

# 540 WEST MADISON

## Continuing to Move Forward

540 West Madison understands the pandemic continues. During this time, we quickly implemented City and State Guidelines throughout the common areas in the building and shared these guidelines with tenants and building staff, adjusting to this new way of life.

We continue to move forward.

Our tenants are important to us. As tenants develop their policies and procedures to reflect government guidelines, please know 540 West Madison is here as a resource to help evolve or reshape your workspace.

Strong relationships and communication with our tenants are essential. Fostering an environment where we all care more for one another will allow us to better help each other. We welcome any request to help assure the continued comfort of your employees.



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# 540 West Madison is ALWAYS here for you!

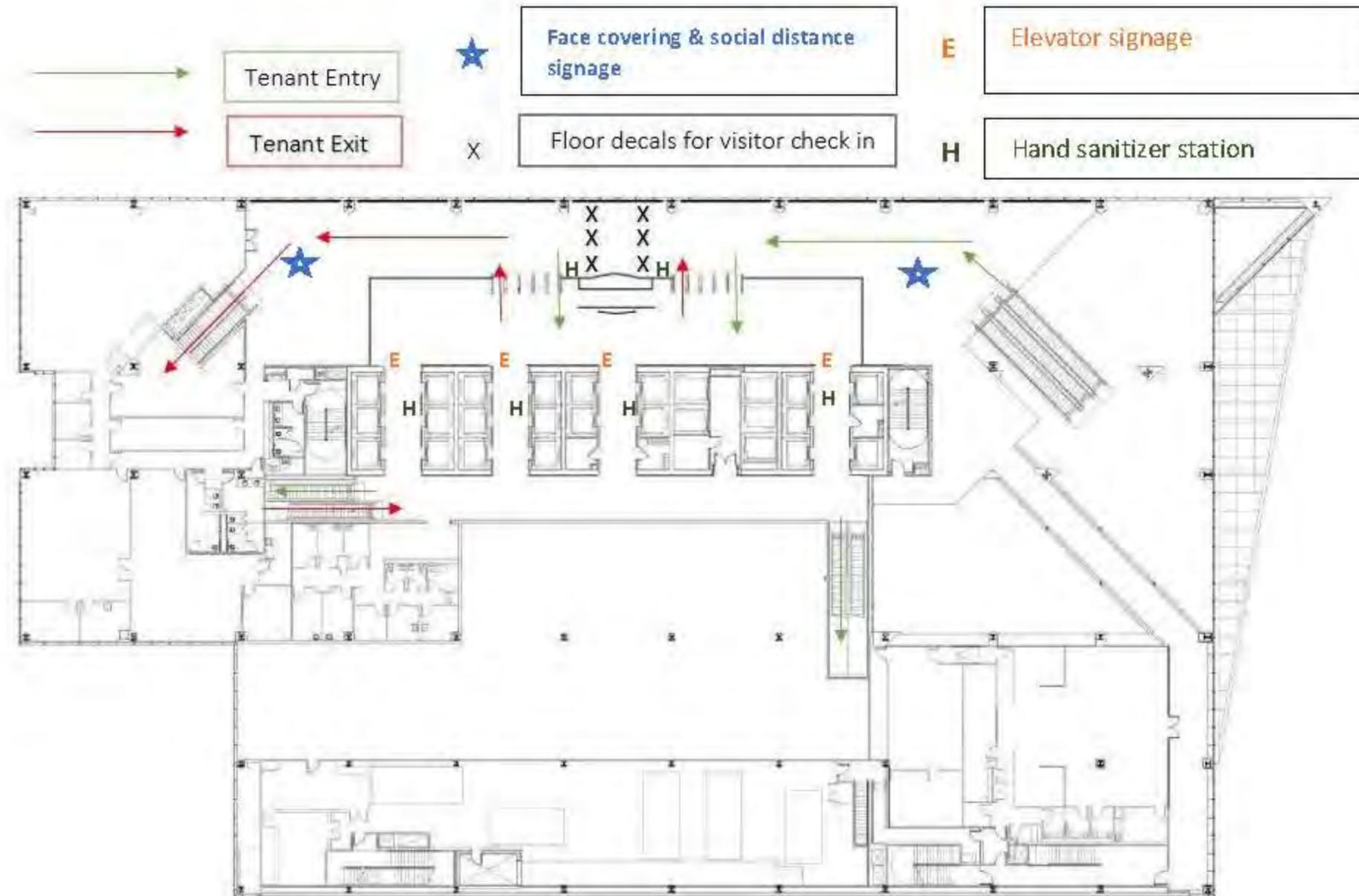


# Lobby



540 West  
Madison  
**Floor Plans**

# Mezzanine





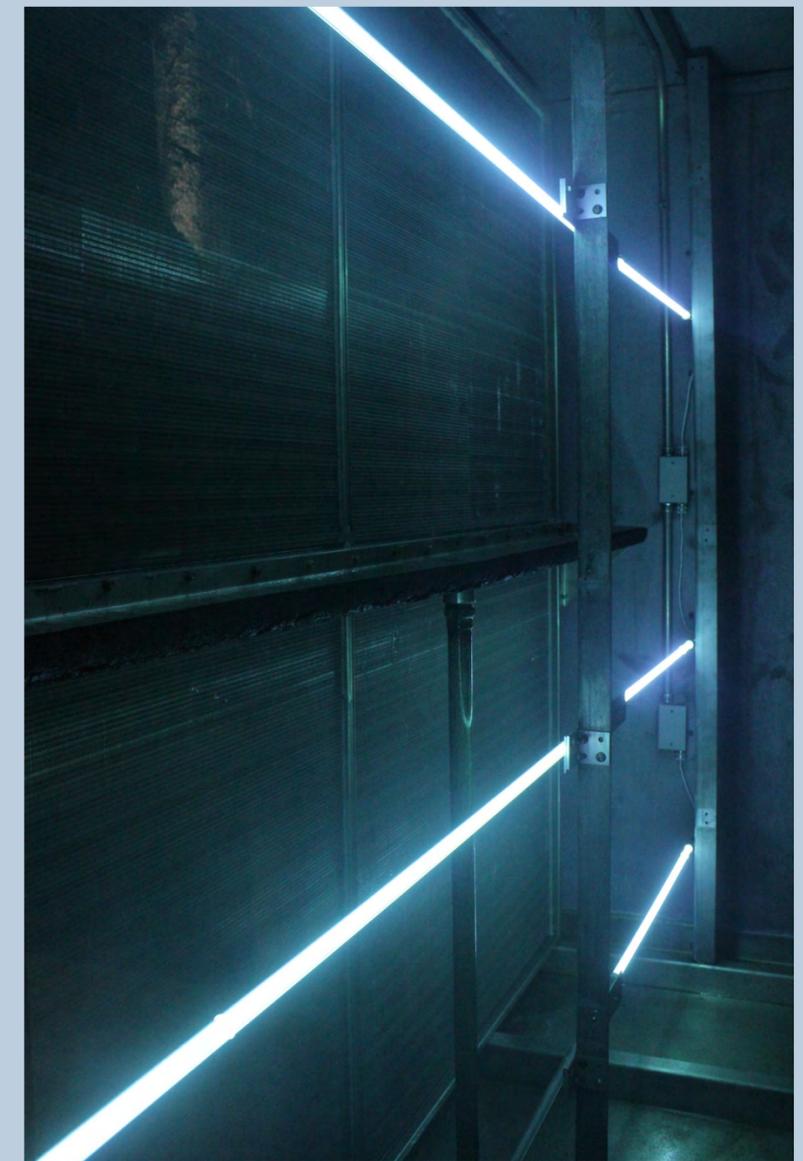
# Building Operational Enhancements



# HVAC Functions

540 West Madison is utilizing existing enhanced equipment and procedures to make tenants more comfortable within their space.

Filtration: Pre-filters rated at a MERV 10 are used to capture large particulates and some odors and extend the life of the main filter. The main MERV 14 filters, a grade above what is used in Superior Commercial Buildings, capture particulates as small as .30 microns, see page 6. This is the highest rated filter that can be used with 540 W. Madison's systems without compromising operating efficiencies of the fans while maintaining a high level of air quality.



UV Lighting in fan plenums: While the main fan system is in operation, our ultra-violet lighting system is in use. It is effective in reducing the transmission of airborne bacterial and viral infections. UV lights are duct-mounting parallel to the airstream providing optimum UV exposure. The system is configured to maximize airstream kill rates of up to 99%, which is backed by computation models to ensure performance.<sup>1</sup>

# HVAC Filters | ASRAE<sup>1</sup> Rating

Building Filtration: 540 W. Madison utilizes 1,000 filters for the air handling systems. **MERV 10<sup>2</sup>** pre-filters are changed twice a year. The main **MERV 14** filters, are changed annually. Engineering inspects these filters daily, to ensure no abnormal buildup or debris.



