



H E R T Z
I N V E S T M E N T
G R O U P

Tenant Welcome Handbook

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GENERAL INFORMATION

Property Management Office

The Building Management office is located on the 10th floor in Suite 1000. The management staff can be reached at 289-9030 from 8:00 a.m. - 5:00 p.m. Management staff is on call after normal business hours. If you need assistance after normal operating hours, please contact the Security Console at 225-6347. Building security is staffed 24 hours per day.

Tenant Contact Personnel

There should be designated tenant contact persons within your company that is authorized to access the Angus online tenant work order system. Each tenant is asked to provide Building Management with the name and telephone number of at least one or two individuals designated as the “contact person” to communicate with building management. Requests concerning suite temperature, repair or maintenance, janitorial concerns, and other inquiries should be channeled through this individual. These individuals will be set up to receive credentials for the Angus online tenant work order system. This process greatly increases our management team’s ability to respond effectively to your needs.

BUILDING OPERATIONAL INFORMATION

Mail

The United States Post Office delivers daily directly to the locked mailboxes located in the mailroom near the loading dock. Also located in the mail room are Federal Express, UPS, and DHL Express drop boxes.

Your incoming mail address should read as follows:

TENANT NAME
100 East Wisconsin Avenue
Milwaukee, WI 53202

The U.S. Postal Service office to contact for service or information is:

Postmaster
Juneau Station
(414) 289-0809

Pick up time for U.S. Mail is 6:00 p.m. Federal Express, UPS, and DHL Express pick up is at 6:00 p.m.

Emergency Information

Report all emergencies to the Security Console 225-6347. Information such as tenant name, suite number, name of the person calling, and the nature of the emergency should be given. In a critical emergency, please call 911, and then notify Security.

Fire Safety Plan

100 East is a fully sprinklered building. For added safety, the stairwells are pressurized and have emergency lighting in the event of an emergency.

In the event of a fire, a fire alarm pullbox should be pulled immediately. This action will activate fire horns on all floors and summon the Milwaukee Fire Department. **PULLBOXES** are located at each stairwell and elevator lobby.

Fire extinguishers are located in the common area corridors by each stairwell and may be used on **ALL** types of fires. **DO NOT** use water for electrical, gasoline, paint or other combustible chemical fires.

In the event of a fire alarm, **DO NOT USE ELEVATORS** to evacuate the building - USE THE STAIRCASES. The building's computer-controlled fire monitoring system is equipped with an emergency speaker system. LISTEN FOR INSTRUCTIONS FROM THE FIRE DEPARTMENT AND/OR SECURITY.

Security

Security service at 100 East is provided twenty-four hours a day by utilizing both a contract guard service and electronic systems. Guards are on duty/patrol at all times and can be reached at 225-6347.

It is the desire of the Building Management to maintain reasonable security of the building, its occupants and their possessions. Because of the public nature of our building, great numbers of people are continually entering the building and there is always the possibility of petty thievery and other misdemeanors occurring.

While personnel of the building are constantly on guard to protect your property, your observance of the following suggestions will be most helpful and mutually beneficial.

1. Notify Building Management when loiterers are observed in corridors or washrooms. In addition, please report peddlers and canvassers.
2. When there is no one in the office do not leave the door unlocked, even for a short time.
3. Handbags, coats and other articles of value should not be left unguarded.
4. It is unwise to leave valuables or articles of personal property on desks or in unlocked drawers.
5. Keys and access cards should be collected from employees leaving your service, and the management office should be notified immediately to be sure the access cards are disabled.
6. Make sure that the doors are closed and locked when closing your office. While we provide building tours and door checks through our Security Department we remind you that these should not be relied upon to secure your space.
7. If you plan to have visitors in your office area other than during regular working hours, please leave written authority with the Building Management office.
8. Corridor doors must be kept closed at all times.

Your cooperation is requested in observing the above suggestions. Additionally, we request that you inform new employees of these items in order to maintain a secure office environment.

Tenant Employee ID Security Badge

Tenants may request for each of their employees to have an ID security access badge. This will allow employees to have suite access and elevator access during the day and after the designated elevator access time frame for your floor depending on the access level authorized. Upon the company's initial move-in, photo ID access cards are provided for any employee requiring a card. Going forward, additional photo ID access cards will be \$25.00 each. Authorization forms for employee access cards are attached for your use (see Form D). The Tenant Contact or authorized person should complete Form D with the new employee's information and the areas and times of access allowed to that new employee. The employee should then come to the Building Management Office to have their photo taken. Their new card will be produced and given to them at that time.

