Prudential Plaza
Electronic Tenant® Portal

Created on November 3, 2016
Amenities: Building Amenities

Tenant Services

- Fitness Center
- Conference Center
- Federal Express/Kinkos
- Mailroom: Drop boxes for UPS and the U.S. Post Office mail boxes
- Parking Garage
- Car Washing Services
- Enclosed walkway to Millennium Park Garage
- Club House and Roof Deck

Restaurants (On-Site)

- Tavern at the Park
- Market Creations
- Panda Express
- Giordano's
- Cafe RoM
- Wildberry Pancakes & Café
- Snarf's Sandwiches

Retail (On-Site)

- King's Row Hair Studio
- Schermerhorn Cigar Stores
- NAILcessity Salon
- Same Day Passport & Visa
Amenities: Concierge

The Prudential Plaza Concierge, Marina Petersen, is stationed in the Randolph Lobby from 8:00 am - 5:00 pm daily.

Below are just a few of the services that Marina can provide:

- **Corporate Gifts**: From cigars, lobsters, champagne and steaks, to Tiffany or Waterford. The concierge can find that perfect gift to thank someone for a referral, closing the deal, or for saving the day.

- **Corporate Events & Catering**: Let the concierge plan your next event, from company outings large or small to weekly breakfast or lunch meetings. The concierge can handle every aspect of the event planning process down to the smallest detail.

- **Tickets** -
  - **Movies and Museums**: Discount tickets to AMC, Shedd Aquarium, The Art Institute, Willis Tower Sky Deck and more!
  - **Concerts, Sports and Theater**: The concierge is your resource to schedules and finding the best seats available.

- **Flowers, Balloons & Gift Baskets**: Celebrate a birthday, anniversary, or send a special thank you with an arrangement of fresh flowers, balloon bouquet or customized gift baskets.

- **Entertainment**: Whether you need a reservation to that booked restaurant, or an evening event planned for that special client; the concierge can arrange it all!

- **Limousine & Shuttle Service**: Whether it's a ride to the airport or an all-day shuttle for a company outing, the concierge can arrange your transportation needs.

In addition to the above, Marina can assist with fitness center applications, fast track passes, conference center reservations and Club House / Roof Deck reservations.

You can contact Marina Petersen via email at: prudentialplaza@corporateconcierge.com or on her mobile at (312) 778-0202.
Amenities: Retail and Specialty Tenants

**Copying Services** - [Concorde Printing](#): 312-552-3006
Located on the Concourse level of Two Prudential Plaza, Concorde Printing is a full service copy and printing center, high volume copies, binding and typesetting.

**Hair Styling** - Kings Row Hair Studio: 312-616-1625
Located on the Concourse Level of Two Prudential Plaza just inside the Lake Street Plaza, King's Row is a full-service studio offering hair cutting and consultation for men and women.

**Nail Salon** - [Nailcessity](#): 312-540-0019
Located on the Concourse Level of Two Prudential Plaza just inside the Lake Street Plaza, NAILcessity provides manicures, pedicures, nail enhancements, waxing, lashes and tinting. Walk-ins are welcomed on a first come first served basis or you can call ahead for an appointment.

**Sundries Shop** - Schermerhorn: 312-565-2450
Located on the Concourse Level of One Prudential Plaza, Schermerhorn features a wide variety of snacks, newspapers, magazines, cards, toiletries and lottery tickets.

**Express Shipping Service** - [Federal Express](#): 312-616-8020

**Passport Service** - Same Day Passport & Visa Expedite Service: 312-730-0204
Located on the Concourse Level of One Prudential Plaza, Same Day Passport offers expediting service for both passports and visas.
**Amenities: Restaurants**

**Market Creations:** 312-540-0089

One Prudential Plaza Suite GF-3: A gourmet deli and buffet restaurant. Open for breakfast and lunch. Dine in or carryout. Market Creations also caters.

**Giordano’s:** 312-616-1200

Located off of the Lake Street Plaza, Giordano’s is a Chicago-style pizzeria, featuring world-famous "stuffed pizza," along with pastas, salads and other menu items.

Show your Prudential Tenant Badge for a 10% Discount

**Snarf’s Sandwiches:** 312-938-4344

Located on Two Prudential Plaza’s Concourse Level, Snarf’s is a specialty sandwich shop, serving breakfast and lunch. Catering available

**Caffe RoM:** 312-948-8888

Located on Two Prudential Plaza’s Concourse Level, Caffe Rom is a modern Italian coffee bar specializing in Italian Coffees, pastries, sandwiches, salads and gelato.

**Tavern at the Park:** (312) 552-0070

Tavern at the Park offers food that is easily recognized and effortlessly enjoyed, all at the hands of our three star Executive Chef, John Hogan and our Chef de Cuisine, Mike Cisternino.

**Panda Express:** 312-946-1670

Panda Express is Asian-inspired cuisine in a fast casual environment. Located on the Concourse Level.

**Wildberry Pancakes and Café:** 312-938-9777

Located just off the Randolph Lobby, Wildberry is a restaurant serving breakfast and lunch, featuring local farm fresh ingredients and fresh baked breads.
Amenities: Conference Center

Located in Two Prudential Plaza, Suite 1630

Scheduling
Schedule your next event through WORKSPEED at http://prudentialplaza.workspeed.com or contact Office of the Building at 312-565-6700

Click here to download the Building Conference Center Reservation Form
Click here to download the Conference Center Set Up Options
Click here to download Conference Center Pictures
Click here for the License Agreement for Non-Tenant Conference Center Use

Rates

- **Grant Park Room** - $550 per day for Prudential Plaza Tenants, $700 per day for Non-Tenants (see reservation form for additional details).
- Includes set-up, clean-up, internet & phone usage, equipment usage.

Equipment
- Ceiling Mounted Projectors
- Dropdown Projector Screens
- Hi-Speed Internet (Direct Connect & Wireless)**
- Cable Television
- Wireless Microphones
- Speaker Conference Phones
- Fax Machine
- Podiums
- High Speed Internet is available at 2.4 ghz and 5 ghz, depending on the capabilities of your technology. Too many devices connected to the internet all at once will cause internet lag and may adversely affect your presentation. The conference room internet may not be suitable for group trainings where each attendee must be logged on with their own device. Please have your IT Department check requirements in advance.

**

Catering
Any of the fine restaurants at Prudential Plaza can cater events, or you can contract with any outside group of your choice.

Giordano’s
Market Creations
Snarf’s
Café RoM
Panda Express
Tavern at the Park
The Fitness Center is located in One Prudential Plaza, Suite 1150, and is exclusively for the Tenants of Prudential Plaza.

--->

-->

The hours of operation are:
Monday - Friday from 4:00am - 8:00pm
Saturday 7:00am - 4:00pm

Click here for Equipment List
Click here for Application, Release, Rules and Regulations
Click here for Weekly Class Schedule

For more information, contact the building office at 312.565.6700.

