

540 West Madison

Tenant Manual



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Introduction

540 West Madison has designed the Tenant Handbook to provide you with as much information as possible concerning the Building. Should you have any questions or need additional information, please contact the Management Office at (312) 374-2800. Outlined below is a brief description of the Handbook.

The Management Team at 540 West Madison is a highly motivated team of business managers who take full responsibility for the coordination of resources. The objective of the Management Team is to provide a safe, comfortable and efficient building operation, while enhancing the overall value of the property. Proven, standardized systems and approaches are used at 540 West Madison and all other properties managed by Jones Lang LaSalle. Thus, a consistently high level of management service is provided to both tenants and clients.

For additional information and documentation please visit our website at:

<http://540westmadison.com/>

Building Management

540 West Madison is managed by a team of dedicated professionals from Jones Lang LaSalle who are committed to providing the highest level of quality tenant service in Chicago. The management team has been chosen for its expertise in managing corporate office properties and reflects depth in management covering all functional operating areas. It is our objective to provide you with the highest quality service available to ensure comfortable and continued tenancy.

The Management Office is located at:

540 West Madison, Suite 120
Chicago, IL 60661

The office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

During non-business hours all incoming telephone calls are answered by security. Management may be reached at (312) 374-2800 or by email at 540madison@540wmad.com.

The following is a list of key personnel who will be able to assist you with questions regarding the building and its management.

Name	Title	Email	Phone Number
Louise Harney	Vice President, General Manager	louise.harney@3rdmg.com	(312)374-2801
Nicole Cardoso	Assistant General Manager	nicole.cardoso@3rdmg.com	(312)374-2802
Patrick Dawson	Assistant General Manager	Patrick.dawson@540wmad.com	(312)374-2804
Ashley Phelps	Tenant Services Representative	ashley.phelps@540wmad.com	(312)374-2800
Bill Casey	Chief Engineer	bill.casey@eng.540wmad.com	(312)374-2817
Michael Natonski	Director of Security	michael.natonski@security.540wmad.com	(312)374-2807

Hours and Holidays

Building Hours: 6:30 AM – 6:30 PM

All Madison Street entrances (except the ADA access door) and Washington Street entrances are locked from 6:30 p.m. until 6:30 a.m., Monday through Friday, and all-day Saturday and Sunday. For security reasons, an access control card is required for after hour's access via the ADA door at Madison.

The 540 West Madison building is officially closed on the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Should you require any routine cleaning, heating, ventilation, air conditioning or other services on these days, arrangements should be made by placing a service request through [Building Engines](#). Depending on the terms of your lease, there may be an additional charge for service outside of the normal building hours. We will be glad to provide you with an estimate for any additional services.

Building Access

The principal means of entering and exiting the building is through three revolving doors on Madison Street. A second entrance with two revolving doors is provided during normal business hours on the Washington Street side of the building. Twenty-four hour access is available only on Madison Street.

ADA Access

An ADA access door is provided at both the Madison Street and Washington Street swing door entrances. The Madison Street ADA access door is the designated after-hours ADA entry. Special needs individuals will be directed to the elevators located to the north of the Madison Street lobby escalators. These elevators provide access to the Mezzanine lobby and from there to elevators for all other floors. To ensure adequate assistance is available, please notify the Building Management Office or 540 West Madison Security Services prior to the arrival of any visitor with special needs.

Parking Garage

The entrance and exit to the parking garage are located on the Washington Street side of the building. The garage is only open to authorized parkers. Vehicles leaving the garage must turn right on Washington Street and may not cut through the alleyway. For additional information, please see [Parking](#).

Special Notes

Building Management personnel are strictly prohibited from providing access into any tenant space for any employee or contractor unless specifically directed by the tenant, in writing.

Tenant employees who have forgotten their access card must check-in at the Madison Lobby desk to receive a temporary access card.

Loading Dock

The dock is located off of Washington Street which is a one-way, east-bound street. The entrance is restricted and may not be used for routine access to the building. All large deliveries must be pre-arranged with the Building Management Office and will require an insurance certificate from the delivery company. Vehicles leaving the dock must turn right onto Washington Street and may not cut through the alleyway. For use instructions, please see [Deliveries](#).

General Information

AMENITIES

West Loop Food Hall

A full-service café is located on the second floor, available for all tenants. The hours of operation are 7:00 am to 2:00 pm, Monday through Friday. Vending machines with soda, bottled water and snacks are provided in the cafeteria 24-hours a day, seven days a week to accommodate tenant needs.

Conference Center

The newly renovated Conference Center is located on the second floor at 540 West Madison. This Center can accommodate up to 250 guests as well as has the ability to split into two smaller meeting rooms for a more intimate setting. Contact Management at (312) 374-2800 or download the [Tenant Reservation Form](#) for more details. Please visit the website for additional details regarding AV/IT.

Fitness Center

The Fitness Center is also located on the second floor and is exclusively for the Tenants of 540 West Madison. The locker rooms offer spa quality amenities with vanity areas stocked with complimentary toiletries and towel service. Membership and 7-day trials are available online.

6th Floor Roof Garden

The Roof Garden is located on the 6th Floor at 540 West Madison. Weather permitting; it is accessible to tenants from May 1 until September 30 from 9:00 am to 6:00 pm. Smoking is not permitted on the Roof Garden.

The 6th Floor Roof Garden is available to rent for private events M-F after 4:00 pm. Contact Management at (312) 374-2800 or download the [Tenant Reservation Form](#) for more details.

[View 6th Floor Roof Garden Rules and Regulations.](#)

Bicycle & Scooter Parking

A secured bicycle parking area is located in the 540 West Madison Loading Dock on the west wall.

The entrance for bicycle parkers is located at the Loading Dock on Washington Street. When entering the loading dock, please walk your bike to the access door located to the left of the truck entrance. Bicycle parking is available daily to pre-authorized bike parkers. Bicycles must be locked and will only be permitted daily however must not be parked over 24-hours. Exceptions will be granted for inclement weather.

To register for bicycle parking, tenants must complete the [Request and Waiver Form](#), which can be picked up at the Mezzanine Security Desk. Storage is on a first come, first service basis.

