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The Monroe Building, 104 S. Michigan Avenue, is committed to customer sensitive management. Maintaining good communication is the most crucial element for us to sustain our commitment to you. It also helps to implement the policies and procedures contained in this Tenant Manual. All information is subject to change, at the Landlord’s discretion. To ensure effective communication between us, we would like to designate a "Tenant Contact" as the contact person between your company and the Office of the Building. Your Tenant Contact is the key to accurate and timely information when making requests or reporting problems. We suggest that all communication from your company to the Office of the Building be channeled through this person.

Building Staff

To reach us, please call, (312) 223-1764. The automated directory will prompt you to the appropriate extension, during non-business hours. We are happy to assist you in any way we can. The building’s staff consists of the following individuals:

1. Management Staff: Paul Rades Property Manager
   Christina Carabez Assistant Property Manager

2. Engineering Staff: Pat Godley Chief Engineer
   John Jaroszewicz Engineer
   John Callahan Apprentice Engineer

3. Day Porter Staff: Justo Quispe Day Porter

4. Security Staff: Ewa Biela 7 a.m. - 3 p.m. Sun-Thurs (Weds. Until 4)
   Off Fri & Sat
   Cynthia Gerals 7 a.m. - 3 p.m. Fri-Sat
   3 p.m. - 11p.m. Sun-Tues
   Off Weds & Thurs
   Brenda O’Neal 3 p.m. - 11pm Thurs-Sat
   11 p.m. - 7 a.m. Sun-Mon
   Off Tue & Weds
   Myrtle Fitzpatrick 11 p.m. - 7 a.m. Tues-Sat
   Off Sun & Mon
   Kareem Edwards 4 p.m. - 11 p.m. Weds

5. Night Janitorial Staff: Joanna Jaroszewicz Janitorial Supervisor
   Stella Tokarska Cleaner
   Zofia Bialon Cleaner
   Ramiro Calderon Cleaner

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II. Building Operations

Please direct all questions or concerns regarding the building or your office suite to the Office of the Building, located in Suite 530, at (312) 223-1764. Office hours are 9:00 am to 5:00 pm. Monday - Friday. During non-business hours, the automated telephone attendant will direct your phone call to the lobby Security Officer on duty and he or she will take the appropriate action. The building offers many services and conveniences to our tenants. Most of these will be explained throughout the following sections of the Tenant Manual.

A. Building Hours

The building is open 24 hours a day 7 days a week for your convenience. After normal business hours, access to building is through the Michigan Avenue entrance door only. To gain access to the building you will need ring the doorbell to alert the Security Officer. Please note, that the evening Security Officer’s duties, require them to patrol the building, however the doorbell can still be heard if they are away from their desk. We will give you more information about access control in the Building Access and Security Section of this manual.

See Building Services & Rules section, paragraph K, HVAC System, for hours of operation of the HVAC (Heating, Ventilation, & Air Conditioning) system.

B. Engineering

Engineering is on staff Monday-Friday from 6:00 am - 5:00 pm and Saturday 6:00 am - 2:00 pm. Engineering is on-call outside of these hours if emergencies arise.

C. Loading Dock

The loading dock is located on the West side of the building in the alley, off of Monroe Street. The loading dock is open from 6:00 am until 6:00 pm, Monday through Friday. The ingress and egress is only allowed via key card. It can be reserved by a tenant, vendor or contractor for a specific delivery, after-hours or on the weekends. The freight elevator should be scheduled in conjunction with the loading dock. For further information, please refer to IV. Building Services & Rules section, Freight Elevator, paragraph J. For freight usage after-hours, please schedule with Office of the Building. In some cases, an additional charge will be necessary for staff to operate the freight elevator.
D. Office of the Building

On-site Property Management is provided by J&J ARNACO, LLC, who is dedicated to providing responsive, professional, customer sensitive management services for our tenants. The Office of the Building is located in Suite 530, (312) 223-1764. Office hours are 9:00 am to 5:00 pm Monday through Friday.

J&J ARNACO’s mission is “to be the premier provider of real estate services for historic commercial office buildings, being perceived by its tenants and clients as the most valued real estate management company”. To accomplish this objective in the mind of its tenants and clients, J&J ARNACO LLC will consistently provide customer sensitive services, while preserving Chicago’s architectural heritage for the future.

E. Security

The security desk is located in the first floor lobby and is staffed 24 hours per day, 7 days a week. Please contact Security, at (312) 223-1795 or (847) 894-7833 Cell phone for any concerns or requests outside of normal business hours, otherwise please direct your calls to the Office of the Building, at (312) 223-1764.

F. Smoking

The Illinois Legislature’s Clean Indoor Air Act, prohibits smoking in all office buildings and public businesses. Therefore, smoking is prohibited in all areas of the building, even in private offices.

In conjunction with the no smoking ordinance inside the building, the ordinance prohibits smoking near building entrances. According to Illinois law, individuals who are smoking must be at least 15 feet away from building entrances. Security personnel will remind individuals who smoke by entrances that such activities are prohibited. Please note there is a designated smoking area located 15 feet from the dock door entrance. Cigarette butts should be disposed of in the receptacle provided. We ask for your cooperation in complying with the no smoking policy. If you have any questions, please direct them to the Office of the Building.

G. Tenant Contact

The Monroe Building Tenant Manual will most likely be utilized by your firm’s “Tenant Contact”, although each employee may have a copy if they desire. The Tenant Contact is usually the person who manages your office and coordinates employee needs. Please try to filter all of your company requests through the Tenant Contact. This assures us that the request is properly authorized.
III. Amenities

A. ATM

An ATM machine is located in Citibank on the corner of Michigan Avenue and Monroe Street. It can be accessed through the first floor lobby’s bank entrance as well as through the bank’s exterior entrance.

