

Toronto

# Tenant Handbook

First Canadian Place  
100 King Street W, Toronto, ON

**Brookfield**  
Properties





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## **Introduction**

### **Welcome**

Brookfield Property Partners (Brookfield) is pleased to provide this Tenant Manual for the exclusive use of the tenants at First Canadian Place. It will assist you in becoming familiar with the building's features, facilities and operating procedures, and with the staff who provide its services.

We at Brookfield consider our tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to outstanding service.

The information contained in this Guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Guide.

Please keep the Guide in a convenient location, perhaps at your reception area. The information contained in this Guide will be updated periodically to ensure that it remains accurate.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the Guide or about the building.

### **Brookfield Privacy Statement**

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

#### **Our Privacy Principles**

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Brookfield unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Brookfield's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

#### **Information We May Collect**

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

#### **Information Disclosure**

We share information about our transactions with you within Brookfield to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

## **Brookfield Privacy Statement (Continued)**

### **Your Awareness and Permission**

Being a customer of Brookfield, you provide us with your consent to the collection, use, and disclosure of certain personal information.

### **Brookfield Protects Customer Information**

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

### **For More Information**

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to [privacy@brookfield.com](mailto:privacy@brookfield.com).

## **Management Office and Operations**

### **Management Office**

As the managers of the First Canadian Place, we want you to know that every member of our team is here to serve you.

Should you have any questions or comments, please feel free to contact the property management office and we will be happy to assist you, where at all possible.

The property management office is located on the concourse level of First Canadian Place, in the hallway between Harry Rosen and Rexall and our mailing address is as follows:

**First Canadian Place  
c/o Brookfield Properties (PI) Inc.  
100 King Street West  
Management Office, Concourse level  
Toronto, Ontario M5X 1A9**

Our office hours are Monday to Friday: 8:30 a.m. to 5:00 p.m.

Telephone: (416) 862-8138

Fax: (416) 862-7550

### **Management Directory**

General Manager

Kevin Hallford

Phone: (416) 862-6938

Email: [Kevin.Hallford@brookfieldproperties.com](mailto:Kevin.Hallford@brookfieldproperties.com)

Patrick Murray

Senior Property Manager

Phone: (416) 963-4873

Email: [Patrick.Murray@brookfieldproperties.com](mailto:Patrick.Murray@brookfieldproperties.com)

Manager, Tenant Services

Samantha Khan

Phone: (416) 216-3550

Email: [Samantha.Khan@brookfieldproperties.com](mailto:Samantha.Khan@brookfieldproperties.com)

Director, Retail

Lucie Bisson

Phone: (416) 862-9918

Email: [Lucie.Bisson@brookfieldproperties.com](mailto:Lucie.Bisson@brookfieldproperties.com)

Manager, Tenant Services

Lyna Jato

Phone: (416) 862-2952

Email: [Lyna.Jato@brookfieldproperties.com](mailto:Lyna.Jato@brookfieldproperties.com)

### **Management Directory (Continued)**

Manager, Property Accounting  
Henriette Luczek  
Phone: (416) 864-6211  
Email: [Henriette.Luczek@brookfieldproperties.com](mailto:Henriette.Luczek@brookfieldproperties.com)

### **Operations Directory**

Senior Manager, Operations  
Fernando Dias  
Phone: (416) 862-6076  
Email: [Fernando.Dias@brookfieldproperties.com](mailto:Fernando.Dias@brookfieldproperties.com)

Manager, Operations  
James Ohlman  
Phone: (416) 862-6154  
Email: [James.Ohlman@brookfieldproperties.com](mailto:James.Ohlman@brookfieldproperties.com)

Chief Engineer  
Justin Chapados  
Phone: (416) 202-6682  
Email: [justin.chapados@brookfieldproperties.com](mailto:justin.chapados@brookfieldproperties.com)

Assistant Chief Engineer  
Hunter Ranson  
Phone: (416) 359-1969  
Email: [Hunter.Ranson@brookfieldproperties.com](mailto:Hunter.Ranson@brookfieldproperties.com)

Manager, Receiving & Loading Dock  
Frank Nancoo  
Phone: (416) 862-6262  
Email: [Frank.Nancoo@brookfieldproperties.com](mailto:Frank.Nancoo@brookfieldproperties.com)

Coordinator, Loading Dock  
Ingrid Hill  
Phone: (416) 862-6262  
Email: [Ingrid.Hill@brookfieldproperties.com](mailto:Ingrid.Hill@brookfieldproperties.com)

### **Brookfield Tenant Service Requests**

Phone: 310-SERV (7378)  
Web: <https://axiistenantapp.com/service-requests/>

### **Security Directory**

Manager, Security & Life Safety  
Paul Parent  
Phone: (416) 864-6513  
Email: [Paul.Parent@brookfieldproperties.com](mailto:Paul.Parent@brookfieldproperties.com)

Assistant Manager, Security & Life Safety  
Eric Kilchling  
Phone: (416) 864-6212  
Email: [Eric.Kilchling@brookfieldproperties.com](mailto:Eric.Kilchling@brookfieldproperties.com)

Coordinator, Security & Life Safety  
Lindsay Crump  
Phone: (416) 849-7060  
Email: [Lindsay.Crump@brookfieldproperties.com](mailto:Lindsay.Crump@brookfieldproperties.com)

Security Operations Center  
First Canadian Place  
Phone: (416) 862-6319  
24 hours/day, 7 days/week

**Brookfield Office Properties**  
**Head Office**  
**181 Bay Street, Suite 330**  
**Toronto, Ontario M5J 2T3**

Senior Vice President, Office Leasing  
Matt Whitty  
Phone: (416) 369-2626  
Email: [Matt.Whitty@brookfieldproperties.com](mailto:Matt.Whitty@brookfieldproperties.com)

Beauleigh Retail Leasing Consultants (Retail)  
Phone: (416) 902-0805  
Email: [Taylor@beauleigh.com](mailto:Taylor@beauleigh.com)



### Parking Office

Indigo Park Canada  
First Canadian Place  
Angie Ayad – Parking Facility Manager  
Phone: (416) 862-6129  
Email: [angie.ayad@group-indigo.com](mailto:angie.ayad@group-indigo.com)  
Hours: 9:00am to 5:00pm

Building Services Provided:

Department / Area	Days	Hours of Operation
Courier	Monday to Friday	7:00 a.m. – 7:00 p.m.
Engineering	Monday – Sunday	24 hours
Housekeeping	Monday to Friday	8:30 a.m. - 11:00 p.m.
Maintenance	Monday to Friday	8:30 a.m. – 11:00 p.m.
Management Office	Monday to Friday	8:30 a.m. – 5:00 p.m.
Parking	Monday to Sunday	24 hours
Receiving	Monday to Friday	00:01 a.m. to 11:59 p.m.
Security	Monday to Sunday	24 hours

### Mailing Address and Postal Code Information

#### Canada Post Mail Room Location

Tenant post office boxes are located on the B1 level of First Canadian Place. To locate them, take the main office tower service elevators SE 1, 2 or 3 to the B1 level.

#### Mail Room hours of operation:

8:00 a.m. to 10:00 a.m., and  
10:30 a.m. to 12:30 p.m.

If you have been issued a key by Canada Post Mail Room personnel for your mailbox, you are able to collect your mail outside of these hours.

Please contact our property management office to find out how to setup and obtain a P.O. Box number and postal code for your First Canadian Place address.

**Outgoing mail** may be sent from the B1 Mail Room or from the **Canada Post retail outlet** located on the Concourse Level (beside Rexall). Canada Post mailboxes are also located on King Street, at the main entrance to First Canadian Place.

## Hours of Business Operation

### Elevator Operating Hours

Monday through Friday 7:30 a.m. to 6:00 p.m.  
After hours, Weekends and Holidays - Restricted Access (pass cards only)

Tenants may operate their own extended hours by obtaining access using security pass cards. Additional charges are applicable should you require the HVAC systems to operate after normal business hours. Please call the Brookfield Tenant Service Centre at (416) 310-SERV (7378) or <https://www.axiistenantapp.com/service-requests/> to request this service.

### HVAC Regular Operating Hours

Monday through Friday 7:30 a.m. to 6:30 p.m.  
Saturday (excepting Holidays) 9:00 a.m. to 5:00 p.m.

Please refer to your Lease as it relates to normal business hours. Additional charges are applicable should you require the HVAC systems to operate after normal business hours. Please call the Brookfield Tenant Service Centre at (416) 310-SERV (7378) or <https://www.axiistenantapp.com/service-requests/> to request this service.

### Shopping Centre Business Hours

Monday through Friday 9:00 a.m. to 6:00 p.m.  
Some stores, restaurants and services may be open extended hours and on weekends.

### Parking Garage Hours of Operation

Monday through Sunday - open 24 hours

## Statutory Holidays

Unless otherwise stipulated in your Lease, the designated holidays for the building are:

New Year's Day	Victoria Day	Labour Day	Boxing Day
Family Day	Canada Day	Thanksgiving Day	
Good Friday	Civic Holiday	Christmas Day	

The Building Service Centre/Security, and 310-SERV operate normally, regardless of the holiday schedule. Additional information regarding operating procedures and services can be found under individual department listings.

## Leasing Information

For information regarding additional office or retail space requirements, please contact our Leasing contacts listed under the Management Directory.

For information regarding available storage in the building, please contact your Tenant Services Manager.

## Emergency Numbers

**Emergency - dial 911 then (416) 862-6319 First Canadian Place Security**

### Hospitals

Mount Sinai Hospital	(416) 596-4200
St. Michael's Hospital	(416) 360-4000
Toronto General Hospital	(416) 340-3111 or (416) 340-4611

### Medical Services

Ontario Poison Control	(416) 813-5900 or 1-800-268-9017
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## Local Business Directory

For your convenience, we have compiled a listing of businesses located in the surrounding area of First Canadian Place which may be of service to your company.

## PATH – Toronto's Downtown Underground Pedestrian Walkway

PATH is downtown Toronto's underground walkway linking more than 50 buildings/office towers to 30 km's of shopping, services and entertainment. Twenty parking garages, six subway stations, two major department stores, eight major hotels, several tourist attractions and the railway terminal are accessible via the PATH. Its underground location provides pedestrians with a safe haven from the winter cold and snow, and the summer heat.

