

TORONTO

Tenant Handbook

2 Queen East
2 Queen Street E, Toronto, ON

Brookfield
Properties

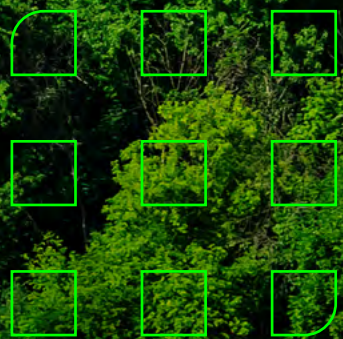


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Introduction

Welcome

Brookfield is pleased to provide this Tenant Information Guide for the exclusive use of the 2 Queen Street East office tenants. It will assist you in becoming familiar with the buildings 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.

Management Office and Operations

Management Office

As the managers of 2 Queen Street East, 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 ground floor of 2 Queen Street East and our mailing address is as follows:

Brookfield Properties Management Corporation
2 Queen Street East
Suite 120, P.O. Box 1
Toronto, Ontario M5C 3G7

Our office hours and telephone/fax numbers are:

Monday to Friday8:30 a.m. to 5:00 p.m.
Main Telephone No......(416) 342-1871
Fax Number(416) 304-1852
Website.....<https://axiistenantapp.com/properties/2q/>

Management Directory

Property Manager
Najma Mohamed
Phone: (416) 342-1862
Email: Najma.Mohamed@brookfieldproperties.com

Coordinator, Security & Life Safety
Fuat Jaupi
Phone: (416) 996-7516
Email: Fuat.Jaupi@brookfieldproperties.com

Coordinator, Tenant Services
Ki-Ae Lee
Phone: (416) 342-1864
Email: Ki-Ae.Lee@brookfieldproperties.com

Administrative Assistant
Tamara de Mello Menezes
Phone: (416) 342-1871
Email: Tamara.Menezes@brookfieldproperties.com

Management Directory (Continued)

Property Accountant
TBD
Phone:
Email:

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

Senior Vice President, Office Leasing
Matt Whitty
Email: matthew.whitty@brookfieldproperties.com

Director, Office Leasing
Jakob Turi
Email: Jacob.Turi@brookfieldproperties.com

Retail Leasing
Marcelle Rademeyer
Phone: (905) 891-1188
Email: marcelle@beauleigh.com

Project Manager, Construction Services
James Gaston
Phone: (416) 369-2308
Fax: (416) 369-8264
Email: James.Gaston@brookfieldproperties.com

Operations Directory

Manager, Operations
Shawn Lefebvre
Phone: (416) 342-1865
Email: Shawn.Lefebvre@brookfieldproperties.com

Senior Operator
Frederick Walsh
Phone: (416) 342-1866
Fax: (416) 304-1852
Email: Frederick.Walsh@brookfieldproperties.com

Operations Directory (Continued)

Operator
TBD
Phone: (416) 342-1866
Fax: (416) 304-1852
Email:

Assistant Operator
Joshua Armah
Phone: (416) 342-1866
Email: Joshua.Armah@brookfieldproperties.com

Brookfield Customer Service Hotline
Phone: (416) 310-SERV(7378)
<https://www.axiistenantapp.com/service-requests/>

Security - Main Lobby
Phone: (416) 342-1869

Mailing Address and Postal Code Information

2 Queen Street East, Property Management Office

Tenant Post Office Boxes are located on the ground level. To locate them, please enter via the Management Office corridor located next to the parking garage elevators on the ground floor. The hours of operation are 7:30 a.m. - 6:00 p.m.

Please contact our Property Management Office for instructions on how to setup and obtain a P.O. Box number and Postal Code for your mail to be delivered to your Company located within 2 Queen Street East.

Hours of Business Operation

Monday through Friday	7:00 a.m. to 6:00 p.m.
After hours, Weekends and Holidays Management Office	Restricted Access (pass cards only) 8:30 am to 5:00 pm

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 at a rate of \$40 per hour (Minimum of 3 hours). Please refer to your lease agreement to determine if applicable. (Please call the Brookfield Properties Customer Service Hotline at (416) 310-SERV 7378 to request for this service.)

Retail Regular Business Hours

Monday through Friday Varied
Weekends are optional and up to the discretion of each retail tenant.

Parking Garage Hours Of Operation (Tenants Only)

Monday through Sunday open 24 hours (Transponder Required)

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	

Leasing Information

For information regarding additional office or retail space requirements, please contact our Leasing Director listed under the Management Directory or contact the 2 Queen Street East Property Management Office.

For information regarding available storage in the building, please contact the Tenant Services Manager under the Management Directory who can provide you with applicable rates and space availability.

Emergency Numbers

Emergency 911

Hospitals

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

Medical Services

Patient Networks Family Medicine	
Walk In Clinic (157 Yonge St)	(416) 362-8822
Poison Control	(416) 813-5900 or 1-800-268-9017
Dawson Dental	(647) 363-6775

Local Business Directory

For your convenience, we have compiled an alphabetized category listing of businesses located in and the surrounding area of the 2 Queen Street East, which may be of service to your company.

