

TORONTO

# Tenant Handbook

## Bay Adelaide Centre

333 Bay Street | 22 Adelaide St W | 40 Temperance St

**Brookfield**  
Properties



## TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>1</b>
WELCOME .....	1
<b>MANAGEMENT OFFICE AND OPERATIONS .....</b>	<b>4</b>
MANAGEMENT OFFICE .....	4
MANAGEMENT RECEPTION .....	4
MAILING ADDRESS AND POSTAL CODE INFORMATION .....	7
HOURS OF BUSINESS OPERATION .....	8
STATUTORY HOLIDAYS .....	9
LEASING INFORMATION .....	9
EMERGENCY NUMBERS .....	9
LOCAL BUSINESS DIRECTORY .....	9
<b>PRE MOVE-IN TENANT INFORMATION.....</b>	<b>12</b>
TENANT WORK/SUITE BUILD OUTS .....	12
PRIOR TO OCCUPANCY GUIDELINES .....	12
ENVIRONMENTAL INITIATIVES.....	15
LEED TENANT CONSTRUCTION GUIDELINES .....	15
TENANT SERVICE REQUESTS (310-SERV) .....	15
TENANT INSURANCE REQUIREMENTS .....	16
INSURED .....	16
TOWER .....	16
EAST TOWER.....	16
WEST TOWER.....	16
NORTH TOWER .....	16
RETAIL.....	17
CONTRACTORS .....	17
INSURED .....	17
TOWER .....	17
EAST TOWER.....	17
WEST TOWER.....	17
NORTH TOWER .....	17
RETAIL.....	18
SIGNAGE.....	19
SMOKING/VAPING POLICY .....	19
MOVING AND DELIVERY GUIDELINES .....	19
REMOVAL OF MATERIAL FROM YOUR OFFICES .....	20
SERVICE ELEVATORS .....	20
LOADING DOCK.....	21
COURIER SERVICES .....	22
PARKING .....	22
LOST AND FOUND.....	25
PUBLIC TELEPHONES.....	25
PUBLIC WASHROOMS .....	25
THE LOCKER ROOM - BICYCLE STORAGE AND SHOWER FACILITIES.....	25
ANNUAL BIKE LOTTERY.....	25
CAR WASH SERVICES .....	25
ALTERATIONS AND REMODELING.....	25
COURTESY UMBRELLAS .....	25
TENANT RECEPTIONS/EVENTS .....	26
ELECTRONIC DIRECTORIES .....	26
ACCESSIBILITY.....	26
ADDITIONAL SERVICES/BUILDING AMENITIES.....	26
<b>SECURITY AND LIFE SAFETY.....</b>	<b>28</b>
BUILDING SECURITY .....	28
CARD ACCESS SYSTEM .....	29
LIVESAFE – AXIIS BY BROOKFIELD PROPERTIES .....	29
LOCKSMITH SERVICES .....	30

ADDITIONAL SECURITY SERVICES .....	30
SOLICITATION .....	31
POWER FAILURE .....	31
EMERGENCY MANAGEMENT PLAN PRIORITIES.....	33
VULNERABLE POPULATIONS: .....	33
NATURAL HAZARDS: SEVERE WEATHER.....	33
PANDEMIC PREPAREDNESS.....	33
BOMB THREATS .....	34
FIRE ALARM SYSTEMS.....	35
TENANT RESPONSIBILITIES.....	36
LIFE SAFETY TEAM.....	37
TENANT LIFE SAFETY TEAM .....	37
FIRE DRILLS .....	38
EMERGENCY – FIRE .....	40
MEDICAL EMERGENCIES .....	40
TESTING OF PUBLIC ADDRESS SYSTEM .....	41
FLAMMABLE MATERIALS.....	41
FIRE AND LIFE SAFETY VIDEO .....	41
<b>HOUSEKEEPING.....</b>	<b>42</b>
NIGHTLY SERVICES .....	42
SPECIAL CLEANING SERVICES .....	42
WINDOW CLEANING.....	43
RECYCLING AND ORGANICS PROGRAM.....	43
ELECTRONIC WASTE PROGRAM.....	45
CARTON DISPOSAL.....	45
SECURED SHREDDING .....	45
PEST CONTROL .....	46
<b>CENTRAL BUILDING SERVICES.....</b>	<b>47</b>
HEATING, VENTILATING AND AIR CONDITIONING (HVAC) .....	47
ELEVATORS.....	48
LIGHTING .....	49
PREVENTATIVE MAINTENANCE.....	49
SAFE FLIGHT PROGRAM .....	49
UTILITY SERVICE ACCESS.....	50
<b>FINANCIAL REQUIREMENTS .....</b>	<b>51</b>
MONTHLY RENT SCHEDULE .....	51
RENTAL PAYMENT.....	51
BUILDING SERVICES .....	51
OTHER INVOICES .....	51
PAYMENT .....	51
STANDARD ADDITIONAL SERVICE RATES .....	52
<b>BUILDING RULES AND REGULATIONS.....</b>	<b>56</b>
BUILDING RULES AND REGULATIONS.....	56

## Introduction

### Welcome

Brookfield Office Properties is pleased to provide this Tenant Handbook for the exclusive use of the tenants at Bay Adelaide Centre. 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 Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Handbook.

Please keep the Handbook in a convenient location, perhaps at your reception area. The information contained in this Handbook 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 Handbook or about the building.

### Leadership in Energy and Environmental Design (LEED®)

#### East Tower (LEED PLATINUM)

Standing 44 stories tall, Bay Adelaide East adheres to strict building efficiency guidelines, including optimization of energy, light and water, and the use of local and recycled building materials. The building uses innovative design technologies and conservation strategies which translate into an estimated 45% savings for tenants relative to the typical Toronto office building. Incorporated in the building's design, these features help conserve energy and limit the carbon footprint.

#### West Tower (LEED GOLD, Core and Shell)

The Bay Adelaide Centre West Tower is pleased to be the first high rise office building in downtown Toronto to apply for LEED® Core and Shell Gold certification. There are many facets to the LEED® program, from diversion of construction waste, to recycling of rainwater, to energy efficient equipment and an estimated 40% savings in energy costs, compared to typical construction.

A LEED® Tenant Construction Guideline is available for tenants, upon request from your Tenant Services Manager.

### Building Construction

The construction of the East Tower completed in December 2015. The following design consultants are an integral part of the design team:

Architect:	KPMB Architects and Adamson Associates
Structural Engineer:	Entuitive Corporation
Mechanical Engineer:	TMP
Electrical Engineer:	Mulvey & Banani International
Construction Manager:	Brookfield Multiplex

The construction of the West Tower was completed in July 2009. The following design consultants are an integral part of the design team:

Architect:	Webb Zerafa Menkes Housden Partnership
Structural Engineer:	Halcrow Yolles
Mechanical Engineer:	The Mitchell Partnership
Electrical Engineer:	Mulvey & Banani
Construction Manager:	Ellis Don

## **Historical Façade**

### **Yonge Street Façade**

132 Yonge Street is a heritage building located on the south-west corner of Yonge and Temperance Streets. This four-story masonry building was constructed in 1850, and formed part of the Elgin Block constructed along Yonge Street dating back to the 1840's. This block was heavily renovated in 1910 and home to the Huyler's Store which sold chocolates, bonbons and novelties. Birks and Holt Renfrew & Company also operated out of this block from 1910 to 1950. While much of the Elgin Block was demolished in the latter part of the twentieth century, two heritage facades of this block survived at the corner of Yonge and Adelaide Street. As part of the Bay Adelaide Centre development, the heritage façade was relocated to the corner of Yonge and Temperance Streets and restored to its original beauty. Its restoration to its original state offers a reminder of the rich history of Toronto and sits in contrast to the sleek and contemporary design of the East Tower.

### **National Building**

The façade of the National Building at 347 Bay Street was carefully restored by Clifford Restoration and integrated into the design of 333 Bay Street, on the corner of Temperance and Bay Streets. The building was originally constructed in 1926 by architects Chapman and Oxley, who also worked on the Toronto Star building, The Bay Queen Street, Prince's Gate and the Liberty Grand Entertainment Complex, among others. The builders were Yolles and Rotenberg Ltd.

## **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 to do 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.

**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 them to Brookfield's Privacy Officer via email to [privacyofficer@brookfield.com](mailto:privacyofficer@brookfield.com).

## Management Office and Operations

### Management Office

Our Management Office is made up of a dedicated and experienced team of professionals who uphold Brookfield's commitment to outstanding service, and share a common agenda to continually look at ways to improve the level of service to Bay Adelaide Centre tenants. Your Tenant Services Manager has been selected for their experience and expertise in the field of customer service and relationship management. Any questions, comments, or concerns regarding your Lease, leased premises, tenant services or building facilities should be directed to them.

The Management Office is located at 333 Bay Street on the Concourse Level, adjacent to the escalators. Our mailing address is:

333 Bay Street, Bay Adelaide Centre  
Suite C131, Concourse Level  
Toronto, Ontario M5H 2R2

### Accounting Department

Our Accounting Department is available to answer any inquiries about your rental and monthly account charges.

### Building Services Department

The Operations Managers are experienced innovators in their specific fields and are pleased to assist you with any technical or department specific questions.

The Building Services Office is located on the P1 Level, adjacent to the Security Operation Centre.