Via the PATH, First Canadian Place is connected to:

East – Scotia Plaza  
South – Toronto Dominion Centre  
West – Exchange Tower  
North – Richmond Adelaide Centre

### Attractions

Scotiabank Area	(416) 815-5500
CN Tower	(416) 360-8500
Ed Mirvish Entertainment	(416) 351-9182
Four Seasons Centre for Performing Arts	(416) 363.8231
Hockey Hall of Fame	(416) 360-7765
Sony Centre for the Performing Arts	(416) 872-2262
Massey Hall and Roy Thomson Hall	(416) 593-4822
Rogers Centre	(416) 341-3663
Royal Alexandra Theatre	(416) 872-1212
The Princess of Wales Theatre	(416) 872-1212
Ticket Master	(416) 870-8000

### Banks

Bank of Montreal (in First Canadian Place)	(416) 867-5050
CIBC Imperial Bank of Canada	(416) 980-7777
RBC Royal Bank of Canada	(416) 974-3940
Scotiabank	(416) 866-6430
TD Canada Trust	(416) 361-5400

#### **Courier Services**

Plus One Courier (in First Canadian Place)	(416) 365-8080
FedEx Courier Services	(800) 463-3339
Purolator Courier Services	(888) 744-7123 or (888) SHIP-123
UPS Courier Services	(416) 361-6090

#### **Hotels**

Adelaide Hotel Toronto	(416) 306-5800
Fairmont Royal York	(416) 368-2511
Hilton Toronto	(416) 869-3456
One King West	(416) 548-8100
Ritz-Carlton Toronto	(416) 585-2500
Sheraton Centre Toronto	(416) 361-1000
Shangri-La Toronto	(416) 599-0333

#### **Miscellaneous**

Driver and Vehicle License	(416) 362-3312
Passport Information	(416) 973-3251
Revenue Canada	(416) 954-3500
Toronto City Hall	(416) 338-0338
Weather	(416) 661-0123

#### **Moving Companies**

AMJ Campbell	(416) 321-1546
Paragon Office Installations	(416) 673-8710 / <a href="http://www.wemoveit.ca">www.wemoveit.ca</a>

#### **Restaurants**

<i>Inside First Canadian Place</i>	
Cactus Club café	(647) 748-2025
King Taps	(647) 361-2025
O&B Events - Toronto Region Board of Trade	(416) 364-1211

#### **Catering**

Most Food Terrace and Market Place eateries offer catering services. Please refer to the catering tool at [fcpx.ca/food](http://fcpx.ca/food)

#### **Taxi**

Airline Limousine	(416) 675-3638
Beck	(416) 449-6911
Co-op	(416) 364-8161
Diamond	(416) 366-6868
Metro	(416) 504-8294
Royal	(416) 777-9222

#### **Transportation**

T.T.C. Routes, Fares, Schedules, Info	(416) 393-4636
Go Transit (Union Station) Bus and Train	(416) 869-3200
Greyhound Lines of Canada	(416) 367-8747
Metro Toronto Coach Terminal	(416) 393-7911
VIA Rail Canada Inc.	(416) 366-8411
Avis Rent-A-Car	(416) 777-1618

Budget Rent-A-Car	(416) 203-6646
National Car and Truck Rental	(416) 364-4191
CAA Emergency Road Service	(416) 222-5222
Ministry of Transport	(416) 362-3312
Road Info	(416) 599-9090

**Retail Directory**

[fcpx.ca](http://fcpx.ca)

## Tenant and Building Services

### Environmental Initiatives

#### Corporate Environmental Profile

Brookfield is firmly committed to the continuous improvement of energy performance and the sustainability profile of its Canadian office portfolio, both in new developments and within existing buildings. The company continues to expand and enhance the features, systems and programs at each of its properties that foster energy efficiency, water efficiency, and reduce landfill waste, as well as enhance the wellness and safety of its tenants, employees and the community. Each of Brookfield's managed properties undergoes routine, comprehensive environmental reviews and upgrades, and its environmental footprint is closely monitored through Greenhouse Gas emissions and energy intensity metrics.

In addition to developing new buildings and operating existing ones in environmentally friendly ways, Brookfield also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Brookfield is a member of the Canada Green Building Council (CaGBC) in relation to its pursuit of various LEED® green building certifications and works with the Building Owners and Managers Association (BOMA) in Canada on the BOMA BEST Environmental program.

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at [axiistenantapp.com/fcp](https://www.axiistenantapp.com/fcp)

#### Tenant Service Requests (310-SERV)

310-SERV is a centralized Call Centre which operates 24 hours a day, 7 days a week. All requests for service and maintenance (including heating, cooling, cleaning, lighting, electrical, plumbing, locksmith services, general maintenance and building services), should be directed to the **Brookfield Tenant Service Centre at 310-SERV (7378)** or <https://www.axiistenantapp.com/service-requests/>

Any billable work will require advance authorization by the appropriate individual in your company.

#### Tenant Services

Brookfield's goal is to provide outstanding tenant service at all times. This means:

- i. Courteous, timely, efficient, high quality responses to tenant requests.
- ii. A follow up review to confirm that the Tenant is satisfied with the response.
- iii. Clear and accurate invoicing when there is a charge for the service.

Each Lease contains specific information about services to be provided, including complimentary and chargeable services. Your **Tenant Services Manager** is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Tenant representatives can submit requests for routine maintenance using the **310-SERV (7378)** telephone number or via our online system at [www.axiistenantapp.com/service-requests/](https://www.axiistenantapp.com/service-requests/)

Commented [JL1]: @Rea, Alexandra Since we're no longer referring to Service requests as "310-SERV" is there a standardized paragraph we're using here across the properties?



### **Tenant Service Requests (310-SERV) (Continued)**

Brookfield performs weekly Customer Satisfaction Surveys on at least 5% of all service requests submitted through our Call Centre. These surveys are used to gather feedback for continuous improvement on the customer service provided by Brookfield's Operations staff and Property Management teams. Tenant participation in these surveys is imperative to this continuous improvement and, as such, Brookfield strongly encourages Tenants to take part in the process and values all input provided.

### **Tenant Insurance Requirements**

Your lease includes a provision requiring that you take out and keep in full force varying types of insurance for your premises in the building (please refer to your Lease for details).

A certificate of insurance, verifying your coverage as required under the Lease, must be delivered to the Property Management Office before assuming tenancy at the building. A new certificate must be forwarded to the property management office at least thirty **(30) days before** the expiry of the policy. The insurance policy must contain a provision that the Landlord is provided with 30 days' notice in the event the policy is cancelled or has not been renewed.

Subsequently, renewal certificates of insurance must be provided prior to expiry to Business Credentialing Services, Inc. (BCS), an affiliate of Brookfield. BCS can be contacted at PO Box 1258, Morristown, NJ 07960 or by telephone (862.217.2387), fax (Fax: 401.223.6917) or email ([brkcert@bcsops.com](mailto:brkcert@bcsops.com)).

All policies must name the following as additional insured:

**FCP (BOPC) Ltd., BOPC FCP LP, BOPC FCP GP Inc., ARI FCP Holdings Inc., ARI FCP Investment LP, ARI FCP GP Inc., CPPIB FCP Holding Inc., CPPIB FCP LP, CPPIB FCP GP Inc., Brookfield Properties (Canada) Inc., Brookfield Properties (PI) Inc., and Computershare Trust Company of Canada**

collectively known as the Landlords of First Canadian Place / 100 King Street West.

The certificate holder is:

Brookfield Properties (PI) Inc.  
P.O. Box 1258  
Morristown, New Jersey 07960

### **Signage**

#### **Office Signage**

A building standard sign program has been established for the main lobby directory, elevator lobby and at your premise entrance, which must be adhered to. Please complete a Tenant Sign Requisition Form and return as indicated.

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Unless otherwise stipulated in your lease, the cost of all signs is a tenant's expense.

Please note that no signs and lettering shall be inscribed, placed or affixed in the leased premises, interior or exterior of the building unless authorized in writing by the First Canadian Place Management Office.

### **Special Event Signage**

Office Tenants are permitted access to the glass poster stands located in the main and concourse level office lobbies for the purpose of directional signage for special events within the Tenant's premises. 24 hours advance notice is required for set-up of sign stands. Proofs are to be submitted to the Manager, Property & Tenant Services for review and approval. Approved signage is to be printed 24" wide by 36" tall on poster weight paper (un-mounted). Posters may be printed double sided.

### **Retail Signage**

The physical boundary of the store is the amount of space you are paying rent on and is covered by your insurance. As soon as any signage or fixture crosses that line, you are in the building's common area. The requirements of your Lease lines can be found in your individual Lease

In general, it states "the Tenant shall not, save to the extent permitted by the Landlord during any general promotional event or as may be otherwise specifically allowed by the Landlord in writing, keep or display any merchandise, sample products or other thing on or about the common area and facilities or otherwise obstruct the common areas and facilities.

Signs or fixtures found outside your Lease line will be removed immediately by the Landlord.

### **Special Event Signage**

Retailers/Food Retailers/Restaurants Tenants are not allowed to post names, advertisements, sale signs or decals to the windows or doors of their premises without prior Landlord's approval. No handmade signs, paper posters or other such materials should be taped or tacked to the windows, sales counters, pillar, etc.

### **Smoking/Vaping Policy**

Smoking/Vaping is prohibited in the building as per Toronto Public Health Department, No Smoking by-law No. 441-1999, and Provincial Legislation. This includes the parking lot, washrooms, stairwells, hallways, lobbies, and within all tenant premises as well.

In keeping with our commitment to the Environment and in response to many tenant requests, we have developed a new "Smoke Free" program for all of our Canadian Properties. This program not only reminds tenants that the building itself is smoke and vape free, but asks that tenants refrain from smoking or Vaping within 9 metres of all building entrances.

This expanded "Smoke Free" area is a decision Brookfield has made to enhance the experience both tenant and visitors have when they enter our buildings, as well as meeting the criteria for LEED. To assist us in this initiative, signage is posted at all entrances to the complex.

We appreciate each Tenant's assistance in maintaining this "Smoke Free" initiative and encourage each company's management to support us in this endeavor.

**Please instruct all employees that smoking, vaping and loitering in front of building entrances is prohibited.**

If you know of anyone smoking or vaping in the building, please contact Building Security immediately at (416) 862-6319.

For further information please call the Toronto Public Health's Smoke Free Helpline at (416) 392-0123 or visit their website: [www.city.toronto.on.ca](http://www.city.toronto.on.ca).