When storing bikes in the Loading Dock Bike Cage, employees must comply with the following **Bicycle Rules and Regulations**:

- Park at your own risk. 540 West Madison is not responsible for items lost, stolen or damaged.
- Bikes stored in cage longer than 1 week will be subject to removal and disposal/donation.
- Locks or other items left behind on bike rack will be removed
- Access to Dock bike cage is valid until the tenant informs the Management Office that bicycle parking is no longer needed.
- Bikes should be walked in the Dock. No bike riding in Dock.

Concierge Services

Exclusively for the use of 540 West Madison tenants, we provide complete corporate and personal support through our worldwide network of business, entertainment, and leisure vendors. Corporate Concierge can assist in any request from the ordinary to the exceptional.

Email: virtualcm@am.jll.com

Beehive Shoeworks

At the ground level Washington Street entrance, shoeshine services and full leather repair services are available to tenants and the general public by Beehive Shoeworks. Pickup and delivery **FREE** to tenants as well as on floor shoeshine services.

For more information, call (773) 497-1149 or email beehiveshoeworks@gmail.com.

Mox Concierge Bike Service (Summer Months Only)

540 West Madison offers tenants the opportunity for concierge bike services from Mox Multisport. Tenants can fill out a service request form and return it to contact@moxmultisport.com. Mox Multisport will then pick up your bike and complete the requested work at their shop.

For more information, visit www.moxmultisport.com.

Mox Multisport

648 W. Randolph
Chicago, IL 60661
(312) 466-9111

Shine Car Wash

Onsite car wash services, from [Shine Car Special](#), are available to tenants that park at 540. Services range from menu items such as hand washes, waxing interior detailing, floor mat cleaning, leather treatment, vinyl Armor All treatments, and engine cleaning. Customers may also purchase complete detail or hand wax packages. Shine Car Special is located on the Lower Level 2 of the parking garage.

Please call (773) 401-8087 or email carshineinc@gmail.com to schedule your next car wash.

Wellness Rooms

540 West Madison understands that healthy employees are better employees, therefore the building provides private wellness rooms so tenants do not have to leave the building to focus on their health and well-being.

Lactation rooms offer a door that locks from within, comfortable chair, electrical outlet, sink, and table to set breast pumps on. These rooms ensure that lactating mothers have a private, secure space to express their breast milk without having to ask managers or direct supervisors for the use of their office space. Lockers are also available onsite for mothers wishing to store their breast pumps in a secure place.

Graphics and Signs

Written permission is required from the Building Management Office for any installation or posting of permanent and temporary graphics/signs.

HVAC

Base building Heating Ventilation and Air Conditioning (HVAC), in season, is provided Monday through Friday at 540 West Madison from 8:00 a.m. - 6:00 p.m. and on Saturday from 8:00 a.m. - 1:00 p.m. unless special provisions are included in your lease. The temperature is maintained at a comfortable level and controlled by thermostats

located throughout tenant spaces. Should temperatures fall outside your comfort range or if you would like to arrange for HVAC service during non-standard hours or on weekends, tenants should submit a request through [Building Engines](#).

Requests for overtime air conditioning or heating service should be received by Building Management personnel as soon as possible, but no later than 3:00 pm. Monday through Friday for evening service and by 3:00 p.m. on Friday for weekend service. To conserve energy, please request only those hours necessary.

540 West Madison has been built with a state-of-the-art raised floor design allowing air distribution from beneath the floor. Floor swirl diffusers are adjustable to distribute five different volumes of air from any one diffuser. To adjust a diffuser:

1. Locate the “Open” and “Closed” directions on the diffuser. There are graphics of an open circle for the open direction and a solid circle for the closed direction.
2. Lightly grasp the grooves of the floor diffuser with your fingertips.
3. To create a greater volume of air flow, turn the diffuser toward the “Open” direction. As you turn the diffuser, you will hear clicks indicating what level of airflow you are allowing to discharge. Each click indicates a 25% increase or decrease in airflow volume.
4. To decrease the volume of airflow, turn the diffuser firmly toward the “Closed” direction.
5. If you are unable to adjust a swirl diffuser, please contact the Building Management Office at (312) 374-2800.

Janitorial Services

Offices, restrooms, and public areas are cleaned nightly, five times per week. During the day, porter and maid service is provided for the restrooms, elevators, elevator lobbies, and general public areas of the building. Porters are typically not available to move desks, file cabinets, etc. during the day.

Dumpsters are available from the Building Management Office for large amounts of trash you may wish to remove from your area. If your office needs to remove a large amount of trash, please contact Building Management. We can schedule an extra pick-up or provide a dumpster at your expense.

If you have a small amount of trash that needs to be removed but is too large to fit in the trashcan, please mark it with a “Please Throw Away” sticker. The building janitorial staff has been instructed not to throw anything away that is not in a trashcan or marked with a sticker.

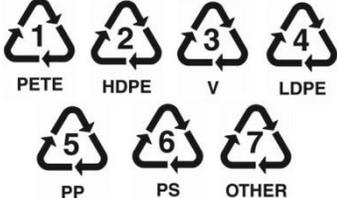
Requests for ongoing special cleaning (refrigerators, microwaves, etc.) should be directed to the Building Management Office or through [Building Engines](#). Tenants will be charged for the additional services and quotes are available upon request.

Recycling

The recycling program at 540 West Madison is a joint effort between Building Management and Building Tenants. The focus of the program is paper and cardboard. In order to ensure a high recycling percentage, all employees are requested to use the gray trash cans at each desk for clean paper waste. Acceptable materials include:

White Paper	Newspaper	Manila Folders
Colored Paper	Envelopes	Books
Glossy Paper	Brochures	Cardboard
Junk Mail	Blue Prints	
Magazines	Post-it Notes	

540 West Madison also recycles glass, plastic and metal. Acceptable items are listed below. Please place these materials in the blue recycling bins located in the common area of your floor.

Glass	Plastic	Metal Products
All glass colors are acceptable. No window glass, ceramics, mirrors, light bulbs, Pyrex, or drinking glasses.	Milk, juice, soft drink, and water bottle and other containers bearing the following symbols: 	Aluminum cans, aluminum foil and pie plates, tin, steel, and bimetal cans. Food and beverage cans ONLY are acceptable.