If you have a group of 3 or more employees needing ID access badges, we ask that you will call ahead to make arrangements with the Building Management office to have their photos and ID's printed.

After Hours Access

100 East uses a fully automated computerized security card access system to secure the property. All floors are secured via the system from 6:00 p.m. - 7:00 a.m. and cannot be accessed without a card.

Additionally, all elevators are networked into the security card access system. Any tenant who occupies a full floor can determine the times they wish to have their elevators locked off via the card access system. (Multi-floor tenants are programmed at the same times as the main entrances to the building) Form H should be used to set-up and make any modifications (whether permanent or temporary) to your elevator access times.

Special Access Requests

On occasion you may have a need to arrange for special access to your space for a guest or vendor. Following is the procedure for arranging for occasional special access.

1. A Special Access Request Form, Form G, should be completed with all of the pertinent information. It should include an authorized signature (as denoted on the Tenant Information Sheet). Forms should be emailed to the Tenant Coordinator: **Catina Vaughn**, at cvaughn@hertzgroup.com
2. If a need for special access arises after 5:00 p.m., contact the Security Department at 225-6347. They will then contact the authorized building staff member on call. If we are unable to reach any of those individuals, we will **not** be able to accommodate the request.

Insurance Requirements

Per the Lease Agreement, Tenant shall provide to Landlord a Certificate of Insurance evidencing coverage for General Liability and Property Damage or Destruction. A certified copy of such policy should be submitted to the Building Management Office. The Certificate Holder should be listed as **Hertz Investment Group** and the entities for Additional Insureds should be listed as follows: **Hertz Investment Group LLC; Hertz Milwaukee 100 East Wisconsin, LLC**. Refer to your lease for specific requirements.

Keys

Each tenant has been provided keys to its suite. Additional or replacement keys are available at a nominal cost. A request for additional or replacement keys can be made via tenant work order system, or by calling the building management office.

Elevators

The 100 East building offers six high-speed elevators servicing the low-rise portion of the building Floors (10-22) and five serving the high-rise portion Floors (22-34). The 22nd floor serves as a transfer floor allowing access to all eleven elevators. All elevators allow access to the Lobby and 2nd Floor Galleria. The elevators are linked by intercom to the main Security Console in case of an emergency.

Tenant Vendor Procedures

Pursuant to your lease, any time a tenant hires a third party vendor for any services to be performed or delivered on site at the 100 East Building; the Building Management Office must be contacted. For the tenant's and landlord's safety, we require evidence of insurance coverage of the third party. The standard amount and requirements for every vendor can be found in enclosed Form C.

Soliciting

Soliciting is prohibited in 100 East and on the grounds. If someone is soliciting your office suite, please notify the Building Management Office or Security immediately.

Building Access Hours

The normal building hours are 7:00 a.m. to 6:00 p.m. Monday through Friday. The building is accessible via card access only after hours and all day on Saturday and Sunday.

Access from the Parking Structure to the Galleria is allowed 24 hours a day, seven days a week.

Tenant Suite Signs

Building standard tenant suite signs are provided upon move-in. The Tenant Contact should complete Form J with the exact copy that should appear on the sign. Please return this form to the Building Management office as soon as possible in order to facilitate the ordering of the signage. If you should have a need for a new sign, please coordinate this through the Building Management Office.

Tenant Lobby Directory

A tenant directory is located in the lobby near the Water Street entrance to the building. Each tenant name, their principals, if desired, and their suite number will be included in the directory. Form I should be completed by the Tenant Contact for the initial order. Any changes should be communicated to the Building Management Office by completing a new Form I.

Move-In and Deliveries

Any deliveries, removals, or relocation of large bulky items (i.e. furniture, office equipment) can be made only after obtaining approval from the Building Management Office. Following are our rules regarding move-in, move-outs, and deliveries:

- A. **IMPORTANT:** Please notify the Building Management office at 289-9030 when moving bulky materials, office furniture or equipment in/out of the building.
- B. Movement in or out of the building of furniture, office equipment or other bulky materials, or movement through building entrances and lobby, shall be restricted to hours designated by Landlord in the 100 East Moving Policy (see Form B). Tenant must notify Landlord of such moves and provide the name of the moving company involved so we may procure a certificate of insurance (see Vendor Insurance Requirements, Form C).
- C. Any such movement will be pre-arranged with Building Management and will be restricted by the following:
 - 1. Hour of delivery or movement subject to Building Management approval.
 - 2. Method of movement.
 - 3. Routing of movement.
- D. Tenant is to assume all risk as to:
 - 1. Damage of articles moved.
 - 2. Injury to persons engaged or not engaged in such movement.
 - 3. Damage to property of Landlord resulting from such movement.
- E. Tenant hereby agrees to indemnify and hold Landlord harmless from and against any such damage, injury, or loss, including attorney's fees.