Vapor/Electronic cigarettes are not approved by Health Canada nor supported by the Canadian Lung Association as a method to quit smoking. Health Canada does not know the long-term health impact on individuals using these products and how they may impact people around the users of these products. As a result, we are treating them the same way as traditional cigarettes and prohibiting them from use in the property. In keeping with our No Smoking Policy, the "Smoke Free" initiative will also apply to vapor/electronic cigarette use.

## Moving and Delivery Guidelines

The following moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your company. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move by contacting the Manager, Receiving.

- Provide at least 48 hours written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by the Property Management Office and the Receiving Office.
- All requests are scheduled on a first-come first-served basis.
- All moves may only occur on the weekends or after 6 p.m., Monday through Friday.
- All moves and deliveries must be handled only through the freight elevators.
- The Receiving Dock is the only building entrance permitted for moves and deliveries. The Property Management Office must authorize any exceptions to this entry point. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide a certificate of insurance prior to the actual move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a certificate of insurance for your firm as well.
- The moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage;
  - Pad or otherwise protect all entrances, doorways, and walls affected by the move.
  - Cover all floors traversed during the move with appropriate material.
- The moving contractor is responsible for removing all garbage and bulky packing cartons.
- The building has a strict "No Smoking" policy. The moving crews are not permitted to smoke in any area of the building.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway.

## Loading Dock

The First Canadian Place receiving/Loading Dock is located at:

**77 Adelaide Street West  
Toronto, Ontario M5X 1B1**

The dock has a vehicle length restriction of 65 feet\*, trailer and cab, single axle.

Regular dock hours are from 6:00 a.m. to 6:00 p.m., Monday through Friday. Regular hours are for small, short deliveries, usually between 15 - 30 minutes. No bookings are required; vehicles must wait their turn.

For items delivered to the dock during regular hours, there are usually no charges. However, if receiving staff is required to deliver to your premises, there will be a delivery charge according to the size and the number of items.

### Loading Dock (Continued)

Please instruct your carriers that all deliveries other than hand-deliveries are to be taken to or from your premises via the dock. First Canadian Place assumes no responsibility for breakage, damage, theft or personal injury, however caused.

Retail/Food and Restaurants Tenants, please avoid all deliveries during the lunch hours 11:00 am to 2 pm.

Passenger elevators were designed solely for transporting building tenants and their visitors. For this reason, all deliveries, wheeled dolly and handcart access are restricted to the dock and must be transported via the freight elevators.

### Retail/Food and Restaurant Tenants - Service Elevators

SE 4,5 and 6 – smaller service elevators located on the north side of the building (by the Duke of Westminster on the concourse level; by Karir Eyewear on the street level and by Tim Hortons on the Food Terrace level) serve B1 Loading Dock. Weekdays, 6 a.m. to 6 p.m. – card accessible after hours. Weekends, close 6 p.m. Friday to 6 a.m. Monday morning. Card accessible after hours.

PE4 and SE7 – shuttle elevators located on the northwest side of the building (by Preeners Cleaners on the concourse level; By Indigo on the street level and by IQ Foods on the Food Terrace level) in the Shopping Centre area of the building, serv B1 Loading Dock, all parking levels, concourse, street and Food Terrace. Please note that PE4 and SE7 are in operation 24/7 for parking access. However, SE7 which serves B1 Loading Dock is open for deliveries 6 a.m. to 8 a.m.- parking patrons only between 8 a.m. – 10 a.m. – open for deliveries 10 a.m. to 4 p.m.\* - parking patrons only 4 p.m. to 6 p.m. Closed for deliveries on weekends.

\* Retailers/Food Retailers/Restaurants, please avoid all deliveries during the lunch hours 11:00 am to 2 pm

Furniture and construction material deliveries should occur after business hours and must be pre-arranged well in advance. Pre-arranged delivery times are 4:00 a.m. to 7:00 a.m. and from 6:00 p.m. to 10:00 p.m. on weekdays. Please note that there is a 4-hour minimum booking time for weekends and holidays.

Charges apply to loading dock services booked after hours.

**\$45/hr – Monday – Friday – minimum 3 hr charge**

**\$55/hr – Weekends – minimum 4 hr charge**

**\$75/hr – Holidays – minimum 4 hr charge**

\*Rates are subject to change

For bookings please contact the **Receiving/Loading Dock at (416) 862-6262.**

## Parking

Brookfield's **ParkServe** garages are thoughtfully designed to offer premium service to our guests. Well equipped with extensive amenities and perks, our garages boast superior air quality, lighting and maintenance, complimentary ValetAssist, among many other benefits. These premium facilities offer a wide range of value-added services. Although the garages are fully automated, parking staff are available Monday to Friday from 8:00AM to 12:00AM. Security patrols and monitors the garage after hours and on weekends to provide assistance.

With approximately 1000 underground parking stalls, the garage has eleven levels of parking for daily and monthly use for both tenants and visitors.

The entrance to the underground garage is accessible from both Adelaide St. and York St. 24 hours a day, 365 days a year. Maximum vehicle height allowed is 1.95 metres or 6 feet 5 inches.

Please note: York Street is one-way northbound. Adelaide Street is one-way eastbound.

**Indigo Park Canada** is an independent parking management company presently under contract with Brookfield to operate the parking garage at First Canadian Place and Exchange Tower. For further information regarding the parking garage, to make special arrangements for prepaid guest and/or staff parking validations, or details about our ParkServe loyalty program, please call (416) 862- 6129 or visit the Parking Office located in the A Level of the Parking Garage.

## Tenant and Visitor Parking

Tenant and visitor parking stalls are available on all levels, please see below for daily rates. Five parking elevators provide access to Ground and Concourse floors in First Canadian Place and Exchange Tower.

The daily transient parking rates including HST:

\$ 6.00 per 20 minutes or less Monday to Friday (5:00 a.m. to 6:30 p.m.), to a  
\$30.00 daily maximum, then  
\$ 2.00 per 20 minutes or less Monday to Friday (6:30 p.m. to 5:00 a.m.)  
\$40.00 daily/evening combined up to 24 hrs  
\$12.00 weekend / holidays – up to 24 hrs

The use of Cash has been currently suspended however we accept debit cards and the following credit cards; Visa, MasterCard and American Express, are accepted at all eight pay stations located in the parking elevator lobbies. Both exit terminals will also process credit cards transactions.

## Monthly Parking

A parking access electronic transponder is available for customers who are interested in arranging for regular monthly parking. The transponder mounts directly onto the windshield behind the rear view mirror and allows for convenient, hands free access in and out of the parking garage. Details on registering for monthly parking can be obtained by contacting the Parking Office at 416-862-6129 or by visiting our website at [axiistenantapp.com](http://axiistenantapp.com).

Currently, the rates for monthly parking permit are as follows (rates plus taxes):



**Parking (Continued)**

\$450 (incl tax) for unreserved

\$700 (incl tax) for reserved

All monthly parking permits must be requested in writing through the Parking Office. Please contact the Parking Office for further details. (Lease restrictions may apply).

Please note: any parking cancellations, lost or replacement permits must also be reported to the Parking Office.

**Park&Win Loyalty Program**

What do HD TVs, iPods, Dyson vacuums and air multipliers, Gift Cards and GPSs have in common? They're just some of the exciting prizes you could win by being a regular monthly parker at one of our ParkServe garages - our way of saying thank you for your loyalty and we're glad you've got a spot with us. Each month, the names of all loyalty members are automatically entered into a draw, with a different prize awarded each time. Whether your parking status is new, existing or coming up for renewal, the prizes are great and the odds of winning are even greater.

**Amenities**

*EcoZone* – In an effort to encourage and facilitate environmentally responsible driving, First Canadian Place offers:

*Car Sharing Partnership* 2 ZipCar vehicles (including at least 1 hybrid) are available on level A.

*Electric Vehicle Charging Stations* - 3 complimentary EV charging stations are available on level A.

*Ride Matching* – Sign up for carpooling, visit [www.smartcommutetoronto.ca](http://www.smartcommutetoronto.ca) and complete the Carpool Registration form.

**Secured Bike Room**

To better serve those Tenants who cycle to work, First Canadian Place is equipped with a secured access bicycle storage area, with access to day lockers, showers and towel services. The secured bike room is located on the B level of the parking garage. The enclosure can accommodate up to 203 bicycles and cyclists are provided with an access card to gain entry. Cameras have been installed and the area is monitored by Security. This service is awarded on a lottery basis each spring, as space in the room is limited. The annual membership (April 1<sup>st</sup> to March 31<sup>st</sup>) is available \$200.

For further information, please contact the Management Office at (416) 862-8138

**Complimentary Services:**

*If You Have Locked your Keys in your Vehicle* - Complimentary service to unlock your vehicle is available to all patrons of the parking garage. If you are in need of this service, please call the onsite Parking Office at (416) 862-6304 or through the Pay Station intercom located in each

Parking Elevator Lobby.

*If Your Vehicle Battery Needs a Boost* - Complimentary battery boost service is available to all patrons of the parking garage. If you are in need of this service, please call the Parking Office at 416-862 6304 or through the Pay Station intercom located in each Parking Elevator Lobby.

*Tire Inflation and Windshield Stations* - Complimentary tire inflation courtesy station is conveniently located on level A. Windshield washing fluid stations are located on each level of the garage.

*Valet Parking* - Complimentary Valet Assist parking is available from 9:30 a.m. to 3:30 p.m. weekdays, on level A.

**Regulations:**

- Illegally parked vehicles will be ticketed or towed. Any vehicles parked in the designated fire route will also be ticketed.
- Vehicles parked in the garage are entirely at the risk of the vehicle owner. The Landlord and/or Property Management shall not be responsible for any loss or damage to vehicles parked in the garage or the contents however caused or incurred.
- No washing or repairing of vehicles is allowed in the garage.
- No overnight parking.

For your own safety, please remember to lock all doors and close all windows after you have parked your vehicle in the garage. Valuables and cellular phones should be stored and locked in the trunk, where at all possible.

**Parking Garage Emergency Duress System**

This security system includes custom designed duress / information stations as well as a number of new cameras placed throughout the parking complex. The cameras which are being used to monitor the parking complex are also connected to the new duress stations emergency buttons and are being monitored by security twenty four hours a day. Once an emergency button is pressed, a blue beacon above the unit will flash and the nearby camera(s) will immediately turn to the area of the activated duress station and subsequently record all activity in the area of the occurrence. Security will simultaneously be notified and will respond via the intercom in the unit as well as dispatch security personnel to assist.