In addition, 540 West Madison has a battery recycling program in place for dry cell non-rechargeable and dry cell rechargeable batteries. These types include dry cell batteries generated from the use of cell phones, laptop computers, flashlights, cameras, watches, hearing aids, toys, two-way radios, electric tools, clocks, electronic devices, etc. Collect and deposit your dry cell batteries in the clear battery collection tubes located in the Copy/Coffee Pantries on each floor throughout the building. All batteries are required to have tape over the positive and negative terminals to avoid a fire hazard. The following dry cell battery chemistry types are accepted: alkaline, zinc carbon, zinc chloride, primary button cells: mercuric oxide, zinc air, silver oxide, lithium, nickel metal hydride (NiMH), Lithium Ion (Li-Ion). Only those batteries which fit in the clear battery collection tube will be accepted. No wet cell batteries are accepted (examples include: automotive, marine, motorcycle and lawn/garden).

For more information on the 540 West Madison recycling program, please contact the Building Management Office at (312) 374-2800.

Retail Information

540 West Madison offers the following retail amenities:

Bank of America ATM's	Madison Street Lobby and Washington Street Lobby Floor 2 near the south escalators
Starbucks	Hours: 5:30 a.m. to 6:00 p.m. M-F Phone: 312-463-0331
Slightly Toasted	Hours: 7:00 a.m. to 11:00 p.m. M-F Phone: 312-967-2830
Asadito	Hours: 11:00 a.m. to 9:00 p.m. M-F
WoknBao	Hours: 11:00 a.m. to 8:30 p.m. M-F

Smoking Restrictions

540 West Madison is a non-smoking building. In compliance with City of Chicago regulations, smoking is not permitted on the premises of 540 West Madison. This includes: building, parking garage, dock area/driveway and Madison Street Plaza. A smoking receptacle is located at the South end of the surface lot.

In conjunction with the Building's sustainability program, smoking is not permitted within 25 feet of any entrance/doorway to the building.

Window Coverings

540 West Madison is equipped with standard blinds in all suites. To maintain a consistent, professional image both inside and outside, it is more attractive to maintain the blinds at the same levels throughout your suite. We do recommend, however, that all blinds be closed each evening to retain heat or cooling. The blinds serve an insulating function both in the retention of heat during winter months and the exclusion of heat in summer months.

The Management Office must approve any window treatment, other than blinds. In the event non-standard window coverings are the cause of damage to the standard blinds, you will be charged for necessary repairs.

Emergency Procedures

The Building Management Office has developed an [Emergency Procedures Flipbook](#). Please refer to this document for building emergency procedures.

Elevators

540 West Madison is equipped with a total of 26 elevators – four zones of passenger elevators and five service elevators. For more information on service elevators, please see page 13 under the section, “Deliveries”.

Passenger elevators service the building as follows:

Elevator Bank	Floors Serviced	Elevator Cab Numbers*
Parking	LL2 – Lobby (special card access to Mezzanine and Café)	PK 1-2
Podium	MZ, 3-5	PD 1-3
Low Mid Rise	MZ, 6, 8-15	LMR 1-6
High Mid Rise	MZ, 15-23	HMR 1-6
High Rise	MZ, 23-28	HR 1-4

**The cab number is found in the cab on the small panel below the floor call buttons and on the upper corner of the door jamb of each elevator on each floor.*

Elevators are available 24 hours a day for tenant use, except for the PK elevators. The PK elevators are operable with an access card for authorized parkers and special needs tenants.

Elevator Malfunctions

In the event that the elevator stops with passengers in it, remember to remain calm.

All of the elevators in the building are equipped with buttons marked “Alarm” and “Push to talk” located under the floor buttons. Should an elevator malfunction, press the “Alarm” button. The Alarm button rings to Central Security Control immediately, notifying 540 West Madison Security Services of the problem. A member of the Security Staff will remain in constant communication with you during the malfunction. To speak with Security, press the “Push to Talk” button. Provide the car number which is located both on the small panel directly below the “Alarm” and “Push to Talk” buttons and on the elevator door jamb in the upper corner outside the elevator cab.

Service Elevators

The building has five service elevators. Service elevators are available on a first-come, first-serve basis for deliveries during normal business hours (7:00 a.m. to 5:00 p.m., Monday through Friday). Use of the service elevators for deliveries or moves after normal business hours can be scheduled by calling the Building Management Office at (312) 374-2800. An access card with the appropriate code is required to operate the service elevators at all times.

Scheduling large deliveries is extremely important. Please review the following freight elevator regulations: All large deliveries and moves must be scheduled with the Management Office at least 24 hours in advance. Tenant office moves must be scheduled for before or after business hours or on weekends.

Deliveries or moves requiring more than three elevator trips or taking place on the weekend must be scheduled with the Management Office before 7:00 a.m. or after 5:00 p.m. Floor protection must be used for all large deliveries or moves. Staging in the Main Lobby will not be allowed.

Service elevator dimensions and capacities are:

	S1	S2	S3 & S4	S5
Floors Served	LL 2 to 29	LL 2 to 29	1, 3 to 5	1 to 2
Doors	4'6" x 9'0"	4'6" x 9'0"	4'6" x 9'0"	4'6" x 9'0"
Ceiling Height	12'0"	12'0"	10'0"	9'6"
Inside Cab Dimensions	5'8"w x 7'11"d	5'8"w x 7'11"d	5'8"w x 7'11"d	5'8"w x 7'11"d
Capacity	7000 lbs.	4500 lbs.	4500 lbs.	4500 lbs.

Service Elevator Lobbies

The service elevator lobbies are building common areas for use by many groups and are not to be used for overnight storage or depositing unwanted items. These areas are to be kept clean of trash and debris at all times. Anything found in the freight lobbies will be thrown away immediately. For assistance in removing unwanted items or extra trash, please call the Building Management Office at (312) 374-2800.

