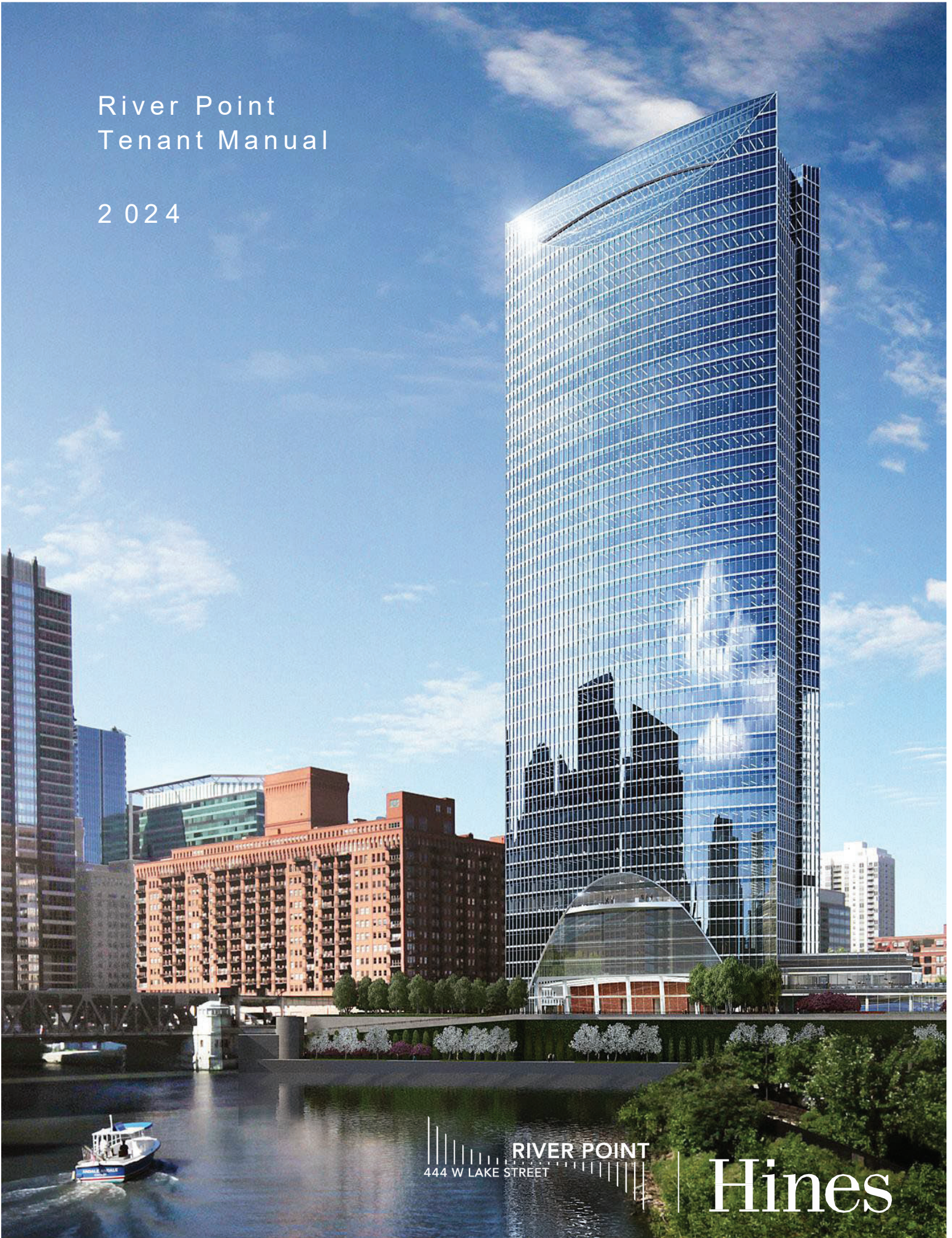


River Point
Tenant Manual

2024



RIVER POINT
444 W LAKE STREET

Hines

Hines Property Management
444 W. Lake St.
Suite 2350
Chicago, IL 60606



River Point Tenant Manual

On the following pages you will find a general overview of the policies and operations of **River Point**. This manual is designed to highlight all areas of building policies and procedures to help orient you to the buildings and the surrounding area.

Material in this manual is prepared and supplied as general information to help tenants. Neither Management nor Ownership assumes any liability in connection with any of the information contained herein. Management also reserves the right to change any policy or procedure in this manual without notice, at any time, at its sole discretion. The Office of the Building welcomes your comments and suggestions to improve the material in this guide. If, at any time, you need more detailed information regarding these procedures, please call the Office of the Building at (312) 444-0200.

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General Information

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OFFICE OF THE BUILDING

Location: 444 W. Lake Street, 23rd Floor, Suite 2350, Chicago, IL 60606

Telephone Number: 312-444-0200

Regular Office Hours: 8:00 a.m. - 5:00 p.m., Monday through Friday

If you find it necessary to contact the Office of the Building after 5:00 p.m., Monday through Friday or on weekends, please call the main number which is answered 24 hours a day, year round. Calls coming outside of normal business hours will automatically be transferred to and received by building security.

BUILDING & MAILING ADDRESS

The Building address is:

444 W. Lake Street
Chicago, IL 60606

The building vanity address is River Point but in an emergency situation, the street address, 444 W. Lake Street should be given to the fire or police departments.

To ensure your mail is delivered to the proper suite, it must be addressed as shown below:

Tenant Name
444 W. Lake Street
Suite Number
Chicago, IL 60606

If you have any issues with your mail service, please contact your mail carrier, contact Building Management, or Post Office.

HOURS OF OPERATION

The building is open 24 hours a day, 365 days a year. For security reasons, a photo access ID card, Bluetooth credentials, or visitor pass is required for anyone wishing to access the building beyond the lobby level.

Lobby Entrances:

The Riverside and Canal and Lake Street entrances are open 24 hours a day, year-round, per security and weather occurrences.

Loading Dock:

The loading dock is located off Canal Street, north of Lake Street and operates from 6:00am until 6:00pm, Monday through Friday.

Riverside Plaza:

The Riverside Plaza is a public park, open from 7:00am until 11:00pm daily.

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BUILDING WEBSITE AND PHONE APP

The Office of the Building has created a website, www.chicagoriverpoint.com as well as a phone app for all building tenants.