B. Building Conference Rooms & Banquet Facilities

We have two conference rooms that are available for our tenants use on the 4th floor, Suite 400. These spacious conference rooms are fully-equipped with state-of-the art teleconferencing and multimedia projection capabilities. The larger room includes access to a separate kitchenette. Reservations for the Conference Room should be made one week in advance of meeting or special event, by contacting the Pritzker Military Museum & Library, (312) 374-9333. Tenants will be afforded the lowest non-profit rental rates. Rates are subject to change without notice. Tenants shall arrange for any Catering or Audio Visual Services that shall be needed, on their own.

If you are holding a meeting or special event in one of the Conference Rooms and require catering services, they would be glad to provide you with a list of preferred caterers. See Exhibit F.

C. Restaurants

Dunkin Donuts, (312) 482-7300, is located on the lobby level, Monroe Street open Mon-Fri, 5:00 am – 8:00 pm, and Sat-Sun 6:00 am – 7:00 pm.

Pret A Manger, (312) 873-0416, is located on the lobby level, Michigan Avenue open Mon-Fri, 7:00 am – 8:00 pm, Sat 8:00 am – 7:00 pm, and Sun 9:00 am – 6:00 pm.

D. Parking

We have partnered with LAZ Parking to provide employee parking at the Millennium Garages (Grant Park North Garage, Millennium Lakeside Garage and Millennium Park Garage). You have the option of either Monthly Parking or Daily Parking.

We also have a Discounted Validation Program at Grant Park North Garage. The regular rates are $31.00. The discounted rates are as follows:
Monthly Parking Rate: With Monthly Parking Key Card
Grant Park North Garage: $225.00 per month 24/7 access with in and out privileges
Millennium Park Garage: $185.00 per month 24/7 access with in and out privileges
Millennium Lakeside Garage: $175.00 per month 24/7 access with in and out privileges
*Rates include all taxes and are subject to change upon tax increase*

Daily Parking Rate: Available ANY time with Daily Parking Key Card
Grant Park North Garage: $15.00/use (1 in and 1 out per use—up to 12 hours)
Millennium Park Garage: $13.00/use (1 in and 1 out per use—up to 12 hours)
Millennium Lakeside Garage: $10.00/use (1 in and 1 out per use—up to 12 hours)
*Posted rates will apply after 12 hours*
*Rates include all taxes and are subject to change upon tax increase*

Prepaid Validation Rates - Grant Park North Garage
24 hour validations $26.00
12 hour validations $20.00
8 hour validations $18.00
2 hour validations $16.00

Validation Coupon Grant Park North - available at Office of the Building, Ste.530
$5.00 off validations Regular Rate $31.00.

For additional information, please contact Kimberly Hyla at (312) 616-1543 or via email khyla@lazparking.com.

Also, a public parking garage is located adjacent to our building at 55 E. Monroe. The garage is managed by InterPark, (312) 935-2772. Other parking garages options: 17 E. Adams managed by InterPark (312) 554-0112 on the corner of Adams and Wabash, 1 block southwest.

E. Public Transportation, Airports

The Monroe Building is located 8 blocks from Metra’s Ogilvie Transportation Center and Union Station. The CTA Orange, Green, Purple, Brown and Pink EL, is ½ block west, for travel to Midway Airport. The CTA Red Line subway is 1 ½ blocks West of our building on State and Monroe. Additionally, the CTA Blue Line subway entrance is located 2 ½ blocks west on Monroe and Dearborn and for travel to O’Hare Airport. Frequent bus service is available on Michigan, Monroe, Adams or Madison as well. Contact Metra or CTA at (312) 836-7000 for schedules and additional information.

F. Restrooms

Restrooms are located on the lobby level in the dock hallway. For security reasons, the restrooms are locked at all times. Key Cards are made available at the Lobby desk.
G. Shipping Drop Box

United Postal Services drop box is on the west end of the lobby. If you need to send out any parcels Fed Ex, DHL or UPS there are drop boxes in the neighboring building at 55 E. Monroe. A mail chute is located on every floor for your convenience.

H. Storage

Individual Storage Rooms are available for rent based upon availability. If you are in need of storage space, please contact the Office of the Building.

I. DirecTV

Digital and HD services are available. USA Wireless is the provider for the Monroe Building. Contact USA Wireless at (847) 831-4561 for services and options available to you. In addition, contact IMG (Riser Management Company) at 1- (888) 464-5520 for a quote to have cable pulled from the building riser closet to your IT room.

J. Fitness Center

The 4,200 square foot tenant-exclusive Fitness Center is equipped with state-of-the-art work out equipment, featuring treadmills, Arc trainers, recumbent and upright bikes, rowing machine, leg press, dumbbells and bench press with free weights, functional trainer and abdominal board. The fitness center also includes a yoga and stretching room, including mats, yoga ball, 42” flat screen TVs and free WiFi, as well as spa-like locker rooms and showers with complimentary plush terry towels. Please note, that there is a $75.00 one-time, non-refundable start-up fee per individual. Prior to using the Fitness Center, a signed Waiver and Release of Claims form MUST be returned to the Office of the Building.

K. Umbrellas

As a courtesy to all of our tenants, The Monroe Building will provide umbrellas for your use. Please see Security, as you will need to sign for the rental of the umbrella. If for whatever reason, the umbrella is not returned to the Security Guard a $40 fee will be billed to you.