Parking

540 West Madison has a secured indoor parking garage. Access to the parking garage is provided via an entrance and exit on Washington Street. A controlled entry system is used to operate the entrance door to the garage. Parking is only open to Tenants that have contacted ABM Parking and filled out the proper paperwork. ABM Parking will issue and maintain access cards and clearances. Authorized Tenants are prohibited from using their access cards to allow non-authorized individuals into the garage.

Tenants, vendors and visitors may not use the alley by the parking garage and dock at 540 West Madison. All Tenants, vendors and visitors must make a right turn only when leaving the parking lot of garage. Signs have been posted stating the policy. If any Tenants or contractor fails to abide by the new policy, their parking privileges may be revoked.

The ABM Parking call center can be reached at (855) 234-0260.

Deliveries

The regular loading dock hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday. ALL deliveries to or from the building must be directed through the loading dock with 540 West Madison Security Services authorization. The delivery carrier will enter the dock, sign in, and provide identification to the dock guard and, if authorized, be issued an elevator access control card to access the destination floor.

All deliveries to the building are subject to scanning, searching or reviewing by 540 West Madison mailroom personnel. All deliveries and delivery dock parking privileges are limited to 30 minutes. Deliveries that will take longer, or that are made after hours, must be arranged in advance by notifying the Building Management Office.

Dock access will not be allowed after standard operating hours or on weekends unless advance notice has been given to the Building Management Office.

Food Deliveries

Food delivery personnel bringing food orders to the building must be met at the street level lobby by the recipient. No courier or food service delivery personnel will be allowed beyond the lobby level. The security staff will not escort delivery personnel to the tenant requesting this service.

On floor deliveries/catered food deliveries will be allowed to be brought up to the floor only if scheduled through the Building Management Office and the Loading Dock. All floor delivery vendors must have a valid Certificate of Insurance on file with the building prior to the delivery. For specific requirements please see the Certificate of Insurance.

Large Deliveries

Large deliveries are not allowed through the Main Lobby building entrances.

All large deliveries should be scheduled outside of normal business hours, 6:30 a.m. to 6:30 p.m., or on weekends. Large deliveries (delivery loads that require more than 3 freight usages) require prior authorization and scheduling with Building Management. Floor protection (Masonite, etc.) is required from the lobby exit/entry doors to the front of the elevator, and from the elevator to the delivery point on a tenant floor.

Because of the raised floor system in place at 540 West Madison, deliveries weighing over 2000 pounds (including pallet jack weight), must be broken down at the loading dock.

The loading dock is located on the north side of the building on Washington Street. Washington is a one-way street, east-bound. A call box connecting to the Dock Security Office is located on the exterior of the building near the dock doors for entry after normal hours. From within the building, the dock is accessible by taking a service elevator to the ground floor (Washington Street) and following the service corridor to the dock.

There are five direct-access loading bays. Bays 1,2 and 3 are 4 feet 8 inches wide and 12 feet deep. Bay 2 has a dock leveler. Bays 4 and 5 are 4 feet 8 inches wide and 10 feet deep and are also equipped with dock lifts. There are also 13 parking bays in the Loading Dock for smaller deliveries that do not require direct unloading to the dock surface. Parking bays A-J are 4 feet wide and 9 feet deep. Access to the dock level, security screening area and building elevators is via a walk ramp located near the Dock Office.

Advance notice to the Building Management Office must be given for all inbound and outbound shipments as listed:

- Oversized items
- Extremely heavy items
- Before or after regular business hours, including weekends
- Large moves involving many items (e.g., move-in or move-out)
- Moves requiring more than 30 minutes

Please note: The loading dock CANNOT accommodate semi-trucks. Max truck length is 24 feet.

Each tenant must make the necessary arrangements to transport such items to his or her space at the time of delivery as there is no storage available on the dock level. Building management personnel are not typically equipped for such tasks, and no item may be stored on the dock for removal at a later time. If you need assistance, please contact the Building Management Office at (312) 374-2800.

Mail Service

540 West Madison has a full-service mailroom located on the loading dock. The mailroom is staffed by US Messenger and can be reached at (312) 374-2847.

Building Address

540 West Madison Street
Chicago, IL 60661

Incoming Courier Packages

Incoming packages from couriers & bike messengers will be directly delivered to the tenant suites. Couriers and messengers are required to enter through the dock, check in with security, and they will take the freight elevator to the delivery floor.

Outgoing Courier Packages

The requesting tenant is responsible for contacting and setting up the pick-up and delivery request. The courier or messenger will then pick up the package from the requesting tenant's floor.

Moving Procedures

To safeguard the smooth business operations of all our tenants, we require that all moves are completed before 7:00 a.m. or started after 5:00 p.m., Monday - Friday or all day on Saturday or Sunday.

There are always so many things to consider when moving into, out of or just within a building that even the most organized plan can go awry. To ensure that your move goes as smoothly as possible, we have compiled the following checklists and highlighted pertinent building rules and/or information to assist you in planning your 540 West Madison move.

To simplify the moving process, please remember to call the Management Office, (312) 374-2800, as soon as you begin planning your move.

We will be able to assist with:

- Scheduling an Elevator
- Ordering/Removing Suite Signs
- Adding to/Deleting from the Lobby Directory
- Obtaining/Returning the Necessary Access Cards & Keys
- Recommending Movers and/or Sub-contractors
- Establishing a Tenant Representative Contact
- Establishing a Floor Warden and Alternate Floor Warden for Fire Safety
- Providing After Hours HVAC during your move
- Scheduling trash and recycling dumpsters for cleanup after the move

Freight Elevator

Refer to [Deliveries](#) for details.

Be sure that movers and delivery people provide any rubber-wheeled dollies and carts that are required. The building does not maintain items for this purpose. Your mover shall provide Masonite as floor protection.

The tenant will be held responsible for any damage that occurs during a move. Therefore, it is critical that the Management Office, prior to the move being initiated, receives a [Certificate of Insurance](#) from your mover.

THINGS TO REMEMBER

- Provide post office with change of address.
- Provide billing address to the Management Office.
- Notify the phone company to arrange for installation. Please allow adequate lead-time for the phone company to begin your service.
- Ensure that your mover has provided an original Certificate of Insurance to the Management Office.