The website includes:

- Property information and photos
- Property Contact information
- Information on building amenities
- Link to Prism Systems, the online work order system
- Leasing information
- Tenant manuals
- Event Guidelines and Procedures manual
- Driving directions to the building
- Neighborhood activities, dining and parking

The RP Chicago phone app offers:

- Mobile Key Access
- Property Contact information
- Reservation platform for FitnessCenter and Conference Center
- RSVP for upcoming building events
- Building Traffic and Cleanliness tracker
- Hines Platinum Partnership access
- River Point Newsletter
- Link to Prism Systems, the on-line work order system

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BUILDING ACCESS & EGRESS

Lobby Entrances:

The principal means of entering and exiting the building is through two revolving doors either on Canal and Lake Street or the Riverside Plaza. The entrances are open 24 hours a day, year-round.

Loading Dock:

The dock is located off Canal Street. This entrance is restricted and should not be used for routine tenant access to the building. Delivery personnel will be turned away after hours and on weekends if advance arrangements are not made with the Office of the Building. For additional information, please see the Building Operations - Tenant Deliveries section of this manual.

Handicapped Access:

Handicapped doors are provided at both entrances on the west and east sides of the building. Handicapped individuals needing assistance into the building will be escorted by a member of the Building Security Staff. If necessary, a security officer will operate all elevators needed by the handicapped individual.

Security Note:

Building personnel are strictly forbidden to provide access into any tenant space for any tenant or contractor unless specifically directed by the Office of the Building and the access has been authorized by the tenant.

Persons representing themselves as tenants who have forgotten their keys will be denied access without proper authorization from one of the tenant contacts on the Building's Contact List. The Office of the Building will contact you periodically throughout the year asking for updates to our Contact List to ensure we have the most current information, contact the Office of the Building with any changes or updates as they occur. Contractors or delivery personnel will be denied access if advance notice and arrangements are not made with the Office of the Building by the tenant.

TENANT DELIVERIES

The loading dock is open from 6:00 a.m. to 6:00 p.m., Monday through Friday. All deliveries to or from the building must be directed through the Security Desk or Messenger Center in the loading dock.

Notifications of all large deliveries or construction work need to be made to the Office of the Building by emailing a request to Riverpoint.Chicago@hines.com. Please include the vendor name and time of arrival in your request. Insurance must be on file prior to the vendor's visit. Dock access will not be allowed after hours or on weekends unless advance notice has been confirmed by the Office of the Building. After-hour visits need a request for access if no one will be onsite to provide access to your space.

The loading dock provides access for 40-foot wheelbase trailers and has seven bays open for freight delivery and two bays for roll-off trash containers. There are steel roll-up doors for each of the loading docks with a 14' clearance.

Advance notice to the Office of the Building must be given for all shipments as listed:

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1. Oversized items.
2. Extremely heavy items.
3. Before or after normal business hours, including weekends.
4. Large orders involving many items (e.g., move-in or move-out).

Each tenant must make the necessary arrangements to transport such items to their space at the time of delivery. Building personnel are not equipped for such tasks, and no item may be stored on the dock for removal later. Building Management reserves the right to stop any unauthorized deliveries and may request that they be rescheduled at an appropriate time.

After-Hours Food Deliveries:

Food deliveries and courier services are permitted after hours. The security staff will call the tenant to come down to pick up the delivery. The security staff will **not** escort delivery personnel to the floor/tenant requesting this service. The security staff will not sign and hold courier packages at the desk.

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LOADING DOCK

The loading dock is located on Canal Street north of Lake Street along the west side of the building and operates from 6:00 a.m. until 6:00 p.m., Monday through Friday.

The Office of the Building needs to be notified of any deliveries (excluding courier services) being made through the dock. Requests need to be emailed to Building Management via email at Riverpoint.Chicago@hines.com. Only when the request has been confirmed will it be entered into our building calendar. All vendors that come into the building to make a delivery need to have a Certificate of Insurance on file that meets the Office of the Building requirements prior to their arrival.

Deliveries during normal business hours are restricted to one half-hour in the dock. Any deliveries requiring more than one half-hour will need to be scheduled outside normal business hours. Overtime Dock Security needs to be scheduled in advance. Overtime Security Officer charges apply at a 4-hour minimum. To schedule time in the dock before or after normal business hours, please contact the Office of the Building via email at Riverpoint.Chicago@hines.com or phone by calling 312-444-0200. To contact the dock office please call 312-824-6174.

The loading dock provides access for 40-foot wheel base trailers and has seven bays open for freight delivery and two bays for roll-off trash containers. There are steel roll-up doors for each of the loading docks with a 14' clearance.



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ELEVATORS

Elevator Service:

River Point is equipped with three (3) banks of elevators, with a total of 25 passenger elevators for floor access, two (2) elevators for parking garage access, and two (2) freight elevators that service the loading dock. Passenger elevators are fully automatic and are available 24 hours daily for Tenant use.

Elevator service in the building is divided as followed:

Low Rise Bank	1, 9-23
Mid Rise Bank	1, 23-35
High Rise Bank	1, 36-50
Lobby Shuttle/Parking Garage	
Restaurant Shuttle	
Plaza Shuttle	
Riverwalk Shuttle	

Elevator Malfunctions:

In the event that the elevator stops between floors, remember to remain calm.

All of the elevators in the building are equipped with call buttons marked "Alarm" which are located under the rows of floor buttons. Should an elevator malfunction, press the Alarm button. The Alarm button immediately notifies Security of the problem. A Security Guard will be in constant communication with you while the situation is resolved. A full-time elevator mechanic is onsite from 7:00 a.m. to 3:30 p.m., Monday through Friday and will immediately assist in any elevator malfunctions or entrapments.

Freight Elevators:

River Point has two freight elevators located in the service corridor on the west side of the building lobby. Freight elevators are available on a first-come, first-served basis during normal business hours (6:00 a.m. to 6:30 p.m., Monday through Friday), as is the loading dock. Use of the freight elevators for deliveries or moves after normal business hours must be scheduled at least 24 hours in advance with the Office of the Building at (312) 444-0200.

Scheduled use of a freight elevator is required for any deliveries longer than 30 minutes and for tenant office moves. The Office of the Building must be notified of any tenant moving activity, move-ins or move-outs, or any movement within the building which would require the use of the freight elevators. Moves must be conducted on weekends or between the hours of 6:00 p.m. until 6:00 a.m., Monday through Friday.