### Management Reception

Tel: 647-260-1101  
Fax: 647-260-1102  
Email: [bayadelaidecentre@brookfield.com](mailto:bayadelaidecentre@brookfield.com)

### General Manager, Bay Adelaide Centre

Liann Rea  
Phone: 647-260-1103  
Email: [liann.rea@brookfieldproperties.com](mailto:liann.rea@brookfieldproperties.com)

### Assistant Property Manager

Olga Voitchenko  
Phone: 647-260-1149  
Email: [olga.voitchenko@brookfieldproperties.com](mailto:olga.voitchenko@brookfieldproperties.com)

### Manager, Tenant Services

Lindsay Smith  
Phone: 647-260-1108  
Email: [lindsay.smith@brookfieldproperties.com](mailto:lindsay.smith@brookfieldproperties.com)

### Manager, Tenant Services

Patricia Cittadini  
Phone: 647-260-1118  
Email: [patricia.cittadini@brookfieldproperties.com](mailto:patricia.cittadini@brookfieldproperties.com)

### Coordinator, Tenant Services

Joan Empamano  
Phone: 647-260-1112

Email: [joan.empamano@brookfieldproperties.com](mailto:joan.empamano@brookfieldproperties.com)

## **Administration**

### **Receptionist / Administrative Assistant**

Precious Camille Requiso

Phone: 905-258-1458

Email: [preciouscamille.requiso@brookfieldproperties.com](mailto:preciouscamille.requiso@brookfieldproperties.com)

### **Administrative Assistant**

Martha Plaza

Phone: 647-260-1148

Email: [martha.plaza@brookfieldproperties.com](mailto:martha.plaza@brookfieldproperties.com)

## **Accounting**

### **Manager, Property Accounting**

Mitali Sarkar

Phone: 416-637-4426

Email: [mitali.sarkar@brookfieldproperties.com](mailto:mitali.sarkar@brookfieldproperties.com)

### **Senior Property Accountant**

Rizalina Sy

Phone: 416-369-4949

Email: [rizalina.sy@brookfieldproperties.com](mailto:rizalina.sy@brookfieldproperties.com)

### **Property Accountant**

Roy Wang

Phone: 647-260-1132

Email: [roy.wang@brookfieldproperties.com](mailto:roy.wang@brookfieldproperties.com)

### **Property Accountant**

Sean Kwon

Phone: 416-943-7907

Email: [sean.kwon@brookfieldproperties.com](mailto:sean.kwon@brookfieldproperties.com)

### **Property Accountant**

Wilson Zhou

Phone: 905-258-1475

Email: [Wilson.zhou@brookfieldproperties.com](mailto:Wilson.zhou@brookfieldproperties.com)

## **Operations**

### **Senior Manager, Operations & Technical Services**

Scott Rees

Phone: 647-260-1104

Email: [scott.rees@brookfieldproperties.com](mailto:scott.rees@brookfieldproperties.com)

### **Chief Engineer**

Mengistu Desta



Phone: 647-260-1143

Email: [Mengistu.desta@brookfieldproperties.com](mailto:Mengistu.desta@brookfieldproperties.com)

**Assistant Chief Engineer**

Shayne Godding

Phone: 647-260-1152

Email: [shayne.godding@brookfieldproperties.com](mailto:shayne.godding@brookfieldproperties.com)

**Building Services**

**Supervisor, Building Services**

Tee Asmerom

Phone: 647-260-1117

Email: [tee.asmerom@brookfieldproperties.com](mailto:tee.asmerom@brookfieldproperties.com)

**Coordinator, Building Services**

Jessica Carrine

Phone: 647-260-1115

Email: [jessica.carrine@brookfieldproperties.com](mailto:jessica.carrine@brookfieldproperties.com)

**Coordinator, Building Services**

Roshan Vipulanandan

Phone: 416-649-8191

Email: [roshanthan.vipulanandan@brookfieldproperties.com](mailto:roshanthan.vipulanandan@brookfieldproperties.com)

**Courier and Loading Dock**

**Courier and Loading Dock Supervisor**

Ibrahim Haji, PlusOne

Phone: 647-260-1126

Email: [BAC.dock@brookfield.com](mailto:BAC.dock@brookfield.com)

**Housekeeping**

**Resident Manager**

Paulo Silva

Phone: 647-260-1142

Email: [bac.cleaningsitemanager@brookfield.com](mailto:bac.cleaningsitemanager@brookfield.com)

**Parking**

**Site Manager**

Daniel Belle, INDIGO

Phone: 416-506-1000

Email: [Daniel.belle@group-indigo.com](mailto:Daniel.belle@group-indigo.com)

**Security Directory**

**Manager, Security & Life Safety**

Andre Cox

Phone: 647-260-1105

Email: [andre.cox@brookfieldproperties.com](mailto:andre.cox@brookfieldproperties.com)

**Assistant Manager, Security & Life Safety**

Jasen Espina  
Phone: 647-260-1113  
Email: [jasen.espina@brookfieldproperties.com](mailto:jasen.espina@brookfieldproperties.com)

**Coordinator, Security & Emergency Management**

Gina Ellison  
Phone: 647-260-1135  
Email: [gina.ellison@brookfieldproperties.com](mailto:gina.ellison@brookfieldproperties.com)

**Passcard Administrator, Security & Life Safety**

Chintan Rana  
Phone: 647-260-1131  
Email: [BAC.accesscards@brookfield.com](mailto:BAC.accesscards@brookfield.com) **Security Operations Centre (24 hours)**  
Phone: 647-260-1136  
Email: [bac.securityoperationscentre@brookfield.com](mailto:bac.securityoperationscentre@brookfield.com)

**Security Supervisor**

Phone: 647-260-1133  
Email: [bac.securitysitesupervisor@brookfield.com](mailto:bac.securitysitesupervisor@brookfield.com)

**West Tower Security Desk**

Phone: 647-260-1138

**East Tower Security Desk**

Phone: 416-359-8570

**North Tower Security Desk**

Phone: 647-260-1100

**Mailing Address and Postal Code Information**

The mailing address for Bay Adelaide Centre is:

**East Tower**

Your Company Name  
Bay Adelaide Centre  
22 Adelaide Street West  
Your Suite Number  
Toronto, ON M5H 4E3

**West Tower**

Your Company Name  
Bay Adelaide Centre  
333 Bay Street  
Your Suite Number  
Toronto, ON M5H 2R2

**Canada Post Mail**

The building offers complimentary mail delivery which is provided by Plus One. Authorization form must be filled out by tenants wishing to use this service.

If you receive a large volume of mail, you will likely be considered a 'large volume mail receiver' by Canada Post. Large volume mail receivers with unique postal codes must pick up their mail from the Canada Post sort station located at 1 Yonge Street. Loading Dock can arrange for early morning delivery of mail. Written authorization is required prior to delivery and may be arranged through the Loading Dock at 647-260-1153 or by email at [bac.dock@brookfield.com](mailto:bac.dock@brookfield.com).

The nearest Canada Post Office is located at Shoppers Drug Mart in the Concourse.

## **Hours of Business Operation**

### **Office Tower Hours**

Bay Adelaide Centre business hours (as defined in the Lease) are:

Monday through Friday	7:30 a.m. to 6:30 p.m.
Saturday	Restricted Access (pass cards only)
Sunday or statutory holiday	Restricted Access (pass cards only)

Where applicable, the Lease takes precedence. Tenants may operate their own extended hours, subject to security access regulations for the complex. Extended hours are subject to additional Service costs. Please contact your Manager, Property and Tenant Services.

### Public Access Hours

The building is accessible 6:30 a.m. to 2:00 a.m., seven days a week. Building departments provide the following hours of service:

<b>Service</b>	<b>Hours of Operation</b>
Engineering	24 hours - 7 days/week
Parking	24 hours - 7 days/week
Security	24 hours - 7 days/week
Loading Dock	6:00 a.m. to 10:00 p.m. - Monday to Friday 6:00 a.m. to 5:00 p.m. - Saturday
Courier	8:00 a.m. to 6:30 p.m. - Monday to Friday

### Statutory Holidays

The building will be closed on the following statutory holidays:

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

Security and 310-SERV operate normally, regardless of the holiday schedule. Other departments operate with reduced staff. Additional information regarding operating procedures and services can be found under individual department listings.

### Leasing Information

Please contact a member of the leasing staff listed below with any questions regarding available space.

Matt Whitty  
Senior VP, Office Leasing  
Email: [matthew.whitty@brookfieldproperties.com](mailto:matthew.whitty@brookfieldproperties.com)  
Website: <https://axiistenantapp.com/available-space-bay-adelaide-centre/>

For further information regarding additional office or retail space at Bay Adelaide Centre, you may visit our website at <https://axiistenantapp.com/properties/bac/> for a comprehensive view of floor plans, availability, posted rates and contacts.

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

### Emergency Numbers

Emergency:	911
Emergency Security Operations Centre:	416-368-8116
Ontario Poison Centre:	416-813-5900
<a href="https://www.ontariopoisoncentre.ca/">https://www.ontariopoisoncentre.ca/</a>	

### Local Business Directory

The "PATH System" is an underground pedestrian walkway connecting downtown buildings from Atrium on Bay/Eaton Centre south to Union Station, west to the Metro Toronto Convention Centre. It also connects the building to Scotia Plaza to the south and The Hudson's Bay Company to the north.

**Banks**

Bank of Montreal, First Canadian Place	416-867-5050
CIBC, Commerce Court West	416-980-7777
Royal Bank, Royal Bank Plaza	416-974-3940
Scotiabank, Scotia Plaza	416-866-6430
TD Canada Trust, 110 Yonge	416-869-6262

**Postal Services**

Canada Post Depot, Shoppers Drug Mart	416-304-1151
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**Medical Services**

Emergency	911
Ontario Poison Control	416-813-5900
Patient Networks – 157 Yonge Street	416-362-8822
St. Michael's Hospital, 30 Bond Street (North side of Queen Street, east of Church Street)	416-360-4000

In a medical emergency, first call 911, and then call the "Emergency Only" number at 416-368-8116. Please see section on Security & Life Safety for further information.