PERSONAL LOCKER RENTALS and LAUNDRY SERVICES must be paid by CREDIT CARD only. Space is very limited.
FOR ADDITIONAL QUESTIONS CONCERNING LOCKER AVAILABILITY PLEASE CONTACT THE OFFICE OF THE BUILDING.

Fitness Membership Initiation Fee:
Amenities: Fast Track Express

The combined shuttle service of the Prudential Plaza Fast Track Express & the Aon Center Express provides tenants with convenience and comfort in their daily commute to and from the Northwestern, Union, and LaSalle Street train stations.

These air-conditioned motor coaches can transport 52 passengers. The buses leave at approximately 5 to 10-minute intervals during morning and evening hours. (You may experience delays due to traffic conditions and construction.)

Scheduled bus service is Monday through Friday from 6:15 a.m. to 9:30 a.m. and 3:45 p.m. to 7:30 p.m.

Train Station departure and drop-off points for the three Metra train stations are as follows:

**MORNING PICK-UP LOCATIONS:**
**LaSalle Street Station:** Northwest corner of Van Buren and LaSalle Streets.
**Union Station:** 225 South Canal Street
**Northwestern Station:** Canal Street, mid-block between Madison and Washington Streets.

**EVENING DROP-OFF LOCATIONS:**
**Northwestern Station:** 500 West Madison
**Union Station:** Southwest corner of Adams and Clinton
**LaSalle Street Station:** Southeast corner of LaSalle and Jackson Streets

The only departure and drop-off point at Prudential Plaza is outside of the Randolph Street entrance. This stop also serves the Aon Center Express riders.

The Prudential Plaza Fast Track Express and AON Center Express honor tickets from both properties. Tickets are $1.75 per ride, sold in 10-ride increments for $17.50 or packs of 50 1-ride guest passes for $87.50. Tickets are non-refundable and do not carry an expiration date. Fast Track Passes may be purchased in the Office of the Building (Two Prudential, Suite 840) from 8:00 AM-5:00 PM, Monday through Friday. Checks made out to SL PRU, LLC will be accepted. Payment can also be made using Prudential Plaza’s mobile application or by purchasing them below. Cash payments are not accepted.

Please click here for the Fast Track Brochure

PLEASE BE ADVISED THAT FAST TRACK PASSES PURCHASED ONLINE NEED TO BE PICKED UP AT THE OFFICE OF THE BUILDING (PRU 2, SUITE 840) AT YOUR EARLIEST CONVENIENCE

ONLINE PURCHASES FOR PRUDENTIAL PLAZA TENANTS ONLY

Fast Track Express

<table>
<thead>
<tr>
<th>1 Fast Track Pass</th>
<th>$18.34 USD</th>
</tr>
</thead>
</table>


Amenities: Parking Garage

Prudential Plaza features an on-site, indoor parking garage that allows you to park at your convenience. Located conveniently off of Lower Wacker Drive, tenants enjoy direct access to our parking garage.

Rates for the Parking Garage are as follows:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 30 minutes</td>
<td>$12.00</td>
</tr>
<tr>
<td>30 minutes to 1 hour</td>
<td>$16.00</td>
</tr>
<tr>
<td>1 hour to 2 hours</td>
<td>$21.00</td>
</tr>
<tr>
<td>2 hours to 4 hours</td>
<td>$26.00</td>
</tr>
<tr>
<td>4 hours to 12 hours</td>
<td>$29.00</td>
</tr>
<tr>
<td>12 hours to 24 hours</td>
<td>$35.00</td>
</tr>
</tbody>
</table>

**Early Morning Special:** $16.00
In between 4:30am-8:00am, out by 8:00pm (Monday through Friday)

**Evening Special:** $15.00
In after 4:00 PM, out by 8:00 AM (Monday through Friday)

**Weekend Special (Daily):** $16.00
Saturday-Sunday & Holidays

**Monthly Parking Rate:** $330.00

**Monthly Reserved Parking Rate:** $535.00

**Monthly Evening Parking Rate:** $135.00

For more information regarding the Parking Garage, please contact:

**Parking Garage Manager:** Date Assadji

*date_assadji@abm.com*

312.819.6877
Amenities: Parking Garage Directions

Click here to view and/or download Parking Garage Directions.

Parking Garage Directions

Randolph Drive – in front of Prudential Plaza: West on Randolph to Michigan Avenue – turn right (north) to South Water Street – turn right (east) to Stetson – turn right (south) one block to end where you will see signs indicating the garage entrance.

Lake Shore Drive – North or South Bound: Exit at Randolph Street, west to mid-level Columbus Drive – turn right (north) to mid-level Lake Street – turn left (west) one block to end where you will see signs indicating the garage entrance.

Kennedy Expressway – South Bound: Exit Ohio Street, east to Fairbanks Court (which turns into Columbus as you proceed south) – turn right (south) at Lake Street – turn right (west) on Lake one block to end where you will see signs indicating the garage entrance.

Dan Ryan Expressway – Northbound: Exit Congress Street east bound, to Columbus – turn left (north) on to Columbus to Lake Street – Turn left (west) on Lake Street one block to end where you will see signs indicating the garage entrance.

Eisenhower Expressway – East Bound: Follow expressway east through Congress Street to Columbus – turn left (north) on Columbus to Lake Street – turn left (west) on Lake one block to end where you will see signs indicating the garage entrance.
**Amenities: Car Wash Services**

Prudential Plaza offers Car Wash Services on-site within the Parking Garage.

**Rates for Car Wash Services are as follows:**

**HANDWASH:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wash (Interior Vacuum)</td>
<td>$15.00</td>
</tr>
<tr>
<td>Mid-Size Trucks &amp; SUVs</td>
<td>$17.00</td>
</tr>
<tr>
<td>Full-Size Trucks &amp; SUVs</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

**DETAILING:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wash &amp; Hand Wax</td>
<td>$50.00</td>
</tr>
<tr>
<td>Zymol Hand Wax</td>
<td>$60.00</td>
</tr>
<tr>
<td>Wash &amp; Wax, High Speed Buff</td>
<td>$80.00</td>
</tr>
<tr>
<td>Interior Detail (Wash included)</td>
<td>$65.00</td>
</tr>
<tr>
<td>Complete Interior &amp; Exterior Detail</td>
<td>$130.00</td>
</tr>
</tbody>
</table>

**MISCELLANEOUS:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shampoo Floor Mats</td>
<td>$10.00</td>
</tr>
<tr>
<td>Shampoo All Carpets &amp; Mats</td>
<td>$30.00</td>
</tr>
<tr>
<td>Clean &amp; &quot;Lexol&quot; Treat All Leather</td>
<td>$20.00</td>
</tr>
<tr>
<td>All Interior Vinyl</td>
<td>$10.00</td>
</tr>
<tr>
<td>&quot;Armor All&quot; Treatment</td>
<td></td>
</tr>
<tr>
<td>Annual Unlimited Car Wash</td>
<td>$1,000.00</td>
</tr>
</tbody>
</table>

**SPECIALS:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand Wax</td>
<td>$35.00</td>
</tr>
<tr>
<td>Complete Detail</td>
<td>$95.00</td>
</tr>
</tbody>
</table>

**RAINY DAY ONLY:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interior Detail</td>
<td>$45.00</td>
</tr>
</tbody>
</table>

For more information regarding Car Wash Services, please contact:

<table>
<thead>
<tr>
<th>Parking Garage Manager</th>
<th>Date Assadji</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:date.assadji@abm.com">date.assadji@abm.com</a></td>
</tr>
<tr>
<td></td>
<td>312.819.6877</td>
</tr>
</tbody>
</table>
Amenities: Club House and Roof Deck

Prudential Plaza now offers a Club House and Roof Deck for our tenants!