1. American Society of Heating, Refrigerating, and Air-Conditioning Engineers publishes standards for the design and maintenance of indoor environments. The Society and its members focus on building systems, energy efficiency, indoor air quality, refrigeration and sustainability within the industry.

2. MERV stands for "Minimum Efficiency Reporting Value."



Standard 52.5 Minimum Efficiency Reporting Value	Dust Spot Efficiency	Arrestance	Typical Controlled Contaminant	Typical Applications and Limitations	Typical Air Filter/Cleaner Type
16	n/a	n/a	30-1.0 pm Particle Size	General Surgery	<b>Bag Filter</b> - Nonsupported microfibre fiberglass or synthetic media, 12-36 in. deep, 6-12 pockets
15	>95%	n/a	All Bacteria	Hospital Inpatient Care	
★ 14	90-95%	>98%	Most Tobacco Smoke	Smoking Lounges	<b>Box Filter</b> - Rigid Style Cartridge Filters 6 to 12" deep may use lofted or paper media.
13	89-90%	>98%	Propriet Nuceli (Sneeze)	Superior Commercial Buildings	
12	70-75%	>95%	1.0-3.0 pm Particle Size Legionella	Superior Residential	<b>Bag Filter</b> - Nonsupported microfibre fiberglass or synthetic media, 12-36 in. deep, 6-12 pockets
11	60-65%	>95%	Humidifier Dust Lead Dust	Better Commercial Buildings	
★ 10	50-55%	>95%	Milled Flour Auto Emissions	Hospital Laboratories	<b>Box Filter</b> - Rigid Style Cartridge Filters 6 to 12" deep may use lofted or paper media.
9	40-45%	>90%	Welding Fumes		
8	30-35%	>90%	3.0-10.0 pm Particle Size	Commercial Buildings	<b>Pleated Filters</b> - Disposable, extended surface area, thick with cotton-polyester blend media, cardboard frame
7	25-30%	>90%	Mold Spores Hair Spray	Better Residential	
6	<20%	85-90%	Fabric Protector Dusting Aids	Industrial Workplace	<b>Cartridge Filters</b> - Graded density viscous coated cube or pocket filters, synthetic media
5	<20%	80-85%	Cement Dust Pudding Mix	Paint Booth Inlet	<b>Throwaway</b> - Disposable synthetic panel filter.
4	<20%	75-80%	>10.0 pm Particle Size	Minimal Filtration	<b>Throwaway</b> - Disposable fiberglass or synthetic panel filter.
3	<20%	70-75%	Pollen Dust Mites	Residential	<b>Washable</b> - Aluminum Mesh
2	<20%	65-70%	Sanding Dust Spray Paint Dust		
1	<20%	<65%	Textile Fibers Carpet Fibers	Window A/C Units	<b>Electrostatic</b> - Self charging woven panel filter.