**Entertainment**

The Sony Centre for the Performing Arts 1 Front Street E. Toronto, Ontario M5E 1B2	416-393-7469
Scotiabank Arena 40 Bay St., Toronto, ON M5J 2X2	416-815-5500
Rogers Centre 1 Blue Jays Way Toronto, ON M5V 1J1	416-341-3663
CN Tower 301 Front Street West Toronto, Ontario M5V 2T6	416-868-6937

**Hotels**

The Fairmont Royal York Hotel 100 Front Street W Toronto, ON M5J 1E3	416-368-2511
Le Meridian King Edward Hotel 37 King Street East Toronto, ON M5C 1G1	416-863-9700
One King West Hotel & Residence 1 King Street West Toronto, ON M5H 1A1	1-866-470-5464
St. Regis Hotel Toronto 325 Bay Street Toronto, ON M5H 4G3	416-306-5800

**Retail Services and Stores – Bay Adelaide Centre**

CleanCar Co.	416-861-9204
LF Optical	647-340-3007
Preeners, The	647-348-5173

Scotiabank	416-866-6430
Shoppers Drug Mart	416-304-1151
Toothworks	416-869-9888

**Food Services – Bay Adelaide Centre**

Great Canadian Bagel, The	416-203-7212
Mean Bao	647-352-3848
Salad Days	647-966-3551
Tim Horton's	416-869-3332

**Restaurants**

Sud Forno (132 Yonge St.)	416-955-1100
Cactus Club, 100 King Street	647-748-2025
King Taps, 100 King Street	647-361-2025
Reds Wine Bar, 100 King Street	416-862-7337
Duke of Westminster, 100 King Street	416-368-2761
Pier 1 Fisherman's Wharf, 69 Richmond West	416-364-1345
Hy's Steak House, 365 Bay Street	416-364-6600
Bannock, 401 Bay Street	416-861-6996
Duke of Richmond Pub, 20 Queen West	416-340-7887
Terroni Restaurant, 57 Adelaide East	416-203-3093
The Chase, 10 Temperance Street	647-348-7000
The Rabbit Hole, 21 Adelaide Street W.	647-480-6963

**Miscellaneous**

Go Transit -	416-869-3200
Ministry of Transport (limited services)	416-362-3312
Toronto Transit Commission	416-393-4696
Road Information	416-599-9090
Ext. 11 DVP, Gardiner	
Ext. 12 - Metro Roads, DVP, Downtown Gardiner	
Highways Road Info	416-235-1110 or 1-800-268-1378

**Taxi Cabs**

Beck Taxi	416-449-6911
Co-op Cabs	416-504-2667
Crown Taxi	416-750-7878
Diamond Taxi	416-366-6868
Metro Cab	416-504-8294
Royal Taxi	416-777-9222

## Pre Move-in Tenant Information

### Tenant Work/Suite Build Outs

The following step-by-step guide will assist you in your transition to the Bay Adelaide Centre.

Once you have executed your lease, you will be directed to our Construction Department to initiate any suite build out requirements. The process will involve the following (please refer to your Tenant Design and Criteria Manual for more details):

- Drawings (refer to Tenant Design and Criteria Manual) will be submitted to the construction department for review.
- Once the scope of work is approved, startup documentation will be required by the construction department.
- The following information will be requested: General Contractor and Sub-Contractor company names, Certificate of Insurance and WSIB Clearance Certificate.
- The construction group will arrange a startup meeting to review the startup documentation.
- Once all startup documentation has been approved by the construction department, the space will be handed over to the tenant and general contractor. Brookfield Property Management will receive all startup documentation from the construction department.

### Prior To Occupancy Guidelines

For tenant work to commence, the following access and permits must be arranged through Property Management and Security:

- Access: All contractors must sign in with Security at the Security Operations Centre located on Parking Level P1. Keys and access cards may be signed out from the Security Operations Centre (647-260-1136).
- Permits: Due to the nature of your build out the following permits may be requested: Safe Work Access Permit, X-raying/Coring Permit, Hot Work Permit, RSVP Tag Permit (Forms may be found in the “Forms and Manuals” section of our website at [www.axiistenantapp.com/bac](http://www.axiistenantapp.com/bac) or at our Security Operations Centre).
- Service Elevator and Loading Dock Booking: **The Loading Dock is located at 37 Richmond Street West, Toronto, ON M5C 2L7. The Loading Dock can accommodate straight body trucks up to 48 feet long and 13.6 feet high.** All deliveries over 20 minutes will be required to schedule the delivery after business hours with a 3-hour minimum. Weekend bookings can occur throughout the day but require a 4-hour minimum booking. An **Elevator Booking Form** must be filled out and returned to the Management Office via email to [bayadelaidecentre@brookfield.com](mailto:bayadelaidecentre@brookfield.com) (Forms may be found in the “Forms and Manuals” section of our website at [www.axiistenantapp.com/bac](http://www.axiistenantapp.com/bac) or at our Security Operations Centre). **Bookings and cancellations must be made 24 hours in advance.**

**\*\*Please note that the Service Elevator and Loading Dock requirements apply to contractor access and tenant move in scheduling.**

**Rates for after hour elevator bookings are \$50/hour for the West Tower  
Rates for after hour elevator bookings are \$100/hour for the East Tower**

**\*\*Minimum 3-hour bookings from Monday – Friday, and 4 hours on Saturday and Sunday.**





### Prior to Occupancy Guidelines (Continued)

- Locksmith – Keying Tenant Spaces  
All tenants must be keyed under the Bay Adelaide Centre secure keying system. The **Manager of Security and Life Safety, 647-260-1105**, is the only person authorized to request new keys and cylinders under the site's secure keying system. **It takes approximately 6-8 weeks for our key system provider to process and deliver new keys and cylinders for Tenants.** Once the keying stem is approved, our vendor creates the keys and cylinders for the tenant. The cylinders will be issued to the general contractor and the keys will be issued to the tenant's main contact.

Prior to move in, your **Manager of Property and Tenant Services** will arrange an initial operations meeting with your main tenant contact to review building services, meet the Management Staff, and identify any remaining issues from the build-out or move-in.

## 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 360 Performance Program.

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

#### LEED Tenant Construction Guidelines

For more details on how to incorporate sustainable building practices and explanations of various LEED categories, please request the LEED Tenant Construction Guidelines from your **Manager, Tenant Services**.

#### 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 Service Centre at 310-SERV (7378)** or [www.axiistenantapp.com/service-requests](http://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 **Manager, 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://axiistenantapp.com/home/service-requests/>.

**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](mailto: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) Inc., P. O. Box 1258, Morristown, New Jersey 07960.

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

<b>Insured</b>	<b>Tower</b>
<p><u>Loss Payee</u> Brookfield Properties (Canada) Inc.</p> <p><u>Additional Insured</u> Bay Adelaide East Ltd. Bay Adelaide East LP BAC East Above Grade Sub GP Inc. VPMA Bay Adelaide Property Ltd. VPMA Property Holdings Limited Partnership VPMA Property GP Ltd. Brookfield Properties (Canada) Inc. Computershare Trust Company of Canada</p>	<p>East Tower</p>
<p><u>Loss Payee</u> Brookfield Properties (Canada) Inc.</p> <p><u>Additional Insured</u> BPO Ontario Properties Ltd. BOPC BAC-W Sub LP BOPC BAC-W Sub Trust BOPC BAC-W Trustee Corp. VPMA Bay Adelaide Property Ltd. VPMA Property Holdings Limited Partnership VPMA Property GP Ltd. Brookfield Properties (Canada) Inc. Computershare Trust Company of Canada</p>	<p>West Tower</p>
<p><u>Loss Payee</u> Brookfield Properties (Canada) Inc.</p> <p><u>Additional Insured</u> BAC Surface Inc.</p>	<p>North Tower</p>

BAC North LP BPO GP Trust BPO Properties GP Trustee Ltd. Brookfield Properties (Canada) Inc	
<u>Loss Payee</u> Brookfield Properties (Canada) Inc.  <u>Additional Insured</u> BAC Retail Concourse Ltd. BAC Below Grade Tenant GP VPMA Bay Adelaide Property Ltd. VPMA Property Holdings Limited Partnership VPMA Property GP Ltd. Brookfield Properties (Canada) Inc. Computershare Trust Company of Canada	Retail

**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:

<b>Insured</b>	<b>Tower</b>
<u>Certificate Holder</u> Brookfield Properties (Canada) Inc.  <u>Additional Insured</u> Bay Adelaide East Ltd. Bay Adelaide East LP BAC East Above Grade Sub GP Inc. VPMA Bay Adelaide Property Ltd. VPMA Property Holdings Limited Partnership VPMA Property GP Ltd. Brookfield Properties (Canada) Inc.	East Tower
<u>Certificate Holder</u> Brookfield Properties (Canada) Inc.  <u>Additional Insured</u> BPO Ontario Properties Ltd. BOPC BAC-W Sub LP BOPC BAC-W Sub Trust BOPC BAC-W Trustee Corp. VPMA Bay Adelaide Property Ltd. VPMA Property Holdings Limited Partnership VPMA Property GP Ltd. Brookfield Properties (Canada) Inc.	West Tower
<u>Certificate Holder</u> Brookfield Properties (Canada) Inc.  <u>Additional Insured</u> BAC Surface Inc.	North Tower

BAC North LP BPO GP Trust BPO Properties GP Trustee Ltd. Brookfield Properties (Canada) Inc.	
<u>Certificate Holder</u> Brookfield Properties (Canada) Inc.  <u>Additional Insured</u> BAC Retail Concourse Ltd. BAC Below Grade Tenant GP VPMA Bay Adelaide Property Ltd. VPMA Property Holdings Limited Partnership VPMA Property GP Ltd. Brookfield Properties (Canada) Inc.	Retail

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

Posting of temporary or non-building standard signs are not permitted on building walls, suite doors, building or elevator lobby doors, or elevator walls.

Updates to tenant signage are the responsibility of the tenant.

Signage changes can be made by calling the **Management Office** or your **Manager, Tenant Services**.

### Common Area Sign Holders

All sign holders that are placed throughout the common area and the point of entrance to Bay Adelaide Centre are strictly used for building advertising and promotions pertaining to Bay Adelaide Centre and not for the individual use of the tenants, unless previously arranged through the Management Office. Please place a request through 310-SERV or contact the **Management Office at 647-260-1101**.

### Smoking/Vaping Policy

Smoking/Vaping is prohibited in all common areas of the building including, but not limited to, entrances and lobbies, elevator lobbies, washrooms (handicapped washroom included), loading dock, elevators, freight elevators, stairways, and parking garage.

Smoking/Vaping is also prohibited behind 9 Temperance Street and in all stairwells in the building and parking garage. We ask all tenants, as a courtesy, to refrain from smoking within nine meters of any perimeter door.

### Moving and Delivery Guidelines

Advance written notice is required for all company moves. Please direct correspondence to your **Manager, Tenant Services**.