The duress / information stations are located at a number of locations throughout every level of the parking complex including the parking elevator lobbies. The units in the parking garage are clearly visible and readily identifiable from most places in the parking garage as there is a blue beacon light mounted to the ceiling above each unit. The units are stainless steel and are clearly marked with the words "*Emergency Assist Station*" across the front panel. The lower portion of the unit has two buttons on it. The smaller silver button on the left is marked "*Information*" and is to be used to contact parking or security staff via the internal intercom for non-emergency related situations. The large red button on the lower right side of the unit is marked "*Emergency*" and should only be used to notify security staff of emergency situations.

Should you have any questions about this new system or any other security related matters, please feel free to contact the Manager, Security & Life Safety

**Internal Courier Service**

PlusOne Inc. is an independent courier company currently under contract to operate the Courier Service Program at First Canadian Place and the Exchange Tower.

PlusOne courier services operate from Monday to Friday, from 8:00 a.m. to 6:00 p.m. The Courier Office is located in First Canadian Place on the ground floor adjacent to LASIK MD Toronto and The First Canadian Place Gallery.

All incoming and outgoing courier deliveries should be forwarded to this courier office for external courier pick-up and delivery. There are many advantages to the PlusOne Courier Services, including faster delivery of your important communications, the convenience of secure, internal, trained personnel, and less damage and wear & tear to building systems and elevators.

PlusOne's web based operating system at [www.plusone.ca](http://www.plusone.ca) can assist Tenants to conveniently track their packages shipped with PlusOne at any time. For the status of packages using other courier companies, please contact PlusOne Courier Office and provide the courier company and waybill number.

First Canadian Place and The Exchange Tower, Plus One courier service is also available to Office and Retail Tenants who wish to have items delivered within the complex. Additional services such as registered mail or bulk mail delivery are also available for a nominal charge.

Stamped outgoing mail can be picked up from your premises and sent to Canada Post for delivery for a reasonable fee.

For more information about our internal courier service, or about their additional services including outside courier needs, personnel services and mail services please contact PlusOne Inc. Courier Services at 416-365-8080.

#### **Lost and Found**

Lost and found items can be turned in or claimed at the Security Desk in the main floor lobby of First Canadian Place.

#### **Public Telephones**

Public telephones are located on the main floor beside the Toronto Region Board of Trade, and in the mezzanine level Food Terrace behind Tim Horton's.

#### **Complementary Wireless Access**

Complementary Wi-Fi is provided throughout the Shopping Centre area, including Marketplace and Food Terrace. **Select "#Telus" under available networks to connect.**

#### **Courtesy Umbrellas**

Courtesy umbrellas are available for temporary loan at the King Street security desk and must be returned after use. Photo identification or building access card must be left with security in exchange for umbrella loan.

#### **Newspaper Deliveries**

Tenants must make arrangements with their preferred Newspaper supplier to have the newspaper delivered to their company here in the building. Newspaper deliveries are done every morning around 5:00 a.m. They are delivered to the common area in the elevator lobby or are left in your floor service elevator vestibule. We kindly ask our tenants to please pick up all newspapers before 9:00 a.m. If not picked up, they will be recycled by housekeeping.

### **Bicycle Racks**

Exterior bicycle racks are located at First Canadian Place and the Exchange Tower along Bay, York and Adelaide Streets. The Landlord and Property Management shall not be responsible for any loss or damage to bicycles however caused or incurred. Please note that bicycles are not permitted in the office tower or other common areas of the building.

Additional to those racks around the outside of the building, First Canadian Place and Exchange Tower have additional racks located adjacent to the parking booths on A level at the bottom of the parking garage ramps from Adelaide & York Streets. These complimentary racks are restricted to tenants of the building. For further information, please contact the Management Office at (416) 862-8138.

### **Car Wash Services**

Car wash and detailing services are available in the building, located in the underground parking garage on Level A. This service is provided on a first come first service basis. For details please contact **At Your Cars Service... Inc.** at (416) 955-9893. Complimentary vacuum and air are available on A level and windshield washing stations are located throughout the parking garage.

### **Alterations and Remodeling**

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord, prior to commencement of construction. Tenants are required to submit two (2) complete sets of working drawings including mechanical, electrical and communications specifications. For further information regarding alterations and renovations, please refer to the Tenant Design & Construction Manual which can be found on the Building's website at <https://www.axiistenantapp.com/properties/fcp/>. You can also contact the Property Manager or the Construction Project Manager, listed in *Management Office* and *Operations Directory* in this Guide, with any questions.

### **Accessibility**

#### **Brookfield's AODA Actions**

Brookfield Office Properties has made great strides towards compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the first legislation in Canada to address business obligations to persons with disabilities. The objective of the Act is to achieve full accessibility for Ontarians with disabilities by 2025 by removing barriers and, in the process, educating employers, businesses and others about working with persons with disabilities.

In compliance with the Customer Service Standards, Brookfield Office Properties has developed a policy which includes practices and procedures for all staff to provide services to people with disabilities, and is consistent with the core principles of independence, dignity, integration and equality of opportunity. All Brookfield employees have received training on the AODA legislation, as well as the Brookfield AODA Customer Service Standard.

#### **Customer Feedback Process**

If any issues arise regarding accessibility, Tenants and visitors are encouraged to fill out a Customer Feedback Form, found at the Security desk, the respective Property Management office, or on our website. Forms may be returned to the Property Management office, Security desk or sent to [accessibility@brookfield.com](mailto:accessibility@brookfield.com).

This form helps Brookfield manage and address any accessibility concerns in a timely manner. Furthermore, customers may provide feedback via telephone, email, letter, or in person at our Management Office. In all cases, an AODA Corrective Action Form will then be filled out and assigned to the appropriate individual for immediate attention. Brookfield staff will review the feedback and endeavor to provide a response within 24 hours.

#### **Meeting & Event Rental Facilities**

If you are looking for a place to host a meeting, seminar or special event, the First Canadian Place Gallery is available for small intimate breakfast meetings to evening cocktail receptions.

Located on the street level by the Adelaide entrance, the First Canadian Place Gallery space is available for rental by tenants of Brookfield Properties: Monday to Friday from 7 am to 10 pm.

Capacity: 1200 sq. ft.  
Seating: up to 80 people  
Standing: up to 150 people

To book, contact [FCPGallery@plusone.ca](mailto:FCPGallery@plusone.ca)

## Security and Life Safety

As a tenant within First Canadian Place, Exchange Tower and Northbridge Place, you hold an executed Lease or License Agreement. This document stipulates certain building requirements and restrictions. The sections referred to below are typical of a "Standard Lease" and may or may not reflect your specific agreement. Please refer to your specific Lease or License Agreement for clarification purposes.

**Security Operations Centre**    416-862-6319 (First Canadian Place)  
416-862-6394 (Exchange Tower)  
416-368-1533 (Northbridge Place)

Hours of Operations:            24 hours/7 days a week

Manager, Security & Life Safety  
Paul Parent  
(416) 864-6513  
[Paul.Parent@brookfieldproperties.com](mailto:Paul.Parent@brookfieldproperties.com)

Assistant Manager, Security & Life Safety  
Eric Kilchling  
416-864-6212  
[eric.kilchling@brookfieldproperties.com](mailto:eric.kilchling@brookfieldproperties.com)

Coordinator, Security & Life Safety  
Lindsay Crump  
416-849-7060  
[lindsay.crump@brookfieldproperties.com](mailto:lindsay.crump@brookfieldproperties.com)

## Building Security

The security and safety of all Tenants is of paramount importance to Brookfield and its Property Management Team. This section of your Resource Guide has been designed to provide you with details of how we are working to ensure that you enjoy a safe and secure environment within the building.

### Security Guard Coverage

Brookfield provides trained security personnel on site 24 hours per day, 7 days per week including all statutory holidays. The building security desks are located in the main elevator lobbies on ground level. The building also has a **Security Operations Centre (416-862-6319 or 416-862-6394)** that is operated 24 hours per day, 7 days per week.

Should you require the use of a guard for a special security detail outside of the normal day to day operations, please contact the Security Operations Centre. There will be an hourly fee for this service as additional personnel will have to be arranged to accommodate these requests. The minimum amount of hours that will be charged for each request is 4 hours and the request must be made at least 24 hours before the start time. If you would like to cancel the coverage that was booked, 8 hours' notice is required.



## Security Roles and Responsibilities

Security Staff are responsible for enforcing the rules and regulations in all common areas of Brookfield Property inclusive of First Canadian Place, the Exchange Tower and 105 Adelaide St and will assist tenants with Security needs when appropriate and always within the legal framework and authority of the applicable laws.

Common area is defined as any space outside of the Tenant lease agreement and therefore not under a Tenant's control. Tenants are responsible for managing security needs within their own space including Loss Prevention, unwanted persons or people causing a disturbance. Tenants cannot supply/provide their own Security for any reason in the Landlord Common areas. Tenant Security is limited to their own space exclusively.

Tenants are expected to make every effort to contain any conflicts or incidents within their space so as not to impact common areas or jeopardize public safety.

Building Security may assist tenants by offering guidance or being a presence in dealing with an individual within the limits of the Law. Building Security will reiterate direction from the tenant to any individual(s) in the interest of ending the interaction in a safe manner. For example; The tenant has asked someone to vacate the premises but refuses to leave. Building Security won't physically remove the person but can assist the Tenant and abide by all Canadian Laws and Statutes.

Security cannot arrest or Trespass individuals for a tenant. The tenant is responsible for trespassing/arresting people within their space. If the tenant chooses to make an arrest it is the Tenant's responsibility to turn the person over to police because there is NO legal authority for Tenants to turn over an arrest to Building Security. As a result, the Tenant must remain with the suspect until police arrive to continue the arrest and take custody of the person.

Arrests, where possible, should be kept to a minimum, with minimal public exposure. Should a tenant arrest be necessary, Building Security may remain to ensure the safety of all parties until Police arrive.

When and where appropriate; Building Security will provide additional patrols to enhance visibility or address ad hoc issues and special events but these do not include regular patrols within tenant space or use as a form of Loss Prevention.