Attractions

Scotiabank Arena (FKA – Air Canada)	(416) 815-5500
Art Gallery of Ontario	(416) 979-6648
CN Tower	(416) 360-8500
Ed Mirvish Entertainment	(416) 351-9182
Elgin and Winter Garden Theatres	(416) 872-5555
Lane Perks	(416) 598-8888
Hockey Hall of Fame	(416) 360-7765
Massey Hall and Roy Thomson Hall	(416) 593-4822
Ontario Place	(416) 314-9900
Coca-Cola (FKA - Ricoh Coliseum)	(416)263-3000

Rogers Centre (FKA - Skydome)	(416) 341-3663
Royal Alexandra Theatre	(416) 872-1212
Royal Ontario Museum	(416) 586-5549
Sony Centre for the Performing Arts	(416) 872-2262
The Princess of Wales Theatre	(416) 872-1212
Ticket Master	(416) 870-8000

Banks

Bank of Montreal (Heritage Hall)	(416) 867-5596
CIBC (Commerce Court West)	(416) 980-7777
TD Canada Trust (Brookfield Place)	(416) 361-5400
TD Canada Trust (TD Centre Concourse)	(416) 982-5722
Scotiabank (Scotia Plaza)	(416) 866-6430

Courier Services

FedEx Courier Services	1(800) 463-3339
Purolator Courier Services	1(888) 744-7123 or 1(888) SHIP-123
UPS Courier Services	(416) 361-6090
United Messengers Ltd	(905) 738-6447

Food Services in 2 Queen Street East

Booster Juice	(416) 913-4562
Salus Fresh Foods	
Tim Horton's	(416) 214-1305

Hotels

Cambridge Suites Hotel	1(800) 463-1990
Fairmont Royal York	(416) 368-2511
Hilton Toronto	(416) 869-3456
Holiday Inn on King	(416) 599-4000
Sheridan Centre	(416) 361-1000

Miscellaneous

Driver and Vehicle License	
Downtown Office	(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 (Moving Company)	(416) 321-1546
Quality Moving & Installations	(905) 874-4874

Postal Services

Canada Post	1(800) 267-1177
Gateway Newsstands (stamps)	(416) 304-4099

Secured Paper Shredding Services

Wasteco	(416) 787-5000
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Services & Stores in 2 Queen Street East

Gateway Newsstand (416) 304-4099
The Auto Groom (416) 622-1943

Taxi Services

Airline Limousine (416) 675-3638
Airport Limousine (416) 225-1555
Beck Taxi (416) 449-6911
Co-op Cabs (416) 364-8161
Diamond Taxi (416) 366-6868
Metro Taxi (416) 504-8294
Royal Taxi (416) 777-9222

Transportation

Toronto Transit Commission (T.T.C.)
Routes, Fares, Schedules, Info (416) 393-4636
Transit (Union Station) Bus and Train (416) 869-3200
Terminal 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) 777-2847
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
P.A.T.H. (Map) www.toronto.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 <https://www.axiistenantapp.com/properties/2q/>

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:

- Courteous, timely, efficient, high quality responses to tenant requests.
- A follow up review to confirm that the Tenant is satisfied with the response.
- 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 **Coordinator, Tenant Services** 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** telephone number or via our online system at <https://www.axiistenantapp.com/properties/2q/>

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

You are required to take out and keep in full force varying types of insurance for your premises in the complex. Specific coverages and limits of liabilities are detailed in your Lease. Prior to taking occupancy of your premises, you must provide a certificate of insurance that confirms your coverage. 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.

Brookfield Properties has contracted with Business Credentialing Services (BCS), a third-party insurance credentialing company, to track and verify the insurance maintained by each of its tenants.

BCS will work with you to obtain the appropriate Certificate of Insurance that complies with your lease terms and conditions. BCS representatives are available to speak with your insurance agent, if you would like them to do so.

Please send or instruct your insurance agent to send your Certificate of Insurance to BCS via email to brkcert@bcsops.com. Your annual insurance renewal certificates can either be emailed to BCS or mailed to them at the following address: Brookfield Properties Canada Management LP, P. O. Box 1258, Morristown, New Jersey 07960.

All policies must name the following as loss payee/additional insured:

Insured

Loss Payee

Brookfield Properties Canada Management LP

Additional Insured

ONTARI Holdings Ltd.
 AIMCo Realty Investors LP
 AIMCo RE GP Corp.
 BPO (Ontario Core) Ltd.
 BOPC COF LP
 BOPC COF GP Inc.
 Crehoy Inc.
 CPP Investment Board Real Estate Holdings Inc.
 Brookfield Properties (Canada) Inc.
 Brookfield Properties Canada Management LP
 Brookfield Properties Canada Management Corporation
 The Great-West Life Assurance Company

Contractors

Contractors completing construction or renovation work in the complex for Tenants must first provide proof of Workplace Safety & Insurance Board (WSIB) coverage and adequate insurance as detailed in the *Tenant Design & Construction Manual* for office projects or *Retail Tenant Design Criteria Manual* for retail projects to the Project Manager, Construction Services. The certificate holder/additional insured should be:

Insured

Certificate Holder

Brookfield Properties Canada Management LP

Additional Insured

ONTARI Holdings Ltd.
 AIMCo Realty Investors LP
 AIMCo RE GP Corp.
 BPO (Ontario Core) Ltd.
 BOPC COF LP
 BOPC COF GP Inc.
 Crehoy Inc.
 CPP Investment Board Real Estate Holdings Inc.
 Brookfield Properties (Canada) Inc.
 Brookfield Properties Canada Management LP
 Brookfield Properties Canada Management Corporation

You should verify that any contractors completing occasional or regular service in your premises provide you with proof of proper insurance and WSIB coverage.