L. Concierge Unlimited International

We have partnered with Concierge Unlimited International (CUI) to offer the best in immediate personal assistance for concierges services such as negotiating prices, arranging discounted accommodations and making reservations at restaurants or hotels on your behalf, just to name a few. This amenity is available at no cost to you to take advantage of the benefits CUI has to offer!
IV. Building Services & Rules

A. Bicycle Usage

A designated bicycle storage room and locker room is located on the first floor off of the lobby in dock hallway. The bike room is complimentary for all tenants of the Monroe Building and everyone is encouraged to take advantage of this wonderful amenity. Please register to use the bike room with the Office of the Building, Suite 530 so that your key card will be activated for the access control system. Registration of all bicycles and lockers is required.

B. Building Directory

Coming soon the former building directory located in the main lobby will be replaced by a new electronic directory.

C. Building Rules & Regulations

Tenant shall comply with the following Rules and shall communicate to its employees and other personnel those of these Rules that apply to their activities and/or behavior in the Building and, at Landlord’s written request, such other information as Landlord considers important for them to know. Landlord may, at the request of Tenant or another Building occupant, waive compliance with one or more Rules. However, a waiver is not effective unless signed by Landlord, and, unless stated in the waiver, does not relieve Tenant from the obligation to comply with the Rules on other occasions. A waiver given to a Building occupant other than Tenant does not excuse Tenant’s compliance with the Rules. Landlord’s waiver does not relieve Tenant from liability for injury to person or loss or damage to property arising from Tenant’s acts or omissions. Terms capitalized but not defined in these Rules have the meanings ascribed to them in the body of their Lease

I. General

1. Other than deliveries of mail and small packages from the U.S. Post Office or a recognized overnight courier service, Tenant shall not arrange for or permit deliveries or shipments of furniture, freight, equipment or packages through public entrances to the Building and/or using the passenger elevators. Deliveries and shipments of the foregoing items shall be at times set by Landlord via the loading dock and freight elevator, with not less than twenty-four (24) hours’ notice to Landlord, to enable Landlord to schedule around possible conflicts, pad the elevator and take other steps to prevent damage to property.
2. Use of hand-trucks not equipped with rubber tires and side guards is prohibited in the Building. All hand-trucks must enter and exit the Building through the loading dock corridor. Hand-trucks are strictly prohibited in the Building lobby and vestibules.

3. Tenant shall not waste electricity, water or air conditioning, and agrees to cooperate, as reasonably requested by Landlord, to ensure the effective and energy-efficient operation of the HVAC System. The use of extension cords in the Premises is strictly prohibited. Only power outlet strips (with GFI) are permitted for use in the Premises. Tenant shall not adjust controls for heat or air conditioning, other than those thermostats or controls installed specifically for Tenant’s use, if any. Tenant shall not without Landlord’s consent use a method of heating or air conditioning other than that supplied by Landlord, including space heaters.

4. Tenant shall store trash within the interior of the Premises and in suitable trash receptacles for removal by Landlord’s employees or contractors in the course of providing janitorial service to the Premises. No trash shall be moved through the passenger elevators. Trash removal other than that performed by Landlord’s employees or contractors in the course of providing janitorial service to the Premises shall be made only at the times and using paths of travel designated by Landlord. In no event shall Tenant place any of its trash directly in Landlord’s dumpsters. Tenant shall comply with Building recycling programs.

5. Without Landlord’s prior consent, Tenant shall not install curtains, blinds, shades or screens on windows or doors. Tenant shall not place or allow the placement of objects on windows or windowsills. Tenant shall not cover or obstruct sashes, sash doors, windows and doors that reflect or admit light and air into the Common Areas.

6. Tenant shall not allow smoking in the Premises, in any part of the Common Areas or within fifteen (15) feet of any entrance to the Building, except in Landlord-designated smoking areas located outside of the Building. Tenant shall comply with Laws regulating smoking in or about the Premises and the Building.

7. Tenant shall not cook or permit cooking in the Premises other than microwave cooking and use of coffee machines by Tenant’s employees for their own consumption.

8. Tenant shall not bring bicycles or other vehicles into the Building except as designated in the bike room policy. Tenant shall not bring animals into the Building, except for service dogs and other animals serving as accommodations for persons with disabilities under color of Laws.
9. Tenant’s employees, invitees, visitors, agents and contractors shall not congregate or loiter in Building entrances or corridors or obstruct pedestrian traffic on sidewalks or in the lobby, corridors, stairways, elevators and other Common Areas, except for area(s), if any, that Landlord designates as smoking areas.

10. Tenant shall limit the use by its employees, agents, contractors and invitees of, the Common Areas other than the ground floor lobby, to ingress and egress to and from the Premises, and shall not obstruct or allow its employees, agents and contractors to obstruct the Common Areas.

11. Tenant shall use water fountains, water and wash closets, toilet rooms and fixtures in toilet rooms only for the purposes for which they were designed.

12. If Tenant needs special services, Tenant shall request them from Landlord directly, not from Landlord’s maintenance personnel. Landlord shall bill Tenant for special services according to Landlord’s regular rates or as otherwise agreed by Landlord and Tenant. Tenant shall not request Landlord’s employees, agents or contractors (including the management company and its employees, agents and contractors) to perform services outside their regular duties. Tenant shall not employ or contract directly with Landlord’s employees for any purpose without Landlord’s consent.

13. Tenant shall not solicit, canvass or conduct any door-to-door activities in the Building nor permit any parties conducting such activities access to the Premises. If any party engaged in soliciting, canvassing or other door-to-door activities seeks access to the Premises or attempts to approach Tenant elsewhere in the Building, Tenant shall immediately notify the Office of the Building.