Tenants are requested to contact the **Manager, Tenant Services** as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the building, to coordinate the move and reserve the freight elevator. All move-in's or out must take place after 6:00 p.m., Monday through Friday, or on weekends and are scheduled on a first-come, first serve basis. Additional charges for loading dock personnel, elevator operators, and security escorts to accomplish the move will be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Certificate of Insurance
- Tenant business telephone and fax numbers with a minimum of two after hours Emergency Contacts (specify home and cell telephone numbers)
- Directory designation (both corporate name and personnel)
- Four (4) Fire Warden Designate and Alternates per full floor occupancy
- Name and signatures of tenant employees authorized to request billable services

Arrangements should also be made with the Management Office for:

- Access cards
- Evacuation training for Floor Wardens and employees
- Keys for offices.
- A list of building approved movers is available from the Management Office

### Moving and Delivery Guidelines (Continued)

The following rules pertain to moving furniture, equipment and supplies in and out of the building:

- The loading dock is the only building entrance permitted to be used for **all moves and deliveries**.
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move.
- Clean Masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The Masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in tenant Space. All sections of Masonite must be taped to prohibit sliding.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the tenant.
- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office.
- Movers must make arrangements with the Management Office for use of the elevators for each move and a firm arrival time should be indicated on the Service Elevator Booking form.
- Building Supervision is required during the move. Tenants will be billed for the duration of the elevator booking. Movers are required to remove all boxes, trash, etc., when leaving the building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you.
- Our building has a strict "No Smoking" policy. Moving crews are not permitted to smoke in any area of the building.
- The Toronto Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or hallways. Moving vehicles should not be parked in marked "Fire Lanes".

### Removal of Material from your offices

In order to prevent unauthorized removal of material and equipment from tenant offices after business hours, tenants are requested to provide advance written notification by completing a Property Removal Authorization Form (see sample form located on page of the guide). This form is available on the building website at [www.axiistenantapp.com/bac](http://www.axiistenantapp.com/bac) or by calling the **Security Supervisor at 647-260-1133**.

### Service Elevators

Incoming or outgoing goods or equipment that require more than 20 minutes handling time, or more than one elevator to move, must be prearranged well in advance. The actual move must occur after business hours.

For after-hours services, special delivery requirements or company moves, please book the service elevator with the **Management Office at 647-260-1101** and use the Service Elevator Booking form to confirm your booking. There is an additional charge for afterhours service elevator usage.

## Loading Dock

### Rules and Regulations

In order to provide efficient, expedient service in the Loading Dock, the following rules apply:

- The maximum time permitted to be in the dock area is **twenty minutes for pickup and drop off materials.**
- Drivers are not permitted to leave their vehicle motors running.
- Keys are not to be left in the vehicle.
- Drivers are required to sign in and out with the Dockmaster.

If additional time is required, the delivery vehicle must be parked outside the complex or an after-hours booking is required.

Parking in the Loading Dock for any purpose other than loading or unloading is prohibited.

Only one vehicle per delivery/company is permitted to park in the Loading Dock at one time. If multiple vehicles arrive onsite as part of one customer or delivery job, the additional vehicles must be parked outside the complex to await their turn in parking at the Loading Dock facility.

### Loading Dock Delivery Process

For the East Tower, access is provided to the east tower dock service elevators 3 and 4 to the P3 service corridor. Deliveries will then proceed to the East Tower service elevators 1 and 2 for access throughout the Tower.

For the West Tower, deliveries will proceed to service elevators 29 and 30 for access throughout the Tower.

For the North Tower, deliveries will proceed to service elevators 1 and 2 for access throughout the Tower.

The Loading Dock has 12 bays and is located on the Concourse Level. **The delivery address is 37 Richmond Street West, M5C 2L7.** The entrance is on the south side of Richmond Street, west of Yonge Street. This area may be used for deliveries and pickups only.

Loading Dock deliveries will be received and transported by Loading Dock Staff. On incoming bulk deliveries, the address of the tenant receiving the package must be clearly displayed. All small package deliveries should go through the Courier Office. The following items cannot be accepted:

- Goods of extraordinary value (i.e., art of any kind)
- Furniture, chairs, desks, etc.
- Business equipment that requires set-up
- Catered food requiring set-up and presentation
- Perishable items such as flowers

Loading dock accommodates straight body trucks up to 48 feet long and 13.6 feet high. An attendant is on duty from 6:00 a.m. to 10:00 p.m. to assist with deliveries Monday through Friday, 6:00 a.m. to 5:00 p.m. and on Saturday. The Loading Dock is closed on Sundays and holidays. All deliveries are restricted to the Loading Dock and must be transported via the service elevators.

Passenger elevators may not be used for transporting any such deliveries at any time.



There will be no deliveries authorized through the main lobby.

For more information regarding deliveries, please call the **Loading Dock at 647-260-1153**.

### **Loading Dock (Continued)**

#### **Emergencies or Special Deliveries**

Emergency or special after-hour deliveries should be arranged through Security. The tenant representative should forward a list of those suppliers who should be allowed access to the building after hours. This list will be retained by the Security Supervisor and can be effective for a long-term period (i.e., one year). Remember to advise Security when this arrangement expires, is renewed or terminated.

#### **Food Deliveries**

- Please be advised that food deliveries from Uber Eats, Door Dash and other mobile food ordering services must be delivered and handed directly to the individual who has placed the order. At no time will deliveries be accepted by the lobby Security desks. Any food deliveries that are left unattended in lobbies and common areas of the Bay Adelaide Centre will be discarded.

#### **Courier Services**

**PlusOne Inc.** is an independent courier company which is currently under contract to operate the Courier Service and Loading Dock.

#### **“One Call” Program**

The internal courier service currently operates Monday through Friday, from 8:00 a.m. to 6:30 p.m. It is used for both shipping and receiving of all mail and small packages. Weekend service can also be provided through the Loading Dock. With its comprehensive “One Call” service program, logistics personnel work one-to-one with the courier of your choice to send mail or small packages to any specified destination. The Courier Office is located within the Loading Dock. All incoming and outgoing courier deliveries should be forwarded to this office for external courier pick-up and delivery. There are many advantages to the “One Call” Program, including faster delivery of your important communications, the convenience of secure, internal, Brookfield-trained personnel, and less damage and wear & tear to building systems and elevators.

#### **Package Tracking System**

PlusOne’s computerized operating system can help tenants conveniently locate their packages at any time. For quick response to your package location inquiries, please provide the waybill number.

The courier service is also available to tenants who wish to have items delivered within the complex. Please note that we do not deliver to retail tenants.

- Stamped outgoing mail can be picked up from your premises and sent to Canada Post for delivery; and
- Additional user-pay services such as registered mail or bulk mail delivery are available.

For more information about our internal courier service or additional services, please call the **Courier Department at 647-260-1125**.

### **Parking**

#### **General Information**

There are approximately 500 spaces in an enclosed parking garage. It features three levels of parking for tenant use. There are two parking garage entrances/exits; one on Richmond Street (westbound only) and one on Adelaide Street (eastbound only) The parking garage is accessible 24 hours a day, 365 days a year.

The Adelaide Street entrance and level P1 of the parking garage have 6 foot 6 inches or 2.2 metres clearances. The Richmond Street entrance and levels P2 to P4 have 6 foot 6 inches or 2 metres clearance.

INDIGO is an independent parking management company which is currently under contract with Brookfield Properties to operate the parking garage. For further information regarding the parking garage, to make special arrangements for prepaid guest and/or staff parking\*, please call the **Parking Garage Site Manager at 416-368-8531**, visit their website at [https://axiistenantapp.com/properties/bac/#BAC\\_PARKINGROW](https://axiistenantapp.com/properties/bac/#BAC_PARKINGROW) visit the Parking Office in person, located on the P1 Level between the east and west tower parking elevators. (\*subject to availability)

### **Parking Personnel and Hours of Operation**

Although the parking garage is fully automated, parking staff are available 24 hours a day, 7 days a week to provide assistance.

### **Tenant and Visitor Parking**

Tenant parking is accommodated on all levels. Parking elevators provide service to the ground and concourse floors. The garage is equipped with a fully automated payment system that can be utilized at each exit gate. Pay stations are located beside the parking office on level P1, in the east tower parking elevator vestibule on level P2, as well as the west tower elevator lobbies on levels P2 and P3. This system allows the use of cash or major credit cards to pay the hourly/daily rates that are posted at the entrance to the garage. Garage entrances and parking elevator lobbies are monitored by closed circuit television at our Security Operations Centre.

There are designated environmental zones, 'ecoZone', on P1 adjacent to the West Tower for carpooling participants, EV charging and car sharing customers. Please see the appropriate sections in this handbook for more details on these programs.

Parking validation coupons can be arranged for quantities of time or amounts of money. Redeemed validation coupons are invoiced to your firm monthly.

### **Parking Rates for Bay Adelaide Centre** (as of January 2021) including taxes:

Twenty Minutes or less \$5

One hour \$15

Daily maximum \$32 (6:00 a.m. to 6:30 p.m.)

Evening Flat \$10 (6:30 p.m. to 6:00 a.m. all seven days)

Sat, Sun and Holidays \$10 (6 a.m. to 6:30 p.m.)

Monthly Reserved – Tenant \$645.46

Monthly Random – Tenant \$432.23

Car Pool \$ 350.30

### **Monthly Parking**

Transponders are available for customers who are interested in arranging for regular monthly parking. If the garage doors are closed, they will open automatically as an approaching vehicle activates an electronic sensor. Details on registering for monthly parking can be obtained in further detail by contacting the **Parking Garage Site Manager at 416-506-1000, via email at [bac.ca@group-indigo.com](mailto:bac.ca@group-indigo.com)** or by visiting our website at [www.axiistenantapp.com/bac](http://www.axiistenantapp.com/bac).

### **Parking (Continued)**

### **Parking Allocation and Payment**

Monthly parking spaces are normally assigned in accordance with your Lease. Payment options include credit card, monthly billing and pre-authorized payment and may be arranged by calling the **Parking Garage Site Manager at 416-506-1000** or via email at [bac.ca@group-indigo.com](mailto:bac.ca@group-indigo.com). If your parking requirements change, please call the **Parking Garage Site Manager or your Manager, Tenant Services**.

For daily customers, there are two methods of payment when exiting the garage.

- **Option 1 - Cash or Credit Card:** Take your parking ticket to the automated machines located in the elevator lobbies and pay either by cash or credit card. Retrieve both your parking ticket and payment stub, and drive to the garage exit (P1 Level, Row E). Insert the parking ticket into the automated machine upon exiting.
- **Option 2 - Credit Card Only:** When exiting the garage, drive to any of the automated gate exits and insert your parking ticket and then your valid credit card.

### **After-Hours Parking**

Both parking entrances are accessible 24 hours a day. If the garage doors are closed, they will open automatically as the weight of your vehicle activates a pressure pad below the asphalt surface. For safety reasons, **pedestrians should never walk down the parking ramp**.

