

DEARBORN REFLECTIONS

A Prime Group Realty Trust newsletter for and about the tenants of Bank One Center at 131 South Dearborn, Chicago

Bank One Center Is Prepared ...and Drilled

On November 17th, Bank One Center held a life-safety seminar for representatives of our tenants, presented by Wally Schroder, a 17-year veteran of the Chicago Fire Department. Then, as now required annually by City ordinances, we started conducting our annual emergency evacuation drills. Citadel Investment Group had theirs a week after the seminar and those for Bank One and our other tenants are planned for the near future.

Everyone, at the sounding of the alarm on their floor, had to leave their offices, walk several flights down via the emergency stairways, and await the all-clear announcement allowing them to return to work. As people departed, appointed tenant fire wardens checked each room and space to be sure no one was left behind. Other volunteer wardens, stationed at exit doors, kept the doors open and helped speed and direct traffic. The Citadel exercise (pictured in the series of photos here) was led by Security and Management personnel, under Wally Schroder's watchful eye.

"We were very pleased with the drill," reports Assistant Property Manager Chris Kleifges. "People took the drill seriously and cleared their floors quickly."

He does wish to note that some people did not take the required few minutes to leave their jobs and take part in (Continued on the other side)

In the fall, before we started the year's fire drills, we held a life-safety seminar for tenants.



Bank One Center Security Officer JOHN BENLINE announces an emergency evacuation drill from the central console in the main lobby.



Citadel fire warden MACIO DUNSON (in the orange & yellow vest) directs colleagues to the emergency stairs.



A New Manager in a New Management Office

PRIME GROUP REALTY TRUST, on February 18th, moved the Building Management Office at Bank One Center from the 2nd to the 18th floor. Exactly two months later, on April 18th, we welcomed a new General Manager to lead the PGRT team at the building—Dennis Lambert. For nearly a decade, he worked with Shorenstein Real Estate managing Prudential Plaza.

Dennis grew up in New Hampshire and arrived here to attend the University of Illinois, Chicago. While still in college, he began working for First Chicago Bank as a check-processing clerk. He rose through the organization, and in 1980 he began a 13½-year tenure in facilities management, managing First Chicago's corporate headquarters and their leased space in eight downtown properties. He left First Chicago in 1994.

"Having worked as a facilities manager, I have a respect and sensitivity for what tenant facilities people go through," Dennis notes. "This helps me in making sure that our service level is high and that we hire and train our support team to provide the best service possible."

In ways, Dennis's arrival here is a reunion. "Since First Chicago merged with Bank One, which merged with JPMorgan Chase, I have many old friends here," Dennis says. As for the building itself, he adds, "This is a great, state-of-the-art property, with a great property management team and tenants. What else can I ask for?"



General Manager DENNIS LAMBERT in the reception area of the new Management Office in Suite 1850.

A Look Back to the Holidays

The 2004 holiday season was highlighted by a couple of events in our festively decorated main lobby.

On December 3rd, the Bank One Gospel Choir (seen at right) sang in the lobby at lunchtime.

On December 17th, tenants crowded the lobby for our

Tenant Holiday Breakfast. Long buffet tables offered egg strata; thick-cut french toast; roasted cheddar new potatoes; fruit salad of melons, berries and citrus; and a mouth-watering selection of breakfast breads, savories and pastries. Adding to the festive ambiance was the Pinotage classical trio, playing holiday favorites.

More Holiday Breakfast photos on the back.



Changes in Building Security

As of May 1st, Bank One Center has a new contractor in charge of the building's security operations. SMI replaces Aargus Security Systems. With this change, the security team will get a new supervisor, who will be introduced through memos and the summer issue of this newsletter. You will continue to see most of the same security officers, although you may see a few new faces in the next few months as the security program at Bank One Center is adjusted and improved.

Prime Group Realty Trust





Citadel employees begin their descent down the emergency stairway. For the drill they only needed to go down a few flights.

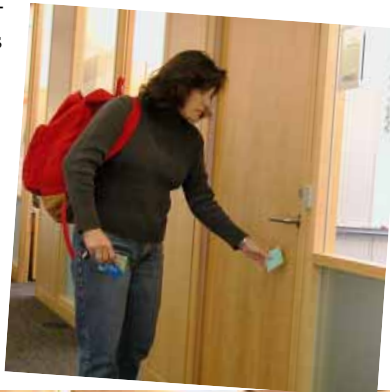
Bank One Center, Prepared and Drilled (cont'd)

(Continued from the front) the drill, or delayed their response because the drill was interfering with work.

Before October 2001, this non-participation was considered unfortunate. Often the people who ignore or make light of emergency drills create delays or confusion in a real emergency. Now, it's not just unfortunate, it's unlawful and subject to a fine.

Some people, however, even if they are prepared, need some extra help in an evacuation. Please call the Management Office and inform us if your organization has someone whose mobility

is compromised or someone who would need extra assistance during an emergency. Moreover, inform us not only of those with permanent conditions but of temporary ones as well, such as someone with a broken leg or in the last months of a pregnancy.



Above left: After the employees evacuate, floor searcher CINDY HENEGHAN checks that all offices are empty and places sticky notes on each door in order to signify a completed inspection.



Above right: Once everyone had efficiently left their floor and walked down several flights, then returned to their floor, they were debriefed by the Chicago Fire Department's WALLY SCHRODER.



Left: The Citadel life-safety emergency team.

Books Are Fun Will Return This Summer

On February 22nd, Books Are Fun came to Bank One Center and set up near the Winged Victory sculpture.



The one-day fair was very well-received by tenants. Look for Books Are Fun to return on **June 21st**, with a larger selection of books, gifts and accessories. The fair will offer more than 100 popular titles in a wide variety of categories, from fiction and nonfiction bestsellers, to children's books (like the one shown here), to cookbooks, to inspirational volumes. All are sold at deeply discounted prices.

What About Those People in Spandex?

Have you noticed that something's missing at Bank One Center? You don't see any of those ubiquitous bike messengers in our main lobby, nor share an elevator ride with one, as you do in so many office buildings. Why is that?

The answer: Our Messenger Center and internal delivery service.

Messengers are directed to our loading dock and leave their envelopes and small packages at the Center located there. Then an in-house messenger (wearing no spandex or reflective strips) promptly delivers it to the tenant suite.

This reduces the foot traffic in the building, which cuts waiting time for elevators for our tenants, as well as allowing the Security staff to focus on security-related issues. Plus, it makes our lobby a more pleasant environment for tenants and visitors alike.

For outgoing deliveries, after you call an outside messenger service, call 267.6861 for a Bank One Center in-house messenger to pick up your package, or drop it off yourself. The package is ready for the outside messenger and one step closer to delivery. Remember to let the messenger company know that Bank One Center has a Messenger Center on the loading dock for pickups and deliveries, although by now most messengers know.

Messengers with packages over 20 pounds may deliver to your suite with an in-house escort. Still, they use the freight elevator, not the passenger elevators.

Messengers unfamiliar with the system are quickly redirected to the loading dock when entering our lobby. Messengers actually love our policy because it saves them tons of time.

Hours: Mon-Fri,
7 a.m. - 6 p.m.

Bank One Center Messenger Center Supervisor LESANDRA CEBALLOS (left) with in-house messengers RALPH ADAMEK and CATHENIA CARTER.



More snapshots from the Bank One Center holiday photo album



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Messenger Center: 267.6861
Monday-Friday, 7 a.m.-6 p.m.
Concierge Unlimited: 220.0500
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