- F. Landlord shall not be liable for acts of any person engaged in, or damage or loss to any of said property of persons resulting from any act in connection with such service performed for Tenant.
- G. Passenger elevators are for the purpose of transporting people. Two or four-wheel dollies, carts, or any other type conveyances, with the exception of baby buggies and wheelchairs, will not be pushed, pulled, or taken into passenger elevators at any time.
- H. All dollies and conveyances of materials, supplies, or equipment will enter the building through the truck loading dock, and then use the freight elevator except as cited in "G" above.

Tenant Special Events

All tenant special events should be coordinated through the Building Management office with at least one week prior notice in order to coordinate various facets of the event, including insurance, special access, heating or cooling, and deliveries.

For all events, please adhere to the delivery procedures outlined on page 4. In addition, if the event involves alcohol, the bartender must provide a certificate of insurance evidencing liquor liability insurance.

Tenant Alterations

Pursuant to your lease agreement, any alterations to your existing space (including items such as wall covering, carpeting, mill work, electrical, etc.) must be approved by the Building Management Office prior to commencement of work. When applicable, architectural drawings must be presented for approval.

The Building Management office shall also approve any contractors performing the work. We are happy to provide you with a list of pre-approved bidders. All contractors and subcontractors must provide certificates of insurance evidencing the insurance requirements defined in Form C prior to commencing.

For a list of our Building Rules for Contractors please see Exhibit A.

Smoking Policy

For the health and comfort of all tenants, all common areas of 100 East, including office entrances and restrooms, are smoke free. **SMOKING ALSO IS NOT PERMITTED AT THE BUILDING'S ENTRANCES, IN THE PARKING STRUCTURE OR LOADING DOCK.**

100 EAST BUILDING SERVICES

Maintenance

Should maintenance be required, the tenant's contact person should enter the request into the Angus online tenant work order system. For details, or to be set-up in the Angus system, please contact the Building Management office at 289-9030. Please note there is an additional charge for maintenance services.

After business hours, Security at 225-6347 should be notified of any problems.

Temperature

The 100 East Building employs the latest technology in energy management systems. This computer controlled system has been programmed to provide comfortable temperatures to our tenants and visitors.

If you feel your system is not operating properly, please enter a work request into the Angus system. An on-site Engineer will investigate your situation. There are no additional charges for temperature adjustment.

Heating Ventilation Air Conditioning (HVAC)

The following are the normal business hours of operation for the HVAC systems in the building:

Monday – Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00p.m.
Sunday	No regular service
Holidays	No regular service

After hours heating and air conditioning will be provided for hours outside of normal business hours previously listed at the rate specified in your Lease.

Each tenant will have the ability to control after hours heating and cooling in their space which can be activated by using an automated telephone system. All after hours requests will be a minimum 2-hour charge for activating the service. Charges will be automatically billed on your monthly rent statement in accordance with your Lease.

To utilize the After Hours Dial-Up Services, follow the below steps:

1. Dial: **414-225-6350**
2. The prompts will request your location and personal identification number
3. The prompts will be as follows:
 - Press 1 – lights on
 - Press 2 – lights off
 - Press 3 – HVAC on
 - Press 4 – HVAC off

*Please select option #3 as all lights in your space are operated by switches and the HVAC is timed to operate in 2-hour increments.

4. The system will acknowledge that your request has been processed.
5. Hang up.

If you have any questions about the operation of your afterhours HVAC system, please contact the Building Management Office at **289-9030**.

Lights

Please have the Tenant Contact person enter a work request into Angus if you need replacement lights or fixture repairs. There is an additional charge to the tenant for this service.

Cleaning Service

Standard business cleaning services are provided by Building Management. During the day, we have a day porter service to clean the lobbies and exterior areas of the property. Please report any problems with cleaning services or any special requests for cleaning to the Building Management office by entering a request into the Angus the tenant work order system. Janitorial crews are on site after hours to clean tenant premises and common areas each night.