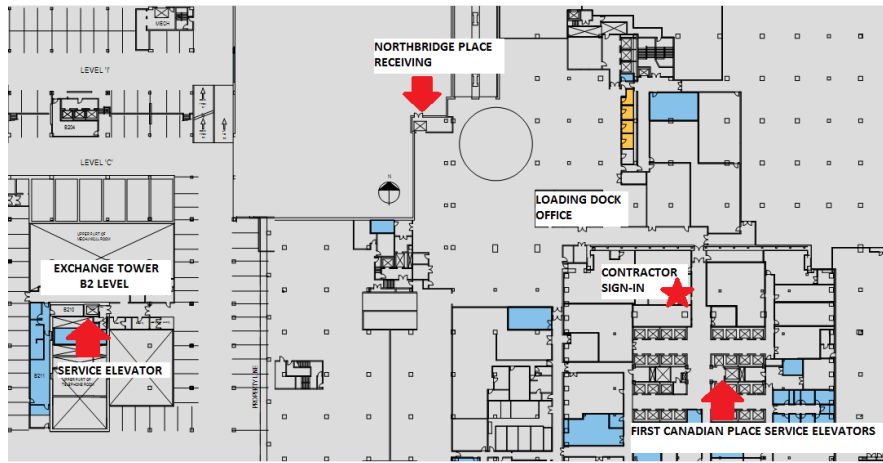
Security will not typically engage in any form of pursuit.

## After Hours Contact List

Please provide us with an after-hours contact list containing the names and telephone numbers of those individuals within your company who may authorize access to your suites during off-hours (Refer to the Building Forms section). All individuals will be denied access during off-hours if they do not have an active access card, do not present government identification, or if security cannot obtain proper authorization from a tenant contact over the phone.

### Trades/Contractors

Trades or contractors will not be permitted access to perform work during off hours without prior approval from the Property Management Office or on-site operations personnel. All contractors must sign-in at the Contractor Access Office located on B1 level.



### Locksmith Services

Locksmith services are available to tenants by placing a request through 310-SERV (416-310-7378). The cost of this service is charged back to the tenant. A Locksmith is onsite **Mondays, Wednesday & Thursdays** except holidays. All locks on both entrance and interior office doors must be keyed to the building master key system. The system, while giving each tenant the option of having different keying arrangements within its offices, provides access for building staff in case of emergency and for cleaning purposes. Retail tenants are responsible for keying their doors and security gates. Retailers have the option of providing security with a copy of the key in case of emergency or after hours access requests.

### Card Access System

Access to most floors in the building, with the exception of the Shopping Center Floors, is restricted to authorized persons from 6:15 p.m. until 7:30 a.m. weekdays and from 6:15 p.m. Friday until 7:30 a.m. the first regular working day of the next week. If a tenant occupies the entire floor, these times will vary.

Tenants, upon leasing space, are requested to contact the Property Management Office and arrange for the necessary access cards for all employees who may require access. There is a fee for new or replacement access cards (Refer to *Financial Requirements* in this Guide for details).

All Access Card Requests must go through the Brookfield Tenant Service Centre at **310-SERV (7378)** or [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) and will be completed within 24 hours. The office is open Monday-Friday, 9am-12am and 1pm-4pm.

### Location of Pass Card Office:



Once a card has been issued, it is the Tenants responsibility for their safekeeping and control. Upon request, the Property Management Office can produce a listing of active cards on the base building system so that each tenant can review what cards are outstanding for their own space. Tenants are responsible for identifying any errors or omissions in their own card listing.

Any required security card additions and/or deletions for the base buildings system must be done through Brookfield Tenant Service Centre at **310-SERV (7378)** or [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/).

Visitors requiring access to your premises after hours must use the Courtesy Phone located at the lobby security desk to contact the Tenant. Once approved by the tenant, the tenant is required to come down and meet the visitor to provide escort to the tenant's premises. It is strongly recommended that Tenants advise the Property Management Office of visitors working after hours.

Arrangements also need to be made to confirm there is an authorized contact already in the building able to be contacted by telephone and able to come to the lobby to retrieve visitors. No tradesmen will be permitted to access or work in off-hours without the prior approval of the Property Manager or On-site Operations Personnel.

All tower elevator movements from the lobby upwards or from floor to floor will be controlled by the pre-programmed data on the access card. Security Guards or building staff will not, under

any circumstances, open doors or permit access to any building areas except for pre-authorized tradesmen limited to a specific area.

For inquiries about the installation of access card systems, please contact any of the following representatives:

- Manager, Security & Life Safety, 416-864-6513
- Assistant Manager, Security & Life Safety, 416-864-6212

### LiveSafe – axiis by Brookfield Properties

Brookfield is proud to introduce LiveSafe, a mobile safety communications platform that allows our valued tenants and employees an easy way to ask for help, get real time safety & security notifications and share important information that could impact our community. LiveSafe is accessed through axiis.

- **EMERGENCY NOTIFICATIONS:** In the event of an emergency, we will use this tool to notify and update predetermined Tenant representatives of building emergencies and/or service outages.
- **EMERGENCY TIPS:** Submit a message directly to security during emergency situations. The application allows you to add pictures, videos and audio files. Ensure you are in a safe area before sending Emergency Tips. **If police, fire or ambulance is required, call 911 immediately.**
- **REPORT TIPS:** Directly share information, pictures, videos or audio with Brookfield Security regarding security concerns.

For more information about LiveSafe and axiis, contact a Security & Life Safety representative.

### Fire Alarm Systems

Tenant and employees should be familiar with the life safety policies and procedures should a fire alarm occur in the building. For the safety of all occupants; all fire alarms should be treated as a real emergency when alarms or announcements are sounding. The fire alarm system consists of the following equipment:

- Alarm tone and voice communication throughout the common and tenant premises
- Manual Pull Stations are at each exit stairwell and on both sides of any door equipped with magnetic locking devices
- Sprinkler System
- Heat and Smoke Detectors
- Fire Control Station on the ground floor (C.A.C.F. Rooms)
- Fire Hose Cabinets and Extinguishers
- Fire Exit Stairwells
- Emergency Power System

### If You Discover Fire or Smoke

- Remain calm. Leave the fire area, closing doors behind you.
- Activate the nearest fire alarm pull station. To operate, pull down the fingertip lever. This will activate the fire alarm system.
- When safe to do so, call 911. Provide your name, building address, and the location of the fire. Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Safety Team. Do not use elevators.
- Do not return until it is declared by a Fire Official or Brookfield personnel that the alarm condition has been cleared.

#### **If You Hear a Fire Alarm**

The building is equipped with a two-staged fire alarm system. It has two (2) separate and distinct tones:

- i. The Evacuation Tone is recognized by a continuous siren-like tone.
- ii. The Alert Tone is recognized by an intermittent siren-like tone.

When an alarm is activated from any floor, the floor where the alarm originates, and the floor above and below will receive the Evacuation Tone. The remainder of the floors in that rise will receive an Alert Tone.

#### **When the Evacuation Tone Sounds**

- Do not wait for announcements. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you (take your Premises key). Before opening the door, feel the door for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door immediately
- Follow the directions of your Fire Safety Team
- If you encounter smoke in the corridor, use another Exit stairwell located on your floor area.
- If you encounter smoke in the stairwell, use a cross-over floor to get to another stairwell (refer to cross-over floor signs in the stairwell)
- Do not use the elevators, as they will automatically home to the ground floor during an alarm and will typically be unavailable
- Do not return until a Fire Official or Brookfield personnel has announced that the alarm condition has been cleared

#### **When the Alert Tone Sounds**

- This tone indicates a potential fire condition exists somewhere in the building. Remain in your premises but be prepared to leave the building if it becomes necessary.
- Listen to announcements and instructions via the voice communication system and follow the instructions of your Fire Safety Team.

#### **Evacuating Endangered Occupants**

- If you cannot leave your area, or have to return to it because of heavy smoke or fire, remain calm and: Close the Door
- Unlock the door in the event fire fighters may need to enter the area
- Seal all cracks where smoke may get in (e.g. under the door, air conditioning and heating vents)

- If you require assistance for evacuation, dial 911 and tell the TORONTO FIRE DEPARTMENT where you are
- Crouch low to the floor if smoke comes into your area
- Move to the most protected area
- Remain calm and wait to be rescued

As part of our commitment to the safety of our Tenants, First Canadian Place, Exchange Tower and Northbridge Place have created Fire & Life Safety Training Videos and Manuals. Please ensure that all employees take the time to watch the video once per year at a minimum. The video and Life Safety Manuals are available on our websites.

**First Canadian Place Life Safety Video and Manual:**

[https://axiistenantapp.com/properties/fcp/#FCP\\_FLS](https://axiistenantapp.com/properties/fcp/#FCP_FLS)

**Life Safety Team**

The primary responsibility for the safety of employees rests with each Tenant. Tenants are encouraged to appoint responsible and dependable employees to act as Fire Wardens and Fire Warden Assistants forming your Life Safety Team. The responsibility of the team is:

- Compile a list of employees who require assistance to evacuate the building.
- Attend Meetings on emergency procedures
- Have detailed knowledge of the floor and location of each stairwell.
- Organize evacuation at the nearest exit during a fire alarm.
- Ensure all employees have evacuated your Premises.
- Provide training to all employees on evacuation procedures.
- Participate in annual building fire drills. Please complete and forward your **Life Safety Team and Persons Requiring Assistance forms in this Manual** to the Tenant Services Manager. Revised forms must be provided once any changes occur in order that our respective lists are current.

**Fire Drills**

Brookfield conducts an annual fire drill to familiarize building occupants with alarm tones, evacuation routes and procedures. At the time of the drill, the alarm tones will be activated. All Tenants are encouraged to participate in the drill, following the directions of their Fire Safety Team and Brookfield personnel. Under the City of Toronto Fire Code, all Tenants are responsible for fielding their own fire safety team.

**Medical Emergencies**

If there is someone in your premises in need of medical assistance due to illness or injury, please follow these steps:

1. Call 911 - Provide your address, floor and premise name. You may be asked to describe the condition of the person in distress.



2. Call Building Security (First Canadian Place: 416.862.6319, Exchange Tower: 416.862.6394, Northbridge Place: 416-368-1533) who will provide interim assistance and will arrange for emergency personnel to arrive at your location as quickly as possible.

**AED Units (Automated External Defibrillators)** are located in the following areas:

- First Canadian Place Market Place (outside of Longo's by the seating area)
- First Canadian Place Food Court (next to the centre washrooms by Pumpnickels)
- First Canadian Place Security Desk
- Exchange Tower Security Desk
- Exchange Tower Food Court (behind the escalators)
- Northbridge Place (main floor by the elevator lobby)

These AED units are available for all tenants and the general public if someone is experiencing cardiac arrest. If possible, the person who uses the AED unit should be certified in First Aid and CPR.