Freight Elevator Lobbies:

The freight elevator lobbies are not to be used for storage or unwanted items. Additionally, these areas are also part of the primary route of access for emergency personnel and are to be kept clean of trash and debris at all times. Items found in the freight lobbies may be disposed of without notice at Tenant's cost.

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PHONE CLOSET ACCESS

IMG

IMG has been contracted to maintain all telephone risers and satellite closets along with the base building Netpop. This means that this is a “closed building” and IMG is the only vendor that can extend circuits through the riser closet and will be the primary contact in providing your communication/network needs. IMG will identify and maintain all existing cabling in the closets, catalog all connections from the closets to the tenant suite, remove any cabling not in use, and provide a single point of contact.

If you have any questions, or require access to the closets, or are in a communication emergency, please call IMG at (312) 275-8200 or the Office of the Building at (312) 444-0200.

BILLING/PAYMENT INFORMATION

Rent is due on the first day of the month. There is no monthly billing for rent or reoccurring billing. Invoices for miscellaneous services (key requests, overtime HVAC requests, etc.) are billed by the tenth of the month for the previous month's services. These invoices are due within 30 days of receipt of the bill. Rent and miscellaneous invoice payments should be made payable to River Point and sent to the following lockbox address:

**River Point LLC
PO Box 206710
Dallas, TX 75320-6710**

Please do not bring payment for rent or any invoice to the Office of the Building. This will only delay the processing of your payment.

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SMOKING - PUBLIC PLACES

River Point is a non-smoking building. Smoking is prohibited in all areas within the building. Smoking is prohibited within 25 feet of the building entrances.

Each tenant of the building will be responsible for enforcing the no smoking ordinance within their leased space. Any fines issued by the City of Chicago for violations of the ordinance will be passed on to the tenant responsible for the violation.

The designated smoking area is located on the exterior of the building in the plaza behind the security desk at the top of the Lake Street staircase.

SIGNAGE

Signage outside of tenant space is not allowed unless approved in advanced, in writing, by Building Management. Please email a proof of the sign(s) with the desired placement of the signs to Riverpoint.Chicago@hines.com for Building Management review.

General Information for the Use of Signs and Banners:

- All directional signage will be made by Building Management.
- Posters that have been approved by Building Management and are larger than 22x28 are required to be placed on easels.
- Once signs and posters are approved, the Office of the Building will instruct the janitorial staff of the tenant's desired placement of the signage.
- All common corridor elevator lobby directional signage and common corridor tenant suite signage needs to be ordered directly through Building Management.

Should you have any questions please contact the Office of the Building at (312) 444-0200.

TENANT CONSTRUCTION

Tenants desiring or contemplating the alteration or remodeling of their existing leased space must contact the Office of the Building for review and authorization. Landlord must approve all tenant plans and specifications prior to construction. The Office of the Building is prepared to offer construction management services. However, a fee may be charged for these services. Building Management reserves the right to prohibit contractor's access to the building for any construction related work for which prior authorization has not been obtained and also retains the right to impose other reasonable restrictions (e.g., certificate of insurance) it deems necessary prior to commencement of construction.

Any Contractor working in River Point must review, agree to and sign the Contractor Regulations and Guidelines, which will be distributed upon notification of construction.

Further information about tenant construction can be found in the Tenant Design & Construction Manual. Tenants can find a copy online at www.chicagoriverpoint.com or by request one from by emailing building management at Riverpoint.Chicago@hines.com.

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BUILDING FIRE SAFETY FEATURES

Fire Resistant Construction Material:

The building is constructed of a concrete core and structural steel frame. All structural steel members are fireproofed. The floors are constructed of concrete slab over metal decking. Demising walls and fire separation walls are either concrete or flame retardant gypsum board installed over metal studs.

Sprinklers:

All tenant and public areas of the building are protected by ceiling mounted automatic sprinklers that are heat activated. The building is fully equipped with sprinklers.

Smoke Detectors:

Smoke detectors are located in public building locations as well as electric and telecom rooms. By law, these devices are inspected at least once a year.

Fire Extinguishers:

All fire extinguishers are wall mounted in cabinets throughout tenant spaces, freight elevator lobbies, common areas and stairwells. These extinguishers are used on fires involving wood, paper, plastic, grease, oil and electrical. Tenants should become familiar with the location of extinguishers within their space and the proper use of these devices.

Automated Smoke Management:

In the automatic smoke management mode of operation, the tenant floor on which the fire alarm is actuated is automatically put in smoke management mode, and the floors immediately above and below are automatically put in 100% pressurization mode.

Stairwells:

River Point has two emergency evacuation stairwells that run the entire height of the building. The South Stair evacuates onto Lake Street and the North Stair evacuates through the Canal Street. During an emergency, avoid the mezzanine elevators shuttle and use the retail stairs.

It is very important that all stairwell doors be kept closed at all times unless they are being used for an evacuation. Even then, they should be closed as soon as the last person has evacuated the floor.

Emergency intercoms are located on every floor in both stairwells. These may be used to report directly to security at the front desk. In addition to the intercoms there are emergency fire phones on every fifth floor. The fire phones are restricted for emergency personnel use only.

All stairwell doors are generally locked on the stairwell side. During an alarm situation, however, all doors unlock allowing access to any floor during an evacuation. It is important that these doors not be held or blocked open as this allows smoke into the stairwell.

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RETAIL & AMENITY INFORMATION

River Point offers the following amenities and retail facilities:

- ATM** An ATM is available for tenant convenience at the Canal Street lower lobby entrance.
- Bicycle Storage** The bicycle storage entrance is located on Lake Street. The room has secured access that can be granted by Building Management. To be granted access, please submit a Bike Storage Waiver and submit it to the office of the building.
- Building Messenger** The in-house messenger center is located off the dock entrance and will intercept all courier parcel deliveries to and from tenant reception areas.
- Conference Center** The nearly 4,000 square foot Conference Center at River Point is located on the 23rd floor. Fully equipped with all AV necessities, the Conference Center can hold meetings ranging from 8 through 200 attendants. The Conference Center can be reserved at a cost by reserving the space via the RP App.
- Dropboxes** FedEx, UPS and USPS dropboxes will be located in the lower lobby level and will be serviced once daily.
- Fitness Center** The Fitness Center is located on the second floor and open to all tenants, free of charge. The fitness center is furnished with cardio and weight lifting machines.