To reserve the Club House and/or Roof Deck for your exclusive use, please fill out the Reservation Application FIRST. You can use the link below to access this form:

Prudential Plaza Club House & Roof Deck Reservation Application

Once your reservation application is approved by the Office of the Building, please fill out and submit the final agreement. The final agreement, along with a full list of rules and regulations can be downloaded via the following link:

Prudential Plaza Club House & Roof Deck Final Agreement & Rules

Club House

---

```
var data = [
];
```

Roof Deck

---

```
var data2 = [
    { image: 'images/pieces/rdeck1.jpg', thumb: 'images/pieces/rdeck1.jpg' },
    { image: 'images/pieces/rdeck2.jpg', thumb: 'images/pieces/rdeck2.jpg' }
];
```
Emergency Procedures: Emergency Contacts

DIAL 9-1-1 IN EMERGENCY FOR FIRE, POLICE, MEDICAL, AMBULANCE

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Department Non-Emergency</td>
<td>311</td>
</tr>
<tr>
<td>Police Department</td>
<td>311</td>
</tr>
<tr>
<td>Non-Emergency</td>
<td></td>
</tr>
<tr>
<td>Office of the Building</td>
<td>(312) 565-6700</td>
</tr>
<tr>
<td>Security Non-Emergency</td>
<td>(312) 565-6717</td>
</tr>
<tr>
<td>Security Emergency</td>
<td>(312) 565-6716</td>
</tr>
<tr>
<td>Poison Control</td>
<td>(800) 942-5969</td>
</tr>
</tbody>
</table>

Important notes

If you call 9-1-1 for a medical emergency, please be sure to notify the Office of the Building with your name, callback number, and location so that security can guide the paramedics to the correct place.

In an alarm situation, unless you have something to report, please do not call the building office. The Office of the Building needs to attend to the situation, whether it is a false alarm or a true emergency, and telephone lines must be kept clear in the event of an emergency.
Emergency Procedures: General Information

The first procedure in any crisis is to call Police/Fire/Rescue at 911 and then the Building’s Security Emergency number at 312-565-6717.

Building Security should be notified anytime 911 is called so that building personnel can direct the emergency crew to the nearest entrance and quickest route to your suite.

The City of Chicago requires each company to develop an Emergency Team. The team members are trained by the Building’s Fire Safety Director to help communicate with and direct coworkers during emergency situations. Click here to download an Emergency Team Handbook for guidance on developing your team and emergency plan.

Each company should update their Office and Fire Safety contacts at least twice a year, or as changes occur. Click here to download the Emergency Team Form.

For emergency procedures in a specific crisis situation, please refer to the online fire & life safety training presentation.

We encourage everyone to view the building's Security & Life Safety presentation by following this link: http://prulazachicago.bssnet.com/

Building: Choose the building you are in from drop down
Password: Please check with the Office Manager for password
Emergency Procedures: Bomb Threats

Because not all bomb threats are the same, good judgment and the cooperation of employees are especially necessary. A particular area or floor, a number of floors, or possibly the entire building may have to be relocated in the event of a bomb threat.

In the event that a bomb threat is phoned into your office, it is imperative that the person receiving the threat not risk breaking the telephone connection by attempting to transfer the call. Have someone else call 9-1-1 to report the call. The call should be extended for as long as possible, gathering as much information as possible and perhaps having the call traced.

Immediate arbitrary relocation or evacuation is not recommended. If the City Police or Fire Department suggest that you evacuate your area due to a bomb threat, it is important to have personnel first make a visual search of their own desks and surrounding areas. Since the employees are familiar with the workplace surroundings and what belongs (or doesn’t belong) they are more likely to be able to identify any unusual items. Suspicious items could include boxes, cigarette packs, bags or purses, etc. If a suspicious item is located, do not touch it or cover it.

In case of an evacuation due to a bomb threat, the elevators can be used. However, in the case of a bomb explosion or fire, you should not use elevators, unless specifically instructed by Fire Department or Police to do so. It is also good practice to assign someone to make a final inspection of the area to be sure everyone has been relocated.

The Office of the Building will quickly make a search of the public areas involved. They will also assist the Police and Fire Departments in searching the Tenant areas. Whenever possible, the Tenant should have representatives available to assist with the search of areas requested.

Please be sure that all employees have the bomb threat checklist handy at their desks. As much detail as possible should be recorded and all descriptions that apply should be checked off or circled.  

[Click here to download a Bomb Threat Report Form]
Emergency Procedures: Medical Emergency

If you, or someone in your area, needs immediate medical help, inform the nearest person to phone 9-1-1 for help. If no one is around, immediately dial 9-1-1 from the closest telephone. Be sure to give your name, the building name and address, your floor and location, and your telephone number. Inform the Office of the Building or Security that you have called 9-1-1 and that an emergency team will be arriving. Give them your name, phone number and location so they can recall an elevator and guide the response team to the correct place.
Emergency Procedures: Toxic Hazards

If there is a toxic spill or exposure, immediately get to an area where you are not exposed:

- Call 9-1-1.
- Give building address, floor and phone number, and also what type of spill.
- Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.
- Inform the Office of the Building or Security that you have called 9-1-1.
Emergency Procedures: Civil Disturbance

- Do not go through an unruly crowd to exit or enter the building.
- If there is violence involved, call 9-1-1
- Inform them of the situation and answer questions asked by the operator.
Emergency Procedures: Severe Weather

The U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by the Office of the Building, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.
Green Operations: Bike to Work

Prudential Plaza supports and encourages our Tenant's to "Bike to Work"

**BICYCLE PARKING DIRECTIONS**

**BICYCLE STORAGE REGISTRATION FORM** Please fill out and return to Building Security. We will then provide you access to the secured parking area.

**BIKE MAPS** Chicago Bikes website allows you to view or request a bike map from the City of Chicago Department of Transportation.

**BIKE NETWORKING, RESOURCES AND OTHER INFORMATION** Explore Chicago or get involved. The City of Chicago has a large bike community, browse through this site and see what our City has to offer.

**RIDE THE CITY** An interactive site! All you have to do is enter your start point and ending point and Ride the City will find a safe bike route.

**BIKE LAWS** This website was developed by the Bicycle Program of Chicago to inform Chicagoans of their rights and responsibilities as cyclists in the city.