II. Fire and Safety; Locks and Security

1. Tenant shall comply with procedures and regulations and participate in programs relating to safety, fire protection and security established by Landlord or a Governmental Authority. Landlord has the right to order the evacuation of all or part of the Building in the event of Emergency or catastrophe or for fire drills, and Tenant shall comply with Landlord’s orders related thereto.

2. Tenant is responsible for protecting the Premises from theft, robbery and pilferage. Doors from the Premises opening to public corridors shall be kept closed except for normal ingress and egress to the Premises. Before closing and leaving the Premises at the end of the day, Tenant shall ensure that doors to the Premises are locked.
3. Tenant shall obtain additional keys and access cards for locks on doors to the Premises and the Building only from Landlord, for which Landlord may charge a reasonable amount. Tenant shall not change locks or install new or additional locks or bolts on doors or windows without Landlord’s consent. Tenant bears the cost of lock changes and repairs.

4. Landlord reserves the right to close and keep locked public entrances and exits other than during Regular Business Hours. Tenant, its employees, agents, contractors and invitees shall, if requested by Landlord, sign a register, show identification or use access cards or other devices when entering or leaving the Building, and Landlord may refuse access to persons without proper identification or authorization. Landlord and the Landlord-Related Parties are not liable for errors made in good faith by Landlord or its agents, employees or contractors in admitting or refusing to admit persons to the Building.

5. Landlord reserves the right to exclude or expel from the Building persons who Landlord believes are under the influence of alcohol or drugs, or who are engaging in, or reasonably appear to pose a threat of engaging in, disruptive, disorderly, criminal or quasi-criminal behavior.

6. Tenant shall not use or keep at the Premises kerosene, gasoline or other flammable or combustible fluids or materials or keep or maintain any decorations that create fire hazards such as live holiday trees or decorative lights.

III. Construction

1. All Alterations made by Tenant to the Premises shall be performed in accordance with the construction rules and standards (“Construction Standards”) then in effect for the Building. Prior to commencing any Alterations, Tenant shall obtain from Landlord a copy of the current Construction Standards and shall supply same to all contractors employed by Tenant in connection with such Alterations and shall require and enforce compliance therewith by Tenant’s contractors.

D. Cleaning

Janitorial Cleaning Services for tenant’s offices are available from 5:00 pm – 12:30 am, Monday – Friday, excluding national holidays. The work of cleaning personnel shall not be hindered by the Tenant any time after 5:30 pm. The tenant shall provide adequate waste and rubbish receptacles.

1. Standard Services
The Janitors provide daily cleaning 5 nights per week as part of our standard building services. Daily duties include, dusting, vacuuming, and emptying the waste baskets. Recycling containers will be emptied once they are full. To provide you
with thorough and comprehensive cleaning, we have developed standards for other
services on a weekly, monthly and quarterly basis; such as tile floor striping and
waxing and high dusting.

2. Special Services Cleaning
   If your carpet, walls or other improvements require special cleaning services, please
   contact the Office of the Building. We will be happy to have the janitorial service
   quote you a price for the special service.

E. Collections & Delinquency

Rent is due and payable on the first of each month. If rent is paid after the 5th of the month a late
fee penalty is billed the following month. Also, interest is charged on unpaid balances, for each
day that the rent is not received. Rent payments may be dropped off at the Office of the
Building, or mailed. Checks should be made payable to J&J ARNACO LLC, 104 S. Michigan
Avenue, Suite 530, Chicago, IL 60603.

F. Common Areas

Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed
or used by the Tenant for any purpose other than ingress and egress to and from the Premises.
No rubbish, litter, trash, or material of any nature should be placed, emptied, or thrown in these
areas. At no time should you permit your visitors or employees to loiter in common areas or
elsewhere in or about the Building or Property.

1. Corridor doors, when not in use, shall be kept closed at all times.

2. Tenants and Visitors shall not: (i) make or permit any improper, objectionable or
   unpleasant noises or odors in the Building, otherwise interfere in any way with other
   tenants or persons having business with them; (ii) solicit business or distribute, or cause
to be distributed, in any portion of the Building any handbills, promotional materials or
other advertising; or (iii) conduct or permit any others activities in the Building that
might constitute a nuisance.

G. Deliveries/Messengers

All deliveries must be made through the loading dock entrance. The loading dock is accessible
from the alley off of Monroe Street. Tenants must accept and sign for all deliveries. All
deliveries to the dock must be “inside” deliveries (directly to your suite). No deliveries may be
left at the dock. Security is not allowed to sign for any Tenant packages, or hold them for pick-
up. NO EXCEPTIONS.
The dock elevator located at the loading dock must be used for all deliveries. The dock elevator hours are from 6:00 am to 6:00 pm, Monday through Friday. No deliveries are allowed through the Michigan Avenue or Monroe Street entrance or in the passenger elevators, unless instructed. No large carts or dollies are allowed through the lobby. See Freight Elevator, paragraph J, for additional information.

Deliveries requiring extended use of the dock, or the freight elevator, need to be scheduled with the Office of the Building for after-hours or weekends. Additional personnel must be present and their time will be charged to the tenant. Please contact the Office of the Building at least 48 hours in advance to reserve the dock and freight elevators.

H. Electrical Service

Electricity is purchased from ComEd by the Tenant. Each Tenant’s premise is separately metered. Tenants are responsible for contacting ComEd for electric service at 1 866-NEW-ELEC or www.comed.com/newbusiness. Tenant’s electrical meters are read monthly and usage is billed directly to tenants.