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Parking Garage	The private parking garage, located below grade and accessed off Canal Street, accommodates approximately 150 cars. For parking requests, please contact Building Management.
Restaurant	Gibson's on the River, located on the Riverside Plaza, is an upscale white- tablecloth restaurant open for lunch and dinner. For more information, please call the restaurant directly at (312) 414 1100.
Riverside Plaza	The 1.5 acre public park is open from 6am to 11pm daily with ADA-accessible seating on the plaza and along the river levels. A "Lunch on the Lawn" picnic will be available during nice weather with a blanket supplied by Building Management based on availability
Shoe Shine Service	Shoe shine drop off services are coordinated by the office of the building. Every Tuesday, shoes are to be dropped off at the office of the building prior to 10 a.m. and will be ready for pickup after 4 p.m. that same day. Please complete the Shoe Shine Waiver prior to dropping off your shoes.
Bike Rental	Complimentary River Point Bicycles will be available for check-out, conditional on the weather, in the loading dock. A completed waiver is required prior to rental. Please reserve your bike on the RP Chicago App.
Ping Pong Table	A River Point Ping Pong Table is available for check-out and is kept in the Conference Center when the space is available. If the table is not in the Conference Center and you would like to use it in your space, please submit a request on the RP Chicago App. Our Team will reach out to you and confirm when the table is on its way to you.
Tenant Lounge	The tenant lounge is located adjacent to the conference center on the 23 rd floor. The lounge is furnished with seating and electrical outlets to provide tenants an alternative workspace and relaxation center. Various food vending options will be provided for purchase.
Umbrellas	Complimentary umbrellas will be available for check-out during inclement weather at the security desk.
Wi-Fi	Complimentary wireless internet will be provided for tenant use in the lounge, conference center, Riverside Plaza and Fitness Center.

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BUILDING RULES & REGULATIONS

****Rules & regulations may be updated or changed at any time at Building Management's discretion***

1. Sidewalks, doorways, vestibules, halls, stairways, elevator lobbies, and other similar areas shall not be obstructed by tenants or used by a tenant for any purpose other than ingress to and egress from the leased premises and for going from one part of the building to another part of the building.
2. Plumbing fixtures and appliances shall be used only for the purpose for which they are designated, and no sweepings, rubbish, rags, or other unsuitable materials shall be thrown or placed therein. Damage resulting to any such fixtures or appliances from misuse by a tenant shall be paid for by said tenant, and Building Management shall not in any case be responsible.
3. No signs, advertisements, graphics, or notices shall be painted or affixed on or to any windows or doors or other part of the building except of such color, size, and style approved in writing by Building Management, and such places shall be first approved in writing by Building Management.
4. Building Management shall provide all locks for doors in each tenant's leased area at tenant's expense, and no tenant shall place any additional lock or locks on any door in its leased area without Building Management's written consent. All requests for duplicate keys shall be made to the Office of the Building.
5. Tenants shall refer all contractor's representatives and installation technicians to Building Management for Building Management's supervision, approval, and control before the performance of any contractual services. This provision shall apply to work performed in the building, including, but not limited to, installations of telephones, and telecom equipment, electrical devices, and attachments, and any and all installations of every nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment, or any other physical portion of the building.
6. Any movement of furniture or office equipment in or out of the building or the dispatch or receipt of any bulky material or merchandise which requires the use of the elevators or stairways or movement through the building's entrances or lobby shall be restricted to such hours as Building Management shall so designate. All such movement shall be under the supervision of Building Management and such manner as agreed upon and pre-arranged by the tenant and Building Management.
7. All movement of the above listed items which shall require the use of an elevator shall be restricted to the building's freight elevator. Such pre-arrangement, initiated by the tenant, shall include a determination as to the limitations for safety or other concerns which may prohibit any article, equipment, or any other item from being moved into the building. Tenants are to assume all risks concerning the damage of any articles which are moved and the injury to any persons engaged in such movement. This includes any equipment, property, or personnel of Building Management that is damaged or injured in connection with providing this service for a tenant. Building Management shall not be liable for the acts of any persons engaged in this work or for any damage or loss to any of said property or persons resulting from any act that relates to such service performed for a tenant.
8. Prolonged use of freight elevators is restricted to weekends or weekdays after 6:00 p.m. and before 6:00 a.m. Such use must be coordinated with the Office of the Building prior to the date of use to provide authorization and prevent conflicts. All freight elevator scheduling requests can be made by submitting all information to the Building Management Office for review and approval at least 24 hours prior to elevator use. Information can be emailed directly to the Building Management Office at RiverPoint.Chicago@hines.com.

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9. Dock use is only allowed for loading and unloading of trucks, vans, and automobiles. No messenger or personal visits will be allowed. All deliveries or pickups will be limited to 30 minutes. Those staying longer than 30 minutes or not signing in with the dock guard are subject to tow at the vehicle owner's expense. No parking is allowed on the loading dock at any time. Any exception to dock rules or special parking privileges must be confirmed by the Building Management Office. Loading Dock hours are Monday through Friday 6:00 a.m. to 6:30 p.m. After hours loading dock scheduling requests can be made by filling out a Daily Information Request forms and can be emailed directly to the Building Management Office for review and approval at least 24 hours prior to dock use at Riverpoint.Chicago@hines.com.
10. All damage done to the Building by the movement of tenant's property or done by a tenant's property while in the building shall be repaired at the expense of such tenant. A tenant shall notify the Office of the Building when heavy equipment (such as office safes) is to be moved in or out of the building, and such moving shall be done under the supervision of a member of the management or courtesy staff after written permission is received from the Office of the Building. Persons employed to move such property must be acceptable to Building Management.
11. Corridor doors, when not in use, shall be kept closed and locked.
12. Each tenant shall cooperate with Building Management's employees in keeping its leased area neat and clean. Unless tenant is responsible for the cleaning of its own space pursuant to its own Lease Agreement, Tenant shall not utilize any person for the purpose of such cleaning other than the building's cleaning and maintenance personnel.
13. Nothing shall be swept or thrown into the corridors, elevator shafts, or stairways. Empty cartons, boxes, or other large items to be discarded are to be placed in the freight elevator lobby with an orange "Please Throw Out" sticker on them and not deposited in any public corridor. Please call the Office of the Building to request "Please Throw Out" stickers if needed. Freight areas must be kept clear of debris and is not a storage area. EM personnel will use the freight areas and lobbies therefore they must be kept clear.
14. No machinery of any kind shall be operated by any tenant within its leased area without the prior written consent of Building Management.
15. Tenant shall not tamper with or attempt to adjust the temperature control thermostats within the leased premises. Building engineers shall make all adjustments of thermostats. No space heaters should be used on the tenants' floors as this disturbs the entire floors temperatures.
16. No birds or animals shall be brought or kept within the tenant's leased area.
17. Building Management reserves the right to revise, amend, or rescind any of these rules and regulations without notice and to make such other rules and regulations as in its judgment shall, from time to time, be needful for the safety, protection, care, and cleanliness of the building, the operation thereof, the preservation of good order therein, and the protection and comfort of all tenants.
18. No article which is explosive or inherently dangerous is allowed in the Building, including space heaters, hover boards, electric bikes. Hover boards, electric bikes, and or scooters should be put in the bike room or the parking garage on the fifth floor.
19. Tenants shall cooperate and participate in all recycling programs established for the Building by Landlord or any governmental agency.
20. We encourage when purchasing appliances, office equipment or other products that you choose ones that are energy star rated. (www.energystar.gov/products/products_list)
21. Room-to-room canvasses to solicit business from other tenants of the Building are not permitted; Tenant shall not advertise the business, profession or activities of Tenant conducted in the Building in any matter which violates any code of ethics by any recognized association or organization pertaining to such business, profession or activities.
22. To the extent permitted by law, Tenant shall use reasonable efforts to prohibit picketing or other activity which would interfere with the business of Landlord or any other tenant or occupant of the Building, or