Signage

Office:

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 the Sign Request Form located in *Building Forms* in this guide and return it to 2 Queen Street East Property Management Office.

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately Four to Five (4-5) weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the tenants expense (refer to *Financial Requirements* for details). Please contact the Property Management Office for further details and costs applicable.

Please note that no signs and lettering shall be inscribed, placed or affixed in the leased premises or the building which is visible from the exterior of the building or common areas unless authorized by the Landlord.

Retail:

A.) Store Exterior Identification

Tenants are entitled to erect, at their own expense, a sign for the front of their Premises to identify their business. The sign must be in keeping with the Landlords/Project Managers approved guidelines and, prior to any installation work being done, must be approved by 2 Queen Street East Property Management Office as to the location design and content. The sign must comply with all by-laws, regulations and any governing authority and shall, at all times, be maintained by the Tenant.

B.) Store Interior Signage

Tenants are not allowed to affix names, advertisements, sale signs or decals to the window or door of their retail premises. No handmade signs will be tolerated anywhere on the common area. Paper posters or other such printed materials should not be taped or tacked to windows, sales counters pillar, etc. Special posters of Sale signs professionally prepared and displayed in proper signage holders will be permitted as well as signage supplied by 2 Queen Street East Property Management Office.

C.) Retail Tenant Sign-holders, Chalkboards and Merchandise Displays

All signs in sign-holders, chalkboards, rolling racks etc. are required to be within the store premises and not be blocking the store entrances or infringing into the common area. Any deviations from the above must be requested in writing, and authorized by 2 Queen Street East Property Management office.

D.) Common Area Sign-holders

All the Sign holders that are placed throughout the common area and the point of entrance to 2 Queen Street East are strictly used for building advertising and promotions happening in 2 Queen Street East. All Sign holders are the property of 2 Queen Street East management and are not for the individual use of the Tenants.

E.) Housekeeping

Full clean up and repairs are to be undertaken when necessary. Washing of windows inside retail premises is the responsibility of each Tenant.

We request your full co-operation in respect to all these points outlined, as they will be monitored on a regular basis by the 2 Queen Street East Property Management Team.

Smoking Policy

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

The building prohibits smoking within a 9 metre radius of all entrances and exits.

Please instruct all employees that smoking and loitering in front of the building is prohibited. If you know of anyone smoking in the building, please contact Building Security immediately at (416) 342-1869.

For further information please call the Toronto Public Health's Smoke Free Helpline at (416) 392-0123 or visit their web-site: 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

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. 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.

- Provide at least 48 hours written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by Property Operation Dept. and are scheduled on a first come, first served basis.
- Safe Work Access Permits (SWAP Forms) must be submitted with **all** booking request. These forms are available upon request from the building management office or security,
- Office moves, internal and external, may only occur on the weekends or after 6 p.m. Monday through Friday. Security supervision is mandatory at the tenant's expense.
- All moves and deliveries must be handled through the freight elevator only. (8'3" long, 5'3" wide, 10'3" high at the front, 12'6" at the rear, 1815kg (4000lbs) capacity)
- The loading dock is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve this area as well. Property Operation Dept. 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.
- All contractors must check-in with Security and provide identification upon arrival.
- The moving contractor must provide a Certificate of Insurance prior to the actual move. The mover must be bonded and carry a minimum of \$5 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
- Your 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.
- Your moving contractor is responsible for removing all garbage and bulky packing cartons.
- **Our 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. Do not park moving vehicles in marked Fire Lanes.

Loading Dock

Location, Hours of Operation and Deliveries

The Loading Dock for 2 Queen Street East building is located on the west side of Victoria Street, north of Queen Street East. The Loading Dock has a vehicle length restriction of 32' (fixed axel only) and a height restriction of 13'.

Regular dock hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday. Regular hours are for small, short deliveries, to a **maximum of 20 minutes**. No bookings are required; vehicles must wait their turn at the entrance of the Loading Dock.

For items delivered during regular hours, there are usually no charges. However, if items are delivered to the Loading Dock after-hours, without advance notice, they will not be

accepted. Mandatory security supervision is required for all after-hours deliveries, at the tenant's expense.

Loading Dock (Continued)

Tenants should specifically instruct their carriers that all deliveries or shipments, other than hand deliveries, are to be taken to or from the Tenants Suite via the loading dock. The landlord assumes no responsibility for breakage, damage, theft, or personal injury, however caused. Access will be provided to the required floor, it is the responsibility of the tenant to provide access to their space.