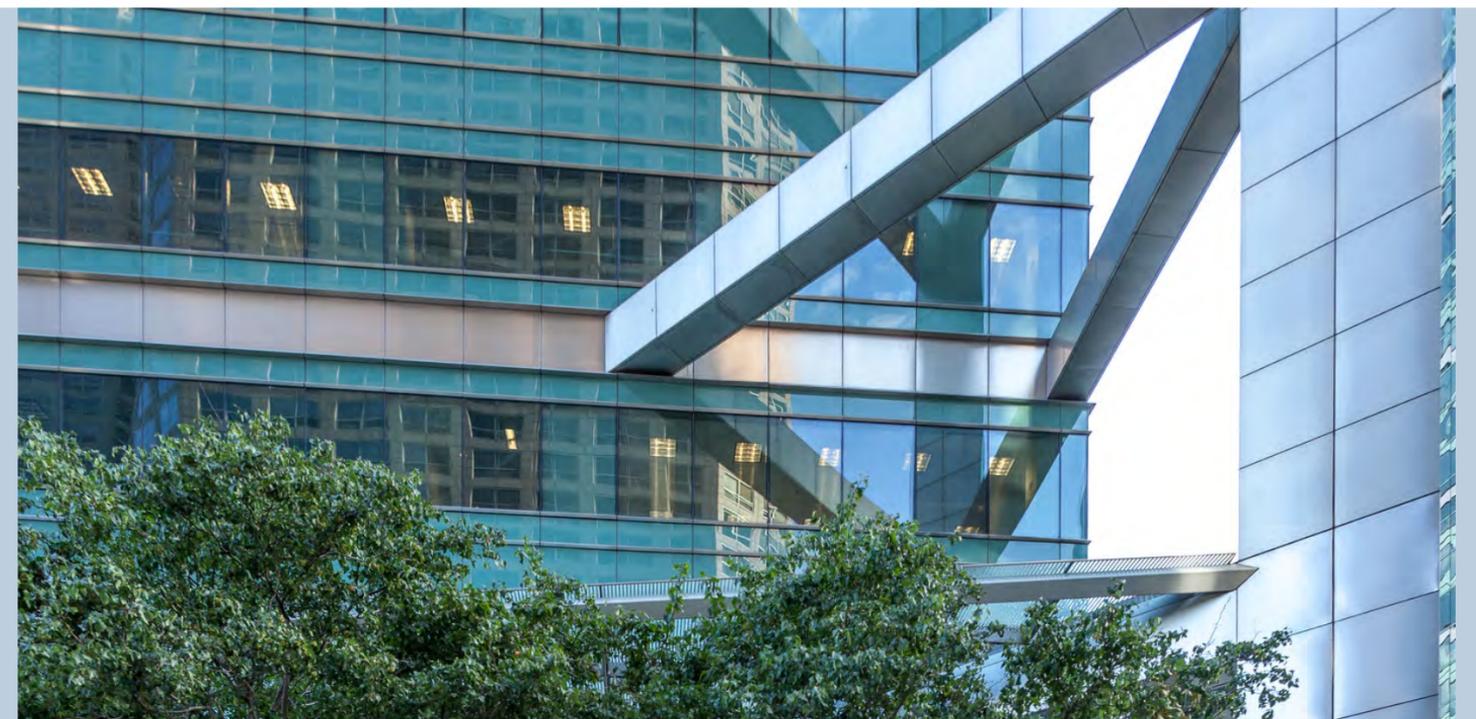
★ -Filters used by 540 West Madison

# HVAC Operations

- System Operation:
  - To accommodate flexible work hours, the robust automation system allows for strategic scheduling to accommodate any tenant need, all while maintaining our priority of energy efficiency.
  - The building is one of two Chicago commercial office buildings that has a unique air flow system called Under Floor Air Distribution (UFAD). A UFAD system provides effective ventilation because supply air is not recirculated into the space. Typical office buildings recirculate air through their systems while adding a percentage of outside air to meet ASHREA guidelines. A UFAD system is a "single pass" system with no recirculation of air in the space.
  - By design, new air is distributed into each space every 18 minutes, or three air changes per hour. The building consistently maintains proper ventilation/fresh air which effectively reduces the concentration of airborne pathogens and increases the total air changes in the building.
  - Main fan systems located on the 6th, 7th and 29th floor feed air to the main risers, well above most street level debris and odor causing issues. Air is then distributed to each floor via an air column fan to the UFAD.
  - Each floor has a minimum of four air column units with two sensors reading temperatures and adjusting the amount of air flow accordingly. The UFAD provides supply air through the under floor and then exhausts the air from the space through the ceiling.
  - Air is distributed more frequently to the floors via swirl diffusers. The density of these diffusers are based upon the use of the space. Each diffuser can be manually adjusted by the tenant. In some cases (Conference rooms) the diffusers are motorized and controlled by the room's temp sensor.
  - Fan Coil Units are utilized along the perimeter of each floor. These units heat and cool the space based on a temperature sensor located in that zone.
  - Exhaust fans in our restrooms are circulating 24 hours a day.
  - To increase efficiency, System Operations are monitored online and onsite through our Preventative Maintenance Program and the state of the art Building Automation System.
  - The Building Automation System is on a stand alone network that is monitored 24/7.

## Water Management Program

To safeguard against Legionella, our engineers continue to treat cooling towers with the appropriate water treatments, purging hot water systems, increasing hot water temperatures, and by flushing sinks on a weekly basis throughout the building to minimize this concern.



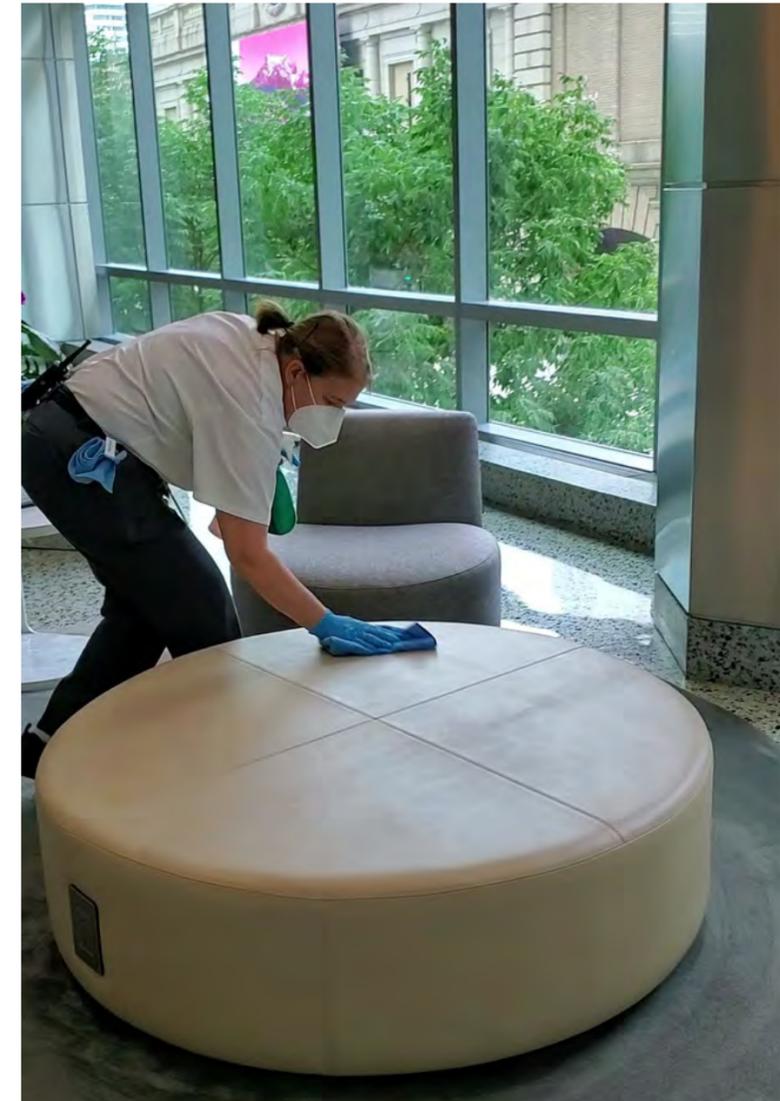
# Building Operational Enhancements

## Cleaning

The building enhanced the cleaning protocols for high traffic common areas and amenities that include a thorough one hour cleaning and disinfection of the Fitness Center at 10:00am, and at 2:00pm, and as needed based on use. The increased cleaning and disinfection schedules are as follows:

### LOBBIES, ENTRANCES, COMMON AREAS, CORRIDORS

- Doors, door handles, locks, light switches, kick/push plates and handrails
- Security desk areas
- Guest services desks, check in kiosks, phones and computers
- Water fountains
- Lobby furniture
- ADA buttons
- Security stanchions
- Dock area- Security check in desk, dock door openers, door handles, push plates and elevator buttons
- Exterior furniture- Tables and chairs on Madison Plaza and Roof Garden



# Building Operational Enhancements



## Cleaning, continued

### ELEVATOR LOBBIES AND ESCALATORS/STAIRWELLS

- Escalator handrails
- Push plates
- Elevator cabs including push button stations, handrails, walls, and flooring
- Elevator hallway push button stations

### RETAIL CORRIDOR RESTROOMS

- Clean and sanitize restrooms including toilets, toilet seats, urinals, sinks and fixtures
- Countertops, dispensers, light switches, partitions and plumbing touchpoints
- Entry and exit doors
- Spot disinfect retail- Clean doors, door frames, light switches, and any glass surfaces



To schedule additional cleaning within your space please see page 13- Tenant Recommendations/Resources, Additional Cleaning.

# Outdoor Seating

The building has plenty of outdoor seating to accommodate anything from your employees' lunch breaks to small meetings or casual gatherings.

## Madison Plaza

The Plaza is the perfect location for lunch or just catching up with your co-workers in an outdoor setting.

## The 590 Garden

The 590 Garden, located on the corner of Washington Boulevard and Jefferson Street, has tables and benches if you are looking to have a casual meeting with co-workers. The garden is open during regular business hours.

## The Roof Garden

As always, the Roof Garden is still available to rent for private events Monday-Friday, after 4:00pm until 8:00pm. If you are looking to have a meeting during the day please contact the Office Of The Building to discuss details and availability.

City & State Social Distancing Guidelines remain in effect for outdoor seating.



# City and State Guidelines

## Face Coverings

Per the State of Illinois order, face coverings are mandatory in public/common areas.<sup>1</sup> Signage is posted at every entrance requiring face covering in all building public spaces. Face coverings are available at lobby podiums and the main security console and there are also gloves available upon request.

## Social Distancing

All common areas including lobbies, elevators, amenity floors, plazas, and gardens have clear signage to help enforce social distancing practices. All riders, and those waiting for an elevator should practice social distancing. It's important that our tenants inform their employees to follow City and State guidelines and maintain safe distances throughout the building.



# Health Awareness

- Be mindful of your own and others' wellbeing.
- Per CDC Guidelines: please stay home if you feel sick or if you have a fever. Individuals are encouraged to monitor at home for symptoms, including fever.
- Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Wash hands frequently with soap and water for 20 seconds or longer.
- Be mindful of social distancing guidelines in common areas, elevators, stairwells and pathways.
- Property management will continue to follow established case reporting and communication protocols.

State of Illinois  
Illinois Department of Public Health

## COVID-19 General Prevention

Protect yourself from all infectious diseases by using these precautions.

-  Stay home when you are sick
-  Avoid contact with people who are sick
-  Get adequate sleep and eat well-balanced meals
-  Wash hands often with soap and water for 20 seconds or longer and dry hands with a clean towel or air dry
-  Wear a cloth face cover when going out in public
-  Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
-  Cover your mouth with a tissue or sleeve when coughing or sneezing
-  Clean and disinfect "high touch" surfaces often
-  Call before visiting your doctor

**Clean all "high-touch" surfaces every day.**

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tables and bedside tables. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

**IDPH**  
ILLINOIS DEPARTMENT OF PUBLIC HEALTH

Questions about COVID-19?  
Call 1-800-889-3931 or email [dph.sick@illinois.gov](mailto:dph.sick@illinois.gov)  
Illinois Department of Public Health - [www.dph.illinois.gov](http://www.dph.illinois.gov)

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# Tenant Recommendations/Resources

In order to assist our tenants in complying with government guidelines, our tenants should consider the following suggestions.

## Determine rotational schedules & number of shifts needed

In order to assist our tenants with their requirements to comply with the occupancy guidelines mandated by the State, tenants may want to consider implementing rotational schedules with staggered hours to reduce the number of people in the workplace at one time. The benefit of rotational schedule is reducing congestion in lobbies and common areas during typical peak times. Please coordinate these details with the building management office and other tenants within a multi-tenant floor.

## Additional Cleaning

Restrooms, desk areas, conference rooms and common areas in Tenant Suites can be disinfected during the day, or after hours, per a Tenant determined schedule. Cutting edge electrostatic equipment is available for enhanced application of disinfectant. Building Management can provide pricing and proposals, upon request.

## Employee Culture

- Encourage personal workspace disinfection.
- Consider new conference room seating limits and disinfect before/after each meeting.
- Be mindful of areas that encourage congregation and determine limits for each.

Example AM Schedule:

Prior to 7:30am-Open Access

Group A - 7:30am-8:00am

Group B - 8:00am-8:30am

Group C - 8:30am-9:00am

Group D - 9:00am - 9:30am

9:30am-11:30am - Open Access

Explore this approach during lunch (12:00pm-2:00pm)

Example PM Schedule:

Prior to 4:00pm - Open Access

Group A - 4:00pm - 4:30pm

Group B - 4:30pm - 5:00pm

Group C - 5:00pm - 5:30pm

Group D - 5:30pm - 6:00pm

After 6:00pm - Open Access



The Management Team is happy to receive tenant requests on how to accommodate these guidelines. Our office hours are Monday through Friday, 8:00am-5:00pm, at (312)374-2800 or 540madison@wmad.com

1. <https://www.chicago.gov/content/dam/city/sites/covid/reopen-businesses-portal/guidelines/BeSafe.CommercialBuildings-City-of-Chicago-Phase-4-Guidelines.pdf>

# Tenant Recommendations/Resources

## Visitors

The management team launched a self-check-in kiosk to minimize contact with our security staff. Tenants must continue to pre-register their guests in Building Hub (540 West Madison's tenant portal for Guest Registration, Virtual Bulletin Board, and Fitness Center Memberships) in advance of their arrival. An iPad is located at the security console where your guests can use the QR Code emailed to them upon their registration. By scanning the QR code the guest can self-check-in to receive their guest badge.