Instructions for Movers

The mover shall perform all services required to move furniture, contents, office machines, records and supplies. All moves must be completed Monday through Friday before 7:00 a.m., after 5:00 p.m., or all day Saturday and Sunday. Each employee of the moving company must be bonded and uniformly attired with the same type and color of uniform and the name of the moving company plainly lettered. This is necessary to maintain building security.

Inspection of Premises

The mover is responsible for inspecting the tenant's suite prior to the move so that he may furnish such equipment and labor necessary to provide for an orderly, timely, and efficient move. He should acquaint himself with all the available information regarding difficulties that may be encountered and the conditions, including safety precautions, under which the work must be accomplished. We ask that you confirm all arrangements in advance with the Management Office at (312) 374-2800.

Supervision, Labor, Materials and Equipment

The mover must furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated. All material handling vehicles used in the interior of the building must have rubberized wheels and must be maintained free of grease and dirt. It is required that Masonite floor covering material be provided by the mover and laid down to protect the flooring.

Crating, Padding and Packing Material

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover.

Floor and Wall Protection

The mover should at all times protect and preserve the building from damage. All reasonable requests to enclose or specially protect such property must be complied with. This includes furnishing, installing and removing protective materials wherever necessary to protect the building from damage.

Permits, Franchises, Licenses, or Other Lawful Authority

The mover shall, at his own expense, obtain and maintain any necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Before the move is made, the mover is required to produce evidence of such authorities.

Indemnity Insurance

The mover shall deliver, prior to confirmation of scheduling any move, an original [Certificate of Insurance](#) evidencing the coverage on the following page. All insurance shall be written through carriers acceptable to Agent and Owner and licensed in the state of Illinois.

Management will decline the mover access to 540 West Madison if the certificate does not meet the requirements listed in the following section.

Certificate of Insurance Requirements

View a sample copy of the Building's Certification of Insurance Requirements.

The Service Contractor shall provide the following minimum insurance coverage:

General Liability Insurance –

Each Occurrence	\$1,000,000
Personal & Adv. Injury	\$1,000,000
General Aggregate	\$2,000,000
Products – Comp/Op Agg.	\$2,000,000

Comprehensive Auto Liability - \$1,000,000 (any auto/owned, non-owned/hired)

Umbrella Liability –	
Each Occurrence	\$2,000,000
Minimum Required	\$2,000,000

Worker's Compensation (Employer's Liability) –

Each Accident	\$1,000,000
Disease (Each Employee)	\$1,000,000
Disease (Policy Limit)	\$1,000,000

This policy shall name the Owner and Managing Agent as additional insured. Evidence of products coverage must be shown for a minimum of two years following the completion of the work described in the contract.

Description of Operations/Locations/Vehicles/Special Items

Contractor is to assure that the description of operations, etc. is listed as follows:

540 West Madison Owner LLC, 590 Land Group, 540 General Manager LLC, Jones Lang LaSalle Americas, Inc., Jones Lang LaSalle Americas (Illinois), LP., Goldman Sachs and their respective subsidiaries, affiliates and assigns are named as additional insured.

Certificate Holder:

Contractor is to assure that the certificate holder is listed as follows:

Jones Lang LaSalle, as Manager for
540 West Madison Owner LLC
540 West Madison
Chicago, IL 60661
Attention: Property Manager

Billing Procedures

Rent and tenant charges are due and payable on the first day of each month. Billing statements are sent to each tenant at the end of the month preceding the due date. Payment of miscellaneous charges should be included with rent payment. All checks should be made payable to the order of "540 West Madison Owner, LLC" and mailed to the following account or address:

Bank: Wells Fargo Bank, N.A.
Account Name: 540 West Madison Owner, LLC (Lockbox)
Account No.: 4148828320
ABA#: 121 000 248

Mailing Address: 540 West Madison Owner LLC
4945 Solution Center
Chicago, IL 60677-4009

Overnight Mail: 540 West Madison Owner, LLC
4945 Solution Center
Chicago, IL 60677-4009

ACH or Wire: Wells Fargo Bank, N.A.
San Francisco, CA
ABA# 121 000 248
Acct# 4148828320
Acct Name: 540 West Madison Owner LLC

Tenant Insurance Requirements

The 540 West Madison leases include a provision requiring tenants to have public liability insurance and fire and extended coverage insurance for all tenant belongings located on the tenant premises. Tenants must also maintain general liability and property damage insurance designating as additional insured "540 West Madison Owner LLC, 590 Land Group, 540 General Manager LLC, Jones Lang LaSalle Americas, Inc., Jones Lang LaSalle Americas (Illinois), LP., Goldman Sachs, and their respective subsidiaries, affiliates and assigns are named as additional insured". The certificate of insurance must also contain agreements by each insurance company providing coverage, stating that such coverage will not be materially changed or canceled with no fewer than thirty days prior written notice to Jones Lang LaSalle. An original Certificate of Insurance must be delivered to the Management Office prior to move-in. A current Certificate of Insurance must be in place at all times.

Please refer to your lease or call the Management Office should you have questions concerning the amendment and form of the insurance.

Tenant Billing Address

The billing address should be established prior to move-in. The Management Office can send copies of billings to another address, if desired.

Security

The security of our tenants at 540 West Madison is of great importance. We have developed and implemented systems and procedures to maximize personal safety and minimize property damage and theft.

Our security system comprises many elements including card access controls, a fire/life safety system and radio communication between Management Office staff, engineering staff and building maintenance staff. The ultimate responsibility for security in your suite rests with you, the tenant.

Security Team

540 West Madison Security Services officers are on duty 24 hours a day. Central Security Control, also known as Command Center, is located on the Madison Street side of the Mezzanine level. In the event of an emergency, call 911 and then notify building Security at (312) 374-2828 so they are prepared to facilitate access to first responders.

Security officers are only intended to serve as protection for the building and as a deterrent to crime. Actual enforcement of local laws is the role of the Chicago Police, who should be contacted if situations arise which exceed the responsibility of the Security staff.

Property Removal

To remove business property items from the building, a pass must be approved by the tenant authorized signer and presented to Security personnel when departing the building.