### **Emergency Assist System**

Our garage is equipped with a duress alarm system that is electronically monitored 24 hours a day, 7 days a week, by our Security Department. This system provides the capability to instantly pinpoint the zone from which an alarm has originated so that our Security Department can immediately be dispatched to assist you on a priority basis.

Each column, containing the Emergency Assist System, is equipped with a panic alarm button which when activated, set off strobe lights and the closest security camera will automatically zoom in on the area. In addition, the Security Department will be alerted and immediately dispatched to your location. The panic alarm columns are also equipped with audio capabilities that, when pressed, will connect you directly to our Security Department.

### **If You Have Locked your Keys in your Car**

We can arrange for an off-site locksmith to assist you. This service is available on a user-fee basis. To arrange for this service, please contact **310-SERV** or ask Security.

### **If Your Car Battery Needs a Boost**

A complimentary battery boost service is available to all tenants. If you are in need of this service during regular business hours, **please call Parking at 416-368-8531**. After hours, please pick up one of the Courtesy Phones in the parking elevator lobby.

### **Car Pooling**

An innovative program that allows two or more employees to carpool is available. Participants share the cost of a discounted monthly random parking rate but enjoy the benefits of using the 'EcoZone' reserved parking, located in a premium area beside the south parking elevators on the P1 Level of the parking garage.

### Lost and Found

Lost and found items can be turned in or claimed by calling the **Security Supervisor at 647-260-1133** located in the Security Operations Offices on the P1 Level.

### Public Telephones

There are no public telephones.

### Public Washrooms

Public washrooms are located on the Concourse Level, by the Food Court; and the main retail hallway, east of the escalators.

### The Locker Room - Bicycle Storage and Shower Facilities

#### Concourse

For tenant use only, there is a secured bicycle and shower facility located on the concourse level. The room offers storage for 228 bicycles, tool station, bottle refill station, day-use lockers, 20 shower stalls, complimentary towel service and toiletries. The facility has tiered access with an annual associated cost ranging from \$100 to \$200. Tenant allotment is based on square footage.

#### P1

For tenant use only, there are two secured bicycle rooms located on the P1 level of the parking garage. These secured bike rooms provide storage for 105 bicycles, day-use lockers, air pump and water cooler. The facility has tiered access with an annual associated cost ranging from \$100 to \$200. Tenant allotment is based on square footage.

#### Annual Bike Lottery

Bay Adelaide Centre offers 50 additional bike storage spots outside of the tenant allotment. The bike season runs from April 1 through March 31 each year and has a \$100 associated cost for successful applicants. Tenants may apply for the lottery via the axiis app and are awarded by random selection.

Exterior public bicycle racks are available on the south side of Temperance Street. For more information or to sign-up for usage of the enclosed bicycle room or shower facility, **please contact your Manager, Tenant Services.**

#### Car Wash Services

Car wash, detailing and minor repairs are available on Level P4 from CleanCar Co. For further information please contact CleanCar Co at [cleancarco@gmail.com](mailto:cleancarco@gmail.com) or at 416-861-9204.

#### 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/bac/#BAC\\_BUILDINGRESOURCES](https://axiistenantapp.com/properties/bac/#BAC_BUILDINGRESOURCES). You can also contact the **Manager, Tenant Services** or the Brookfield Project Manager, listed in *Management Office* and *Operations Directory* in this Guide, with any questions.

#### Courtesy Umbrellas

For your convenience, on rainy days, courtesy umbrellas are available to our tenants by visiting the Security Desk. Simply show your building access card and sign one out. Please ensure that umbrellas are returned within 48 hours of signing them out.

### **Tenant Receptions/Events**

If a tenant has any plans for a party, reception, open house, etc. please contact the **Management Office in advance at 647-260-1101**. This will allow us to make the Security, Cleaning and Operations Departments aware of your gathering and to offer our help so that you and your guests have an enjoyable time.

### **Electronic Directories**

Presently the electronic directories are set up to list only your company principals, partners, etc. Signage or directory listings and/or changes can be made by calling the **Management Office at 647-260-1101 or your Manager, Tenant Services**.

### **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).

#### **Accessibility (Continued)**

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 r to provide a response within 24 hours.

### **Additional Services/Building Amenities**

#### **Captivate Network**

If you want to promote your event, service, or product to a captive audience of consumers, consider advertising on Captivate, a system which has electronic media displays in all elevators at Bay Adelaide Centre. All tenants receive a preferred rate. For further information, please contact J. Paul Bolté, VP of Sales, Canada at 47 Colborne Street, Suite 303, Toronto, ON M5E 1P8; Phone: (416) 861-8319; Fax: (416) 861-1938.

### **Building Amenities**

24/7 Security System Monitoring  
After Hours Heating Ventilation and Air conditioning  
After Hours Security  
Banking Facilities  
Bicycle Racks  
BP-EAS Emergency Communications  
Carpentry  
Closed Circuit Television  
Confidential On-Site Document Shredding Services  
Courtesy Phone  
Digital Media Screen Advertising  
Elevator Display Screens  
Enclosed Bicycle Room  
First Aid/CPR Training and Certification  
Food Court Display Screens  
Hot Water Tank Leak Detection Monitoring  
Housekeeping Services  
In-house Car Wash and Detailing  
Internal Courier Services  
Loading Dock Material Handling Services  
Mail Delivery  
Axis by Brookfield Properties  
Online Concierge  
P.O. Box Mail Pick Up and Delivery  
Painting  
Parking Duress Stations  
Park Plus  
Pest Control Services  
Plumbing  
Registered Mail Service  
Restaurants, Shops and Food Court  
Security Officer Services and Covert Surveillance  
Service Centre (Tenant Service Requests)  
Service Elevators  
Shower Facilities  
Signage and Business Directory Listing

**Building Amenities (Continued)**

Special Services (Handyman)  
Storage Facilities  
Tenant Fire Safety Team  
Two Independent Hydro Feeds  
Two Independent Telecommunications Risers  
Underground Parking  
Window Cleaning  
Virtual Wellness Programs

## Security and Life Safety

### Building Security

#### Security Overview

Security Officers are provided 24 hours a day, 365 days a year, by Security Services, an independent contractor providing building services. The Officers are aided in their role by closed circuit television surveillance at strategic locations in the complex, electronic card readers, and continuous patrols of the complex.

All common areas and multi-tenant floors are patrolled periodically after business hours with all insecure office entrances being investigated and tenant representatives called at home if necessary.

Two-way radio communication between the Management Office, security console and building staff provide quick response to any issue.

While security officers, closed circuit television cameras and the maintenance staff can provide basic protection for the building, security is everyone's responsibility, and your cooperation and vigilance are essential.

Each tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Security Department immediately. Our ability to take positive action may be wholly dependent on speedy notification.
- At the end of each working day, store small personal and company items of value, such as hand-sized dictating machines, calculators, etc., in a locked desk, credenza, file cabinet or other secured location.
- At your discretion, electrical office equipment should be secured. Particular care should be taken for the security of laptop computers; they are easily transported and readily marketable.
- File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.
- Be certain that all public corridor egress doors are locked after 5:00 P.M. on each business day and when your receptionist leaves the offices.
- Enforce strict control of keys and access cards. Please notify the Security Department when any employees are terminated.
- Promptly report to building Security the loss of property or any suspicious event. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.
- Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.
- Never leave a vault or safe open while out of the office. Thoroughly spin the combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.
- Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.

You may request additional patrols of your offices from the Security Department.

### Card Access System

In order to maintain building security, unrestricted elevator access to tenant floors is only permitted during regular business hours: Monday through Friday, 7:30 a.m. - 6:30 p.m.

Elevator cabs are equipped with proximity style card readers and tenants have been issued photo I.D. access cards in order to enhance the security within the tenancy and the building in general.

Elevators cannot be released for afterhours travel until the tenant has been identified and cleared through the remote security terminal located at the Bay Street Security Desk.

### 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.

### Access Cards

Authorized tenant representatives can request, change, or cancel access cards for employees of their company by completing the Access Card Request Form issued by the Security Department. These forms can be obtained by calling the **Security Administrator at 647-260-1131**. Processing fees apply as per Section F, Additional Rechargeable Services. In special circumstances, or if your access card has been lost or stolen, call the **Security Operations Centre at 647-260-1136** for immediate attention.

### Access for Staff and Visitors

Please note that after regular business hours, tenant office doors will not be opened unless Security receives written authorization from a principal of the company. If employees without access cards, clients and/or visitors are expected during security restricted hours, tenants should notify the **Security Operations Centre at 647-260-1136 or Security Supervisor at 647-260-1133**. Without this authorization, access will be denied. Photo I.D. will be requested at all times.

If the Security Department has not been notified in advance, they will attempt to contact the tenant representative to obtain authorization for entry. Once authorization has been received, the person(s) will be allowed to sign in and proceed to the tenant's floor. If authorization cannot be obtained, access will be denied.

Authorized employees of the tenant have the ability to sign in co-workers. In so doing, they assume responsibility for co-workers' activities while on-site.



### **Access for Service Companies**

If you are arranging for services to be performed in your office after hours, please provide a prior letter of authorization to the Security Department. If you have contracted the services of a company for an extended period of, you can issue a one-time letter that will cover the contract period (i.e., one year). Be sure to advise Security when the contract expires, is renewed, or terminated.

### **Emergencies or Special Deliveries**

Emergency or special after-hours deliveries should be arranged through Security. The tenant representative should forward a list of those suppliers who should be allowed access to the building after hours.

This list will be retained by the Security Supervisor and can be effective for a long-term period (i.e., one year). Remember to advise Security when this arrangement expires, is renewed, or terminated.

### **Food Deliveries**

When ordering food after hours, please ensure that the delivery person has your company telephone number or direct line in order to expedite delivery. Delivery personnel must report to the Security Desk to arrange access.

### **Parties and Private Functions**

Please remember to inform the Security Department about your function so that they can direct your guests to your suite without delay.

### **Locksmith Services**

Upon moving into the building, tenants receive keys and locks to their offices and mailboxes in accordance with their needs. Additional keys and locks can be purchased at an extra fee through our Locksmith. All keys and locks must be building standard. All requests for Locksmith services should be made through **310-SERV** or <https://axiistenantapp.com/home/service-requests/>. The Locksmith is a bonded position within the security department.