### **Bomb Threats**

Statistics have shown that Canada is a relatively safe country, where the vast majority of threats and acts of terrorism are hoaxes. However, as the potential injury to persons and damage to property is great, all situations must be dealt with as if they are real. If you receive a bomb threat, take it seriously. If you receive a Bomb Threat by Phone:

1. The person receiving the call should be prepared to obtain precise information including:
  - Time of the call
  - Exact wording of the threat
  - Any distinguishing characteristics of the caller such as the voice or background noises.
2. Call 911 to notify police.
3. Call the Building Security.

A search of Tenant premises cannot be performed effectively by police or Brookfield personnel as they are unfamiliar with your environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search. It is recommended that your Fire Safety Team utilize employee volunteers to assist with the search. Brookfield personnel, Building Security and/or police will assist them.

During the search procedure remember this rule: Look for something that doesn't belong, that is out of the ordinary, or out of place. Conduct the search quickly but thoroughly, keeping the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, DO NOT TOUCH IT. In the event that a suspicious object is found, local police or Brookfield personnel and Building Security may recommend a partial or complete evacuation.

The search of common areas is the responsibility of Brookfield personnel and Building Security. For further information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills, Bomb Threat Procedures or any other security or life safety concern, please contact the Senior Manager, Security & Life Safety.

### **Additional Security Services and Information**

## Security Escorts

Security escorts to the parking garage are available after normal business hours every day, and may be arranged by visiting the security desks at First Canadian Place, Exchange Tower and Northbridge Place, or by calling Security ((First Canadian Place:416.862.6319, Exchange Tower: 416.862.6394, Northbridge Place: 416-368-1533). There is no charge associated with this service. Please note that there may be minor delays in obtaining an escort if security staff is attending to another call.

## Theft

Please report any suspected theft to Security immediately. Thefts under \$5,000 should also be reported to the Toronto Police Services (TPS) by using Citizen Online Report Entry (CORE) on <https://www.torontopolice.on.ca/core/> or by calling 416-808-2222. Toronto Police will provide you with an occurrence number for tracking purposes. This tracking number should be given to security since evidence may need to be shared.

The insurance policy of the building does not cover the theft of tenant's personal belongings. Business Personal Property Insurance is the responsibility of each tenant.

## Incident Reports

To record the details of any accident, theft, or injury that occurs on the property, incident reports must be filed. Please notify the Security department as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your co-operation in answering any questions the building staff may have pertaining to the incident.

## Solicitation

Solicitation is not permitted in the building or on the building property. Please notify security immediately if you notice a person soliciting within the building. Report as much specific information about the person's appearance and behaviour as you can. Security staff will locate the person as quickly as possible and escort him/her from the premises.

## Ontario Fire Code / Obstructed Service Corridors

All items/garbage/organic bins and deliveries must be kept inside your Premises at all times.

Please DO NOT place any combustible items or otherwise in the Service/Emergency Exit corridor behind your Premises and to keep your back door (fire door) closed, in accordance with the Ontario Fire Code:

- iv. 2.2.3.3. Closures (*which includes fire doors*) in fire separations shall not be obstructed, blocked, wedged open, or altered in any way that would prevent the intended operation of the closure.
- v. 2.4.1.1 (1) Combustible waste materials in and around buildings shall not be permitted to accumulate in quantities or locations that will constitute a fire hazard.
- vi. 2.7.1.7 (1) Means of egress shall be maintained in good repair and free of obstructions.

**Retailers/Food Retailers/Restaurants:**

**Deliveries:** Early deliveries in the morning which must be placed by your door, in the hallway until dismantled. Ensure that you attend to your deliveries as soon as possible. Keep all broken boxes within your Premises until a building custodian pick up. Please review your deliveries schedule and see if better timing/process is available.

**Bread crates:** Do not leave bread crates in the corridor. Crates may be brought down to the loading dock for pick up by your suppliers. Crates remaining on site for more than 1 weeks' time will be discarded.

**Cardboards/Garbage Pickups:** Please keep all cardboards/garbage inside your Premises until a building custodian pick up. There are regular pickups of cardboards/garbage throughout the day. If you miss a pick up, you're responsible for bringing your cardboard/garbage to the Loading Dock.

**Organics:** Keep the organics bin and oil container in your space. Once full, it's your responsibility to take them to the Cold Room on the B1. If you do not know where the room is, please advise us.

**Suite Security Measures**

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

- vii. When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late.
- viii. Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
- ix. Laptop computers should be locked away when not in use and/or consideration should be made to securely fasten them to the desk.
- x. Keep all vault or safe combinations in a locked desk drawer.

Please notify our Building Security immediately if you notice a suspicious person loitering in or about your premises.

- xi. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- xii. Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- xiii. Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- xiv. If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and canceling security access cards.
- xv. Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- xvi. If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect your mail and papers. A stack of newspapers outside your suite door is a clear signal that the premises are not occupied.
- xvii. If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- xviii. Never leave your reception area unattended when your suite entry door is unlocked.

### **Emergency Management Plan Priorities**

1. Life safety - protect the people: Brookfield Properties' number one priority has always been the safety, health and happiness of its people, including tenants and visitors.
2. Stabilize the situation - minimize property damage: Brookfield Properties is invested in creating a safe and secure location for property and assets owned by the company and all tenants, even in emergency situations.

#### **Vulnerable Populations:**

In an emergency, certain populations may need additional assistance in following the emergency procedures outlined below. Brookfield Properties is committed to offering this additional assistance.

The property management team and all tenants are required to regularly update (minimum annually) the vulnerable populations list.

Vulnerable populations can include: older adults, people with disabilities (e.g. movement, hearing, sight, etc.), pregnant women, people with injuries (e.g. broken leg.) They will be asked to detail their needs in an emergency (e.g. movement assistance, breathing assistance).

#### **Natural Hazards: Severe Weather**

This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

### **Pandemic Preparedness**

#### What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza

virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

### **Pandemic Preparedness (Continued)**

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

#### Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic. When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, provincial, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans. As you begin your individual or family planning, you may want to review your province's planning efforts and those of your local public health and emergency preparedness officials.

- a) Pandemic planning information can be found at <https://www.canada.ca/en/public-health/services/diseases/pandemic-flu.html> |
- b) The Public Health Agency of Canada (PHAC) and other federal agencies are providing funding, advice, and other support to your province. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

#### Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

- 1. Canadian Government site for information on pandemic flu  
The material on this site is organized by topic for easy reference.  
<https://www.canada.ca/en/public-health/services/diseases/pandemic-flu.html>
- 2. Public Health Agency of Canada (PHAC)  
The PHAC Web site is another primary source of information on pandemic influenza.  
<https://www.canada.ca/en/public-health.html>  
They also have a hotline 1-833-784-4397, that is available from 7 am to midnight EST.

The resources above will provide a lot of information, but we also encourage you to:

- a) Listen to local and national radio
- b) Watch news reports on television
- c) Read your newspaper and other sources of printed and Web-based information
- d) Look for information on your local and provincial government Web sites
- e) Consider talking to your local health care providers and public health officials.

### **Power Failure**

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. First Canadian Place has been designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with an emergency power generator providing power to the life safety equipment (i.e. exit signs, elevators, emergency lights and main fire equipment).

All Premises and public areas are equipped with independently powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored. In the event of an electrical failure, please observe the following guidelines:

- Contact the Property Management Office.
- If you are instructed to evacuate the building, lock all areas of your premises and remember to take your key.
- Do not congregate in the lobby areas or in the street.
- Building management will notify you as soon as possible when power will be restored.

Once emergency power is activated and/or restored all elevators will ground, allowing all the occupants to disembark. A reduced number of elevators will operate until full power is restored.

- xix. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fall.
- xx. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator telephone to contact security to notify them of your location.

### **Standard Additional Service Rates**

#### **Security Coverage Requests**

Security \$35 per hour

#### **Access Control System**

Access Control – Basic Monitoring	\$35.00 per month per card reader
Access Control – Full Monitoring	\$50.00 per month per card reader
New/Replacement Access Cards	\$15.00 per card

Security Access Reports \$25 per report

**Locksmith and Keys**

Locksmith	\$75.00 per hour
Corbin Keys	\$5.00 per key (15min labour cost)
Medeco Keys (cut on site)	\$16.50 per key (15min labour cost)
Emergency Locksmith Service	\$223.50 for the first hour & \$98.50 for every additional half hour

*\*Emergency Locksmith Service Calls – Mon-Fri 5pm-8:30am, all-day Weekends/Holidays.*

For information and inquires about the installation of an Access Control System, contact the Manager, Security & Life Safety.

**Locksmith and Keys (Continued)**

**\*Rates may change**

**\*\* 15% Admin Fee**

**PLEASE NOTE:**

- xxi. The above rates may be subject to taxes.
- xxii. The building locksmith is scheduled to be on site every Monday, Wednesday and Thursday.

## Housekeeping

**Bee-Clean Building Maintenance** under contract with First Canadian Place provides housekeeping services in all office tenant premises and common areas. Nightly cleaning commences at 6:00p.m., Monday to Friday, excluding holidays. Common areas include restrooms, elevator lobbies and corridors, stairwells and public spaces. Daytime personnel are on-site to attend to common areas 7:00 a.m. to 6:00pm.

Quality Assessments are conducted on a regular basis to monitor the quality of the cleaning Services. The Management meets daily with Housekeeping Supervisors to assess performance and ensure our quality standards are maintained. If you have comments or concerns regarding housekeeping, please contact the Management Office at (416) 862-8138.

**Housekeeping requests** may be placed online through the Tenant Services Centre [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or by telephone 310-SERV (7378).

### Nightly Service includes:

- Emptying all trash receptacles
- Removing all collected trash to a designated area
- Dusting and spot cleaning all furniture, fixtures, equipment and accessories
- Spot cleaning all horizontal and vertical surfaces
- Spot cleaning the carpeted areas as necessary
- Spot cleaning all partition doors
- Spot cleaning all walls, light switches and doors
- Cleaning and polishing drinking fountains
- Dust mopping all hard surface floors
- Wet mopping of all hard surface floors
- Vacuuming all carpeted traffic lane areas

### Scheduled Housekeeping Services

Additional housekeeping services are provided based on the following schedule:

- High and low dusting (picture, clocks, partition tops, etc.)- weekly
- Carpets will be vacuumed wall to wall - weekly
- All office furniture will be vacuumed - monthly
- All trash containers will be washed using a germicidal detergent - monthly
- All hard surface floor areas will be "machine spray buffed" - monthly
- Dusting and vacuuming of solar shades - twice a year
- All hard surface floor areas will be scrubbed, polished and buffed - twice a year
- Strip, refinish and polish all hard surface floors – annually

### Special Cleaning Services

In addition to the regular housekeeping services, there are a number of special cleaning services offered to enhance your workplace. These services are contracted on a user-fee basis through

**Bee-Clean Building Maintenance at (416) 364-0643.**

- Carpet and Upholstery Cleaning
- Furniture Polishing
- Kitchen and Served Services
  - Refrigerator and Microwave Cleaning



### **Window Cleaning**

Exterior windows will be cleaned at least three times a year, weather permitting. Interior windows will also be cleaned once per year. Tenants will be notified 1-2 weeks prior to so that areas around the windows can be cleared.