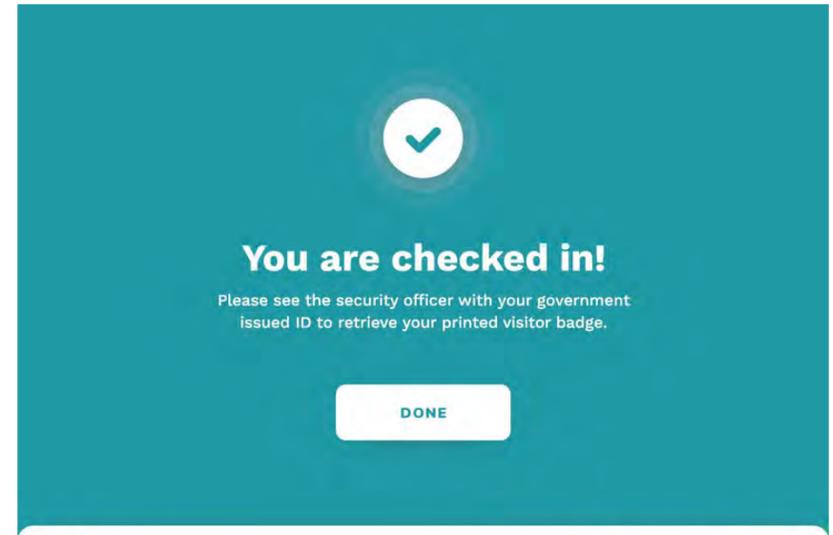
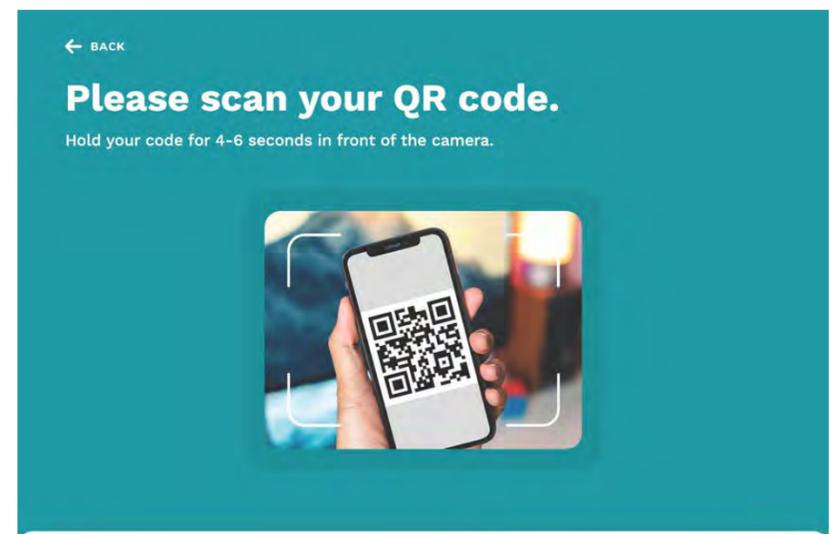
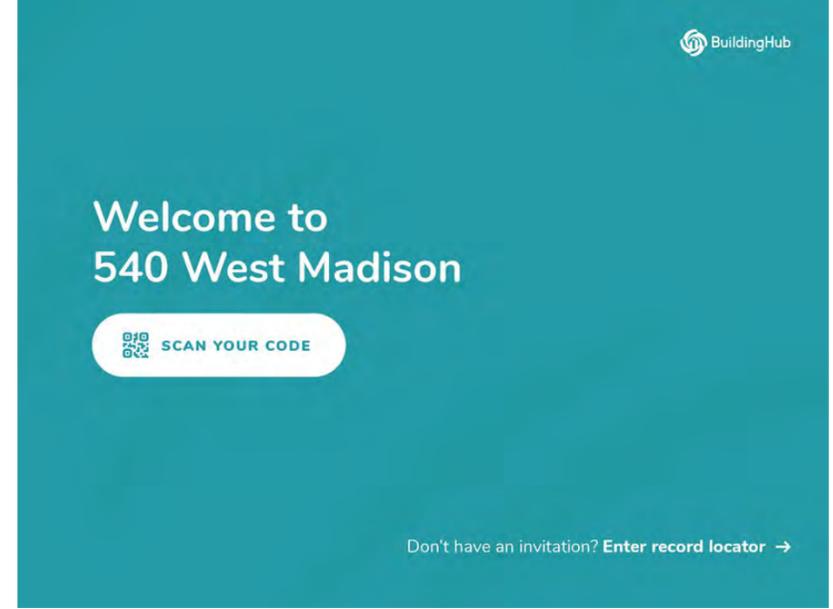


Please direct your guests to follow City and State Guidelines upon arrival to the building. If guests do not have masks, a lobby guard can provide one. Additionally, there are floor decals at the console and in the elevator banks guests to use as social distance guidelines.

## Food Deliveries

Food delivery personnel bringing food orders to the building must be met at the street level lobby by the recipient. This will help limit delivery traffic in our freight cars.

**Visitors are required to wear a mask as directed by City and State Guidelines.**



# Tenant Recommendations/Resources

## Additional Tools

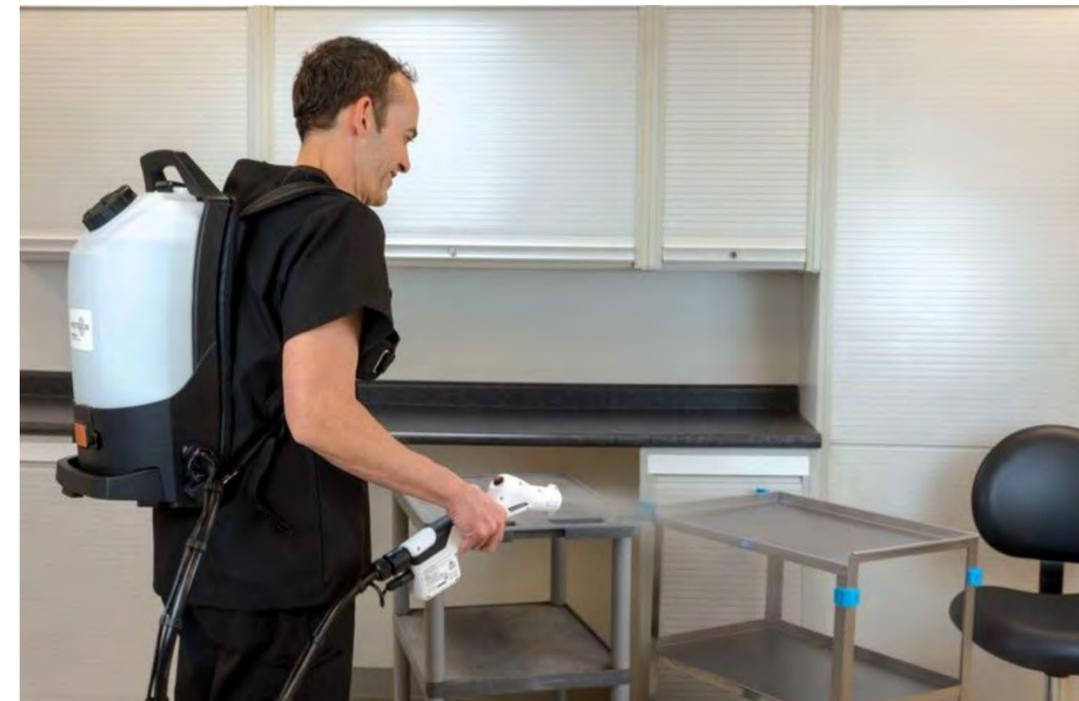
The building management team has placed hand sanitizers throughout the common areas, including lobby entrances, the elevator lobby, the fitness center, and the dock. We are offering tenants single wrapped KN95 masks and smart keys that can be used to push elevator buttons and pull open doors for a contactless experience. Contact the office of the building, (312) 374-2800 for more information.