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 Loading Dock and must be transported via 2 Queen Street East freight elevator. Tenants and their delivery firms are required to supply their own dollies and hand carts.

Loading Dock/Freight Elevator Bookings and Charges

All furniture deliveries (including bin deliveries) and construction material deliveries must occur after business hours and be pre-arranged well in advance. The available times are between 4:00 a.m. to 7:00 a.m. and from 6:00 p.m. - 7:00 a.m. For loading dock & freight elevator bookings please contact Building Security at (416) 342-1869 or . Safe Work Access Permits (SWAP Forms) must be submitted with **all** booking request. These forms are available upon request from the building management office or security.

There is no contractor parking allowed in the Loading Dock. The Loading Dock is for loading and unloading of supplies and equipment only.

If a Tenant desires special requirements before or after regular business hours for the loading dock hours, special arrangements must be made in writing at least 24 hours in advance, where possible, asking for any special access through 2 Queen Street East Property Management office. Access is subject to availability & special circumstances.

Property Removal

As a security precaution, any large items being removed from the building, including, but not limited to furniture, art, large numbers of banker boxes and computer equipment, must be approved in advance by the tenant representative. A property removal form, found in the Building Documents Section, can be submitted to the building management office. Individuals will be stopped by Security if found removing any items without prior knowledge.

Parking

Monthly Parking is available at 2 Queen Street East. The parking garage entrance/exit is on Victoria Street.

The garage has reserved and unreserved monthly parking for permits available for tenants that provide access 24 hours per day, 7 days per week. Spaces are limited to the number entitled under each tenant's lease specifications. However, should additional spaces be available, they will be on a month to month basis with a thirty- (30) day cancellation notice provision. All monthly parking charges will be included in your rent schedule and are due on the first day of each month.

Effective January 1, 2022, until further notice the rates for monthly parking permits are as follows:

RESERVED: \$560.37 + \$72.85 HST = \$633.22
UNRESERVED: \$346.89 + \$45.10 HST = \$391.99

All monthly parking permits must be requested in writing through 2 Queen Street East Management Office. Please contact the Property Management Office for further details. (Lease restrictions may apply).

Please note: any parking cancellations, lost or replacement permits must also be reported to 2 Queen Street East Property Management Office. A fee will be applied to replacement transponders.

Regulations:

- Illegally parked vehicles will be ticketed. 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.
- Thirty (30) days written notice is required for cancellation of any/all spaces. (There is no proration of rent for parking)
- Long Term storage of vehicles are not permitted in reserved or unreserved stalls.
- No washing or repairing of vehicles is allowed in the garage.

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.

Lost and Found

Lost and found items can be turned in or claimed at the Security Desk in the main lobby of 2 Queen Street East

Courtesy Umbrellas

Courtesy umbrellas are available for temporary loan to our tenants by visiting the Security desk and must be returned within 48 hours after use. Contact information including name and phone number, or email must be left with security in exchange for umbrella loan.

Public Telephones

Public telephones are located at the West end of 2 Queen Street East on the lower level of the Heritage Hall TTC entrance.

Newspaper Deliveries

Tenants must make arrangements with their preferred Newspaper supplier to have the newspaper delivered to their company here in the building. Access cards for main door and passenger elevator can be provided to the delivery company. Security will not deliver newspapers to the floors.

Bicycle Racks

Bicycle racks are located on the north side of the Loading Dock Bay and on the P1 Level of the parking garage within stall #15. They are available on a first come, first serve basis. Please ensure that bicycles are securely fastened to the rack. Bike racks are for manual bikes only, no motorized bikes or motorcycles permitted.

Bicycle Racks (Continued)

Bike racks are for the use of building tenants only, they must display a green registration tag in order to park in the building. Please visit the 2 Queen Street East management office to pick up a tag.

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.

There will be no long term storage of bikes within the Loading Dock or Parking Garage. Should a bike be identified as not being removed in an acceptable amount of time it will be removed and donated to a local charity.

Car Wash Services

Car wash services are located in the underground parking garage and are only available to monthly parking permit holders. This service is provided on a first come first service basis. For more details please contact **The Auto Groom** at (416) 622-1943 or www.autogroom.com. Refer to *Financial Requirements* in this guide for applicable rates.

Alterations and Remodeling

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord, prior to commencement of construction. 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://axiistenantapp.com/properties/2q/>. You can also contact the Property Manager or the Brookfield 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.

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 endeavour to provide a response within 24 hours.

Security and Life Safety

Building Security

The security and safety of the tenants of 2 Queen Street East is one of our highest management priorities. With this interest for your safety in mind, this section should be distributed to all employees within your organization.