### **Additional Security Services**

#### **Security Escorts**

Security escorts are provided free of charge to tenants who have vehicles parked in the Bay Adelaide Centre parking garage. When requesting an escort, please inform security of your location and remain there until an officer arrives. (This should not take more than two to five minutes).

Working alone after business hours? Advise the **Security Operations Centre at 647-260-1136**, and a Security Officer will check on you periodically.

#### **Office Duress Device**

Office duress buttons can be installed within your offices linking your office to the Security Operations Centre. In order for tenant offices to be connected to Bay Adelaide Centre's general security system, the emergency device should be provided by our building security system contractor. These systems are installed and monitored on a user-fee basis. Monitoring services are subject to a 15% applicable administration fee as defined in the Lease. For further information, please call the **Manager, Security & Life Safety**.

### Tenant Offices Alarm Systems

Bay Adelaide Centre's general security system is not initially set up to alarm individual tenant offices. To obtain this added protection which is available on a user-fee basis, or to receive further information please call the **Manager, Security & Life Safety**.

### Security Duty Officers

Security duty officers are available for hire for private functions and parties or to address specific tenant needs. Please see Section F for Additional Rechargeable Services. For other security requirements, such as general or specific investigation work, a corporate protection program and other personal needs, please contact the **Manager, Security & Life Safety**.

Please feel free to discuss any of the security matters noted above or any security concerns with the **Manager, Security & Life Safety**.

### Solicitation

For the privacy of our tenants, solicitation and hand delivery is not allowed in the building. Security staff do their very best to prevent unwanted visitors from entering the complex during normal business hours. They are successful most of the time, but due to the large number of people entering and exiting the complex, a few unwanted visitors may manage to elude security. If an unwanted visitor enters your office:

1. Ask him or her to have a seat while you contact the appropriate member of your staff.
2. Call the **Security Operations Centre at 647-260-1136** from an adjoining office to request assistance.
3. A Security Officer will be immediately dispatched to your suite to provide support.

If the unwanted visitor leaves your suite prior to the arrival of Security, please note his or her general description, approximate age, height, weight, heritage, and clothing, as this information will assist the Security Department in their investigation in order to prevent reoccurrence.

### Power Failure

In the event of a power outage, remain CALM and call the building Service Centre (310-SERV) immediately. Listen for information and instructions from the building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

### Elevators

In the event that you become stalled in an elevator due to a power failure, remain calm. Within 15 seconds, the building's emergency generator should restore power to elevators. Once emergency power is restored, elevators (one at a time, in each bank) will proceed to Ground Level. This process will occur in sequence. A reduced number of elevators will operate until full power is restored. Located inside the elevators is a help button that provides immediate communication with the Security Operations Centre. Once the help button is pressed, Security will respond promptly.

### Lights

There will be a 15 to 20 second delay before power is supplied to the emergency lighting system. Full lighting and electrical power will be restored once the problem has been rectified.



## **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 lasts 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

### **Bomb Threats**

If you receive a bomb threat, take it seriously. A bomb threat procedure pamphlet has been designed for use by tenants. This pamphlet should be kept readily accessible by the telephone. It contains a special portion that can be used to record the characteristics of the caller, and any other

pertinent information in the event that you receive a bomb threat by phone. Pamphlets are available by calling the **Security Operations Centre at 647-260-1136**.

### **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 our **“Emergency Only” number at 416-368-8116**.

A search of tenant offices 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 Life Safety Team utilize employee volunteers to assist with the search. They will be assisted by Brookfield Security and Life Safety Staff.

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 Security and Life Safety Staff may recommend a partial or complete evacuation.

The search of public areas in Bay Adelaide Centre is the responsibility of Brookfield staff and its agents.

For information regarding Emergency Medical or Fire Procedures, First Aid & CPR Courses, Fire Alarm Tones, Tenant Life Safety Teams, Bay Adelaide Centre's Life Safety Video, Fire Drills or Bomb Threat Procedures, please contact the **Manager, Security & Life Safety**.

## **Fire Alarm Systems**

### **The Fire Alarm Sounds - What do you do?**

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

1. The Alert Tone is recognized by an intermittent beeping tone of one pulse every three seconds.
2. The Evacuation Tone is recognized by a rapid siren tone.

When an alarm is activated from any floor, the floor where the alarm originates, and the floor above and the floor below will receive the evacuation tone (siren). The remainder of the building will receive the Alert Tone (intermittent beeping).

## **Fire Alarm Systems (Continued)**

### The Evacuation Tone Sounds - What do you do?

- Do not wait for announcements.
- Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
- Follow the directions of your Life Safety Team.
- Alternate exits may be accessed at crossover floors (approximately every 5 floors).
- Do not use elevators, as they will automatically “home” to the ground floor.
- Do not return until a Fire Official or Brookfield personnel has announced that the alarm condition has been cleared.

### The Alert Tone Sounds - What do you do?

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

### Tenant Responsibilities

The primary responsibility for the safety of employee’s rests with each tenant. Tenants are encouraged to appoint responsible and dependable employees to their Life Safety Team. All team members should participate in Life Safety training, provided at your convenience by the Security & Life Safety Department. Group presentations can be arranged by calling the **Manager, Security and Life Safety**.

As part of our ongoing commitment to tenant safety, Brookfield has produced a customized fire and life safety video which is available online at [https://axiistenantapp.com/properties/bac/#BAC\\_FLS](https://axiistenantapp.com/properties/bac/#BAC_FLS). To view it, click on the video icon . We strongly recommend that ALL employees view this video on a regular basis, and that new employees view it as part of their company orientation program. Employees should be introduced to their Life Safety Team in this orientation, and should be taken on an “emergency evacuation walk” noting the locations of emergency stairwell exits, crossover floors, etc.

Tenants are urged to participate in the Annual Fire Drill. The importance of these drills must not be underestimated as they allow employees to:

- Become familiar with primary and secondary evacuation routes from your office.
- Realize the length of time it takes to reach the ground floor and pre-determined meeting points
- Understand the physical and mental conditions that exist in a restricted space, such as the stairwell, during a full evacuation
- 

All employees should be encouraged to cooperate, following the directions of their Life Safety Team.

Employees should be instructed to report all smoke or suspicious odours to their Senior Fire Warden.

All fires, regardless of size, and even if they have been extinguished, must be reported to the **Security Operations Centre at 647-260-1136**.

### 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 Representative's 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 Canadian 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 is as simple as pressing a corresponding number on the keypad of your phone or replying to an email message. For more information on BP-EAS please contact your Security Manager.

### Life Safety Team

The Security Department will work with specially trained tenant Life Safety Teams and tenant Fire Wardens in the event of an emergency situation.

### Tenant Life Safety Team

A Life Safety Team that is responsible for a full floor\* should include the following positions:

- Senior Fire Warden (1)
- Deputy Fire Warden (1)
- Stairwell Wardens (2)
- Search Wardens (2)
- Assistant Personnel (1)
- Backup Personnel (2)

**Senior Fire Warden:** The person in this position will select, manage, and maintain the Life Safety Team. In the event of an emergency, they will direct and oversee the orderly evacuation of all tenants within their jurisdiction.

\*Tenant areas of less than one full floor will require fewer personnel. Please exercise your own judgment when filling Life Safety Team positions.

**Deputy Fire Warden:** The person who assumes this role will supervise the evacuation procedure at one of the stairwells, performing the duties listed above. In the absence of the Senior Fire Warden, the Deputy Fire Warden assumes that role.

**Stairwell Wardens:** Wardens are required to maintain orderly conduct at each of the stairwells, ensuring quiet and calm in the event of an emergency evacuation. Stairwell Wardens must report to the Senior Fire Warden when all occupants have evacuated the area.

**Search Wardens:** As their name suggests, Search Wardens must conduct a systematic search of the floor, ensuring that all occupants have evacuated. Once the evacuation is complete, search wardens are instructed to close doors and to report any non-complying occupants to the Senior Fire Warden.

**Assistant Personnel:** People in this position are asked to help anyone who requires assistance during evacuation. If a person is unable to evacuate due to serious illness or injury, assistant personnel must advise the Security Operations Centre using the red firefighter phone located by emergency exit stairwells. (In such situations, a special passenger rescue will be carried out to assist in moving the individual out of the building via the service elevators).



## Tenant Life Safety Team (Continued)

**Backup Personnel:** These people are assigned to be on stand-by to fill any of the positions above, as necessary.

### Fire Drills

If you wish, you can arrange for fire warden training exclusively for your company by calling the **Manager, Security & Life Safety**.

During the fire drill process, Senior Fire Wardens are requested to evaluate the performance of their teams using the Fire Drill Report Form available from the Manager, Security & Life Safety. Brookfield conducts annual fire drills which simulate as closely as possible, actual emergency conditions. At the time of the drill, the evacuation tone will be activated. All tenants are urged to participate in the drill, following the directions of their Life Safety Team and Brookfield personnel.

If you wish, you can arrange for a fire drill exclusively for your company by calling the **Manager, Security & Life Safety**.

### Fire Preparedness

The Fire Provisions section of this handbook contains very important information. Each tenant should be familiar with the information provided on the following pages..

Brookfield is proud of its efforts to provide the highest possible levels of fire and life safety protection, which include fire and life safety education, as well as planning for emergencies. It is important that each Brookfield tenant is well informed on all issues related to fire and life safety.

- Tenants are given materials describing emergency guidelines and bomb threat checklists for distribution to all employees.
- The tenant's life safety team personnel receive the tenant Emergency Action Plan written specifically for Bay Adelaide Centre tenants.
- Brookfield provides annual fire & life safety training for tenants where a customized video and Power Point presentation review all of the building's safety features.
- Brookfield holds annual fire drills to ensure tenants know how to react in an emergency.
- Brookfield, in conjunction with security consultants, holds seminars for Brookfield staff and for tenants. Seminar topics include fire life safety, bomb threat preparedness, and other personal security related issues.

### Building Fire Safety Plan

The fire safety plan relies on technology, including fire alarm and communications systems, sprinklers, smoke evacuation systems, door closers, and other safety mechanisms, and on Brookfield's staff and tenant employees who are designated to assist with evacuation/relocation.

### Tenant Floor Fire Wardens

A crucial step in the development of an evacuation plan is the appointment of tenant Floor Fire Wardens, and Alternates; these individuals should have strong personalities and the ability to take charge in the event of an emergency. Strong decisive actions early in an emergency may save lives.

