



CUSTOMER ADVISORY COUNCIL

SCHEDULE OVERVIEW

MONDAY, OCTOBER 3

- 7:00 P.M. – Optional dinner if you are planning to arrive Monday evening

TUESDAY, OCTOBER 4

- 12:00 P.M. – Lunch served at Willis Tower (Steel Room, Floor 33)
- 12:30 – Meetings Begin (Steel Room, Floor 33)
- 4:30 P.M. – Meetings conclude and head back to hotel to freshen up
- 5:15 – Bus Departs for dinner from Canopy Hotel lobby
- 5:30 – 9 P.M. – Dinner at RPM Seafood
- 9:00 P.M. – Return Bus from dinner

WEDNESDAY, OCTOBER 5

- 7:30 – Breakfast served at Willis Tower (Steel Room, Floor 33)
- 8:00 A.M.– Noon – Meetings (Willis Tower Steel Room)
- 12:30 P.M. – Bus departs for Flight Club (Willis Tower Lobby)
- 1:00-3:00 P.M. – Lunch and activity at Flight Club
- 6:30 P.M. – 10 P.M. Optional Dinner at Nico Osteria

THURSDAY, OCTOBER 6

- Morning – Final departures if you do not leave Wednesday afternoon or night



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ADDRESSES

- **WILLIS TOWER:** 233 S Wacker Dr, Chicago, IL 60606
- **CANOPY HOTEL:** 226 W Jackson Blvd, Chicago, IL 60606
- **RPM SEAFOOD:** 317 N Clark St, Chicago, IL 60654
- **FLIGHT CLUB:** 111 W Wacker Dr, Chicago, IL 60601
- **NICO OSTERIA:** 1015 N Rush St, Chicago, IL 60611



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OVERVIEW OF TOPICS COVERED & SPEAKERS

DAY 1

- 12 P.M. – Meetings/Lunch Begin
- 12:30 P.M. – Welcome & Introductions – Customer Solutions Team
- 1:00 P.M. – CEO Perspective – Luke Petherbridge
- 2:30 P.M. – Leasing Environment – Regional Leasing Heads
- 3:45 P.M. – Capital Markets/Development Environment – Nick Pell

DAY 2

- 8 A.M. – Improving the Customer Experience – Sonya Huffman
- 9:15 A.M. – Interactive Customer Session – Customer Solutions Team
- 10:30 A.M. – Supply Chain Research – Dave Tuttle
- 11:45 A.M. – Customer Council Conclusion – Brandon Page