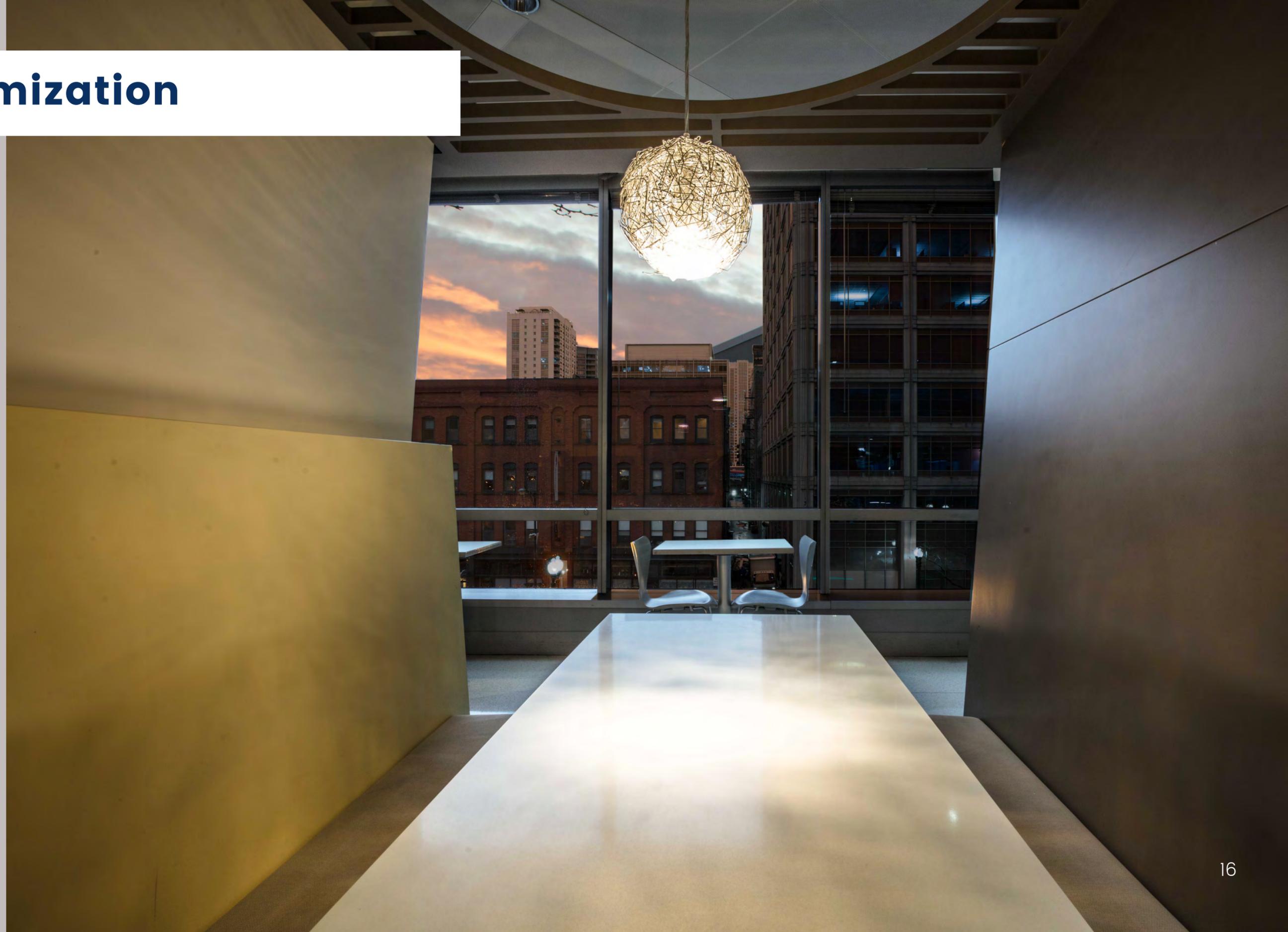
## Electrostatic Spray Cleaning

An electrostatic sprayer has been purchased to assist in cleaning high-traffic areas. Electrostatic disinfection charges the molecules of a cleaning solution so the solution wraps around and clings to the entire surface, providing a 360 degree disinfection where it is applied.

The Management Team and UG2, our janitorial partner, are happy to assist with providing quotes and coordinating additional sanitization within Tenant spaces. Please contact the Office of the Building for pricing and additional information.