The Property Removal Pass must be filled out, signed by authorized personnel and give a copy of the form to the person removing the package. The employee removing the package will present the form to security for removal and security will contact the command center to verify the authorized signature is on file.

Visitor Management

All visitors must be registered with 540 West Madison Security Services Visitor Registration System via BuildingHub <https://hub.540westmadison.com/hub/>. Visitors must present a government issued photo ID at the Mezzanine Security Desk. The security staff will verify the visitor's ID, confirm the individual is properly registered, and print a visitor badge. An email confirmation will be sent to the tenant who registered the guest in the Visitor Registration System informing them that the guest has arrived. If the visitor does not have a government issued photo ID, the security staff will call the tenant who registered the guest for access authorization, which will include the tenant verifying in person approval to provide access.

During business hours, 8:00am to 5:00pm Monday through Friday, unregistered guests will be asked to wait while 540 West Madison Security personnel call the tenant contact who will be responsible for registering the visitor in BuildingHub Visitor Registration System. Once the visitor has been successfully registered, they will be checked in, provided a visitor badge, and allowed access through the turnstiles. Please be aware the wait time may vary depending on the number of visitors being processed at any given time.

After business hours any unregistered guest will need to be verbally authorized by the tenant contact. Once the guest has been confirmed 540 West Madison Security will enter the guest into BuildingHub Visitor Registration System. The guest will then be checked in, provided a visitor badge, and allowed access through the turnstiles. Please be aware 540 West Madison Security will not provide access to tenant spaces.

Tenant employees are not allowed to direct 540 West Madison Security to register guests on their behalf. If an employee arrives with an unregistered guest, the policy will be treated the same as noted above depending on if it is during or after business hours.

For additional information on the visitor processing system, please contact the building management office at (312) 374-2800.

Employee Access Without Access Card – Lost/Forgotten Badges

Any tenant's employee who does not have their building access card, but has a government issued photo ID, will be researched and verified as a valid tenant in the building's keycard access system. If confirmed, Security will register the employee in the Visitor Registration System and issue a visitor badge for the day. It is the tenant's responsibility to timely inform building management of any employee access changes and to communicate offboarded employees immediately.

If the tenant's employee does not have a building access card or a government issued photo ID, Security will call an authorized tenant contact for verification and ask that the employee be registered in the Visitor Registration System. Once the employee is verified and registered, access will be granted. Alternatively, the tenant contact can meet the employee at the lobby desk for visual identification. If after hours, security will call an authorized tenant contact or emergency contact and have the tenant contact either approve or deny access. If approved, security will enter the employee's name into the visitor registration system on behalf of the tenant contact.

Vendor and Contractor Access

There may be special instances when vendors or contractors may need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Management Office that states the name(s) of the individual(s) and/or company, the date and approximate time they will be on-site and, if required, confirmation of insurance certificate on file with the building.

Tenant Precautions

In public buildings such as 540 West Madison, ultimate responsibility for security must rest with the individual tenants. During the day, be sure that entrances are never left unattended. Valuables, such as purses, laptop computers, cellular phones and any item that could be easily taken, should be locked up any time that a workstation is unattended. When leaving at night, please ensure that the entrances and exits to your suite are locked.

Emergency Telephone Contact

In case of emergency, such as theft, fire or other incident after normal business hours, we will notify a designated contact from your company. This procedure allows us to alert tenants as soon as possible in case of unforeseen circumstances.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office and to the Security immediately. Security needs to be kept informed of any thefts in the building to establish a pattern and to effectively complete the investigation.

The insurance policy for 540 West Madison does not cover the personal belongings of tenants. Personal property insurance is the responsibility of the tenant.

Solicitation

Solicitation is not permitted within 540 West Madison. If you notice a suspicious person within the building, please call Building Management at (312) 374-2800 at once and provide as much detailed information as possible regarding the person. Building personnel will escort the person off the premises. We also suggest that you require identification from vendors who come to work in your suite. Every tenant has the right to question and request proper identification from all those who enter the floor.

All building contractors are required to check in at the security desk before any work has commenced. All contractors will receive a contractor badge so they can be identified by building personnel and tenants. Please inform your contractors of the building procedures when scheduling work to be performed in your suite.

Security Tips

Building Management and 540 West Madison Security Services take many precautions to protect tenant property; however, tenants are wholly responsible for their security of all persons and property within their areas. By following a few simple rules, much can be done to eliminate or reduce theft or intruders.

- Never leave a floor access door unlocked or propped open, even if it is only momentarily. This may be the single most important rule to prevent intruders from entering office areas.
- Rear doors or secondary entrances should be kept locked at all times.
- Keep valuables out of sight at all times. A minimum amount of cash should be kept in the office. Both stamps and cash should be locked in an office safe.
- Keep purses and gift packages out of sight and locked inside a cabinet or desk if possible.
- Lock desks when not seated at them.
- Do not let persons other than employees and clients into building restrooms.
- Legitimate messenger service personnel carry proper identification. If a messenger does not produce identification when asked for it, the 540 West Madison Security Services should be notified immediately.
- To reduce the possibility of unauthorized persons entering a tenant's space, all visitors should wait in the floor common area until an escort arrives to greet the visitor. Do not allow unknown persons to follow you through an access-controlled door.

Building Rules and Regulations

Building Management is committed to providing quality office and retail space managed with professionalism. Tenants' help in meeting these standards is greatly appreciated. The following rules help protect the tenants, their associates and guests; they are intended only as a general overview. The Building Management reserves the right to change any of these regulations and make further rules as needed.