I. Floor Loads/Heavy Equipment

Landlord shall have the power to prescribe the weight and position of safes and other heavy equipment or items, which in all cases, shall not in the opinion of Landlord exceed acceptable floor loading and weight distribution requirements. All damage to the Building due to the installation or removal of heavy equipment shall be repaired at the Tenant’s expense.

J. Freight & Dock Elevators

Those making deliveries to, or removing items from the building, must transfer in the basement between the loading dock freight elevator, and the office tower freight elevator; and vice versa for removing items from the building. The freight elevators are to be used by contractors, moving companies, vendors and couriers. There may be an after-hours charge for the use of the freight elevator. See Schedule of Charges, Exhibit B. Please contact the Office of the Building at least 48 hours in advance to reserve the freight elevator.

The building Freight Elevator #2 Car, has a 2,500 lb. capacity, the cab interior is 95 1/2” H. x 64” D. x 75” W., and the door opening is 42 1/2” W. x 82” H. There is an access panel in the ceiling 44” W. x 26” D. for items which not fit in the car’s cab. Security is to put the car on independent when making more than 2 trips up and down. The Loading Dock Elevator #8, capacity is 5,000 lb., the cab interior is 10’ H. x 6’8” D. x 5’ W., door opening is 5” W x 7” H.
K. Heating, Ventilation, Air Conditioning (HVAC) System

1. Standard Services

The heating, ventilation and air conditioning system is provided during the following building hours:
8:00 am to 6:00 pm Monday through Friday
8:00 am to 1:00 pm Saturdays
The HVAC is not in operation on Sundays and holidays. Building holidays are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

2. After-Hours HVAC

We are able to provide you with after-hours heating and air conditioning upon written request from an authorized Tenant Contact. Please submit your request to the Office of the Building, at least 24 hours in advance. See Schedule of Charges, Exhibit B, for After-Hours HVAC charges. These charges are subject to reasonable escalation. An additional charge for overtime labor may apply, if required.

L. Janitorial

See Cleaning, paragraph D.

M. Light Bulbs

The Building staff replaces light bulbs, including Exit lights, charges are based on the bulb’s cost, plus labor. Tenants are not allowed to use their own light bulbs, as all lights must conform to the Landlords specification and standard.

N. Maintenance and Janitorial Requests

All requests should be placed through the Tenant Access Portal under Tenant Services via the Monroe Building website at www.themonroebuilding.com and not directly with any staff person from engineering, janitorial, or security. Please have only your Tenant Contact Person(s) request assistance from the Office of Building if you need maintenance or janitorial services in your suite. Generate a work order and it will be assigned to the staff, and followed up with upon completion. If a charge is applicable, you will be notified, and the charge will be placed on the following month’s Rent Invoice.
O. Notary Public

Notary Public services are available. Contact the Office of the Building in Suite 530 Mon-Fri 9:00 am – 5:00 pm

P. Overnight Mail, Mail and Shipping Drop Boxes

See Amenities Section, Shipping Drop Box, Paragraph G

Q. Pest Control

Landlord’s vendor provides pest control and extermination service to building common areas. Service is provided the first Wednesday of every month. In the event tenant requires additional service, please contact the Office of the Building.

R. Postal Service

Incoming mail is delivered daily to your office by the U.S. Postal Service. The mail drop-off box is located in the lobby on the 1st floor. The daily mail pick-up schedule is posted on the drop box. Your company’s mailing address should be as follows:

Firm name (or individual name)
104 S. Michigan Avenue
Suite (always include your new suite number)
Chicago, Illinois 60603

S. Recycling

Recycling, including paper, plastic, glass, aluminum and metal, is offered complimentary through the Office of the Building. Recycling of used computer equipment is also offered annually, please contact the Office of the Building for additional information. Recycling of all standard items are picked up when the containers become full. Recycling of toner or computer equipment requires the Office of Building to be contacted.
Also see Waste & Recycling, paragraph Z.

T. Rent Payment

Rent payments may be dropped off at the Office of the Building, or mailed. Checks should be made payable to J&J ARNACO LLC, 104 S. Michigan Avenue, Suite 530, Chicago, IL 60603. See Collections and Delinquency, paragraph E, for additional information.
U. Schedule of Building Service Charges

See Exhibit B

V. Signage

No signs, advertisements or notices shall be painted or affixed on or to any windows, doors or other parts of the Building; except those of such color, size, style and in such places as shall be first approved in writing by Landlord.

W. Telecommunications, DSL and Fiber Optics

Tenants are responsible for the installation and maintenance of their own telephone system. The Building’s Riser Management company, IMG, 1-(888)464-5520, is responsible for installation and maintenance of the telecommunications, DSL and fiber optic cabling from the basement to the tenant’s suite. Tenants must contract with IMG for the telecommunication cabling outside of their suite, but may contract with another licensed, Union contractor for work within their suite. Tenants may also contract with IMG, to perform all of the work inside their suite. All contractors must have a Certificate of Insurance on file with the Office of the Building, prior to any work commencing.

X. Tenant Special Events

If you are planning a tenant function (party, fund raiser, etc.), please notify the Office of the Building in advance. The Office of the Building maintains certain policies to help coordinate the event, limit liabilities to the building, and ensure the safety of all visitors and guests. The Office of the Building will need the following information: date of event, time, number of guests, names of guests, presence of alcohol, overtime HVAC requirements, service elevator use, janitorial needs, special electrical requirements, security requirements and Certificate of Insurance from all vendors.