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distribution of written materials involving its employees in or about the Building (other than within the premises), except in those locations and subject to time and other limitations as to which Landlord may give prior written consent.

23. Unless authorized, Tenants shall not cook, otherwise prepare or sell any food or beverages in or from the premises or use the premises for housing accommodations or lodging or sleeping purposes except that tenant may install and maintain vending machines, coffee/beverage stations, food warming Equipment, and eating facilities for the benefit of its employees or guest, provided the same are maintained in compliance with applicable laws and regulations and do not disturb other tenants in the Building with odor, refuse or pests.
23. Tenant shall not permit the use of any apparatus for sound production or transmission in such manner that the sound so transmitted or produced shall be audible or vibrations therefrom shall be detectable beyond the premises; nor permit objectionable odors or vapors to emanate from the premises.
24. No smoking, eating, drinking, loitering, or laying is permitted in the common areas of the Building except in designated areas.
25. Landlord may require that all persons who enter or leave the Building identify themselves to security guards by registration or otherwise.
26. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by the Landlord or any governmental agency and shall cooperate and participate in all reasonable security and safety programs affecting the Building.
27. Large Events held in tenant spaces require a Large Event Notice Form to be filled out and turned into the office of the Building in person or via email at RiverPoint.Chicago@hines.com. This form will include all necessary details for best communication with the management office. A welcome table will also be necessary for check in purposes of any external visitors totaling 40+. The office of the building must be provided with a list of external attendees and these attendees must also be put in Kastle. A team member from the tenant's Team must be present to man the table in the Lobby and check visitors in.



Section B: Building Operations

Section B: Building Operations

BUILDING ACCESS

KEYS AND LOCKS

All key and lock requests or questions must be sent to the Management Office via email at Riverpoint.Chicago@hines.com. Please note that there is a charge for additional keys. If necessary to change lock within tenant space, please contact Building Management at (312) 444-0200 for proprietary keyway requirements.

BLUETOOTH ACCESS AND/OR PHOTO ID CARDS

All tenant employees working at River Point are required to have an access photo identification card issued to them or have a Bluetooth Kastle credential. Bluetooth credentials can be issued through the RP Chicago app or the Kastle Presence app. The ID card or mobile credentials are needed to enter the building at the lobby portals at all times.

New tenants to the building and new tenant hires will be issued an access photo ID card for each at no cost prior to move in. A \$20.00 fee will be charged for misplaced cards and replacement cards will be \$25.00 for current employees. **There is no charge at any time for Bluetooth credentials.**

Request for new or replacement cards, access level changes and deletion due to terminations or employees leaving the company, or any other access questions need to be submitted to the Office of the Building via e-mail to Riverpoint.Chicago@hines.com.

VISITOR REGISTRATION

All Visitors need to be registered on MyKastle. Guests are required to provide identification to the Concierge located in the lobby of building. Guests are required to provide identification to the Concierge located in the lobby of the building. A temporary badge will be printed or sent to their mobile device and the visitor will be directed to the specified floor.

Unregistered guests will be asked to wait as the Visitor Receptionist will call the tenant to ask permission for the visitor to access the space. To ensure timely access, please have all visitors registered in advance.

JANITORIAL SERVICES

Offices, restrooms, and public areas are cleaned nightly, five times per week (excluding Holidays), per the Cleaning Specifications noted in your lease. During the day, porter and janitorial service is provided for the restrooms, elevators, elevator lobbies, and general public areas of the building. Any other special cleaning requests or trash removal services will be billed to the tenant on a time and material basis. Please call or email the Office of the Building to request any additional cleaning services you may require. These additional services are billed to the tenant upon completion of the work. Day porters are not permitted to accept direct request from tenants and may only accept requests made through the Office of the Building or the available for large moves during the day.

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Large Trash Removal Services:

Dumpsters are available from the Office of the Building for large amounts of trash you may wish to remove from your office. Open boxes (20 yard or 30 yard) are also available to tenants for removal of large items such as desks, file cabinets, etc. A request submitted in advance to schedule use of an open box. A charge is assessed to the tenant for dumpster pickups. A charge is also assessed for open box usage. Please call the Office of the Building for rate information.

Small Trash Removal Services:

When tenants are looking to throw away small packages and boxes they should clearly be marked with orange "Please Throw Out" stickers to avoid any misunderstanding. These stickers can be provided to the tenant by calling the Office of the Building.

If trash is excessive, it will be billed back to the tenant for cleaning staff's time.

RECYCLING

In order to make recycling more convenient, blue desk side recycling containers are located at each individual workstation and office. To participate in the building's recycling efforts, please place all office paper, envelopes, Post-It notes, and cardboard items into the dedicated receptacle at your desk side. **Please note: Sensitive or confidential paper should not be placed in the recycling containers. The recycling materials are not shredded.**

While some bins say 'Paper Only', all other recyclables can be deposited in these containers as well. Recyclable items include all plastic bottles, plastic containers, magazines, catalogs, newspapers, glass containers, glass bottles, and metal containers, such as aluminum cans. **Please note: Any contaminated items cannot be recycled.** Please put all food waste in plastic lined trash bins. Night cleaning will dispose of the recycling items on a nightly basis in a dedicated recycling compactor located at the dock. These items are then taken to a recycling center where they are sorted and then processed into re-usable materials.