In the case of multiple-tenant floors, a Floor Fire Warden is appointed for each tenant. Each tenant will be required to man all safety team positions on each floor and should check stairwells and restrooms in an emergency.

### **Floor Fire Warden Responsibilities**

Know all persons requiring assistance on the floor including those temporarily requiring assistance, as with a bone fracture, etc., and assign persons who are capable of evacuating these employees down the Emergency Stairwells.

Instruct all employees on the floor as to the following:

- Locations of Emergency Stairwells
- Locations of Fire Extinguishers
- Locations of Fire-Pull Stations
- Never to use the Elevators during an alarm
- Establish a meeting place at a safe distance (minimum 150 metres) away from the building where all employees should assemble for check-in. Ensure that no one re-enters the building.

### **General Evacuation Procedure**

In the event of an emergency or disruption to the building's normal operation the first reaction should be to REMAIN CALM and CALL THE SECURITY DEPARTMENT to report the emergency this will set in motion several events simultaneously:

- The immediate dispatch of qualified assistance for fire, medical or other emergencies.
- A call to municipal assistance organizations, i.e., fire, police, EMS.

In the event it is necessary to evacuate part or the entirety of the building, remain CALM and LISTEN to the instructions being given over the public address system, and by the building staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Toronto Police or Fire Department representatives. Stairwell entrances are located on the south and east side of the building's core.

When using the Emergency Exit Stairwell, keep to the right so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of all personnel who may need assistance should be kept by the Floor Fire Warden and be on file with the Security Department. In the event of an evacuation, those individuals should assemble near the service elevator to await evacuation by Rescue personnel where required.

### **Plans For After Any Emergency**

Pre-assign a coordinator who will act as liaison between your company and officials from the Fire Department and building personnel.

Establish a communications network in writing for all employees for passing-on important information. It should include names and telephone numbers of the people each employee is assigned to call. Employees should keep this information at home.

## Emergency – Fire

### If You Discover Fire or Smoke

1. Remain calm. Leave the fire area, closing doors behind you.
2. Activate the nearest fire alarm pull station. To operate, pull down the fingertip lever. This will activate the fire alarm system.
3. When safe to do so, **call 911** and then immediately call our “**Emergency Only**” number at **416-368-8116**. Provide your name, building address, and the location of the fire and/or smoke.
4. Immediately evacuate via the nearest fire exit. Follow the directions of your Life Safety Team. Do not use elevators. (The fire alarm causes elevators to automatically “home” to ground floor).
5. Report to your Pre-determined Meeting Point and check in with your Fire Warden.

Do not return until it is declared by a Fire Official or Brookfield personnel that the alarm condition has been cleared.

### 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 our “Emergency Only” number at 416-368-8116.** The Security Operations Centre will immediately advise the Life Safety Team who will provide interim assistance, and the Security Staff who will direct the paramedics to arrive at your location as quickly as possible. The Manager, Security & Life Safety and all Security Officers have First Aid & CPR Certification and will “bridge the gap” until emergency medical help arrives.

Post one person at the service elevator lobby on your floor to lead medical personnel to the person in distress. All security staff members are trained in the use of our automated external defibrillator.

### Emergency First Aid & CPR Courses

Brookfield provides accredited First Aid & CPR courses for interested companies or individuals. Tenants are canvassed periodically to determine interest, at which time registration will take place for the next available course date.

The two day-long course runs eight hours and is held on site at Bay Adelaide Centre. The course is conducted by a qualified emergency response instructor.

At the end of the course, each participant receives an official certificate of completion. Rates are detailed in Additional Rechargeable Services.

New tenants will receive information about Security and Life Safety procedures during their initial Operations Overview Meeting. If numbers are sufficient, arrangements can be made at this time to hold a separately scheduled First Aid & CPR course.

### **Testing of Public Address System**

Bay Adelaide Centre is equipped with a voice communication system which is operated from the Security Operations Centre. Speakers have been installed in strategic locations throughout the complex. This system can reach all floors simultaneously, or selectively as necessary. Weekly testing of the public address system is done after hours in order to ensure the systems integrity.

### **Flammable Materials**

Tenants shall not bring into the offices or the building any flammable fluids, material or explosives without written permission of Owner.

### **Fire and Life Safety Video**

Brookfield Properties has also produced a customized fire and life safety video which is available online at [www.axiitenantapp.com/bac](http://www.axiitenantapp.com/bac). To view it, click on Tenant Resources and go to Life Safety & Security. The video is a step- by- step guide outlining Tenant fire and life safety procedures and the responsibilities of the Life Safety Team. We strongly recommend that ALL employees view this video on a regular basis, and that new employees view it as part of their company orientation program. For additional information or clarification on topics contained in this section, please contact the **Manager, Security & Life Safety**.

## Housekeeping

### Nightly Services

Office areas are provided with housekeeping services 5 days a week, excluding holidays, in accordance with the Housekeeping Schedule of your lease, for your office, excluding private washrooms.

Nightly service includes:

- Empty all trash receptacles and recycling containers and replacing all liners as necessary.
- Remove all collected trash and recycled materials to a designated area.
- Dust and spot clean all furniture, fixtures and accessories (providing desk surfaces are cleaned).
- Spot clean all horizontal and vertical surfaces (up to eye level).
- Spot clean the carpeted area where necessary
- Spot clean all partition glass (up to eye level).
- Spot clean all walls, light switches and doors.
- Dust mop all hard surface floors with a treated mop.
- Mop all stains and spills on hard surface floors.
- Vacuum all carpeted traffic lane areas (corridors, reception area and board rooms).

### Periodic Housekeeping Services

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

- Twice Weekly:
  - Dust high and low areas (pictures, clocks, partition tops, etc.).
  - Vacuum all carpets.
- Monthly:
  - Vacuum fabric office furniture.
  - Mop the entire hard surface areas.
  - Machine spray buff all hard surface floors.
- Semi-Annually:
  - Dust and/or vacuum Venetian/vertical blinds.
  - Machine scrub hard surface floors, apply polish and buff where required.
- Yearly:
  - Strip hard surface floors, apply polish and buff.
- Where Required:
  - Wash all trash containers using a germicidal detergent monthly.
  - Strip and refinish all hard surface floors - Semi-annually.
  - All partition glass washed – 3 times annually.
  - Vents and diffusers vacuumed and washed - Semi-annually.
  - Disinfect phone mouthpieces - Weekly.

### Special Cleaning Services

Hallmark Housekeeping Services, an independent housekeeping company, is currently under contract to provide housekeeping services.

In addition to the regular cleaning services you receive, these specialized cleaning services are offered to keep your work environment clean and productive at all times. To access information or to book a specialized cleaning service, please call the **Residence Manager at 647-260-1142**.

### **Special Cleaning Services (Continued)**

Special cleaning services are contracted on a user-fee basis. These include:

- Desk and furniture waxing and polishing
- Fabric furniture spot cleaning and shampooing
- Carpet shampooing
- Washing of metal furniture and composition desktops
- Supply of executive type hand towels, special hand soaps in private washrooms (if any)
- Extra servicing of private washrooms, boardrooms, specific executive areas, meeting rooms etc.
- Treatment of wood paneling, doors and special effects
- Ceiling and wall washing
- Removal of overburden waste such as files or cartage of other heavy items
- Special waxing and refinishing of floors above standard frequency
- Cleaning of the underside of the computer area raised floor
- Removal of waste in excess of normal office use
- Disinfecting telephone mouthpieces with a germicide
- Washing of partition glass
- Servicing of offices after use on Saturdays, Sundays or holidays, or service which occurs after normal building clean-up
- Cleaning of computer rooms
- Cleaning of coffee stations
- Cleaning of dining/kitchen facilities, including washing of all ceilings and walls; cleaning of interior and exterior of kitchen hoods, hood filters, all ceiling vents, counter and cupboard spaces, all appliances (inside and out)
- Cleaning of vault areas
- Cleaning of light fixtures in situations where ceiling height exceeds that which is normal for the building
- Dusting of high reach areas in situations where the ceiling height exceeds that which is normal for the building

### **Window Cleaning**

Window exteriors will be cleaned three times a year, weather permitting. Window interiors will be cleaned once a year. Tenants will be notified in writing prior to interior window cleaning, so that areas around the windows can be cleared.

### **Centralized Waste Program**

Waste management is an urgent and pressing issue of global concern. In an effort to help conserve the earth's limited resources, Bay Adelaide Centre offers a comprehensive centralized waste program. All tenants are encouraged to participate in this program, which not only serves to protect our environment, but also helps reduce operating costs.

### **How the Centralized Waste Program Works**

Please use the provided centralized waste receptacles provided. There are two types of receptacles available, containing three streams to represent the needs of the workspace and kitchenette.

## Centralized Waste Program (Continued)

### Workspace Stream

- Cans and bottles
  - Cans, plastic and glass bottles
- Paper
  - Newsprint, office and photocopier paper, envelopes, kraft paper, and magazines.
  - All paper stream material is shredded on-site
- Waste
  - Styrofoam, food wrappers, plastic straws, stir sticks, cutlery and waxed paper.

### Kitchenette Stream

- Waste
  - Styrofoam, food wrappers, plastic straws, stir sticks, cutlery and waxed paper.
- Mixed Recyclables
  - Poly-lined coffee cups (no lids, no liquid), corrugated cardboard, boxboard, plastic bags, milk cartons, tetra paks, glass bottles and jars, steel food cans, aluminum cans, plastic tubs and lids.
  - \*All mixed recycling material is separated and sorted at an offsite recycling facility.
  -
- Compost
  - Vegetables/fruit scraps, coffee grounds, filters, tea bags, tissues and napkins, houseplants and flowers, bread/pasta/rice/pastries, meat/fish/eggs, biodegradable items.

To obtain replacement or additional centralized waste receptacles contact **310-SERV**.

### What is NOT Recyclable

- Aluminum foil wrap.
- Rubber bands, paper clips, carbon.
- Large server room batteries.

### Other recyclable products

- 
- Batteries from pagers, cell phones, small electronic devices, and wooden skids, Inkjet, Toner and Laser cartridges etc., are recycled. Please contact **310-SERV** to request a pick-up when you have a full collection.
- K-cups can be recycled if the grounds are removed.

For further information regarding the recycling program, please call the **Assistant Property Manager at 647-267-1149**.