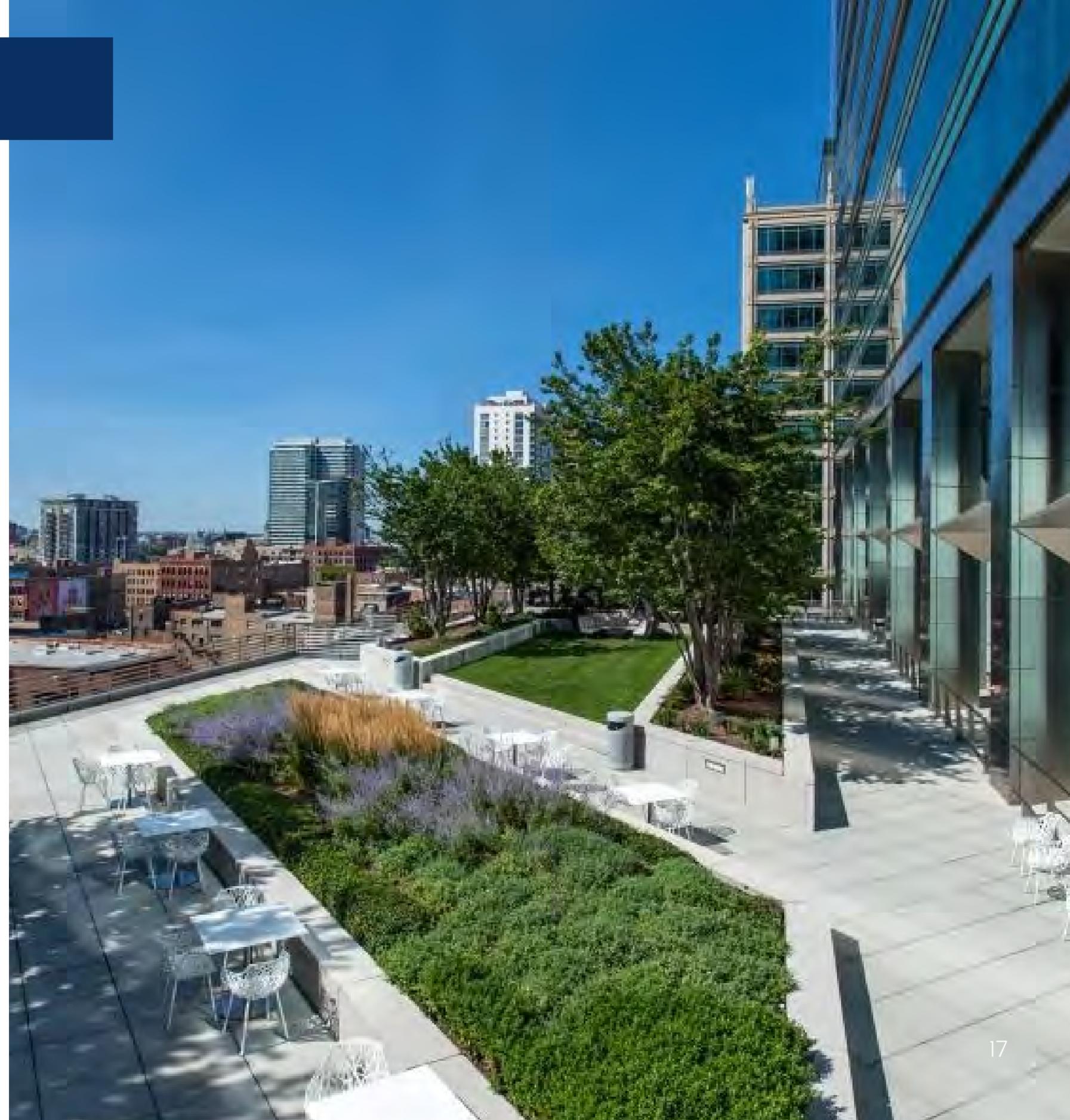
# Design Optimization



# Design Optimization | Building

The property management team is in the process of implementing various methods of the following items to provide balanced health and safety:

- Offering outdoor conference space/enhanced utilization of outdoor areas.
- Partnering with food operators to provide food/beverage options.
- Density sensors located at entrances and exits of the Tenant Lounge, Cafeteria, Fitness Center, Rooftop Garden, and Lobby Elevator Banks to help identify peak high-traffic times and locations.
- Adding a page on Building Hub that includes the latest updates from CDC and local governments.
- Technology to assist in contactless entry at main entrances.
- List for touchless options for tenants' consideration, i.e. building standard touchless faucet for kitchens, foot door pulls, partitions, etc.
- Enhanced dock check-in and operations via our custom designed Building Hub website.



# Design Optimization | Tenant

Ensure your workplace design aligns with your updated occupancy strategy, based on social distancing guidelines. Consider re-purposing underutilized meeting rooms, common areas, or cafes for additional workstations. Map out areas based on where people typically congregate such as conference rooms, cafeterias and collaboration spaces. Social distancing measures include:

- Staying at least 6 feet away from others.
- Not gathering in groups.
- Avoiding crowded places or mass gatherings.
- Limit any desk sharing in the near term, and ensure clear cleaning and transition protocols between any shared spaces.
- Review and adapt technology solutions.
- Review and adapt kitchens, break rooms, and cafe areas.



# Design Optimization | Tenant

Based on your specific needs, consider the entire employee workday journey to identify congregation points such as:

- Reception, lobbies, elevator lobbies, and stairwells
- Restrooms
- Copy/supply rooms
- Lunch/break rooms, kitchens, and cafes
- Hubs/Clubs, conference rooms, and training rooms
- Open collaboration spaces
- Circulation corridors
- Any other high traffic areas

Feel free to engage the property management team and the building architect for resources. Please contact us at (312)374-2800 or [540madison@540wmad.com](mailto:540madison@540wmad.com).



540 West Madison can help lead the way from design to construction, or collaborate with your existing consultants and service providers upon your request. Our preferred vendors can offer a full suite of flexible and modular services.

### DESIGN & PLANNING

Our design service providers can work within parameters to prioritize health, safety, and usability:

- Redesign furniture layouts.
- Reconfigure common areas, pantries and collaboration spaces.
- Identify swing and overflow space opportunities.
- Install teleconferencing hardware and software, as well as systems to enhance the use of personal devices inside conference rooms.
- Integrate touchless fixtures, and more.

### ARCHITECTURE

Our list of architects can provide concept design through full construction documents to help you make meaningful structural changes:

- Eliminating or expanding conference rooms.
- Separating offices.
- Creating additional studies for restrooms and reception areas, and more.

### DESIGN ASSIST & PEER REVIEW

Our list of general contractors can assist with the following:

- Design assist with your internal or external consultant.
- Provide guidance on immediate furniture partition retrofits, signage and distance markers, and staff rotation planning.
- Drafting construction documents.



For Design, Planning, or Construction needs within your suite, please contact, Louise Harney, General Manager, at (312) 374-2801 or [Louise.Harney@3rdmg.com](mailto:Louise.Harney@3rdmg.com).

# Touchfree 540 West Madison

540 West Madison established building-standard, touchless options for fixtures throughout the building. These are acquired at preferred pricing and are available for installation in your Suite through a Work Order request. Proposal for pricing can be provided by reaching out to building management.



Step N Pull Handsfree Door Opener Tool



Moen MotionWave Touchless Kitchen Faucet



One Shot Touch-free Counter Mounted Hand Soap Dispenser



Zurn Touch-free Toilet Flush Valve



Toto Touch-free EcoPower Faucet



ASI Motion-Activated Paper Towel Dispenser



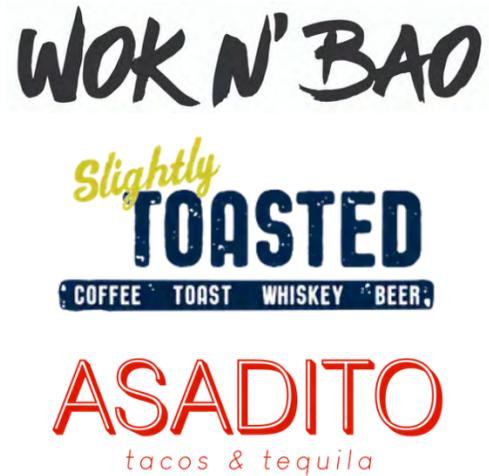
# Food For Thought:

## Restaurants Catering & Delivery

Tenants may consider providing catered lunches for staff to increase comfort and ease to their workday. The building has substantial outdoor space including ample seating on the Madison Plaza Patio, the 6th Floor Roof Garden, and the 590 Garden.