1. Keep exit doors and access to exits clear at all times. Do not block corridors, elevators, stairwells, or other public places, or use such areas for purposes other than traveling to or from your office. The storage of freight, merchandise, displays or showcases in the Building's common areas is prohibited.
2. Stairwell doors are not to be propped open or left ajar.
3. At the end of the day, turn out office lights in your control and if applicable, see that all doors leading to the main corridor are securely closed.
4. Do not alter the interior or exterior appearance of the Building by installing signs, advertisements, notices, or other graphics on windows, exterior walls, or interior surfaces visible from the outside, without proper written approval from the Building Management Office.
5. No cooking appliances of any type (including but not limited to hot plates, toasters, toaster ovens or microwaves other than those provided by the building) are permitted.
6. No heaters, fans, water coolers, faucet mounted water filters, air purifiers or humidifiers are permitted anywhere in the building.
7. For indoor air quality reasons, Building Management suggests that no plants be placed in any workspace environment. However, one small plant in a pot no greater than 6 inches in diameter may be permitted.
8. Christmas trees (real or artificial), strings of lights, or decorations not approved by Building Management are prohibited.
9. No under-floor or above ceiling work is permitted without Building Management Office approval.
10. Escalators are to be used for moving people only. Carts, dollies and strollers are not permitted on escalators. Please use elevators for all carts, dollies or strollers.

11. Use plumbing fixtures only for their intended purposes. Depositing coffee grounds, sweepings, rubbish, rags, acids, or other substances in sinks, toilets, or other plumbing fixtures can result in mechanical damage and subsequent repair costs.
12. The Building Management is required to prescribe the weight and position of safes, high density filing systems and other heavy equipment. These items must stand on supporting devices that have been installed by Building Management.
13. Only authorized Building personnel are allowed to perform cleaning, repair, janitorial, decorating, painting or other work in and about the building.
14. Tenants shall not overload the safe capacity of the electrical wiring of the Building or exceed the capacity of the feeders to the Building or electrical riser.
15. No floor covering shall be affixed by means of glue or other adhesives without Building Management's prior written approval.
16. Be considerate of others. No noise audible from the hallways or adjoining offices/suites by musical instruments, radios, televisions, group activities, employee machinery, equipment or other sources will be permitted.
17. Tenants and their vendors and visitors are prohibited from possessing or carrying firearms, ammunition, weapons (including, without limitation, explosives, stun guns, handcuffs, brass knuckles, pepper spray and knives) or any other lethal or dangerous devices or the components to fabricate any of the foregoing, whether in open or concealed possession, regardless of whether they are licensed to carry such items or not. The only exceptions to this policy are firearms in the possession of sheriffs, police officers, law enforcement officers and federal or other governmental employees who are duly authorized by law to carry such firearms.
18. Tenants are to use the door locking systems provided. If additional locks, bolts, or other mechanical security systems are required, Building Management Office will assist in coordinating installation.
19. Bicycles, other vehicles, and animals are strictly prohibited in the Building. Exceptions may be made for Seeing Eye Dogs or conveyances required by disabled persons. A secured bicycle parking area is located in the building Loading Dock.
20. When storing bikes in the Loading Dock Bike Cage, tenants must comply with the Bicycle Rules and Regulations found under Bicycle & Scooter Parking.
21. Any and all canvassing and soliciting is prohibited. Immediately contact 540 West Madison Security Services upon encountering anyone conducting such activities on the property.
22. The Building Management is not and will not be held responsible for lost or stolen personal or real property from employees' leased space or the Building's public areas, whether or not such areas are locked.
23. To the extent permitted by law, employee shall not cause or permit picketing or other activity which would interfere with the business of Building Management or any other employee or employee of the Building, or distribution of written materials involving its employees in or about the Building, except in those locations and subject to time and other limitations as to which Building Management may give prior written consent.
24. The Building Management is not and will not be held responsible for lost or stolen personal or real property from employees' leased space or the Building's public areas, whether or not such areas are locked.
25. Tenants shall cooperate and participate in all Building recycling programs established by the Building Management.

26. ALL deliveries to tenants leased premises shall be made via the loading dock and the service elevator. Absolutely no carts or dollies are allowed through any of the street level entrances to the building or lobby or on any passenger elevator without express prior written authorization. An equipment removal pass issued by Building Management Office must accompany any after-hours removal of hand carried items.
27. No portion of the premises shall be used or occupied as sleeping or lodging quarters.
28. Parking is not permitted in the loading dock at any time. Use of the loading dock facilities is limited to 30 minutes during standard business hours. Therefore, large volume deliveries must occur before or after normal business hours and must be scheduled in advance with Building Management.
29. No eating, drinking or loitering is permitted in the common areas of the Building except in designated areas.
30. In compliance with City of Chicago regulations and building sustainability guidelines, smoking is not permitted on the premises of 540 West Madison. This includes: the building, parking garage, dock area/driveway and Madison Street Plaza. In conjunction with the building's sustainability program, smoking is not permitted within 25 feet of any entrance/doorway to the building.
31. Tenants shall comply with all safety, fire protection and evacuation procedures and regulations established by Building Management or any governmental agency and shall cooperate and participate in all reasonable security and safety programs affecting the Building.
32. Building Management requires that all persons entering the building identify themselves to 540 West Madison Security Services personnel by standard issued access card, lobby registration or as otherwise directed by authorized personnel.
33. Written permission is required from the Building Management Office for any installation or posting of non-standard graphics. All temporary signage must also be approved by the Building Management Office.
34. Tenants, vendors and visitors may not use the alley by the parking garage and dock at 540 West Madison. All tenants, vendors and visitors must make a right turn only when leaving the parking lot or garage. Signs have been posted stating the new policy. If any employee or contract or fails to abide by the new policy, their parking privileges may be revoked.
35. No tenant, employee or invitee shall consume or display any alcoholic beverages in the common areas of the Building, including the roof deck located on the sixth (6th) floor of the Building, unless such alcoholic beverages are provided (i) by Landlord or its vendor(s) in connection with an event organized or sponsored by Landlord or (ii) at an event otherwise approved in writing by Landlord.

Roof Garden Rules and Regulations

THESE RULES AND REGULATIONS have been adopted by Jones Lang LaSalle (“Manager”) on behalf of 540 West Madison Owner, LLC (“Owner”) in order to govern the usage of the portion of the rooftop deck area of the Building (i.e., that portion of the deck intended for the common use by tenants of the Building) known in this document as the “Rooftop Deck” or “Roof Garden”. These Rules and Regulations may be amended, supplemented or revised from time to time in the good faith and discretion of Landlord.