Y. Vestibules and Elevator Lobbies

The freight elevator lobby vestibules are to be kept clear of empty boxes, trash, unwanted furniture/equipment, etc. this is a fire hazard and is not permitted by the city fire code.

Z. Waste & Recycling

No tenants may dispose of trash on their own. Only building staff are authorized to utilize the buildings dumpsters. Tenants are not to place any trash outside of their suite in the corridor.
you would like to have something thrown out, please contact the Office of the Building and place "please throw away" stickers on it. See Cleaning, paragraph D, for additional information.

AA. Wall Hangings

No nails, hooks or screws shall be driven or inserted into any part of the Premises or Building except by the Building maintenance personnel. Nor shall any part of the Building be defaced by the Tenant.

BB. Window Coverings & Windows

Tenant shall observe Landlord’s rules with respect to maintaining standard window coverings on all windows in the Premises so that the Building presents a uniform exterior appearance. No item shall be placed on the window glass or leaned against the glass.

CC. Window Washing

Exterior window washing occurs 3 times a year. Interior windows are washed 1 time a year. Tenants will be sent a notice in advance and a schedule of when the interior windows will be cleaned.

V. Building Access and Security

A. Access Control

1. Building Hours are 7:00 am – 6:00 pm Monday thru Friday and 6:00 am - 2:00 pm Saturdays, excluding holidays. The building is open to tenants 24 hours every day of the year. However after these hours you must be authorized to be in the Building.

2. After Hours is prior to 6:00 am or after 6:00 pm Monday thru Friday, or anytime on weekends or holidays.

In an effort to provide an enhanced security and life safety systems for the building, we have a state-of-the-art security system while still maintaining its open and welcoming feel. There are 45+ security cameras, access key card control for doors and elevators, and a web-based visitor management system. In addition, the building has the following life safety features, fire alarm enunciator speakers, sprinklers, smoke detectors, locked stairwells with fire alarm auto-unlock, and stairwells with area-of-rescue intercoms.
3. Tenant Access
   a. All Tenants and their employees have been issued Key Cards, which have been programmed to their designed restrooms on their floors, Michigan Avenue entrance and elevators, as well as the dock entrance. The cost replace a Key Card is $18.00.
   b. Tenants who wish to enter or exit the building after-hours will need to swipe their key card in and out at the security desk and to access the elevator to your floor.
   c. In order to access your floor after-hours, place your key card in front of the reader in the elevator and then press your designated floor.
   d. Except for those tenants who have card readers on their floors, stairwells are locked and only allow someone to exit at the first floor. The stairwells automatically unlock in the event of fire alarm or other related emergency. Inside the stairwell on every floor is an area of rescue and an intercom that calls the security desk in the lobby.

4. Visitor Access
   a. ALL after-hours visitors must be pre-registered on the Visitor Management System placed through the Tenant Access portal under Visitor Management via the Monroe Building website www.themonroebuilding.com.
   b. When a visitor arrives after-hours they will show ID to the Security officer and then the officer will print a dated self-expiring name badge sticker for the visitor.
   c. If the visitor arrives unannounced after-hours then Security will call the tenant so they can be registered via the website.
   d. All visitors exiting the building after-hours must turn in their name badge to Security officer.

5. Contractor/Vendors/Messenger
   a. All Contractors, Vendors and Messengers, are required to stop at the Lobby Security Desk, to sign in and out, at any time day or night.
   b. Prior to entry they must present a picture ID and sign-in legibly on the Vendor Log. They will be given a key card and/or a self-adhesive name badge with the day of the week clearly stated. They are to wear the badge on their clothing while they are in the building.

B. Certificate of Insurance Requirements

The insurance policy for 104 S. Michigan Avenue does not cover personal belongings or tenants. In accordance with each tenant’s lease, you are required to maintain insurance. It is the tenant’s responsibility to deliver to the Landlord a Certificate of Insurance evidencing this coverage upon occupancy and throughout the term of the lease. The lease also states that the following

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7 July 2014
owner entities be listed as additional insured. See Certificate of Insurance Requirements for vendors and contractors in the Appendix A.

Please notify your insurance agent to deliver current certificates to the Office of the Building. Refer to your lease for your specific insurance limits. Call the Office of the Building if you have any questions.

C. Incident Report

To provide an accurate record of unusual activities or incidents within the building, The Monroe Building Security Staff is required to submit an incident report citing any accident, theft, or other such incidents occurring on the property. We would appreciate your cooperation and assistance by answering any questions the building staff may have regarding said incidents. In addition, in many instances a police report will need to be filled. Also see, Theft paragraph H.

D. Keys and Special Keying

Tenant should not place any additional lock or locks on any door of the Premises or Building without Landlord’s prior written consent. Tenant shall not have any duplicate keys made. Requests for additional keys should be made through the Office of the Building. Additional keys are $7.00 each. All keys shall be returned to Landlord at the expiration or earlier termination of the Lease.

E. Lock Out Procedures

The tenant authorized contact will be contacted by Security if a tenant has been locked out of their suite. If approval is received, Security will have an Engineer or Janitorial staff member open the suite for the tenant. If Engineering or Janitorial staff is not on-site, then the authorized contact may approve 4 hours of overtime for Engineering to be called in, to open the door. Security does not carry any keys for tenant spaces.

F. Property Removal Pass

Anyone wishing to remove personal and or office property from the building must present the Security staff with a Property Removal Pass. These must be signed by an Authorized Tenant Contact. This pass should describe the item(s) to be removed and the date of removal. The original pass should be given to the carrier and a copy of the pass should be given to Security in advance. Security will request to see the original building pass from individuals removing property from the building. Persons who do not have a pass will be asked to leave the property at the Security desk, or in the dock area. We will ask that they obtain a pass from
an authorized tenant representative and present it to the Security staff. Building passes are available in the Office of the Building. See Property Removal Pass Form, Exhibit E.

