tenants and will be kept by the Property Manager.

SAFETY COORDINATOR'S CHECKLIST

1. Have the employees in your office become familiar with all exits in your suite?
2. Is the Property Management office phone number posted where it can be easily ready?
3. Have you developed your plan for orderly movement of employees to the exits?
4. Have you practiced removing your handicapped employees?
5. Have you participated in a fire drill?
6. Have all your questions regarding emergency procedures been answered?

D. Medical Emergency

If An Employee Has a Medical Problem

1. Call for assistance at 911. Advise them of the following:
 - a.) Tenant name
 - b.) Suite number
 - c.) Building address
 - d.) Name of individual needing medical assistance and whether individual is male or female.
 - e.) Description of the problem

E. Power Failure

In The Event Of Power Failure

1. Turn off all electrical equipment except lighting.
2. Advise the Property Management office at (847) 884-2800.
3. If there is adequate lighting from windows and emergency lighting, continue performing assignments.
4. The Property Management office will advise regarding the cause and length of power failure as soon as possible.
5. Commonwealth Edison has a Non-business hour service phone number, 1-800-EDISON-1.

F. Sprinkler Break

If Sprinkler Accidentally Discharges

1. Electrocutation Hazard - stay clear of spray area. Do not attempt to move any items in spray path.
2. Call the Property Management office, (847) 884-2800.
3. Keep all persons clear of spray area until management personnel turn off sprinkler valve and power supply.

Reporting Damage

1. After the sprinklers have been turned off and there is no power in the area, list all items destroyed or damaged by the spray.
2. Insurance for Tenant property is carried by the Tenant, not by the building. Completed damage lists should be turned into the Tenant insurance carrier.

G. Storm Safety Guidelines

If A Damaging Storm Occurs

1. Move away from the building exterior to an interior room without windows.
2. Report any damage or storm related leaks to the Property Management office, (847) 884-2800.