### **Recycling Program**

In excess of 73% of all waste materials generated at First Canadian Place are collected, stored and processed for recycling.

#### **Here's a list of materials we currently recycle:**

- Paper (all types)
- Shredded Paper
- Cardboard
- Cans
- Glass
- Plastics
- Organic Food Waste
- Grease
- Fryer Oil
- Scrap Metal
- Wooden Skids
- Construction and Demolition Waste
- Toner Cartridges
- Fluorescent Light Bulbs
- Office Furniture
- Computer Equipment
- Batteries
- Cell Phones

#### **Where does it all go?**

The housekeeping staff goes through each floor daily to collect waste and recycling. All items collected are taken downstairs and sorted into a multitude of collection equipment and compactors. Most materials are picked up and taken to the appropriate recycling facility every day. These materials are processed, sorted and shipped to the mills or end users.

Please note that anything placed in the Blue Recycling Containers or Recycling Boxes other than paper will be removed. Do not use these bins for storage!

#### **Paper Recycling**

One of the most important aspects of recycling is the correct placement of an appropriate collection bin. Each workstation and/or desk is supplied with a Blue Recycling Bin where all types of paper may be deposited. We will supply areas that generate large volumes of recyclables, such as kitchens and photocopier rooms with a larger Blue Recycling Container. Please contact the Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or 310-SERV (7378), to obtain additional recycling containers if required.

#### **Kitchen Recycling**

The following items can be placed in the separate labeled Recycling Bin supplied to kitchens and lunchrooms:

**Plastics:** pop, water, juice, salad dressing bottles; empty and clean vinegar, detergent, soap, windshield washer and bleach bottles; milk jugs, hand lotion containers, margarine, yogurt, ice cream tubes; ketchup and BBQ sauce bottles.

**Cans:** steel food and beverage containers; steel baking and cookie sheets; and aluminum cans (all sizes).

**Glass:** glass food, juice, jam, jelly, sauce bottles; glass liquor, wine, pop, vinegar and dressing bottles; clean food jars.

#### **Organic Food Waste Recycling**

First Canadian Place Food Court and restaurants produce almost 50 metric tonnes of food waste per month. This waste is not sent to the landfill but actually stored in a refrigerated room in the building and then picked up by a food waste recycler. Please contact Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or 310-SERV (7378) for an organics bin for your Premises kitchen or server.

#### **Carton Recycling**

To dispose of cardboard cartons, please follow these instructions:

Please flatten all cartons. Transfer flattened cartons to the service elevator lobby located on each floor of the office tower. Clearly, mark the carton(s) "recycle".

All cartons are removed nightly by the housekeeping staff and will be recycled.

If you accumulate a large number of cartons or boxes during business hours, please advise the Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or 310-SERV (7378). Cartons and boxes will be removed promptly.

#### **Electronic Waste Recycling**

To ensure the safe management and disposal of unwanted electronics, First Canadian Place is a recognized collection site under the Ontario Electronic Stewardship (OES) initiative. This program accepts a wide variety of materials to ensure maximum diversion from waste that would otherwise be placed in landfill and ensures that recycling of components to encourage sustainable practices.

The following e-waste items are accepted:

- Desktop computers
- Portable computers
- Computer peripherals
- Monitors
- Televisions
- Printing devices
- Computer peripherals will include modems
- Printing devices will include copiers, scanners, typewriters
- Telephones (physical and accessories)
- Cellular phones
- PDA's and pagers
- Audio and video players

- Cameras
- Equalizers, (pre)amplifiers
- Radios
- Receivers
- Speakers
- Tuners
- Turntables
- Video players/projectors
- Video recorders
- Personal hand held computers

Contact the Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or 310-SERV (7378)

to arrange pick up of e-waste.

#### **Other Recyclable Products**

The following materials are pre-sorted onsite and routed for shipment directly to the appropriate recycling depot:

- Wooden skids
- Batteries
- Scrap metal and wire
- Bread trays
- Milk crates
- Light bulbs and ballasts

Retail tenants should call **310-SERV** to request a pick up of used cooking oil.

#### **Recycling Inkjet, Toner and Laser Cartridges**

Used cartridges should be repacked into replacement cartridge boxes. For removal and disposal, please contact the Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or 310-SERV (7378)

#### **What is NOT RECYCLABLE?**

- Aluminum foil wrap, plastic food wrap
- Plastic grocery bags, polystyrene containers
- Rubber bands, carbon paper

Hazardous waste requires special handling. For further information regarding the recycling program at First Canadian Place, please call your Tenant Services Manager at **416-862.8138**.

#### **Pest Control**

For information regarding pest control, please contact the Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) or 310-SERV (7378).

### Secured Shredding

Every year, First Canadian Place collects almost 255 metric tonnes of confidential documents. We are pleased to offer our tenant an **onsite** Secure Shredding program for confidential document disposal. By destroying your document via our secured shredding process, you avoid the risk of loss during transportation to a shredding facility, eliminate curb side vehicle traffic and potentially reduce your third party contract expenses. There is a minimal handling charge for each secured bin collection. Secured Confidential Bins are provided to tenants upon request.

Should you require additional program information or wish to schedule a facility tour, please contact the Management Office at 416-862.8138.

## Central Building Services

### Heating, Ventilating and Air Conditioning (HVAC)

#### Temperature Control

Requests for temperature adjustments within your premises should be directed to the Tenant Service Centre at [www.axiistenantapp.com/service-requests/](http://www.axiistenantapp.com/service-requests/) / 416-310-SERV(7378).

#### Suggestions to improve comfort levels

- Keep furniture at least 18 inches from perimeter heating units.
- Keep papers and other items off exposed radiation grills.
- Ensure air balancing is completed after changes in occupancy, partitioning and the addition of heat generating equipment.

Adjust window blinds to restrict sun loads.

### Elevators

The building is serviced by 29 tandem (58 cabs) elevators, as follows:

- 8 "A" bank elevators (N.W. bank) services floors 3-23
- 7 "B" bank elevators (N.E. bank) services floors 24-42
- 7 "C" bank elevators (S.E. bank) services floors 43-56
- 7 "D" bank elevators (S.W. bank) services floors 57-72

After normal business hours, selected elevators in each bank are equipped with security card readers for tenant access.

Passenger elevators are reserved for the use of tenant employees and visitors. Small, hand held package deliveries are permitted in passenger elevators. Under no circumstances can they be used for moves, large or bulk deliveries.

- SE 1, 2 and 3- service elevators located in the elevator core of the building service B1, concourse, lobby and all above ground floors. They are secured by card access at all times.
- SE 4, 5 and 6 - smaller service elevators located on the north side of the building serve the B1 (Loading Dock) level as well as the concourse, street and food court levels.

#### Elevators (Continued)

- PE4 and SE7 - shuttle elevators located on the northwest side of the building, in the retail area, service all parking levels as well as the concourse, street and food court.
- 1 shuttle elevator located in the north east concourse retail area beside Harry Rosen which services the "H" level of parking only.

#### Emergency Intercom:

Each elevator is equipped with an emergency intercom, which automatically rings the building service centre when the emergency call button is depressed.

When a building service representative answers, provide them with the elevator number you are located in and the nature of the problem. They will contact the building's security and the elevator contractor to provide assistance. Remain calm. Help will arrive shortly.

#### **Fire Alarms and Power Failure**

During a fire alarm condition the elevators will return to the ground floor and the doors will remain in the opened position once they reach this floor. Remember that the elevators **must not be used during a fire alarm condition and are for fire department use only**.

Emergency power is supplied to each elevator during a power failure. In the event of power failure, each elevator will return to the ground floor one at a time to allow the occupants to disembark. The last car to reach the ground floor in each elevator bank will remain "in service".

#### **Lighting**

Some tenanted floors in First Canadian Place are equipped with sensor lighting. Lights will turn on when the sensors detect motion.

Remaining floors are controlled by the building lighting system. After normal business hours, lighting can be scheduled by a telephone call from the tenant. Simply dial into the lighting system (416) 862-6214 and enter the appropriate lighting zone code # for your working area. The lights will then remain on for 2 hours at which time the procedure can be repeated.

Check with your Office Manager or Facilities Department for your lighting zone code. .

#### **Safe Flight Program**

Each year in Canada, approximately 10 million night-migrating birds needlessly meet their death by colliding with office towers and tall structures. Confused by artificial light and unable to see glass, these birds fall victim at an alarming rate particularly during peak migration times.

In a nation-wide initiative to help reduce the number of migratory bird casualties in urban centres, Brookfield has instituted the "Safe Flight" program.

We ask each tenant in First Canadian Place join us in this effort by applying the following procedures:

- During peak migration seasons, which occur between mid-March and early June in Spring, and mid-August and early November in Fall, please ensure that your office lights are out from "dusk to dawn".
- During migration season, if you have blinds in your office, please draw them down to help deter birds from colliding with windows.
- Encourage your staff to remove plants that are directly in front of windows.

Encourage your staff to use internal office space when working late.

#### **Electrical System**

Power is distributed throughout the office floors using an overhead and/or floor system at 208/120 and 600/347 volts. All wiring is to be in conduit and in conformance with applicable codes. It is

required that tenants arrange to have all office equipment fitted with three-prong plugs to make use of the building's grounding facility.

**Utility Service Access**

Access to a floor's mechanical, electrical or telephone rooms is not available except by prior arrangement and then only for specific authorized purposes. No dedicated tenant equipment will be permitted in these rooms without prior written approval from the Property Management office.

## **Financial Requirements**

### **Monthly Rent Schedule**

A monthly rent schedule will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e. operating costs and realty taxes, hydro) for the upcoming year. In addition, a revised monthly rent schedule will be issued should there be a change in your rent (i.e. increase in basic rent).

The information on the schedule will include the Tenant's name, suite number, and rental amount due (broken down by charge and the applicable governing federal and provincial taxes). Please note that an invoice will not be issued, unless specified under the lease.