Security Guard Coverage:

Security Guard coverage is through a security contractor that provides trained personnel to meet the needs of the building. Our Building Security is located in the main lobby of 2 Queen Street East. Coverage is as follows:

Monday to Friday	24 hours per day
Weekend and Holidays	24 hours per day

Brookfield Emergency Alert System

Brookfield is committed to providing a safe and secure environment for all Tenants and visitors in their properties. In keeping with this commitment, we are pleased to announce that we have implemented a National Emergency Alert and notification system called **Brookfield Properties Emergency Alert System (BP-EAS)**. In the event of an emergency, we will use this powerful tool to notify and update predetermined Tenant representatives of building emergencies and/or service outages.

The Emergency Alert System will send Tenant Representatives phone, e-mail and text messages to various contact points, including office/home phones, cell/satellite phone, email accounts, alpha pagers, BlackBerry, etc. The software that this system utilizes has been implemented in our entire US Portfolio and has proven to be a dependable, robust service, even under trying circumstances like blackouts and severe weather.

The system will also allow you to respond to messages sent to you. You may be given pre-defined responses following the alert message. Responding back is as simple as pressing a corresponding number on the keypad of your phone, or replying back to an email message. For more information on BP-EAS please contact your Security Manager.

LiveSafe – axis 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 axis.

- **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.

Card Access System

Base Building System

Access to all floors in the building is restricted to authorized persons, generally from 6:00 p.m. until 8:00 a.m. weekdays and from 6:00 p.m. Friday until 7:30 a.m., the first regular working day of the next week. Security Schedules can be customized to suite tenant requirements.

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 no initial fee for supplying access cards, however any lost, stolen or damaged cards will be subject to a replacement fee (Refer to Financial Requirements in this Guide for details).

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 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 the Property Management Office by completing the Security Card Access Change Form located in the Building Forms of this Guide.

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 to avoid the potential for unnecessary embarrassment.

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.

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 (home and/or office). All individuals will be denied access during off-hours if they do not have an appropriate access card and if security cannot obtain proper authorization from a tenant contact over the phone.

The security officer will not under any circumstance utilize his/her access card to allow non-cardholders up into the tower, unless he/she has received authorization by telephoning an individual on your after-hours contact list.

Locksmith Services

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. Please contact the building management office to make arrangements for this work. All associated costs will be invoiced back to the tenant.

For additional locksmith requests for items such as desks and cabinets please feel free to contact your own locksmith company. The management office can provide some recommendations should it be requested.

Additional Security Services

Security Escorts

Security escorts to the parking garage or to the subway tunnel are available after normal business hours every weekday, and may be arranged through the Security Guard located at the Security Desk or by telephone at (416) 342-1869. There is no charge associated with this service although there may be minor delays in obtaining an escort if staff is temporarily unavailable; it is therefore advisable to make arrangements with the Security Desk in advance.

Theft

Please report any suspected theft, no matter how small, to Property Management immediately. You may also notify the Police Department; they may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively.

Additional Security Services

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 Property Management Office 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 allowed in the building or on the building premises. Please notify building management immediately if you notice a solicitor within the building. Report as much specific information about the persons appearance and behaviour as you can. Building staff will locate the person as quickly as possible and escort him/her off the premises.

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.

- 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.
- 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.
- Laptop computers should be locked away when not in use and/or consideration should be made to securely fasten them to the desk.
 - Keep all vault or safe combinations in a locked desk drawer.

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

- Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
 - 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.
 - Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
 - 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.
 - 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.
 - 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.
-
- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
 - Never leave your reception area unattended when your suite entry door is unlocked.

Power Failure

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. 2 Queen Street East 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, limited amount of elevators, emergency lights and main fire equipment).

Elevators

Once emergency power is activated and/or restored each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. A reduced number of elevators will operate until full power is restored.

Lights

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should 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.
- Open draperies and raise blinds to let in outside light. 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.
- 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. Do not attempt to force the doors open.

- or escape through the roof hatch. Use the elevator intercom to contact security to notify them of your location.
- Building management will notify you as soon as possible when power will be restored.

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.

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:

Pandemic Preparedness (Continued)

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

Consider talking to your local health care providers and public health officials

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 Property Management Office and/or Building Security.

A search of tenant premises cannot be performed effectively by police or Brookfield personnel as they are unfamiliar with the 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 Staff, 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 Staff and Building Security may recommend a partial or complete evacuation.

The search of common areas is the responsibility of Brookfield Staff and Building Security.

For further information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills or Bomb Threat Procedures, please contact 2 Queen Street East Property Management Office at (416) 304-1009.

Fire Alarm Systems

This section is to familiarize both tenant and employees with the Life Safety policies and procedures should a fire alarm occur in the building. To date, most fire alarms in the building have not involved an actual fire, however for the safety of all occupants; all fire alarms should be treated as a real emergency when bells or announcements are sounding.

The fire alarm system consists of the following equipment:

- Alarm tone and voice communication throughout the common, tenant areas, and the parking garage.
- Manual Pull Stations are at each exit stairwell and adjacent to any door equipped with magnetic locking devices.
- Sprinkler System.
- Heat and Smoke Detectors.
- Fire Control Station on the ground floor (Life Safety Room).
- Fire Hose Cabinets and Extinguishers.
- Fire Exit Stairwells.
- Emergency Power System.
- Smoke Management Systems.