All wet waste, including food, paper towels, Kleenex, etc. are to be placed in the desk side trash container which will contain a plastic can liner. Trash is also picked up on a daily basis and disposed of in a separate container located in the dock.

Each tenant employee is responsible for properly dispensing both recyclable materials and non-recyclable materials into their respective proper collection device.

Each copier room/pantry/conference room should contain one recyclable container to collect paper and recyclables as well as one gray or black trash container for solid waste trash material. **To order recycling containers, please contact the Office of the Building for product and pricing information.**

Tenants will be supplied with battery recycling containers. Electronic recycling is available upon request. If you have a full battery container or electronic items, please contact the Management Office to arrange a pick up.

Section B: Building Operations

Trash and Recyclable Material Collection Process

- The janitorial staff currently has a dual-collection system that includes one medium size tote, lined in a black bag, for trash and one separately attached clear bag for recyclables.
- The janitorial staff shall dispose of all recyclable materials in their designated recycling bags and all trash and soiled recyclable material in the black trash bags.
- The janitorial contractor shall keep all solid waste trash material and commingled recyclable materials distinct from each other using the different color bags.
- The janitorial contractor shall dispense materials in the loading dock as follows:

Solid waste trash material and contaminated recyclables → 34-yard trash compactor
Commingled, non-contaminated recyclable material → 34-yard recycling compactor

- The trash compactor is picked up by Waste Management every other day and the recycling compactor is picked up approximately every six (6) days. The recyclables are then taken to an offsite sorting facility for processing.

What is Recyclable?

Recyclable paper is defined as ANY mixed office paper that can be torn or ripped and includes the following:

- Paper – white, letterhead, colored, coated, computer, photocopy, facsimile, Post-it notes, loose leaf and legal pads
- Envelopes – plain, window, labels
- Folders – manila, colored, coated
- Junk Mail – pamphlets, brochures
- Posters and training manuals
- Carbonless forms, receipts, shipping invoices
- Manuals and paper backed books, magazines, newspapers and newspapers inserts

Please note that paper clips, rubber bands, staples, tape, adhesive labels, and plastic tabs DO NOT have to be removed from recyclable paper.

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MAIL/MESSENGER CENTER

The Office of the Building maintains a supervised loading dock located off of Canal Street. The messenger center 7:00 a.m. to 6:00 p.m., Monday through Friday. For all incoming or outgoing mail, the delivery personnel are permitted to use ONLY the freight elevators. Please instruct all delivery services to use the loading dock and the freight elevators.

Private Mail Service/Express Mail Couriers (FedEx, DHL, etc):

Tenants contracting directly with private express mail couriers will be served per individual agreement reached with the courier(s). These couriers will be allowed past security through the loading dock to your space. The building provides a drop box for the private couriers behind the low-rise elevator bank.

U.S. Postal Service:

The U.S. Postal Service will deliver mail to your office Monday through Friday. Delivery times are subject to adjustment by the U.S. Postal Service. If asked to do so, the USPS can take letters/small packages from your office when delivering your incoming postage mail. You may also bring outgoing mail to one of the two mailboxes found on the 1st floor behind the low-rise elevator bank.

Messenger letters & small package delivery:

All incoming packages (with the exception DHL/UPS/FedEx packages) are received at the Messenger Canal and delivered to your suite by Messenger Center staff. The Messenger Center can be accessed from Canal Street on the north side of the building. Messenger delivery personal will not be allowed past the Messenger Center office. For pickup of a couriered parcel, please contact the Messenger Center at (312) 327-2358.

Food Deliveries

Small food deliveries are received at the non-contact food delivery shelf on the 1st floor at the lobby entrance. Large food deliveries must be confirmed through the office of the building and sent through the dock and freight elevators. Food deliveries should not go through the main lobby of the building and delivery personnel have the option to call the intended recipient of any food and pickup in the main lobby or dock area.

Inner-building delivery:

Phone the Messenger Center at (312) 327-2358 and tell them you have a package to be picked up. Advise them of the name and location of the destination. A Messenger Center staff member will come to your suite, collect the package, take it to the Messenger Center for tracking and then deliver it to the appropriate suite.

Building policy prohibits large sacks of mail and the use of two-wheeled carts used in the transportation of mail in the passenger elevators and escalators to prevent damage and injury.

Section B: Building Operations

HEATING, VENTILATION & AIR CONDITIONING

Air Conditioning and Heating:

Air conditioning and heating will be provided during the normal building hours of 8:00 a.m. to 7:00 p.m., Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday (or as per the requirements of your lease).

Overtime HVAC Requests:

When air conditioning or heating is required during outside normal business hours, the following procedures should be followed to request overtime HVAC (or as per the procedures stated in your lease). The cost will be at the then current rate per hour per the lease. Requests will only be taken by authorized tenant contacts.

When requesting overtime HVAC, be prepared to give the following information:

- Tenant name
- Your first and last name
- Building and floor location
- In the description field enter the time on and time off (must use "a.m." and "p.m.")

HOUSE CALLS – PRISM work order system

All work order requests should be entered into Prism. Prism gives tenants the ability to submit work orders online 24/7. Please contact Building Management to create a login account for the Prism system.

When you enter a request on Prism, please be prepared to give the following information:

- Tenant name
- Your first and last name
- Your phone number
- Building and Floor location of problem
- Specific location on the floor – (e.g. NW corner, John Doe's cubicle, Room #2095, Ladies Restroom)
- Description of the problem in as much detail as possible
- Details of any equipment or supplies needed in order to fix (if known)

Additional Notes:

Heating: Please note that space heaters are **strictly forbidden** in the building, as they are a safety hazard and against Chicago City fire codes. Also, space heaters disturb the accuracy of the building thermostats causing surrounding fellow employees to be cold.

Emergencies: If you have a situation that demands immediate attention, please follow the emergency protocol detailed in the Emergency Procedures Manual.

Section B: Building Operations



SECURITY

River Point Security Officers are on duty 24 hours a day, 7 days a week.

The contracted Building Security is responsible for security in the lobbies, dock area and all common areas within the building. Individual tenants of River Point are each responsible for the security of their respective areas and may call upon the Building Security to assist them at any time. Please note that tenants occupying a full floor are responsible for the security of all areas of the respective floor.