Lobby restaurant operator, Toasted Hospitality, is offering the following:

- Restaurant experience:
  - Summer patio seating available.
  - Digital menus via QR codes that can be scanned at the table.
  - All staff sanitizes their hands after every surface change
  - All staff has daily temperature checks
- Delivery and contact-less pickup options, visit:
  - [woknbao.com/order](http://woknbao.com/order)
  - [slightlytoasted.com/order](http://slightlytoasted.com/order)
  - [asaditotaco.com/order](http://asaditotaco.com/order)



## Kitchen Modification:

Depending on internal policies, tenants may choose to add refrigeration to their space in anticipation of increased bagged lunches. Building management can provide connections to vendors who can design, produce, and/or install, or reconfigure existing appliances. Elevator corridors on your floor would be considered as a site for added refrigeration, if needed.

# Class A Service

540 West Madison will always strive to provide Tenants with Class A Services. The building is staffed 24 hours a day, 7 days a week, and will continue to be a Class A Building. The web based work order system has always been an easy and convenient way for Tenants to have cleaning, temperature, or repair items addressed.

We look beyond the management of the building to promote and provide Class A Services. We understand we have an environmental and social obligation to the area where the building resides.

Our LEED Platinum building continues to operate in a manner that lowers our carbon footprint. When there was a mask shortage, our team responded to the call, with mask donations to benefit those most in need.

Our responsibility to our Tenants, the Environment, and Society at large will never waiver.



# Class A Service: Environmental

540 West Madison is committed to the environment and has employed cutting-edge sustainability measures. As a result, the property is **one of only fifteen buildings** in Chicago that has achieved LEED Platinum certification in 2014 and re-certified in 2018.

LEED (Leadership in Energy & Environmental Design) is the most widely used green building rating system. A LEED certification means **healthier, more productive places**, and reduced stress on the environment by encouraging energy and resource-efficient buildings.

To achieve Platinum, a building must show they are best in class in the following categories:

- Sustainable Site- Alternative Commute Options and Storm Water Control
- Water Efficiency - Low flow plumbing fixtures
- Energy and Atmosphere - An efficient Building Automation System
- Materials and Resources - Sustainable Purchasing of Goods
- Indoor Environmental Quality - Best Management Practices of Indoor/Outdoor Air Quality and Reduced Particulates in Air Distribution
- Innovation in Operations - Green Cleaning and Education
- Regional Priority Credits - Exterior Habitat Protection



# Class A Service: Environmental

The building has been Energy Star certified for four consecutive years and in 2018 was awarded the Mayor's Leadership Circle Award from Retrofit Chicago for achieving a 21% energy reduction since 2015.

Additional sustainability efforts include:

- Maximize HVAC efficiency via robust BAS
- Rooftop Beehives
- A rain water harvesting system
- A dual stream recycling program
- UV lighting in the fan plenums
- An excellent location for alternative commuting and transportation such as biking to work



# Class A Service: Social Commitments

540 West Madison is committed to improving the community in which it resides. Ownership and Management understand we have an obligation to act for the benefit of society at large. That there is an obligation to maintain balance between the economy, environment, health, wellness, and society. Because of this we have partnered with the following programs for the past 6 years and continue to look for opportunities to make a positive impact in our communities:

- **Bright Star Community Outreach:** Brightstar's focus is on community development initiatives with a concentration in violence, poor economic opportunities, inadequate mental health services, homelessness, child safety, and drug abuse. 540 West Madison has been involved with the development of their TURN Center, which focuses on trauma counseling techniques to reduce the root causes of violence. The TURN Center also offers work experience and mentorship opportunities to at risk teenagers.
- **One Summer Chicago Internship Program:** The building partners with the Chicago Public School System to train and mentor High School students headed to college. The interns, tour the building, shadow management, engineering, security, and cleaning departments, and work on projects developed by the management team.
- **The Holiday Angel Tree Program:** An annual program to provide holiday gifts for children ages 0 to 12 years old who otherwise would not receive any gifts.
- **Hockey on Your Block** - Hockey on Your Block's mission is to improve the athletic, social-emotional, and academic well-being of Chicago's youth.



# Class A Service: Social Commitments

- **LOSS (Loving Outreach to Survivors of Suicide) for Hope:** In August 2019, 540 West Madison ownership and management groups attended the LOSS for Hope 40th Anniversary Celebration hosted at Wrigley Field. LOSS offers support and assistance to survivors of suicide and over the past five years, has provided 31,087 hours of grief support to over 5,221 individuals.
- **Building Blood Drives:** Every year the building partners with organizations like Red Cross, Heartland, or Versiti for onsite blood drives. One pint of blood can save up to 3 lives. Our donations typically collect 30 pints.
- **Great Chicago Food Depository Food Drive:** From November through December the building hosts a food drive with GCFD. This includes food and monetary donations. The building typically collects over 1,000 pounds every year!
- **American Lung Association Fight for Air Climb:** The building is proud to be the site for ALA's pre-climb event. It's one of ALA's signature fundraising events. Participants climb the stairs in the Presidential Towers. Over the last several years Fight For Air Climb has raised more than \$53 million to support respiratory ailments. Additionally, the building hosts a registration event so our tenants can participate in the event and help raise money.
- **Dress For Success Clothing Drive:** The building hosts a drive to benefit economic independence of women by providing professional attire, to help women enter or re-enter the workforce.
- **Mask Donations:** Due to the COVID-19 epidemic the building donated 3,000 masks to Rush Hospital, Bright Star Church Chicago and New York's Kaleida Suburban Hospital, in an effort to ensure the most vulnerable residents in these major metropolitan areas have face coverings.

540 West Madison is open to opportunities in partnering with tenants for charitable and civic causes.



# Building Culture

Social Cohesion: "Social cohesion refers to the extent of connectedness and solidarity among groups in society. It identifies two main dimensions: the sense of belonging of a community and the relationships among members within the community itself." <sup>1</sup>

As employers, employees, and individuals strive to navigate these challenging times, 540 W. Madison endeavors to foster an environment of respect, to promote strong relationships, and the sense of solidarity between tenants and throughout the building. Our goal is to provide a safe and healthy environment that is welcoming and inspires confidence. We believe we can work through challenges, together. We hope the guidelines and solutions provided will offer a framework for tenants to achieve success in their own space as well.

We all work, together.

1. Manca A.R. (2014) Social Cohesion, In: Michalos A.C. (eds) Encyclopedia of Quality of Life and Well-Being Research. Springer, Dordrecht

## Virtual Connections