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 conditions has been cleared.

If a Fire Alarm is Heard

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

- The Evacuation Tone is recognized by a Rapid Frequency Tone, 60 Tones per minute.
- The Alert Tone is recognized by an intermittent tone, approximately 1 beep every 3 seconds.

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 Alert Tone.

The Evacuation Tone is Heard

- Do not wait for announcements. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you (take your suite key). Before opening the door, feel the knob for heat with the back of your hand. 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 quickly.
- Follow the directions of your Fire Safety Team
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. There are unlocked doors in the stairwells, spaced every 5 floors (17, 12, 7 and 3). These "cross-over" floors allow you to switch stairwells, should you encounter smoke in the one you are in.

The Evacuation Tone is Heard (Continued)

- 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.

The Alert Tone Sounds

- This tone indicates a potential fire condition exists somewhere in the building. Remain at your workstation 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 Tenant 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).

Evacuating Endangered Occupants (Continued)

- 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 the room.
- Move to the most protected room.
- Remain calm and wait to be rescued. Do not consider jumping.

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 a detailed knowledge of the floor and location of each stairwell and crossover floors (3rd, 8th, 10th, 14th, 19th).
- Organize evacuation at the nearest exit during a fire alarm.
- Ensure all employees have evacuated your office.
- Provide training to all employees on evacuation procedures.
- Participate in annual building fire drills.

Please complete and forward to the Property Management Office, your Life Safety Team and Persons Requiring Assistance forms located in Building Forms of this Guide. 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 urged to participate in the drill, following the directions of their Fire Safety Team and Brookfield personnel. Under the city fire code all tenants are responsible for fielding their own fire safety team.

Medical Emergencies

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

- Call 911 - Provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.
- Call Building Security at (416) 342-1869 who will provide interim assistance, and will arrange for emergency personnel to arrive at your location as quickly as possible.
- Post one person at the elevator lobby on your floor to lead medical personnel to the person in distress.

(Do not use the RED Emergency Exit, except during a Fire Alarm.)

Housekeeping

Nightly Services

Office areas are provided with housekeeping services five days a week, excluding holidays.

Nightly service includes:

- Emptying all trash receptacles, damp wipe and replacing all liners as necessary
- 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
- Wash and sanitize all sinks and counter tops
- Cleaning and polishing drinking fountains
- Dust mopping all hard surface floors with a treated mop
- Wet mopping of all hard surface floors
- Vacuuming all carpeted traffic lane areas

Scheduled Housekeeping Services

Additional housekeeping services will be provided in accordance with the following schedule:

- High and low dusting (picture, clocks, partition tops, etc.) - Biweekly.
- Carpets will be vacuumed wall to wall - Once per week.
- All office furniture will be vacuumed - Biweekly.
- Dusting (Biweekly) and vacuuming (Yearly) of Window Blinds.
- All hard surface floor areas will be scrubbed, polished and buffed - Weekly.
- Strip, refinish and polish all hard surface floors - Annually.

Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, and deep cleaning of specific upholstered or carpeted areas, are available by calling C&W Services Resident Manager Paula Areias at (416) 861-8505 or paula.areias@cwservices.com. Special cleaning services are contracted on a user-fee-basis.

Window Cleaning

Window exteriors will be cleaned three times a year, weather permitting. Window interiors will also be cleaned once per year. Tenants will be notified in writing before interior window cleaning, so that areas around the windows can be cleared. Cleaning typically takes place after hours unless approved by the tenant. Tenants may also request a security escort while work takes place within their premise, at the tenant's cost.

Recycling Program

In an effort to conserve the earth's limited natural resources, Brookfield has instituted a recycling program at the building. All tenants are encouraged to participate in this program, which not only serves to protect our environment, but also helps reduce operating costs.

Blue Bin Recycling

There are two types of Blue bins in use on each floor. The small blue "Desksiders" bins are for paper waste and the large blue "Bullet" bins, are for bottle cans and plastics. All items placed in the blue recycling bins should be free of food contamination.

Recycling bins and garbage cans are not to be used for personal storage. Any items, found in any recycling bins, will be removed on a nightly basis by the base building cleaning staff and disposed of.

Following is a list of what can go into each bin.

Small Blue "Desksider" Recycling Bin (located in under office desks)

<i>Glossy Paper</i>	<i>Brown Kraft Paper</i>	<i>Coloured Paper</i>
<i>Computer Paper</i>	<i>Photocopy Paper</i>	<i>Envelopes (all types)</i>
<i>Fax Paper</i>	<i>File Folders</i>	<i>Gummed Paper</i>
<i>Magazines</i>	<i>Newspapers</i>	<i>Telephone Books</i>
<i>NCR Paper</i>	<i>Shredded Paper</i>	<i>Sticky Notes</i>

(Building Management will supply large blue recycling containers for those areas that generate larger volumes of recyclable paper.)