Click here to download the Bike Storage Area Waiver & Release.
Prudential Plaza is very proud of its LEED GOLD CERTIFICATION. Developed by the U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) rates buildings for compliance in the following categories:

1. Sustainable Sites
2. Water Efficiency
3. Energy and Atmosphere
4. Materials and Resources
5. Indoor Environmental Quality

For more information on LEED, please visit http://www.usgbc.org/

Other highlights from which Prudential Plaza achieved Gold certification include:

1. 30% more energy efficient
2. Green Office supplies Purchasing Consortium
3. Summer Farmer's Market
4. PruCycle internal building recycling program

PURCHASING CONSORTIUM – We are pleased to announce the Prudential Plaza Office Supply Purchasing Consortium. Prudential Plaza has partnered with Office DEPOT – Business Services Division. The goal of this program is to promote the purchase of environmentally responsible office supplies through leveraging the purchasing potential of the Prudential Plaza Office Tenants. For more details, please go to the PURCHASING CONSORTIUM section.
Green Operations: E-Waste & Light Bulb Recycling

Prudential Plaza is actively recycling electronics, light bulbs and ballasts. We make it easy to recycle electronic waste:

**Examples include:**
- Florescent bulbs
- High-intensity discharge lamps
- Ballasts
- Batteries
- Electronic waste

**E-Waste**

Computers, monitors, modems, circuit boards, floppy and tape drives, keyboards, copy machines, phones, printers, scanners, TV’s, speakers, VCR’s, and more. Below is a link to the list of materials accepted for collection and the process for requesting a pick-up.

[Ecotronix Materials Accepted for Collection](#)

Prudential Plaza’s e-waste recycling vendor, Ecotronix, will separate and make all materials reusable, redirecting them from Illinois landfills. [Here is more info on Ecotronix.](#)

**Electronic Waste: (Tenants have two options.)**

Option 1: You can submit a Workspeed request for disposal of electronic waste by selecting RECYCLE under the CLEANING tab. Maintenance staff will collect the electronic waste from your office. A Workspeed charge for recycling will be added to your rent statement.

Option 2: You can contact Ecotronix directly to arrange a pick-up for your electronic waste items directly from your office. Ecotronix can be reached at (888) 495-5510 or [www.exotronixrecycling.com](http://www.exotronixrecycling.com).

**Light Bulbs and Ballasts:**

Lights are now automatically recycled by our light bulb recycling vendor, Everlights. A recycling fee will be added to the Workspeed request charge, and this will be incorporated into the cost of a replacement light bulb.
Green Operations: Informative Links

In this page, you will find links to informative web-sites regarding environmental friendly practices and general information.

**PHARMACEUTICAL DISPOSAL PROGRAM** Improper disposal contributes to pharmaceuticals found in our waterways. The City of Chicago now has permanent drop-off locations for expired or unused prescription drugs. **PRESCRIPTION DROP OFF SITES**

**City of Chicago Recycling Drop Off Centers** If your neighborhood does not offer the BLUE CART recycling bins you can drop off your recyclables in one of the drop off centers located throughout the city.

**GREENBIZ** An environmental daily news source about green business.

**GRIST** Environmental news and green living tips.

**DESK SIDE RECYCLING** Do's & Don'ts: Please follow the list of acceptable and unacceptable materials when disposing of items into the desk side recycle bins.

**RECYCLE PLASTIC BAGS & HOUSEHOLD BATTERIES** Prudential Plaza collection center for plastic bags and house hold batteries is located in the Mail Room on the Mezzanine Level of One Prudential Plaza.

**KITCHEN & PANTRY DO'S & DONT'S** Recycle all your metal, glass, and plastic (except #6 plastic) bottles in the bin located in the kitchen or pantry.

**E-WASTE** Prudential Plaza uses Everlights to recycle all electronic waste. Prudential Plaza cleaning staff tries to avoid putting any e-waste into the dumpsters. In order to have your e-waste removed please submit a Workspeed request or contact the office of the building.

**CREATING A NEW ENVIRONMENT** In June we had a tenant meeting discussing Prudential Plaza’s green initiatives and how it benefits our tenants.

**ENERGY STAR AWARD** In May 2009, after a tremendous amount of effort by Prudential Plaza's engineers and Building staff, the Property received a score of 90 out of a 100 and was awarded an Energy Star award from the Environmental Protection Agency.
Green Operations: Keeping it Local!

**FARMERS MARKET** Prudential Plaza would like to thank everyone for supporting the Farmer's Market. See the **SEASONALITY CHART** for seasons' best picks! For more information on the Chicago's Farmer's Market go to [www.chicagofarmersmarkets.us](http://www.chicagofarmersmarkets.us).

**CHICAGO'S FARMSTAND** located at 66 East Randolph Street, open Tuesday – Friday 11am – 7pm & Saturday 11am – 4pm. The Farmstands promise – local, delicious, and edible – is fulfilled by hundreds of products, all from within 250 miles of Chicago. You can reach them at 312/749-8419.
Green Operations: Our Green Partners

Michael Best & Friedrich, LLC  www.michaelbest.com
Marketing Werks  www.marketingwerks.com
Waste Management  www.wmchicago.com
Recycling Services  www.recyclingservices.com
Everlights  www.everlights.com
The Delta Institute  http://delta-institute.org
National Decorating  www.nationaldecoratingservice.com
Green Operations: PruCycle

Whether you're looking to give away an item or find one, PruCycle is the place to do it!

The goal of PruCycle is to reduce waste by connecting tenants who are throwing away good useful items with others who are seeking them. Computers, furniture, clothing, appliances and everything in between.

About PruCYCLE

PRUcycle was inspired by the organization freecycle (www.freecycle.org). Rather than watch perfectly good items being thrown away, we want to aid in getting the items recycled to new companies/individuals who can use them. In this manner we are promoting environmental sustainability and reuse, by participating in the worldwide movement to reduce waste, save precious resources and ease the burden on our landfills.

Click on the link below to get started with PruCyle:

http://www.prucycle.com/
Welcome to the Prudential Plaza Green Office Purchasing Consortium

REGISTRATION FORM
LOG IN PAGE

We are pleased to announce the **Prudential Plaza Green Office Supply Purchasing Consortium**. Prudential Plaza has partnered with **Office DEPOT – Business Services Division**. The goal of this program is to promote the purchase of environmentally responsible office supplies by leveraging the purchasing potential of the Prudential Plaza Office Tenants.

This program is the first of its kind in the multi-tenant office market where otherwise unrelated firms join together in an effort to promote the environment and command competitive office supply as a single buying entity.

Office Depot has provided the most competitive office supply pricing out of a three party national supplier competitive bid.

Under this program all Tenants of Prudential Plaza are automatically eligible to participate and receive consortium pricing even if they currently maintain an existing account with Office Depot.

The Prudential Plaza Purchasing Consortium is a voluntary program where all tenants can receive aggressive pricing for Office Supplies under the pre-negotiated Green Core List for the building. Tenants are eligible to add company specific items to their core list to receive additional discounts.

Additionally, all **Office DEPOT** Green Book Items and Mainline Catalogue items are available to purchase at a discounts.