Building Security Officers are not armed and are only intended to serve as protection for the building and as a deterrent to crime. Actual enforcement of local laws is the role of the Chicago Police who should be contacted along with the Office of the Building if a crime or situation requiring the use of force occurs.

Property Pass:

As part of our security program, it is required that a property pass accompany any items not readily identifiable as personal property being removed from the building at any time. All passes must be submitted to a Building Security Officer on duty when exiting the building. Please request Property Removal Passes from Building Management as you see fit.

Tenant/Service Persons Access:

Building Security Officers do not have keys to individual tenant spaces and are strictly forbidden to allow access to those spaces. If you have lost your key or an unauthorized individual requests entry into your space, the tenant representative will be contacted to request permission to provide such access.

Security is Everyone's Responsibility:

Valuables should be stored in a safe place and doors locked after hours. The Office of the Building or Building Security should be contacted if any strangers behaving in a suspicious manner are noticed in the office areas. Only with tenant cooperation can a secure building be maintained.

Section B: Building Operations

MOVING PROCEDURES

Movement in or out of the Building of furniture, office equipment, construction materials or any other items requiring more than 30 minutes to move are restricted to weekdays after 6:00 p.m. through 6:00 a.m. the following morning, or on weekends and must be completed by Building approved Union movers with acceptable Certificates of Insurance on file. The Office of the Building adheres to the following procedures to make tenant moves as efficient as possible:

1. Since use of the freight elevators is on a first-come, first-served basis, it is advantageous to reserve an elevator as soon as a confirmed move date is available. (Under no circumstances are passenger elevators to be used for moving equipment, furniture, boxes, etc.) Please contact Building Management via email to reserve.
3. The tenant is required to notify its moving company and request that a Certificate of Insurance be sent to the Office of the Building prior to the move date. A move will not be permitted until the Certificate of Insurance meets building requirements and is on file with the Office of the Building. Insurance requirements are attached on the following page and can also be found on River Point's website, www.chicagoriverpoint.com.
4. Should the tenant require a Security officer to coordinate and/or monitor the move, or maintenance personnel for clean-up, the Office of the Building can arrange these services at a charge to the tenant at the then current rate per hour. Please note: A dock guard will be required during the move.
5. The tenant is responsible for seeing that the moving/delivery company adheres to the prescribed rules and regulations regarding their move or delivery.
6. The protection of building corridors, doors, stairwells, elevator floor coverings, public areas, lobbies, and service areas is the responsibility and expense of the tenant and/or moving freight company. More specifically:
 - a. Protection of building floor covering by Masonite or plywood along the prescribed route of movement through the building as outlined by the Office of the Building.
 - b. Protection of elevator lobbies, building corridors, and doors by cardboard, plywood, or other pre-approved materials by the Office of the Building.
 - c. The protection of elevator and entrance door frames by 2x4 boards at 90-degree angles taped to the door frame is required.
 - d. The movement of materials, furniture, etc. is limited only to those corridors, stairwells, elevators, and service areas designated by the Office of the Building.
7. It is recommended that a pre-move and post-move be set up with the Office of the Building to note any damage.

Section B: Building Operations

444 W. LAKE ST., SUITE 2350
CHICAGO, ILLINOIS 60606

CERTIFICATE OF INSURANCE GUIDELINES

Required Insurance Limits:

- Workers Compensation
(in kind and amount as prescribed by statute)
- Employers Liability\$1,000,000
- Commercial General Liability \$1,000,000
- Commercial Automobile Liability \$1,000,000
- Umbrella Liability \$5,000,000

The Certificate of Insurance must name the following as outlined below:

Certificate Holder (to be identified *exactly* as):

RIVER POINT LLC
c/o Hines
444 West Lake Street
Chicago, IL 60606

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

River Point LLC
Hines Midwest, LLC
(Direct Tenant if subtenant, or sub-subtenant is submitting)