Large Blue "Bullet" Container Recycling Bins (located in the kitchen/kitchenettes)

<i>Cans</i>	<i>Milk Cartons</i>	<i>Bottles</i>
<i>Plastic containers</i>	<i>Glass</i>	

Green Bin Recycling (Compost)

There are two sizes of Green "Organics" Recycling bins, small beige countertop bins and large green floor bins. These bins are for the food items listed below:

<i>Fruits</i>	<i>Meat</i>	<i>Vegetable scraps</i>
<i>Herbs</i>	<i>Egg Shells</i>	<i>Shellfish</i>
<i>Spices</i>	<i>Bones</i>	<i>Fish Products</i>
<i>Tea Bags</i>	<i>Coffee Grounds</i>	<i>Dairy Products</i>
<i>Filters</i>	<i>Cake</i>	<i>Candies/Cookies</i>

The Housekeeping Staff will remove the contents from all the Blue and Green Recycling bins each night to complete the process.

The following items are not recyclable and should be placed in waste receptacles:

<i>Binders</i>	<i>Blue Print Paper</i>	<i>Foil/Plastic Wrap</i>
<i>Bubble wrap</i>	<i>Wax Paper</i>	<i>Wax Cardboard</i>
<i>Styrofoam</i>	<i>Plastic Bags</i>	<i>Kleenex Tissues</i>
<i>Plastic Cutlery</i>	<i>Used Paper Plates</i>	<i>Coffee Cups</i>

Please contact the Property Management Office to obtain additional recyclable containers if required.

E-Waste

Please use the bin located at the Loading Dock on the ground floor to recycle your used inkjet or laser cartridges, cellphones, common batteries (AAA, AA, C,DD, 9 volt), computers, laptops, cameras, hard drives, CD's & DVD's, Mp3 Players and Media Tapes and network phones.

Please join the Management of 2 Queen Street East in reducing our environmental footprint by recycling properly. Together we can all make a huge difference.

Carton Disposal

To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons
- Retain flattened cartons in a designated area of your premises
- Mark the carton(s) garbage with orange waste removal labels

For a Supply of Waste Removal labels, please contact the Management Office. 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 Property Management Office. Cartons and boxes will be removed promptly.

Pest Control

Pest Control services are provided to the common areas of the building on a monthly basis by an independent contractor. This service is provided after normal business hours, and is included in the operating costs of the building. Pest Control services within tenant premises must be coordinated directly by the tenant; it is recommended for all food preparation/handling areas.

Central Building Services

Heating, Ventilating and Air Conditioning (HVAC)

Central Operations

The Landlord will provide heating and air conditioning as per lease requirements. 2 Queen Street East's typical hours are 8:00 am to 6:00 pm, Monday to Friday, 9:00 am to 6:00 pm weekends. To ensure your premises are comfortable, the systems are in operation well in advance before the start of each day.

Temperature Control

Requests for temperature adjustments within your premises should be directed to the Service Hotline (416) 310-SERV (7378) and an operator will be dispatched immediately.

After Hours Requests

Requests for after-hours air conditioning must be called into the Brookfield Customer Service Hotline at (416) 310-SERV (7378) and must be authorized first by the Tenant Representative. Charges will be invoiced for service hours beyond those provided for you in your Lease. Refer to *Financial Requirements* in this guide for applicable hourly rate charges.

Suggestions to improve comfort levels

- Ensure air balancing is completed after changes in occupancy, partitioning and the addition of heat generating equipment.
- Close window blinds to restrict sun loads.

Elevators

The building is serviced by 13 elevators, as follows:

2 Queen Street East

- The low-rise 4 elevators (East bank) service floors 2 to 10.
- The high-rise 5 elevators (West bank) service floors 10 to 20.
- The freight elevator services all floors in the tower.
- 2 parking shuttles service the parking levels.
- 1 shuttle services the TTC/Heritage Hall

All Tower elevators are equipped with security card readers providing access after normal business hours.

Emergency Intercom:

Each elevator is equipped with an emergency intercom, which automatically rings the main lobby security desk when the emergency call button is depressed.

When security answers provide them with the elevator number you are located in and the nature of the problem. They will contact the buildings operator and elevator contractor to provide assistance. Remain calm. Help will arrive shortly.

Elevators (Continued)

Fire Alarms and Power Failure

During a fire alarm condition the elevators will home 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 the fire department use only.

Emergency power is supplied to each elevator during a power failure. In the event of power failure each home to the ground floor one at a time to allow the occupants to disembark.

Lighting

Control (2 Queen Street East)

The base building design system is computer controlled and it can be overridden by a telephone call from the tenant. The tenant simply dials into the lighting system (416) 304-1246 on their phone and enters the appropriate lighting zone code # for their working area. The lights will then remain on for 3 hours at which time the procedure can be repeated.

Check with your tenant representative for your lighting zone code. Each floor may have up to 24 zones in total. Should you require a copy of your lighting zone map please contact the building management office.

After hours and weekend/holidays lighting requests can be programmed by our operator at no charge to the tenant "lights only".

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 of 2 Queen Street East tenants to join us in this effort by complying with 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 offices 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 Systems

Power is distributed throughout the office floors using an overhead cast in place system at 208/120 volts. All wiring is to be in conduit and in conformance with applicable codes. No tenant equipment installation and no regular access is permitted to the buildings telephone, mechanical or electrical rooms.