This new program features many benefits and services provided by **Office DEPOT**, specifically Internet ordering. In order to maximize the effectiveness of this program, we are asking all participants to purchase all office supplies from **Office DEPOT** via the Internet.

**Benefits include:**

1. Savings
2. No Delivery Charges / No minimum orders
3. Ability to include your firm's specific items to Core Product List
4. No product substitutions
5. Internet ordering from 15,000 items
6. Electronic approval process
7. Knowledgeable Customer Service Representatives
8. Summary Billing or Electronic Billing
9. Retail store purchasing with procurement cards or cards linked to account billing
10. Next Day Delivery (major markets)
11. Internet Training
12. On-line Reporting
13. Potential to offer savings to company affiliates in other markets

If you have any questions, you may contact:

**Office DEPOT Team**

1. Lindsey Whitmore, Account Manager: 855-337-6811 x12730  lindsey.whitmore@officedepot.com
Green Operations: Recycling Program

Prudential Plaza offers a recycling program. Recycling bins are provided for each tenant’s suite and workstation. Additional bins may be requested through the Office of the Building and will be provided at no charge.

Please follow the list of acceptable and unacceptable materials as listed below when disposing of or recycling various items:

Acceptable and should be placed in the deskside blue bins and tall open-top blue bins in your copy room:

- Adhesive notes
- All envelopes
- Cardboard
- Catalogs
- Colored paper
- Computer paper
- Corrugated boxes
- Fax paper
- Letterhead
- Magazines
- Manila folders
- Newspapers
- Paper clips
- Phone books
- Staples
- White paper

Commingled materials should be put in the kitchen/pantry recycle bins:

- Aluminum cans
- Steel cans
- Bi-metal cans
- Plastic water bottles
- Glass drinking bottles

The following can contaminate recyclable materials, please do not place in the blue bin:

- Food wrap
- Glass
- Plastic
- Tissue products
- Wet paper
- Rubber bands
- Stickers/Labels
- Non-paper packing material

Click here to download a Deskside Paper Recycling Handout
Click here to download a Commingle Recycling Handout
Click here to download Acceptable-Non-Acceptable Materials Form
Green Operations: Tenant Leadership

As tenants in this property you are part of a larger community. Please click the following links to learn how you can participate in important property-wide initiatives. With little effort you can have a meaningful impact on this property's sustainability, safety, preparedness and other goals. Please join us in helping make your workplace a better, safer and more productive environment!

Why Participate?

Because we need your help! As tenants in this property it is likely that you spend more waking hours here than anywhere else. As a result your participation in property initiatives can have a substantial and meaningful impact. Without your participation, important initiatives like sustainability, energy use, preparedness and others can only be marginally successful. As an example, tenants' plug and light use account for upwards of 45% of this property's energy use. Similarly, as tenants, you create over 90% of the recyclable waste generated at the property.

From a management and ownership perspective, we are committed to operating this property in the most responsible fashion, setting an example of stewardship for our community.

How to Participate

There are several ways to participate in our current initiatives. We realize that the time you spend here is very valuable. As a result, we have specifically designed various campaigns and initiatives so that your responsibilities will be few, but your contributions substantial! We believe these measures, with your help, have the potential to make a real impact, raise awareness and give you the opportunity to ensure the sustainability, safety and green initiatives of your work environment.

Join the Team

Throughout the course of the year, we will be implementing several different campaigns and initiatives. We will be asking our Team members to help us in these efforts in two very simple ways.

Help us 'spread the word' - make the rest of your colleagues aware of these important endeavors. Simply to take action, adhere to, or participate in, these various initiatives to the best of your ability. These initiatives will typically consist of small, simple actions that you can take throughout your day, such as remembering to turn off your computer monitor when its not in use or closing the window blinds before leaving the office for the weekend.

Our Expectations

As Team members we ask only that you allow us to occasionally send you information so you are prepared and knowledgable in supporting the effort.

Please click here to join our Team!

Become a Warden

As a Warden for your suite, you will be a main point-of-contact in helping us implement various initiatives, as well as making your colleagues and co-workers aware of what they can do to participate in them as well.

We will be providing all of our Wardens with exclusive tools and resources, such as Warden Checklists, to help them in their endeavors.

As Wardens, we ask that you be willing to commit to being a conduit to your office colleagues, perform limited actionable requests and generally take a leadership role in helping advance property goals and initiatives. Warden responsibilities will consume less than 15 minutes of a workday, might include an occasional meeting and will be an essential component of an initiative's success.

Please click here to register as a Warden for your office.
Thank you, for your willingness to help out!

The following pages will guide you through the simple 3-step process for participating in property initiatives and setting your notification preferences to ensure you receive vital communications from property management.

Completing the simple 3-step process ensures that you will be more aware, prepared and able to contribute to important initiatives taking place at the property.

**Step 1:** Logging into the Tenant Admin Center  
**Step 2:** Update Your Contact Information  
**Step 3:** Manage Notifications

[Click here to Register]  [Click here to log in]

--->

```javascript
var data = [
  { image: 'images/slideshow/ETS.001b.jpg', thumb: 'images/slideshow/ETS.001b.jpg' },
  { image: 'images/slideshow/ETS.003b.jpg', thumb: 'images/slideshow/ETS.003b.jpg' }
];
```
Introduction: Welcome

The tenant information provided in this handbook is meant to give you a better understanding of Prudential Plaza and facilitate your company’s operations. There is a great deal of information contained in this handbook. Take time to familiarize yourself with this handbook and it will become a valuable resource. Please note that the Office of the Building is available to help in any way possible. Your first call for any problem or question should be directed to the Office of the Building.

The contact information for the Office of the Building is:

**Telephone:** 312-565-6700  
**Fax:** 312-861-4797  

**Address:**  
180 N. Stetson, Suite 840  
Chicago, Illinois 60601
Introduction: About Prudential Plaza

Prudential Plaza consists of two Class A high-rise office towers, totaling approximately 2.2 million square feet, which are located in the East Loop of Chicago, Illinois. The two office towers share a common lobby and mezzanine level. The buildings are situated on a beautifully landscaped 3.3 acres and also have a five-level underground parking garage.

Prudential Plaza occupies a full city block and is connected to an underground network of pedestrian walkways which provide direct access to hotels, retail services, City Hall, the Chicago Transit Authority main subway and elevated lines and the Metra Randolph Street Station.

Prudential Plaza is located in the East Loop submarket, which is home to a prestigious tenant roster as well as many of Chicago’s premier cultural institutions including the Art Institute of Chicago, the Goodman Theatre and Orchestra Hall. The building spaces provide breathtaking views of Lake Michigan, the Chicago River and the city skyline as well as provide easy access to Grant Park and North Michigan Avenue’s "Magnificent Mile" shopping district and are situated directly across the street from Chicago’s newly developed world-class Millennium Park.

