



2nd Quarter 2018

One South Wacker Newsletter

Upcoming Events

Life Coach Lunch and Learn, May 10, 12 pm, North Wacker room. *OSW welcomes certified professional life coach Tim Ressmeyer, who will lead an informative discussion on rediscovering one's passion and purpose.*

Blood Drive, June 13, 9 am – 3 pm, Wacker Room. *Give the "Gift of Life." Register in advance at www.lifesource.org. Walk-ins are welcome.*

Welcome to OSW

Please join us in welcoming our newest tenant, **Infrastructure Engineering**, to One South Wacker.

Tenant Spotlight

RoomIt by CWT Applies Technology, Expertise to Lower Travel Costs

Carlson Wagonlit Travel (CWT) is a global leader and expert in corporate travel management with 18,000 employees operating in nearly 150 countries. Its business travel services keep travelers safe and corporate travel expenses down by working with global organizations to implement customized travel management programs.

Peace of Mind

These programs give business travelers everything they need to stay connected and productive while they're away. And if things go wrong, CWT's services are available 24/7 to address travelers' needs and provide complete peace of mind.

CWT makes life easier for their customers through straightforward planning and booking processes, online tools and solutions, and preferential rates on hotels and flights. Whether finding the best flight and hotel options, sharing local information and discounts, or helping to keep expenses in check – CWT's business travel agents go further to provide trusted traveler care.

RoomIt by CWT

CWT's arrival at OSW in 2017 was fueled by the launch of its newest specialized service: RoomIt by CWT, the company's hotel distribution division. RoomIt provides travelers with the rooms, rates, amenities, and loyalty programs they want; while

helping organizations control their budget and improve travel oversight.

The Chicago RoomIt office at OSW is home to nearly 40 employees in sales, marketing, and product technology roles for the RoomIt division. It's also one of

the first CWT global workplaces to incorporate new, modern design concepts that will be applied in other CWT workplaces.

Company officials viewed OSW as offering a high-profile base of operations, excellent amenities, and proximity to mass transit that help attract talented employees they need to expand their services.



Earth Week Green Fair Promotes Sustainable Operations



Sustainability was the buzzword at OSW's April 18th Green Fair, which featured more than a dozen area vendors offering tips for conserving natural resources and reducing consumption.

Tenants also took advantage of free giveaways – including water bottles crafted from recycled material and LED lightbulbs.

Raffle prizes and complimentary reusable shopping totes were provided by the Management Team.



ONE SOUTH WACKER

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Building Engines
www.requestcom.com

Management Team

David Adams, RPA, CPM, CCIM

Property Director

Lisa Metz, RPA

Property Manager

Juliann Jamroz

Senior Property Admin.

Jon Alfred

Director of Security

Patrick Barry

Chief Engineer

Rory Durkin

Assistant Chief Engineer

Monika Zochowska

Cleaning Staff Supervisor

Luis Godinez

Housekeeping Manager

Karly Fraeyman & Paige Cascio

Concierge

Regional Staff

Christine Choi-Moore

Leasing Director

J.D. Strode

Leasing Manager

Michael Basic, CPM, CCIM

AVP and Managing Director



Supervisor Monika Zochowska Committed to Tenant Service, Safety

OSW Cleaning Staff Supervisor Monika Zochowska's arrival in December 2016 was a return to the building where she first began her career in 2004, after arriving in the U.S. from her native Poland.

"I came to OSW as a replacement for an employee who was on vacation," she remembered. "It was my first job."

She focused on "working hard and working my way up" to become Cleaning Supervisor – a position she's held at several high-profile downtown buildings, including Chicago's Aon Center; 550 West Adams Street; and Hyatt Center (71 South Wacker). That experience eventually led to her OSW "homecoming."

These days, Monika leads a team of 34 employees responsible for cleaning the building's office suites, restrooms, and common areas. Safety and operational efficiency are her key priorities.

"We do most of the 'heavy duty' cleaning, such as floor waxing and carpet cleaning, after-hours. It's a way to reduce the risk of tenant injury and inconvenience, but it also helps my team finish their jobs more efficiently," she explained. "The building has to be ready for

tenants' arrival the following morning. They would notice if we weren't doing our jobs."

Monika's "workday" usually runs from 3 pm to Midnight, although she often arrives early to meet with tenants about specific service requests or provide support to her team. She views herself as a coach who listens to their needs, addresses their concerns, and helps them figure out how to get the job done.

"I listen carefully and ask a lot of questions about our operations. That helps me stay on top of what's going on," she says when asked to describe her managerial approach. "My team knows that I'm always willing to offer guidance and advice."

Outside of work, Monika relishes the opportunity to spend time with her two children, ages 16 and 13. She also loves running, cooking, and music.

She's currently learning how to play the piano, and hopes to return to school and continue her education.



Monika Zochowska

Tenant Events Raise \$235 for St. Jude Children's Hospital



Thanks to everyone who purchased raffle tickets at OSW's recent Super Bowl Party and Baseball Opening Day event: ticket sales generated \$235 that was sent directly to St. Jude Children's Research Hospital.

St. Jude is the beneficiary of all building fundraising events scheduled for 2018. Proceeds will be sent on a quarterly basis, and support the hospital's mission to "advance cures and means of prevention for pediatric catastrophic diseases through research and treatment." Learn more at www.stjude.org.

Sustainability Program Fosters Tenant Health/Productivity

OSW's "Sustainability Matters" toolkit, a John Hancock initiative introduced earlier this year, offers practical strategies for improving tenant health and productivity by creating healthier, more efficient workplaces.

Mirroring the building's long-standing commitment to sustainable operations, the program aims to enhance building performance in key areas:

- Energy conservation.
- Water conservation.
- Waste management.
- Transportation.
- Purchasing/materials.

"We see tenants as natural partners in promoting sustainability and operational efficiency, which are critical components of

successful business operations," Property Director David Adams explained.

Team members encourage tenants to share their "best practices" with others and, in the process, help reinforce OSW's reputation as one of Chicago's most energy-efficient properties.

— SUSTAINABILITY — MATTERS

From an operational perspective, the "Sustainability Matters" program commmits OSW

to minimize environmental impact; support tenant/employee health and wellness; promote responsible business practices; engage stakeholders on sustainability issues; and be accountable for building performance.

For more information, please contact the Management Office.