G. Security Procedures and Rules

The landlord may from time to time adopt appropriate systems and procedures for the security and safety of the building and its occupants. Tenant, Tenant’s agents, employees, contractors, guests and invitees shall comply with the Landlord’s reasonable requirements relative thereto.

1. Daytime
The Security Officer monitors all activities at the building’s main entrances and all loading dock activities. Each individual tenant must provide their own office security. The Landlord is not reasonable for lost or stolen items.

2. Nighttime and After-Hours
Do not allow anyone to follow you into the building after business hours and assure the door closes firmly. If you encounter someone who is having problems gaining entrance to the building, do not let them into the building. In addition, each individual tenant must provide their own office security. The Landlord is not reasonable for lost or stolen items.

3. Tenant Precautions
During Business Hours, we encourage suite entrances to be kept locked. Although we try to maintain a secure working environment, many people enter the building every day. There are several preventive measures you can take to keep your area more secure.

   a. Lock all doors when leaving your suite or reception area unattended.
   b. Instruct employee’s to keep valuables in secured areas (locked desks, file cabinets or closets).
   c. Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations to safes or vaults. Do not leave information of this sort where it can be found or easily deciphered.
   d. Notify Security or the Office of the Building immediately if you see loiters, peddlers or canvassers on the premises.
   e. Record serial numbers of all valuable office equipment. This will aid in the possible recovery of such items if they are missing.
   f. Check the area around the wastebaskets at the end of the day. This is to ensure that no items have been left there for later removal from the premises.
H. Theft

Any suspected theft, no matter how small, should be reported to the Office of the Building at, (312) 223-1764 and Security at, (312) 223-1795 immediately and an incident report will be filed. The Chicago Police should also be notified immediately by calling 311 and filing a police report. The police department needs to know if a pattern of thefts are being established.

I. Soliciting and Loitering

Canvassing, soliciting, peddling and loitering in or about the Building is prohibited and illegal per city ordinance. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the Office of the Building and Security immediately.

VI. Moving

Contact the Office of the Building at (312) 223-1764.

VII. Alterations or Remodeling

Any alterations that you wish to make to your space require the approval of the Office of the Building. Requests to make such alteration should be in writing to the Property Manager. Installation of communications equipment, computer or alarm systems must also be coordinated and approved by the Office of the Building.

A. Alteration Projects

When you have received approval and an outside contractor is hired to perform alterations to your suite, please contact the Office of the Building before construction work begins. All construction contractors, including general, electrical, plumbing and phone contractors, must register with the Office of the Building prior to performing any work in the building. Also, must have a Certificate of Insurance on file in the Office of the Building and must be a Union company. Please see Building Services & Rules section, Construction, paragraph III.

B. Freight Elevator Use

Please see Building Services & Rules, section, Freight Elevator, paragraph J.
C. Loading Dock Hours and Access

Please see Building Services & Rules, section, Deliveries/Messengers, paragraph G.

VIII. Emergency Information

For all Emergencies, please Call 911 and then inform the Office of the Building at, (312) 223-1764 & Security at (312) 223-1795 immediately. If your office has a medical emergency it is especially important to notify Security once 911 has been called, so that they may help facilitate the arrival of the ambulance. There are two defibrillators in the Building. One is located in the Fitness Center, Suite 1325 and one in the hallway between the lobby and dock hallway.
INSURANCE REQUIREMENTS

Before allowing any contractors to do work at properties owned by J & J Arnaco, LLC (owner) and managed by J&J Arnaco, LLC, we must have a Certificate of Insurance from your company. This certificate assures J&J Arnaco, LLC, that you (the contractor) have adequate insurance in case someone is injured or property is damaged as a result of your (the contractors) actions while on the property. The following is a list of the types of coverage and the limits of liability that the Certificate is required to have:

A. Service Contractor shall purchase and maintain the following insurance coverages and limits of liability:

1. Workers’ Compensation and Occupational Disease Insurance in accordance with the laws of the State of Illinois, including Voluntary Compensation, Other States Coverage and Employer’s Liability Insurance with a limit of liability of not less than $500,000 each accident, $500,000 each person for disease and $500,000 aggregate for disease.

2. Commercial General Liability Insurance with a limit of liability of not less than $1,000,000 each occurrence and aggregate, combined single limit for bodily injury and property damage. The policy shall include Broad Form Blanket Contractual Liability Coverage, Personal Injury Coverage, Independent Contractors Coverage, Broad Form Property Damage (including Completed Operations), Blanket Explosion, Collapse and Underground Hazards Coverage and Products/Completed Operations Coverage which must be maintained for two (2) years after Final Acceptance of the Work. If the 1986 (or later) ISO Commercial General Liability Form is used, a per project annual aggregate is required.

3. Commercial Automobile Liability Insurance with a limit of liability of not less than $1,000,000 combined single limit for bodily injury and property damage. The Commercial Automobile Liability coverage shall include coverage for all owned, leased, non-owned and hired automobiles.

4. Umbrella Liability Insurance with a limit of liability of not less than $5,000,000 each occurrence and in the aggregate, combined single limit for bodily injury and property damage. The Umbrella Liability Policy shall be excess of the Employers Liability Coverage, Commercial General Liability Coverage and Commercial Automobile Liability Coverage and must include a per project annual aggregate.