### **Parking**

All related parking charges will be included in the monthly rent schedule. An invoice will only be issued for prorated parking charges. Refer to Tenant and Building Services, Parking section, for parking rates and information, or contact Indigo Parking at 416-862-6129 for further information.

### **Other Invoices**

Hydro charges are part of the rent roll and the final billings for operating costs and taxes are done together at the end of the year.

### **Payment**

Rental payments are due and payable, without demand on the 1st day of each month. All payments for rent, parking, and service related invoices must be addressed and made payable to:

**Brookfield Properties (PI) Inc.  
P.O. Box 57198  
Postal Station A  
Toronto, Ontario M5W 5M5**

### **Pre-Authorized Payment - Electric Fund Transfer (EFT)**

Pre-Authorized Payment for tenants monthly rent is available. For further information regarding the monthly rental schedules and general invoicing for chargeable services, please contact the Property Management Office.



**Standard Additional Service Rates**

<b>Labour</b>	<b>Rate</b>	<b>Details</b>
Building Operator	\$35 per hour	Any service
Locksmith	\$75 per hour	15 minute minimum. First come, first served basis, cannot guarantee same day service.
Maintenance	\$35 per hour	Minor repairs
Material Handler	\$7.50/skid (1man)	Premium delivery service (Loading Dock)
	\$15.00/skid (2men)	
	\$2.50/package (hand)	
Security Guard	\$35 per hour	4 hour minimum for security coverage.
Security Access Control System – Basic Monitoring Fee	\$35 per month per card reader	Applies to all security access card readers connected to the “base building” security management system.
Security Access Control System – Full Monitoring	\$50.00 per month per card reader	Applies to all security access card readers connected to the “base building” security management system that are monitored after hours.
Special Services	\$60 per hour	Minimum 30 minutes. Two person handyman team. Services should be booked at least 24 hours in advance.

### Additional Rechargeable Services

We are pleased to offer Tenants the best possible service at competitive rates. Labour is performed by Brookfield First Canadian Place employees or third party companies that we have partnered with.

All additional rechargeable services are performed on a user fee basis and will be invoiced monthly.

Overtime and statutory rates applicable outside of normal business hours

Service	Rate	Details
After hours air conditioning	\$100 per hour	Outside normal business hours Monday to Friday, as dictated by the Lease Agreement. 48 hours advance notice is requested.
After hours lighting	No Charge	User activated lighting computer (user telephone codes for lighting zones). User may contact the Supervisor, Building Services at 416.862.6328 for Premises applicable zone codes.
After hours lighting	No Charge	Building Operator reprogramming. Free of charge if work order is opened with the Tenant Service Centre 310-SERV/ <a href="http://www.axiistenantapp.com/service-requests/">www.axiistenantapp.com/service-requests/</a>
Chairs (stacking)	\$20 per stack of 20 chairs	Supply is limited; therefore, advance reservations are encouraged. Rates are per unit/per day. Delivery charges may apply.
Keys	\$16.50-\$25.00 (High Security) \$5.00 (Corbin)	High security lock sets are required for all new installations. These prices do not include labor.
Lamps / Bulbs	Rates vary	User may contact the Supervisor, Building Services at 416.862.6328 for rates per type.
Passcard processing	\$15 per card	New/Replacement Card. Programming charges on existing cards are free of charge.
Security alarm response	\$25 per call	Attending to suite alarm after hours.
Security access reports	\$25 per report (2 pages & under)	Typical fee for average report
	\$50 per report (over 2 pages)	

**Standard Additional Service Rates (Continued)**

Service	Rate	Details
Service elevator- Movement supervision	\$40 per hour (Mon-Fri) \$48 per hour (Weekends) \$68 per hour (Holidays)	Movement Supervision required. Must be booked and/or cancelled 24 hours in advance using required form. Weekday minimum 2 hours. Weekend/holiday minimum 4 hours.
Shredding Bins	\$25.63/bin	Services should be booked 24 hours in advance or a weekly pick up can be scheduled.

As per the Lease, a 15% administration fee will be invoiced.

Taxes will be levied as applicable.

The Landlord reserves the right to revise rates upon 30 days' notice.

Please contact the Supervisor, Building Services at 416.862.6328 for painting, carpentry, electrical, mechanical and special services provided by preferred companies.

## **Building Rules and Regulations**

### **Purpose**

The following Rules and Regulations have been adopted for the safety, benefit and convenience of all tenants and other persons in the Building. The Tenant shall at all times comply with, the Rules and Regulations that are currently in effect.

### **Rules and Regulations**

- The Tenant shall not permit in the Premises any cooking or the use of any apparatus for the preparation of food or beverages (except for the use of coffee makers, kettles, microwave ovens or refrigerators or where the Landlord has approved of the installation of cooking facilities as part of the Tenant's Leasehold Improvements) nor the use of any electrical apparatus likely to cause an overloading of electrical circuits.
- The sidewalks, entries, passages, corridors, lobbies, elevators and staircase shall not be obstructed or used by the Tenant, his agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the offices. The Landlord reserves entire control of the Common Area and all parts of the Development and the Land employed for the common benefit of the tenants.
- The Tenant, his agents, servants, contractors, invitees or employees, shall not bring in or take out, position, construct, install or move any safe, business machine or other heavy office equipment without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms to distribute the weight thereof. All damage done to the Development by moving or using any such heavy equipment or other office equipment or furniture shall be repaid at the expense of the Tenant.
- The moving of all heavy equipment or other office equipment or furniture shall occur between 6:00 p.m. and 10:00 p.m. or any other time consented to by the Landlord and the persons employed to move the same in and out of the Development must be acceptable to the Landlord. Safes and other heavy office equipment will be moved through the halls and corridors only upon steel bearing plates. No deliveries requiring the use of an elevator for freight purposes will be received into the Development or carried in the elevators, except during hours approved by and scheduled through the Landlord. Only elevators so designated by the Landlord shall be used for deliveries of workmen and materials, furniture and other freight. The Tenant shall pay, as Additional Rents, any costs incurred by the Landlord in connection with the moving of the Tenant's equipment, furniture, etc.
- All persons entering and leaving the Development at any time other than during Normal Business Hours should have identification verifying they are tenants, and the Landlord will have the right to prevent any person from entering or leaving the Development unless adequate identification is provided. Any persons found in the Development at such times without such identification will be subject to the surveillance of the employees and agents of the Landlord. The Landlord shall be under no responsibility for failure to enforce this rule.
- The Tenant shall not place or cause to be placed any additional locks upon any doors of the Premises without the approval of the Landlord, which approval shall not be unreasonably withheld, and subject to any conditions imposed by the Landlord. Additional keys may be obtained from the Landlord at the cost of the Tenant.

## Rules and Regulations (Continued)

- The water closets and other water apparatus shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes or other substances shall be thrown therein. Any damage resulting from misuse shall be repaired at the cost of the Tenant by whom or by whose agents, servants or employees the same is caused. Tenants shall not let the water run unless it is in actual use, and shall not deface or mark any part of the Development, or drive nails, spikes, hooks or screws into the walls or woodwork of the Development.
- No one shall use the Premises for sleeping apartments or residential purposes, or for any illegal purpose, or for the storage of personal effects or articles other than those required for business purposes.
- Canvassing, soliciting and peddling in the Development or Common Areas are prohibited.
- Any hand trucks, carry-alls, or similar appliances used in the Development shall be equipped with rubber tires, side guards and such other safeguards as the Landlord shall require.
- With the exception of service animals, no live animals are permitted in the complex.
- The Tenant shall not install or permit the installation or use of any machine dispensing goods for sale in the Premises or the Development or permit the delivery of any food or beverages to the Premises without the approval of the Landlord or in contravention of any regulations made by the Landlord. Only persons authorized by the Landlord shall be permitted to deliver or to use the elevators in the Development for the purpose of delivering food or beverages to the Premises. The Landlord acknowledges that the Tenant, acting reasonably, will be permitted to have small quantities of food and beverages delivered to the Premises provided such delivery does not interfere with traffic flow to the Development and with Development operation.
- The Tenant shall not perform any acts or carry on any practice which may damage the Development or the Common Areas or be a nuisance to any tenant in the Development.
- The Tenant shall keep all mechanical apparatus free of vibration and noise which may be transmitted beyond the Premises.
- The Tenant shall not use or permit the use of any objectionable advertising medium such as without limitation, loud speakers, stereos, public address systems, sound amplifiers, radio broadcast or television apparatus within the Development which is in any manner audible or visible outside of the Premises.
- The Tenant shall not mark, drill into, bore or cut or in any way damage or deface the walls, ceilings, or floors of the Premises. No wires, pipes, conduits, telephonic, telegraphic, electronic wire service or other connections shall be installed in the Premises without the prior written approval of the Landlord.
- The Tenant shall not, except with the prior written consent of the Landlord, install any blinds, drapes, curtains or other window coverings in the Development and shall not remove, add to or
- Change the blinds, curtains, drapes or other window coverings installed by the Landlord from time to time. So that the Development may have a uniform appearance from the outside, the Tenant shall co-operate with the Landlord in keeping window coverings open or
- Closed at various times as the Landlord may reasonably, from time to time, direct.
- The Tenant shall not use any janitor, telephone or electrical closets for anything other than their originally intended purposes.

### Rules and Regulations (Continued)

- The Tenant shall abide and be bound by the Security Services in force in the Development from time to time. For the purpose of this clause, the term "Security Services" shall mean all aspects of security for the Development and the Lands, including equipment, procedures, rules and regulations pertaining to such security.
- No public or private auction or other similar type of sale of any goods, wares or merchandise shall be conducted in or from the Premises.
- Nothing shall be placed on the outside of window sills or projections of the Premises, nor shall the Tenant place any air-conditioning unit or any other equipment or projection so that it will project out from the Premises. The Tenant may not install air-conditioning equipment of any kind in any part of the Premises without the prior written consent of the Landlord.
- All glass and trimmings in, upon or about the doors and windows of the Premises shall be kept whole, and whenever any part thereof shall become broken, the same shall be immediately replaced or repaired under the direction and to the satisfaction of the Landlord and shall be paid for by the Tenant as Additional Rents.
- No bicycles or other vehicles shall be brought within the Development except as specifically designated by the Landlord.
- No inflammable oils or other inflammable, dangerous or explosive materials shall be brought into the Development or kept or permitted to be kept in the Premises.
- Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with an certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.
- The building prohibits smoking within a 9 metre radius of all entrances and exits. Vapor/electronic cigarettes are prohibited from use within the building.