Pertinent facts on Prudential Plaza are as follows:

| Number of Office Floors:       | One Prudential Plaza: 41 |
|                                | Two Prudential Plaza: 58 |
| Building Size:                 | One Prudential Plaza:    |
|                                | 1.2 million square feet  |
|                                | Two Prudential Plaza:    |
|                                | 1 million square feet    |
| Completion Year:               | One Prudential Plaza:    |
|                                | 1955                     |
|                                | Two Prudential Plaza:    |
|                                | 1990                     |
| Major Renovations:             | One Prudential Plaza:    |
|                                | 1990, 2014               |
|                                | Two Prudential Plaza:    |
|                                | N/A                      |
| Building Address:              | One Prudential Plaza:    |
|                                | 130 East Randolph Drive  |
|                                | Two Prudential Plaza:    |
|                                | 180 North Stetson        |
| Architect:                     | One Prudential Plaza:    |
|                                | Naess and Murphy         |
|                                | Two Prudential Plaza:    |
|                                | Loeb, Schlossman and Hackl|

Building

- Two Class A high-rise office buildings
- Floor plates range from 22,000’ to 70,000’ in 1 Prudential
- Floor plates of up to 21,000’ in 2 Prudential
- On-site property management team
- Exterior façade of limestone pilasters and aluminum spandrels at One Prudential
- Exterior of granite pilasters and spandrels with a tapered and spired top at Two Prudential
- In-building connection to Randolph Street Station
- Multiple stacked riser closets with pre-existing copper and fiber risers meet the latest IT requirements and are served by multiple major telecom providers
- 24/7 computer room cooling and generator back-up capability

Views

- Directly across the street from world-class Millennium Park
- Breathtaking views of Lake Michigan and the Chicago River
- Great views of the City of Chicago skyline
Introduction: About JLL

Real Value

We are in business to create and deliver real value through commercial real estate for clients, shareholders and our own people in a complex world that is constantly changing.

JLL is a financial and professional services firm specializing in commercial real estate services and investment management. Our more than 40,000 people in 1,000 locations in 70 countries serve the local, regional and global real estate needs of those clients, growing our company in the process. In response to changing client expectations and market conditions, we assemble teams of experts who deliver integrated commercial real estate services built on insight and foresight, sound market research and relevant knowledge. We attract, develop and reward the best, and most diverse, people in our industry, challenging them to develop enduring client relationships built on quality service, collaboration and trust.
Introduction: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Portal is now in the palm of your hand! By downloading / bookmarking Prudential Plaza's Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Portal wherever you go. Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

**Step 1: Access the Mobile Site:**

Type, or copy and paste, the Portal URL into your Smartphone's Web browser:

http://prudentialplaza.info

The Portal will automatically redirect to the mobile site.

**Step 2: Add the App to your Mobile Device's home screen:**

**iPhone / iPad:**

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

**BlackBerry:**

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

**Android:**

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.
Neighborhood: Area Amenities

Grant Park and Monroe Street Harbor
Prudential Plaza overlooks the 65-acre Grant Park, which features 12 tennis courts, Petrillo Bandshell, Buckingham Fountain, multiple softball diamonds and underground parking. Adjacent to Grant Park is the Monroe Street Harbor, home of the Chicago Yacht Club.

Millennium Park
Directly across Randolph Street from Prudential Plaza is Millennium Park, home to the Pritzker Pavilion and the Harris Theater for Music and Dance. The park also features an ice-skating rink and an interactive fountain.

Lake Shore Drive
Prudential Plaza offers easy access to Lake Shore Drive and its connecting highways, bypassing loop traffic.

Museums
Prudential Plaza is just a short walk away from The Art Institute of Chicago and a short cab ride from the Field Museum, Shedd Aquarium and Adler Planetarium.

Pedway
The Pedway system connects Prudential Plaza to the Grant Park garage, the Fairmont Hotel, the Athletic Club at Illinois Center and the AON Center. It also leads to the CTA Howard-Dan Ryan subway line and Congress-O'Hare subway line.

This underground walkway networks Prudential Plaza with buildings throughout the Loop, including Macy’s and other retailers, Daley Center, City Hall, State of Illinois Center and the First National Bank buildings.

Click Here for a Map of Chicago’s Pedway System

Lakeshore Jogging and Bicycle Paths
Just a few blocks east on Randolph Street are the lakeshore jogging and bicycle paths, which stretch for more than 15 miles along the lakefront.
Operations: Office of the Building

Property Management services are provided for Prudential Plaza under contractual agreement with JLL. The Office of the Building is located in Two Prudential, Suite 840. The office hours are 8:00am – 5:00pm, Monday through Friday. The telephone number is (312) 565-6700. This telephone number is available 24 hours a day and answered by a security officer when the Office of the Building is closed.

All requests for Building services including engineering, maintenance, janitorial, security, etc. should be made through Workspeed, the web-based service request program. Workspeed is available 24 hours a day. However, for emergencies or requests that need immediate attention, please contact the Office of the Building.

The following personnel are available to address your needs:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager &amp; Vice President</td>
<td>Bryan Oyster</td>
<td><a href="mailto:bryan.oyster@am.jll.com">bryan.oyster@am.jll.com</a></td>
</tr>
<tr>
<td>Property Manager - Construction</td>
<td>John King</td>
<td><a href="mailto:john.king@am.jll.com">john.king@am.jll.com</a></td>
</tr>
<tr>
<td>Property Manager - Administration</td>
<td>Izzie Leonard</td>
<td><a href="mailto:izzie.Leonard@am.jll.com">izzie.Leonard@am.jll.com</a></td>
</tr>
<tr>
<td>Tenant Services Coordinator</td>
<td><a href="mailto:PRU-OTB@pruplazachicago.com">PRU-OTB@pruplazachicago.com</a></td>
<td></td>
</tr>
</tbody>
</table>
Operations: Security

At Prudential Plaza, we strive to maintain a safe and secure building. All employees must have valid identification to enter the building. Uniformed Security Officers patrol Prudential Plaza 24 hours a day, 7 days a week.

The following personnel are available to address tenant security needs:

**Director of Security & Life Safety**

Rob Holmes  
312-565-6271  
Rob.holmes@am.jll.com
Operations: Building Holidays

Listed below are the Building Holidays observed each year that will assist you in planning your operations during the year.

- New Year’s Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

Certain services are not provided on weekends and the holidays listed above.
**Operations: Leasing**

The leasing company for Prudential Plaza is [Telos Group, LLC](http://telosgroupllc.com) and is located on the 11th floor of Prudential One. Leasing Contacts are listed below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Truszkowski</td>
<td>312-477-2945</td>
<td><a href="mailto:btruszkowski@telosgroupllc.com">btruszkowski@telosgroupllc.com</a></td>
</tr>
<tr>
<td>Matthew Pistorio</td>
<td>312-477-2942</td>
<td><a href="mailto:mpistorio@telosgroupllc.com">mpistorio@telosgroupllc.com</a></td>
</tr>
</tbody>
</table>
Policies and Procedures: Contractors & Vendors

As stated in your lease, the Office of the Building must be made aware of (and in some cases must approve), all plans for suite alterations prior to commencement of work.

Prudential Plaza enjoys strong union labor relations. The contractors and vendors who work in the building on behalf of ownership and/or its agents are union employees. For information on unions that provide services to Prudential Plaza, please contact the Office of the Building.