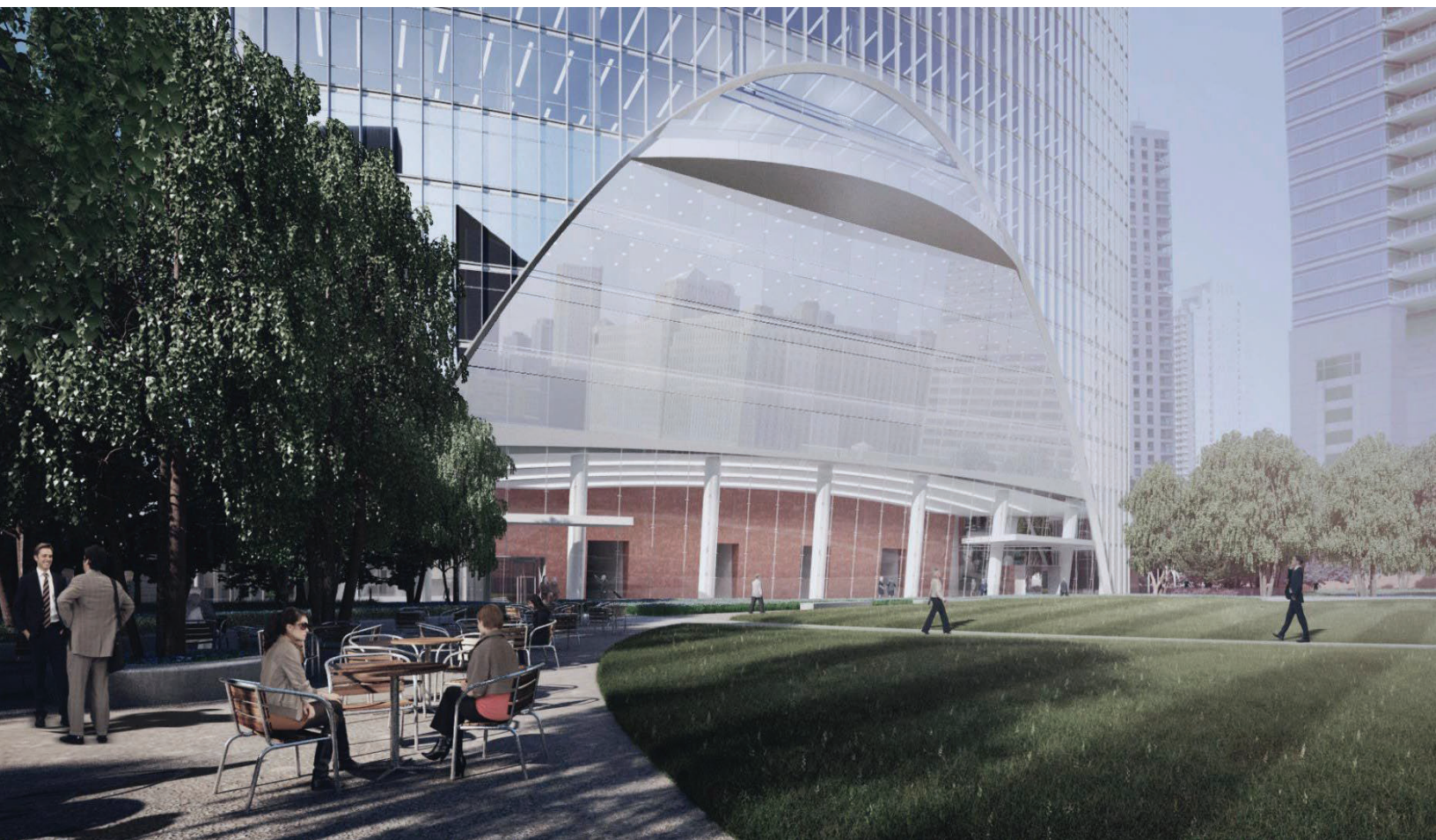
Section B: Building Operations

CONTACT LIST

When a tenant moves into the building, the Office of the Building will send a letter requesting a list of Office Contacts. This list provides us with the names and telephone numbers of people who we can contact in case of an emergency. Should an employee of your firm be locked out of your office, we will contact these individuals for permission to let that employee access your space.

If you are locked out of your space, please stop at the lobby security desk. A security staff member will try to contact someone on the Contact List for permission to let you in your space. If you are one of the employees listed on the Emergency Contact List, please provide us with proof of identification, and you will be allowed access to your space. Security staff cannot grant access to a tenant's space without the authorization of a designated Contact.

Please note that it is important for tenants to keep their Contact List up to date. Letters requesting updates are typically sent out quarterly; however, we ask that tenants contact Building Management whenever there are changes to their list.



TENANT AMENITIES

PARKING

River Point has parking for approximately 150 cars. Garage ingress and egress is from Canal Street. The garage has controlled access, via an automatic gate, and requires use of a security access card. The garage does not have public access. The parking spaces are leased on a month-to-month basis.

Access from the garage into the lobby is provided by two dedicated passenger shuttle elevators, operating between the parking garage and the lobby of the building. The garage contains a hand car wash program as an amenity for registered monthly parkers. Please contact the Office of the Building for additional information regarding car washing services and parking rates.

CONFERENCE CENTER

River Point Conference Facilities are located on the 23rd floor of the building and are designed to meet the needs of any tenant requiring a meeting room. The 3,800 square foot facility is comprised of scalable space, with a capacity ranging from 8 to 200 people.

In addition, the facilities offer instant communications and connectivity with LAN and wireless High-Speed Internet throughout the facility, the latest in audiovisual technology including a full line of equipment, such as LCD projectors, sound, and presentation support.

To reserve space in the Conference Center, you must submit a reservation request through the RP Chicago App. The rental rates have been established on a half day and full day basis. Additional rates will apply for extended use of the facility after 5:00 pm for extra janitorial and security services. Overtime HVAC requests need to be entered via PRISM. All cancellations made within 5 business days prior to the event, 50% of the total charge for the reservation will be applied. If proper notice is not given, appropriate usage charges will be applied. Rental of audiovisual equipment can be arranged through Building Management. Please be sure to provide at least a 48-hour notice.

If you have any questions about rental rates, room setups, catering or AV equipment or wish to use the conference facilities please email the Building Management or download the RP Chicago app for more information.

Lobby/Plaza

If you would like to book the Lobby or Plaza, please reach out to our Community Community Manager via email at Angie.Tants@Hines.com for availability and rates.

Fitness Center

The 5,000 square foot River Point fitness center is located on the 2nd floor of the building and offers a complete line of cardiovascular and strength training equipment, a group exercise room with appropriate sound and vibration isolation, and men's and women's locker rooms. Fitness Center membership is restricted to tenants in the building. In addition, the River Point fitness center offers group exercise classes, personal training, towel service, laundry services, and incentive programs. For more information please contact Building Management by email at RiverPoint.Chicago@hines.com

Section B: Building Operations

SUSTAINABLE POLICY

LEED®

River Point has been a LEED® certified building since its inception. As of September 2022, we are LEED Platinum.

Green Building Features

Hines has built or begun construction on more than 50 million square feet of LEED® certified buildings. The Property environmentally-sound features include, but are not limited to:

- High efficiency air filters reduce indoor pollutants and improve air quality.
- Efficient, water consuming fixtures help with water conservation.
- Recycling Program
- Use of LED bulbs
- Light switches with motion sense controls which save energy and reduce operation costs.
- 100% outside air economizer allows up to 100% fresh air to be supplied during certain times of the year, which reduces the HVAC operational costs and increases indoor air quality.

HinesGO

GREEN OFFICE, or HinesGO, is a voluntary initiative adapted for Hines tenant spaces, which measures and rewards the "greening" efforts in your lease space.

The program will help you identify and implement no-cost and low-cost alternatives to operating in a standard indoor office environment. Scored on a scale of 100, you can evaluate your space in seven categories. When a specific strategy or improvement has been implemented from those categories, "Leaf Credits" are earned, which are weighted differently according to their relative sustainable value. If your office achieves 70 Leaf Credits and submits the attached form, it is then designated as a GREEN OFFICE.

We encourage you to establish a "green team" to conduct cost-benefit analyses for opportunities that require nominal cost to achieve a credit. Then a plan can be created for implementing those opportunities and measuring the results with an over-riding goal of reducing our collective environmental footprint and energy consumption.

Hines rolled out a similar program internally in December of 2008 and has since designated over 140 Hines GREEN OFFICES in the United States and Europe.

"Hines GREEN OFFICE expresses the sustainable approach we have used in our development and management services for decades. Encouraging tenants to make greener choices is just as important as designing healthy, productive and environmentally friendly space. We are pleased to offer this service to our tenants." - Hines President and CEO Jeffrey C. Hines

Contact Building Management for more information on the HinesGO initiative or if we can assist you with anything, and we look forward to hearing your sustainability achievements.

Hines
www.hines.com