Availability. The Rooftop Deck shall be available to tenants of the Building as (and if) provided for in their respective leases. Reservation and use of the Rooftop Deck by such a tenant for a private function held by such tenant (an “Event”) shall be on a first-come first-serve basis, with the further understanding that certain dates may be blocked-out as unavailable. In order to reserve the Rooftop Deck, tenants must submit a written request to Operator in writing in the form of the Rooftop Access Agreement to which these Rules and Regulations are appended, no later than 3 weeks prior to the requested date, specifying the date, hours, nature of event, number of individuals anticipated, and such other information as the Manager shall reasonably request.

Limitations.

Use of the Rooftop Deck is limited to a total of 200 persons.

The related Event must be held directly by the tenant; tenant may not license or assign to any other person the right to use the Rooftop Deck.

No Event held on the Rooftop Deck may be used in order to generate income or profit for tenant, and use is strictly limited to events incidental to tenant’s business (e.g., a party for employees) or be of a personal nature (e.g., retirements, business anniversary parties, etc.).

Rules.

1. Tenant is responsible for obtaining all necessary and appropriate permits and licenses relating to the Event and providing copies of the same to Operator.
2. Tenant is responsible for complying with all requirements of law relating to such Event.
3. All events must be concluded by 8:00 pm.
4. There shall be no smoking permitted at any Event.
5. Any decorations for the Event must be approved by Manager.
6. The rooftop Deck shall not be used for any offensive purpose.
7. Tenant must ensure that tenant and guests stay within designated area. Tenant is responsible for keeping guests orderly.
8. No children under eighteen (18) years of age shall be permitted unless directly supervised by an adult.
9. Manager shall approve in advance any proposed signage for the event.
10. No open flames shall be permitted (other than properly supervised chafing dishes).
11. No signage, decorations, frames, etc. shall penetrate the floors, walls, planters or any other permanent fixtures of the Rooftop or the building.
12. All building entrances must remain unobstructed at all times.
13. All table legs and other equipment must have rubber protectors or a protective surface.
14. Abandoned property shall become the property of the Landlord.
15. No fireworks or similar entertainment of any sort will be permitted.
16. All vendors must present a Certificate of Insurance at least seven (7) days prior to event.
17. Fooda is the exclusive caterer provider; no additional vendors are permitted to serve food, alcohol or beverages of any kind.
18. Tenant and event coordinator must meet with Management at least ten (10) working days prior to the Event to coordinate proper building use.
19. Building clients may use the Building Lobby only for ingress and egress during an Event.
20. Representative of chosen caterer will be on the premises during all special events at the expense of the user.
21. Tenant shall reimburse to Landlord the cost of any damage/clean-up caused by the Event.
22. If Event goes over scheduled time, Tenant will be responsible for additional charges for use of the Rooftop.
23. No items shall be thrown from the roof. All items, furnishings, equipment, etc. shall be secured against movement/damage by wind.

24. No tenant, employee or invitee shall consume or display any alcoholic beverages in the common areas of the Building, including the roof deck located on the sixth (6th) floor of the Building, unless such alcoholic beverages are provided (i) by Landlord or its vendor(s) in connection with an event organized or sponsored by Landlord or (ii) at an event otherwise approved in writing by Landlord.

Loading/Unloading. The loading dock to be used is accessible via Washington Street. Tenant shall schedule any loading/unloading with Office of the Building no less than seven (7) days prior to the event. Loading/Unloading time is limited to 30 minutes during building hours.

Indemnification. Tenant shall indemnify and hold Owner Manager harmless from and against any cost, damage, claim, liability or expense (including reasonable attorney's fees) incurred by or claimed against Owner or Manager, directly or indirectly, which is occasioned by the tenant's use of the Roof.

ANY VIOLATION OF THESE RULES AND REGULATIONS WILL VOID AGREEMENT BETWEEN THE OWNER/MANAGER AND USER.

ADDENDUM

PROPERTY COVID-19 RULES AND REGULATIONS

The following rules and regulations, which are consistent with applicable government guidance, have been adopted by ownership in an effort to help minimize any potential transmission of COVID-19 at the property. These guidelines apply to all vendors providing services at the building and their agents, contractors and employees, including without limitation property management, security providers, engineers, janitorial service providers and construction contractors. We require that you comply with these rules and regulations and cause your agents, contractors and employees working at the building similarly to comply with them. These rules and regulations may be updated from time to time by building ownership.

1. All vendors and contractors providing services at the building must follow all CDC guidelines and OSHA recommendations as to COVID-19 health and safety protocols, as well as all applicable governmental guidance relating to COVID-19, including without limitation all requirements regarding face coverings and social distancing.
2. All vendors and contractors providing services at the building must follow all building protocols and signage established in connection with COVID-19, including requirements relating to common area social distancing, face covering and wellness checking.
3. All vendors and contractors providing services at the building must provide employees with ample personal protective equipment (PPE), including, without limitation, masks, gloves, sanitizer and other protective gear necessary to safely perform their jobs.
4. All vendors and contractors providing services at the building must instruct all employees, including without limitation all building management, engineering and security staff, that appropriate PPE must be worn at all times in common areas of the building or as otherwise instructed by Owner.
5. All vendors and contractors providing services at the building must instruct employees to follow CDC COVID-19 prevention measures, including frequent hand washing, avoiding touching eyes, nose and mouth with unwashed hands, adherence to social distancing by remaining at least 6 feet from other people, and following all instructions noted on signage placed around the building.
6. All vendors and contractors providing services at the building must instruct employees who have a fever or are showing signs of illness, or who have been exposed to a known or suspected COVID-19 case, to stay home.
7. All vendors and contractors providing services at the building must immediately report to building property management any suspected or known cases of employees having COVID-19, as well as all contacts of employees with known or suspected COVID-19 cases. In doing so, the vendors and contractors must not disclose the name or other identifying information of the particular employee.
8. Any vendor or contractor who fails to comply with these rules and regulations may be denied entry to the building and be subject to suspension or revocation of its contract.

**ENTRY INTO THE BUILDING SHALL BE DEEMED TO BE AGREEMENT TO ABIDE BY AND
CERTIFICATION OF COMPLIANCE WITH THESE RULES AND REGULATIONS.**