All contractors and vendors must provide a certificate of insurance prior to the commencement of any work. Please contact the Office of the Building for the current requirements and coverage amount.
Policies and Procedures: Freight Elevators

There are four freight elevators at Prudential Plaza, two serving each tower. They are available between 6:00 a.m. and 6:00 p.m., Monday through Friday, on a first-come, first-served basis. After-hours usage can be arranged through the Office of the Building and is available subject to prior scheduling. These elevators are for freight only, and cannot be used as passenger elevators. Please use the freight elevators when bringing items that require delivery carts into the building, as carts are not allowed on the building’s passenger elevators.

For more information regarding Freight Scheduling, please contact the Office of the Building at 312-565-6700 or email our Tenant Services Coordinator at PRU-OTB@pruplazachicago.com.
Policies and Procedures: Insurance Requirements

Certificates of Insurance for Prudential Plaza should read as follows:

Certificate Holder:

JLL Americas (Illinois), L.P.
Attn: Insurance
180 North Stetson, Suite 840
Chicago, IL 60601

Please note the following must be named as additional insured on the Certificate of Insurance:

Jones Lang LaSalle Americas (Illinois), L.P.
SL PRU LLC

Click Here for Short Form Insurance Requirements Used for the Majority of Vendors.
Policies and Procedures: Loading Dock and Deliveries

The loading dock is open for deliveries on a first-come, first-served basis for a 30 minute maximum delivery/pick-up time, Monday through Friday, 6:00 a.m. to 6:00 p.m. All deliveries made outside these hours or taking longer than 30 minutes must be arranged through the security office at least 24 hours in advance.

Prudential Plaza’s loading dock is located at 199 East Lower Lake Street, which is the first basement level (1B) of the building.

Under no circumstances are deliveries or pick-ups allowed to remain on the dock. They must be brought either from the delivery truck to the tenant’s suite or from the suite to a waiting truck. Building personnel cannot sign for deliveries. Any equipment/furniture being removed from the building must be accompanied by a Property Removal Pass, which documents your company’s authorization. Passes are available through the Office of the Building.

[Click here](#) for Directions to the Prudential Plaza Loading Dock
Policies and Procedures: Loading Dock Directions

Click here to view and/or download Dock Directions.

Dock Directions

From the south: Take Columbus Drive north past Randolph and Lake Street to East South Water street and turn left going down the ramp to the stop sign. Turn left (a hairpin 180° turn) and proceed to the next stop sign, which is Lower Columbus Drive. Turn right onto Columbus and at the first street on the right, Lake Street, take another right turn. Go straight ahead to the Prudential Receiving Dock.

From the north: Take Columbus Drive south to the first light past Wacker Drive, which is East South Water Street. Turn right going down the ramp to the stop sign. Turn left (a hairpin 180° turn) and proceed to the next stop sign, which is Lower Columbus Drive. Turn right onto Columbus and at the first street on the right, Lake Street, take another right turn. Go straight ahead to the Prudential Receiving Dock.

Activate the Dock intercom located on the left side of the dock door between the hours of 6am to 6pm Monday through Friday. Activate the Security intercom button any time after hours for assistance.

Directions for Semi Trailer Trucks

From The North: Going southbound on Columbus Drive, go to the first stop light past Wacker Drive, which is South Water Street. Make a right hand turn going down the ramp. At the stop sign at the bottom of the ramp, make a right – you will now be going northbound on Lower Stetson. At the end of the street, make a right on Wacker Drive (lower, lower Wacker!). At the next stop sign turn right onto Lower Columbus. Proceed to Lake Street (which is the second stop sign) and make a right. The Prudential Plaza Receiving dock is straight ahead at the end of the street.

From the South: Going northbound on Columbus Drive, go to South Water Street, which is the second light after you pass Randolph Drive. Make a left hand turn going down the ramp. At the stop sign at the bottom of the ramp, make a right – you will now be going northbound on Lower Stetson. At the end of the street, make a right on Wacker Drive (lower, lower Wacker!). At the next stop sign turn right onto Lower Columbus. Proceed to Lake Street (which is the second stop sign) and make a right. The Prudential Plaza Receiving dock is straight ahead at the end of the street.

From the Kennedy Expressway (I-90/94): Take the Ohio exit into the city, and head east on Ohio until you reach Fairbanks (you will pass Michigan Avenue). Turn right on Fairbanks, which will turn into Columbus Drive. Head to the first light past Wacker Drive, which is South Water Street. Follow directions from the North above.
Policies and Procedures: Moving

Two moving instruction packets are available through the Office of the Building. The “Tenant Move-In” packet provides a variety of forms relating to employee identification badges, tenant emergency contacts and other issues. The “For Your Mover” packet provides loading dock specifications and other information frequently requested by movers.  Click here to view the "For Your Mover Form."

All major moves must take place after 6:00 p.m. weekdays or anytime on weekends. The moves must be scheduled at least 72 hours in advance by contacting the Office of the Building.
Policies and Procedures: Smoking Policy

In compliance with the Illinois Legislature’s Clean Indoor Air Act of 1992, smoking is prohibited in all of the indoor public areas of Prudential Plaza. Also in accordance with the Chicago Clean Air Ordinance of 2005 smoking is prohibited within 15 feet of any entrance to an enclosed area in which smoking is prohibited.

Click here to view Chicago Clean Air Ordinance of 2005
Prudential Plaza boasts a superior security team. Our exceptional security and life-safety program includes a state-of-the-art camera system; silent alarms; smoke/fire alarms; 24 hour, seven-day-a-week fire command control panel; card-key access system; intercom stations; and stairwell detectors. These systems enable the Security Communications Center staff to monitor activity in the building 24 hours a day.

We encourage everyone to view the building’s Security & Life Safety presentation by following this link: [http://pruplazachicago.bssnet.com/](http://pruplazachicago.bssnet.com/)

**Building:** Choose the building you are in from drop down  
**Password:** Please check with the Office Manager for password


Fire drills are held twice per year. All building occupants are required to participate.

**SECURITY NUMBERS:**

- Police/Fire/ Ambulance: 911  
- Security Emergency: 312-565-6716  
- Security Office: 312-565-6717
Security: Building Identification Badges

The building identification badges are part of the card-key access system, which controls entry into the building. This system regulates building and garage entrances, elevator cabs and, as an option, tenant spaces.

**IDENTIFICATION BADGE PROCEDURES**

Please follow the below 2-step process for any NEW employee to receive an access card:

1. A Workspeed ticket must be entered prior to the employee having their picture taken at the access card office (Suite 830, Two Prudential).

2. Each NEW employee must provide the attached Access Card Application in order to obtain a keycard, and be able to have an ID picture taken. All signatures are required or the employee will be turned away. This form is not required for an access card re-print request.
Security: After Hours Access

Tenants must present their building identification badges at the security desk and use the electronic card reader on the elevator panel to access tenant floors on weekends, legal holidays or weekdays between 6:00 p.m. and 7:00 a.m. Visitors are not allowed after-hours access unless accompanied by an authorized tenant.