The cleaning crew has been instructed not to move items or papers on desktops. They will dust clean surfaces nightly. Carpet cleaning can be arranged by emailing the Tenant Coordinator or entering a work request into Angus. This service will be performed at the tenant's expense.

Trash Removal

Please DO NOT leave items that are not trash on top of or next to wastebaskets. Please do not dispose of liquids in wastebaskets. Do not place trash in corridors, stairways, or near elevators.

Any special items that you wish to have removed, i.e. boxes, should be flattened and have a yellow "Please Throw Away" sticker posted on them. These stickers can be obtained by calling the Building Management Office.

Approximately 80% of office waste is recyclable. We have implemented an easy to use recycling program at 100 East which is targeted at mixed paper recycling. White cardboard recycling boxes can be provided for all paper products. A list of items that may and may not be put into the recycle baskets are detailed on Form F. Please use the Angus work order system to request number of recycling boxes needed for your offices. The typical arrangement is to have one recycling box per workstation or office area.

Additionally, we also have an aluminum can and mixed-grade plastic/glass recycling program available. Please request small plastic under desk bins for these materials.

Parking

To coordinate your parking needs, please contact Mark Konopasek the parking manager with Imperial Parking at 273-7241. They will provide you with the rate information and will coordinate your parking needs. Please relay any comments or concerns to the Building Management office.

Building Conference Room

We have a conference room available for your convenience. This room is available on a first come, first served basis. This conference Room seats approximately 65 people and is located on the second floor Skywalk. Below are some guidelines regarding the use of the conference room.

1. The conference room is available on a first come, first served basis. Please schedule use of the room through the Building Management office. Because the conference facility is available to all tenants, we reserve the right to minimize excessive use by any one party or to charge a 50% cancellation fee if necessary.
2. The conference room is available Monday through Friday during normal office hours. If there are early meetings (i.e. before 8:00 a.m.) or late meetings (after 5:00 p.m.), we will need to receive advance notice so we may coordinate access accordingly.
3. Outside caterers are permitted; however, we must obtain a current certificate of insurance before the service provider enters the premises (as required for all outside contractors), for liability purposes. Alcoholic beverages will not be allowed in the building conference room at any time.
4. Any items (i.e. cups, coffee pots & burners, food, beverages, etc.) that are left in a conference room must be removed after your meeting. If this is not possible, please notify the Building Management Office.
5. Setup/janitorial fees for the conference room are billed out in quarter hour increments. Please contact the Building Management office for current rates and to view the room.

Amenities

On Site Amenities:

Fusion Sushi & Deli	224-6330
Edible Arrangements	225-0300
Wells Fargo Bank	223-8400
Taken 2 The Cleaners	921-4966
Imperial Parking	223-4722

Off Site Restaurants:

Rock Bottom Brewery (Microbrewery and Restaurant)	740 N Plankinton	276-3030
Water Street Brewery (Pub & Grill)	1101 N. Water St.	272-1195
Elsa's on The Park (Casual Bar & Grill – Italian)	833 N. Jefferson St.	765-0615
Harp Irish Pub (Bar – Light Lunch Menu)	113 E. Juneau Ave.	289-0700
Safe House (Casual – Bar & Grill)	779 N. Front St.	271-2007
Bacchus – A Bartolotta Restaurant (Fine Dining – American/Continental Menu)	925 E. Wells St.	765-1166
Waterfront Deli (Gourmet Deli)	761 N. Water St.	220-9300
Sake Tumi (Fine Dining - Japanese/Sushi)	714 N. Milwaukee St.	224-7253

Health Clubs:

Gold's Gym	735 N. Water St.	312-7582
Planet Fitness	101 W. Wisconsin Ave.	223-3380
Downtown YMCA	161 W. Wisconsin Ave.	291-9622

Entertainment:

Bradley Center	1001 N. 4 th St.	227-0400
Comedy Sportz	420 S. 1 st St.	272-8888
Comedy Café	1033 Old World 3 rd St.	271-5653
Milwaukee Repertory Theater	108 E. Wells St.	224-9490
Pabst Theater	144 W. Wells St.	286-3663
Marcus Center for the Performing Arts	929 N. Water St.	273-7121

Shopping:

The Grand Avenue Mall	275 W. Wisconsin Ave.	224-0655
Bayshore Mall	5900 N. Port Washington Rd.	963-8780

IMPORTANT TELEPHONE NUMBERS

EMERGENCY TELEPHONE NUMBERS

Fire Department	911
Police Department	911
Ambulance Squad	911
Nearest Hospital	219-2000 (Aurora Sinai Medical Center)

DEPARTMENTAL TELEPHONE NUMBERS

Security Console	225-6347
Hertz Investment Group (Building Management)	289-9030

BUILDING STAFF

Management Office

Maleta Brown	Sr. Property Manager
Adam Schmidt	Assistant Property Manager
Catina Vaughn	Real Estate Services Coordinator

Engineering

Dan Stefanski	Chief Engineer
Jake Huenerbein	Lead Engineer
Andrae Bivens	Engineer
Joe Gohagan	Engineer

Building Rules

1. Handicapped parking spaces have been provided in the parking structure. Non-handicapped individuals parking in these reserved stalls can be fined according to Wisconsin State statute.
2. All deliveries, removals or relocation of large or bulky items shall be made through the loading dock entrance, and must be scheduled with the Building Management office beforehand. (See specific moving policy, Form B).
3. The sidewalks, halls, passages, elevators and stairways shall not be obstructed by tenant or used for any purpose other than entering or leaving the leased premises.
4. Tenant shall not dispose of foreign substances in the building plumbing fixtures. In addition, liquids or coffee grounds should not be poured down water fountains.
5. Premises have been supplied with building standard window blinds, which may be utilized to prevent heating and cooling loss. Tenant shall not install other blinds, curtains, shades or screens without written consent by the Building Management office.
6. Tenant shall not use or store any odor-producing or flammable substances in the leased premises.
7. Loud noises are prohibited in the building. Please observe this policy so as not to disturb other tenants.
8. No animals or birds shall be brought into or kept in or about the building, nor shall individuals walk or tie up pets on the 100 East grounds.
9. Tenant will refer all contractors and installation technicians rendering any service to tenant, to the Building Management office for approval, control, and supervision before any contractual services are performed. This provision shall apply to all work performed in the building including installations of telephones, telegraph equipment, electrical devices and attachments, and installations of any nature affecting floors, walls, woodwork, trim windows, ceilings, equipment or any other physical portion of the building.
10. Tenant will not, without the prior written consent of the Building Management office, paint, decorate or install floor covering on leased premises. The use of non-strippable adhesives is prohibited, as they cause damage to the walls when materials are removed.
11. Tenants may not install any signs, flashing or neon lights, lettering, advertising media, or decorations of any type in the common areas, windows facing common areas, or exterior windows unless otherwise approved by landlord.
12. 100 East will be open to tenants and their visitors from 7:00 a.m. to 6:00 p.m. weekdays and Saturdays from 8:00 a.m. to 1:00 p.m. Hertz Investment Group reserves the right to restrict building access during other hours.

13. Tenant shall not alter any lock or install a new or additional lock or any bolt on any door of the leased premises without prior written consent. Such approved locks shall be keyed to the building master or tenant shall furnish the Building Management office with keys after approval.
14. Tenants are not allowed to solicit door-to-door in the 100 East building, nor can notices be posted in public areas.
15. Building Management employs the latest technology in energy management systems. To allow the heating and air conditioning to operate at maximum efficiency, it is requested that tenants do not block or obstruct the temperature sensors within their spaces.
16. No portion of tenant's area or any other part of the building shall at any time be used or occupied as sleeping or lodging quarters.
17. Building Management will not be responsible for lost or stolen personal property, equipment, money or jewelry from tenant's area or any public rooms regardless of whether such loss occurs when such area is locked against entry or not.
18. No vending machines of any kind shall be installed, maintained or operated in any part of the 100 East building without written consent of the Building Management office.
19. Unless accompanied by a Hertz Investment Group employee, tenants and building visitors are not allowed on the roof of the building.
20. For the health and comfort of all tenants, smoking is not allowed in any common area of the 100 East building, including all entrances and restrooms.
21. Building Management reserves the right to make other rules and regulations as needed.

THIS HANDBOOK CONTAINS GENERAL INFORMATION FOR OUR TENANTS AND THEIR EMPLOYEES. ITS CONTENTS IN NO WAY AMEND THE LEASE. IN ANY QUESTION, THE LEASE SUPERSEDES.