Service Contractor shall provide Property Insurance covering all property owned by, or in control of the Service Contractor, including without limitation, tools and equipment.

B. The insurance coverages described above shall be in the name of Service Contractor; provided, however, the policies described in items 1-4 above shall name as additional insureds each of Owner and Manager and their respective officers, employees, agents, and such other parties in interest as Owner may require. Such entities are as follows:

Additional Insured Entities:

J&J ARNACO LLC, Owner
104 S Michigan Avenue, Chicago, IL 60603

It is further understood that any insurance carried independently by the additional insured shall be excess, and non-contributory for any liability arising directly or indirectly from the project. It is further agreed that the coverage afforded to an Additional Insured shall not apply to the sole negligence of the Additional Insured.

C. All insurers must have an A.M. Best’s Insurance Rating of at least A-IX. Certificates of Insurance, and copies of policies if requested, acceptable to the Owner shall also be delivered to the Owner prior to commencement of the Agreement. These certificates as well as insurance policies required by this Paragraph shall contain a provision that coverage will not be non-renewed, changed, canceled or allowed to expire until at least thirty days’ prior written notice has been given to the Owner.

Service Contractor and shall cause each subcontractor of any tier to purchase and maintain insurance as required from Service Contractor including the Additional Insureds. Service Contractor shall maintain a file of certificates of insurance received from each subcontractor and/or sub-subcontractor of any tier.

Service Contractor agrees that the foregoing insurance provisions will remain in effect, without interruption, for the entire time period that Service Contractor provides services to the property or the lease date governs.

Each of the property insurance policies described above shall contain appropriate “waiver of subrogation” clauses to any right of subrogation against owner.

D. MAIL CERTIFICATE TO:

J&J Arnaco, LLC
104 S Michigan Ave, Suite 530
Chicago, IL 60603
312-223-1782 fax
Exhibit B

Schedule of Charges
Effective February 1, 2014

Labor Rates:

Engineering
$59.00/hr. reg. time (min. ½ hr)
$88.50/hr. overtime (min ½ hr)

Janitorial
$31.00/hr. reg. time (min ½ hr)
$46.50/hr. overtime (min ½ hr)

Security
$37.50/hr. overtime (min 4 hrs)

Rentals and Purchases:

Labor charges are included for the following services:
- Hard Keys $  7.00 each
- Key Cards $18.00 each
- Fitness Center One Time Fee $75.00 each
- Changes to Lobby Directory $30.00 per listing
- Garbage Dumpster $45.00 each*
- Recycling Dumpster $25.00 each**

* Any garbage exceeding receptacle capacity is an extra charge for removal
**Recycling - All boxes must be flattened. Recyclables – clean paper, cardboard, bottles & cans. Non-Recyclable – plastic bags, Styrofoam, binders, paper clips, other garbage

Labor will also be charged (a minimum of ½ hour) for following services:
- Light bulbs:
  - T5 fluorescent $7.50 each
  - Can Lite $6.00 each
  - Flood Lite $7.75 each
  - Exit Sign Lamp $6.60 each
  - Ballast $60.00 each (varies)

HVAC:

Please give a 24 hour notice when possible for all HVAC services.
Overtime labor may apply. HVAC is provided 8am–6pm Mon– Fri and 8am – 1pm Sat.
After-hours HVAC Per Floor $50.00/hr.

Any service call to a Tenant’s space that does not involve a base building repair will result in a charge to the Tenant. All of the above rates are subject to material costs and mark up costs of 10% in accordance with Tenant’s Lease. All fees are subject to change at any time.
# Tenant After-Hours Access Request

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<td>Building/Suite:</td>
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<tr>
<td>Telephone:</td>
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Please allow building access for the following:

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<th>Company</th>
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<td>Date:</td>
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<td>Location:</td>
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<td>Purpose:</td>
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| Comments: |  |

Should there be any questions, our after-hours contact will be:

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<th>Name:</th>
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<tr>
<td>Phone:</td>
<td>Mobile:</td>
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Authorized Tenant Contact Signature: 

All after-hours access requests must be received by the Office of the Building by 12:00 noon on any business day and by 12:00 noon Friday for any weekend activities.
**EXHIBIT D**

**EMERGENCY CONTACT & AUTHORIZED SIGNATURE FORM**

Name of Company: _________________________________ Floor Location: ______________

Date: _____________ Phone No.: ____________________ Fax No.:_____________________

Name of person completing form: _________________________________

### Tenant Contact during business hours:

1. ___________________________ Office No.: _______________ Email: ____________________
   - Printed Name

2. ___________________________ Office No:  ________________ Email: ____________________
   - Printed Name

### Individuals/telephone #’s to contact in the event of an after-hours emergency:

1. ____________________________ home:  ____________________ cell:  _____________________
   - Printed Name

2. ____________________________ home:  ____________________ cell:  _____________________
   - Printed Name

3. ____________________________ home:  ____________________ cell:  _____________________
   - Printed Name

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<tr>
<th>Keys</th>
<th>Property Removal Pass</th>
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*Signatures of those individuals authorized to order **Keys** and/or sign **Property Pass Removal Forms, Telecommunications Changes or Additions:**

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Tenant Manual page 29
7 July 2014
Property Removal Pass

Date: ___________________

Name of Bearer: __________________________________________________________

Tenant: ______________________________________________ Suite: ______________

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<th>Item</th>
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The bearer of this pass is permitted to remove the above items, equipment or materials!

Authorized By:  Print Name      Title

___________________________________  _________________________
Signature      Date

Please give the original to Bearer and copy to Security.