Although building personnel conduct routine patrols of the common areas at regular intervals, security of a tenant’s space is the responsibility of the tenant. Standard precautions should be adopted.
Security: Visitor Access

If your off-site employees, guests, and vendors need access on an “as-needed” basis, please enter the visitor information in Workspeed. The information is transmitted to the Security console on a real-time basis. Upon arrival, the visitor will need to check in with Security and show a valid picture ID. They will be issued a temporary badge.

After-hours, if a visitor’s name is not entered into Workspeed, Security will call the guest’s contact or the main tenant for instructions. If the contact gives verbal approval for the guest to have access to the tenant space, Security will create a badge and will direct the visitor to the proper elevator bank. If the contact advises that an escort is needed, Security will advise the guest accordingly, and issue the guest a badge once the escort has arrived in the lobby.

There is no “ongoing” guest or employees list. A list of regular vendors can be provided to the Office of the Building and the Workspeed visitor access program allows visitors to be requested for multiple days with one request.

[Click here to access Workspeed.]
For your protection, Prudential Plaza requires that a Property Removal Pass accompany all office equipment, computer equipment, or any other unusual items leaving the building. Property Removal Pass forms can be obtained from the Office of the Building by calling 312-565-6700 and must be signed by authorized tenant employees.
Security: Lost and Found

Security keeps “Lost and Found” items in the Security Communications Center, located off the lobby of One Prudential Plaza. Tenants who have either lost or found an item should contact Security at 312-565-6717.
Security: Solicitation

Prudential Plaza maintains a “No Solicitation” policy intended to protect tenants from exposure to theft and prevent unwanted interruption of their business. Please report all solicitors to Security at 312-565-6717.
Services: Tenant Service Requests

In order to facilitate communications, we ask that you appoint one or two tenant service representatives (and an alternate), who are authorized to incur expenses for your company. Only your “Authorized Tenant Representative” or those designated can make requests for repairs or services through Workspeed.

All requests for services should be made through Workspeed (http://prudentialplaza.workspeed.com). If there is a maintenance or janitorial request that needs immediate attention, please also call the Office of the Building. Do not make requests with the maintenance crew directly. You will need to enter the type of service request, a description of the service needed, the exact location and a contact person. Once entered into Workspeed, the Office of the Building receives this information and dispatches the service request to the appropriate maintenance staff. When a job is finished, the service request is summarized and closed out or charged back to the tenant.

Response times will vary according to the number and complexity of service requests received. We will inform you as soon as possible of any delays in responding to your request. All work performed will be billed to the tenant by the Office of the Building. A 20% administrative fee will be included on the invoice unless otherwise noted in lease provisions.

For any additional questions regarding Tenant Service Requests, please contact our Tenant Services Coordinator, at 312-565-6700 or PRU-OTB@pruplazachicago.com.

The following items are considered services not covered under the lease, but commonly serviced by Prudential Plaza staff or outside vendors for an additional charge:

- Light bulb replacement
- Re-keying or Repair of tenant doors and locks and additional keys
- Hanging pictures, bulletin boards etc. in tenant space
- Emergency clean-up of spills/accidents
- Unclogging/repair of kitchen sinks and disposals
- Installation or changing of water filters
- Removal/disposal of excessive trash
- Extra painting, touch-ups or carpentry work
- Paper towels for kitchens
- Decorating walls
- Refinishing furniture
- Adding outlets

Please note, for liability and safety reasons, we are unable to lend out any building equipment.

Click here to access Workspeed.
Services: Building Directory & Signage

The computerized building directory, located at the mezzanine-level security desk features interactive screens, which can search for either a company or an individual’s name. To include or update your company’s information on the directories, please contact the Office of the Building.

Building standards specify uniform lettering for signage on multi-tenant floors. The Office of the Building should approve variations in logos or graphics in advance.

Any additional questions regarding the Building Directory & Signage can be directed to the Office of the Building at (312) 565-6700.
Services: Cleaning Services

Special cleaning services, such as dish washing, refrigerator cleaning and carpet cleaning can be requested through Workspeed. For more information about special cleaning services, please contact the Office of the Building via telephone at 312-565-6700 or email at your convenience.

Click here to access Workspeed.
Services: HVAC Services

Standard HVAC service is provided Monday through Friday, 6:00 a.m. to 6:00 p.m., and Saturday, 6:00 a.m. to 1:00 p.m. Please call the Office of the Building to request after-hours heating, ventilation and air-conditioning (HVAC) service. After-Hours HVAC Services must be requested at least 24 hours in advance. An hourly rate is assessed for any overtime HVAC.
Services: Mail Service

**Airborne**: 1-800-AIRBORNE

**UPS**: 1-800-PICK-UPS

**Mail Room**: Located in One Prudential Plaza, drop boxes for both USPS and UPS are available on the mezzanine-level lobby.

**Federal Express**: (312) 616-8020

The Fed-Ex store provides full-service express mail to anywhere in the world and is located on the ground level of Two Prudential Plaza.

**US Postal Service**:

One Prudential Plaza: Monday through Friday Pick-ups at: 9:20 a.m., 11:45 a.m., 3:30 p.m. & 5:00 p.m.

**Post Office**: (312) 861-0473

Located on the arcade level of the AON Center is a full-service post office. This facility is accessible via the walkway, which connects One Prudential to the AON Center.
Prudential Plaza is pleased to announce that US Messenger has been selected as our service provider to operate our new Messenger Center. The Messenger Center’s hours of operation are **Monday-Friday from 7 AM-6 PM**.

Please see below for more information regarding the new policies for inbound and outbound packages:

- **IN-BOUND PACKAGES** - Messenger Center staff will accept and deliver all in-bound packages to your suite that have been delivered to the building by Messenger.
- **OUT-BOUND PACKAGES** - Messenger Center staff will pick up packages from your suite, and then hold in the messenger center until picked up by your messenger vendor of choice.
- All messenger vendors will be directed to the Messenger Center location on the Concourse level next to Café Rom.
- Packages will be accepted at the Messenger Center and delivered to your office within minutes of receipt.
- No delivery personnel delays due to signing in at security; No delivery personnel on tenant floors; Faster service.
- No change for FedEx and UPS. Deliveries and pick-ups will operate normally.
- All food vendor deliveries will operate normally.
- Floral vendor deliveries will be directed to the Messenger Center.
- To request a pick-up from your suite for outbound packages, please call **312-624-9450**. A request can also be made in WorkSpeed under “Additional Services Messenger Center”
Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various service requests. Hard copies of all forms are available from the Office of the Building as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

- Bomb Report Form
- Emergency Contact Information Update Form
- After-hours Work Authorization Form
- For Your Mover
- Recycling Poster
- Dirty Dozen
- E-Waste
- Recycle Plastic Bags & Household Batteries
- Recycling Poster Bottles Cans
- Acceptable-Non-Acceptorable Materials Form
- Fitness Center Equipment List
- Lobby Level Layout
- Dock Directions
- Pedway Map
- JLL: Short Form Insurance