Utility Service Access

Access to a floors mechanical, electrical or telephone rooms are 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 Property Management.

Telephone, Internet and Cable TV

As a result of the deregulation of the telecommunication industry (initiated by the CRTC), there are many competitors in the marketplace for fibre optics, high-speed data, local telephone and long distance services and any other related services. Currently, the building has authorized the following companies to provide these types of services.

- Allstream
- Bell Mobility
- Bell Canada
- Cogent Communications, Inc.
- Rogers Plus - Cable TV
- Telus Mobility
- Toronto Hydro Telecom

As you may well imagine, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Before formalizing any agreement with any of these types of service providers, please contact 2 Queen Street East Operations Department at (416) 342-1868 for further direction.

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) 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 Tenants name, suite number, and rental amount due (broken down by charge and the applicable governing federal and provincial taxes). Please note that a monthly 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* in this guide for parking rates and further information.

Building Services

Invoices will be issued for all Tenant Service/Maintenance Requests on a monthly basis. Please ensure that the remittance copy is sent with your payment.

Other Invoices

A separate invoice will be issued for metered utilities and miscellaneous services provided by outside suppliers (i.e. door and lock repair, plumbing, or electrical work). Again, please ensure that the remittance copy is sent with your payment.

Payment

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

- 1) **By Regular Mail:**
Brookfield Office Properties Management LP
C/O TX4061C
P.O. Box 4590, STN. A
Toronto ON M5W 7B1

- 2) **By Courier ONLY:**
Symcor Wholesale Lockbox
C/O CIBC Lockbox #TX4061C
- Brookfield Office Properties Management LP
4 Prince Andrew Place – Dock 4
Don Mills, ON M3C 2H4

- 3) Post Dated Cheques ONLY:**
 Brookfield Properties Canada Management LP
 2 Queen Street East, Suite 120
 Toronto, ON M5C 3G7

Pre-Authorized Payment - Electric Fund Transfer (EFT)

Brookfield has introduced and launched Pre-Authorized Payment for tenants' monthly rent charges. One way that companies can become more efficient is by automating processes that occur again and again like the monthly rent.

Using this method, funds are automatically withdrawn from the specified bank on the first of each month. That saves paper, postage and most important, time.

Pre-Authorized Payment is accepted at all financial institutions in Canada and getting started couldn't be easier. To learn more, or enroll in the program, or further information regarding the monthly rental schedules and general invoicing for chargeable services, please contact 2 Queen Street East Property Management Office.

Standard Additional Service Rates

Labour

- Cleaning Staff (Regular Hours) \$22.00/hour
- Cleaning Staff (Overtime Hours) \$33.00/hour
- Operations (Regular Hours) \$30.00/hour
- Operations (Overtime Hours) \$45.00/hour
- Security (Min. 4 Hours) \$35.00/hour*

* More than 2 security occurrences per month will be charged at a rate of \$25 each.

Building Signs

- Main Lobby Directory
- Elevator Lobby Directory
- Tenant Premises

* Please contact the Property Management Office for the cost of signs.

Car Wash Services (The Auto Groom) 416-622-1943

Passenger Cars - www.autogroom.com/price-list

- Exterior (chamois dry)
- Interior
- Exterior/Interior
(Carpet vacuuming, dash wiped, glass cleaned)

Other

(Please note: May vary based upon Leasing Requirements)

- After Hours Air Conditioning (Min. 3 Hours) \$40.00/hour**
- Security Access Card Replacements \$17.00/card
- Locksmith Services Cost

Standard Additional Service Rates (Continued)

- | | |
|--|------------------------|
| • Emergency Locksmith Services (min. of 2 hours) | Cost |
| • Garbage Bin on Wheels | \$25.00/bin for pickup |

** For afterhours HVAC requests, place the request for use during business hours (Monday to Friday, 8:00am to 6:00pm). This will ensure a continued comfortable environment, as the system is already running and will not need to be re-started.

- All rates are subject to change by the building management office and will have 15% admin fee added. Applicable taxes are extra. Quotes for special keying requests by tenants may be arranged by contacting the Coordinator, Security and Life Safety.

Building Rules and Regulations

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 weekdays after 6:00 p.m., weekends 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 shall register in the books kept by the Landlord at or near the entrance or entrances and the Landlord will have the right to prevent any person from entering or leaving the Development unless provided with a key to the premises to which such person seeks entrance and a pass in a form to be approved by the Landlord and provided at the Tenant's expense. Any persons found in the Development at such times without such keys or passes 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.

Rules and Regulations (Continued)

- 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.
- 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.

- The Tenant shall abide and be bound by the Security Services in force in the Development. 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.
- In the event the Premises are used for restaurant or food handling purposes, the Tenant shall, at its expense:
 - Carry out at least monthly a roach spraying program, and provide evidence thereof to the Landlord, and
 - Clean all exhaust ducts at least twice yearly, and provide evidence thereof to the Landlord.
 - Service grease traps at a minimum of once per month.
- 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.