### Electronic Waste Program

In keeping with our commitment to the environment, Bay Adelaide Centre has joined Artex Environmental Corporation as a private collection site for e-waste. In an effort to make disposal of electronics even easier, this program will ensure that “E-waste” items are recycled and kept out of landfill sites. All items will be directed to recycling processing facilities in Ontario that meet strict environmental, health and safety standards and ensure these materials are disposed of in a responsible way.

#### E-waste consists of the following items:

- ✓ Audio and video equipment
- ✓ Cameras
- ✓ Cell phones, telephones, pagers and PDAs
- ✓ Computers and peripherals
- ✓ Printing devices including copiers, scanners, and printers
- ✓ Fax machines
- ✓ Tuners
- ✓ Televisions and DVD players
- ✓ Video projectors

To have your E-waste items picked up, please contact **310-SERV**, request **Cleaning - Recycling and Computers** and notify the service center representative of the location of the pickup.

Bay Adelaide Centre also assists with the disposal of used batteries and toner cartridges. Due to their hazardous nature, toner cartridges must be placed in their original or protective packaging prior to scheduled pick up. The same applies to any copier parts.

For further information regarding this program, please contact the **Assistant Property Manager at 647-260-1149**.

### Carton Disposal

To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons.
- Retain flattened cartons in a designated area of your offices.
- Clearly mark the carton(s) “recycling”.

The flattened cartons will be removed nightly by housekeeping staff.

If you accumulate a large number of cartons, boxes, or excessive waste during business hours, please advise us at **310-SERV**. These items will be removed accordingly.

### Secured Shredding

#### Confidential Document Shredding

Bay Adelaide Centre is pleased to offer an onsite confidential “paper only” shredding service to all office tenants. Your confidential material will be stored in secured containers within your office space – container locations are determined by the tenant. Secured shredding containers are available in two sizes: 32 and 65 gallons. Collected material will be transferred to a monitored, locked and secured holding cage on the loading dock. Our waste management provider, GFL, maintains the only access to the secured room and conducts the onsite secured shredding. To arrange a pickup, please contact **310-SERV**, request **Maintenance – Shredding Services** and notify the service center representative of the location of the pickup.



### Secured Shredding (Continued)

The GFL representative will pick up the shredding requests from 310-SERV daily.

All requests that come through after 2:30pm will be completed on the following business day. In the event of an emergency request a member of the Building Services department should be contacted to expedite the request as soon as possible.

A handling charge of \$6.00 per console, \$8.00 per 65-gallon containers, and \$5.00 per banker box will be included in the monthly tenant billing each time a pick-up request is processed. A Confidential Document Destruction Certificate will be issued by GFL for every container processed.

Secured shredding of non-paper materials is also available. Non-paper materials which require secured shredding are to be placed inside of banker boxes for removal by GFL staff and subsequent transfer to an offsite GFL secured shredding facility. The cost of an off-site secure shredding pickup is quoted per box.

Green, 65-gallon containers are also available for all recyclable, non-confidential paper material. All recyclable paper material will automatically be shredded; however, no Confidential Document Destruction Certificate will be provided. To arrange pick up, please contact **310-SERV**, request **Cleaning – Recycling** and notify the service center representative of the location of the pickup.

For further information, please call the **Senior Manager, Operations & Tech Services at 647-260-1104**.

### Pest Control

All areas are serviced for pest control once a month by an independent contractor. This service is provided after business hours and is included in the operating costs of the building.

## Central Building Services

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

#### Central Operations

Bay Adelaide Centre's heating, ventilation, air conditioning (HVAC), life safety and security systems are computer monitored 24 hours a day, 7 days a week by the Security Operations Centre.

#### 310-SERV (Service Requests)

All service and maintenance requests, including heating and cooling, cleaning, lighting and electrical, plumbing, locksmith services, general maintenance, elevator and building services can be conveniently requested through **310-SERV**. The Service Centre, operated under contract by Brookfield LePage Johnson Controls, is open 24 hours a day, 7 days a week.

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

The temperature in your office can usually be adjusted through the building's central automation system. To adjust the temperature, simply contact **310-SERV** or <https://axiistenantapp.com/home/service-requests/> and provide the pertinent information, i.e., company name, floor area number (room number or zone), phone number, etc. This will enable operators to make the necessary computerized adjustments without visiting your offices.

The following suggestions may help tenants maintain a more comfortable office temperature:

- Do not place furniture close to thermostats as this can affect the temperature reading.
- In the case of manual thermostat adjustments, please resist the urge to adjust the unit in large increments or range of temperature.

Upon occupancy, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with the tenant's construction criteria. Tenants should have the floor's ventilation system rebalanced when:

- Internal walls are added or relocated.
- Occupancy level increases.
- You substantially increase loads by the addition of heat generating equipment.

Air conditioning is supplied Monday to Friday 7:30 a.m. to 6:30 p.m., and Saturdays between 9:00 a.m. and 5:00 p.m. at no additional charge. If you require air conditioning outside of these hours, please contact **310-SERV**.

Please note there is a charge for after-hours air conditioning. Brookfield requires the names of employees who are authorized to make such requests. Please provide this list to the **Senior Manager, Operations & Technical Services**.

The following suggestions may help tenants maintain a more comfortable office temperature:

- Keep furniture at least four to six inches from perimeter heating units
- Keep papers and other items off exposed radiation grills. Covering these grills restricts temperature control
- Do not place furniture close to thermostats as this can affect the temperature reading
- In the case of manual thermostat adjustment, please resist the urge to adjust the unit in large increments which will cause swings of temperature

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

Upon occupancy, airflow to your floor should be balanced by a competent “air balancing” technician in accordance with the tenant’s construction criteria. Tenants should have the floor’s ventilation system rebalanced when:

- Internal walls are added or relocated
- Occupancy level increases
- You substantially increase loads by the addition of heat generating equipment

Air conditioning is supplied Monday to Friday 7:30 a.m. to 6:30 p.m., and Saturdays between 9:00 a.m. and 5:00 p.m. at no additional charge. If you require air conditioning outside of these hours, please contact 310-SERV.

Please note there is a charge for after-hours air conditioning. Brookfield requires the names of employees who are authorized to make such requests. Please provide this list to the **Senior Manager, Operations & Technical Services**.

## Elevators

Elevator service is available 24 hours a day.

### East Tower

The building is equipped with fully automatic high-speed electric elevators with full Destination Dispatch control, consisting of 25 passenger elevators, 2 parking shuttles and 5 service elevators. The elevators are organized in 2 elevator banks as follows:

Low Rise Passenger	Servicing Ground 2 <sup>nd</sup> -26 <sup>th</sup> Floor
High Rise Passenger	Servicing Ground to 26 <sup>th</sup> -44 <sup>th</sup> Floor
Tower Service (Freight)	Servicing Ground to P3 – 45 <sup>th</sup> Floor
Loading Dock Service (Freight)	Servicing Concourse to P3 Level
Podium Passenger	Servicing Ground Level to 6 <sup>th</sup> Floor
Ground Floor to Concourse Shuttle	Servicing Ground Level to Concourse
Podium Service (Freight)	Servicing B3 – 6 <sup>th</sup> Floor Parking Servicing P3 to Ground Level

### West Tower

The building is equipped fully automatic high-speed electric elevators consisting of 26 passenger elevators, 2 parking shuttles and 5 service elevators. The elevators are organized in 2 elevator banks as follows:

Low-Rise Passenger	Servicing 3 <sup>rd</sup> to 14 <sup>th</sup> Floor
Low-Mid Rise Passenger	Servicing 15 <sup>th</sup> to 24 <sup>th</sup> Floor
Mid Rise Passenger	Servicing 25 <sup>th</sup> to 37 <sup>th</sup> Floor
High-Rise Passenger (Destination Dispatch)	Servicing 38 <sup>th</sup> to 51 <sup>st</sup> Floor
South Parking	Servicing Ground to P3 Level
North Parking	Servicing Ground to P4 Level
Service (Freight)	Servicing P3 Level to 51 <sup>st</sup> Floor

## Destination Dispatch

Destination Dispatch is a computerized elevator system that has been designed to increase efficiency and response time. Passengers instruct the system where they want to go before entering the elevator. Knowing your destination in advance, the system is able to assign elevators to passengers with common destinations. Your assigned elevator will then transport you to your desired floor in the most efficient manner by making the fewest possible stops.

### **Escalators**

They are designed for the capacity to travel up to 1,200 feet per minute with a capacity of 3,500 lbs. per cab. The elevators are maintained by Schindler. A computerized elevator system has been designed to increase efficiency and response time.

### **Lighting**

#### **After Hours Lighting**

Lighting after regular business hours is controlled by an automated lighting control zone. Lighting codes will be set up, programmed and tested as part of your construction “build out”. The **Senior Manager, Operations & Technical Services** will typically provide you with your after-hours lighting code(s) and instructions on how to access the building lighting computer within your first few days of occupancy. The main telephone number for the lighting computer will be determined shortly.

For further information please call the **Senior Manager, Operations & Technical Services at 647-260-1104**.

For ease of use, printed telephone decals are provided by building management that reference the lighting computer number and have a space available to insert a specific lighting code. Tenant Representatives can obtain the decals by contacting your **Manager, Tenant Services** for distribution to staff.

#### **Purchasing and/or Storing Lights and Ballasts**

Building-standard lights and ballasts will be replaced by Bay Adelaide Centre Operations Staff at no additional cost (this expense is included in your monthly operating cost). Non-standard lights should be purchased and stored by the individual tenant; however, there is a charge to replace these lights.

You may also arrange to have Operations Staff purchase specialty lamps on your behalf. Such purchases are subject to a 15% applicable administration fee as defined in the Lease. For further information please call the **Senior Manager, Operations & Technical Services at 647-260-1104**.

#### **Preventative Maintenance**

Preventive, demand, and routine maintenance activities are facilitated through the Onsite Preventative Maintenance System. This software automatically allocates preventive maintenance activities based on a predetermined schedule, tracks contractor and staff hours, and provides inventory status. The system reduces manpower, administrative efforts and supports quality service performance

#### **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 seasons.

In a nationwide initiative to help reduce the number of migratory bird casualties in urban centres, Brookfield has instituted the “Safe Flight” program. We ask each of our Bay Adelaide Centre tenants to join us in this effort by complying with the following procedures:

### **Safe Flight Program (Continued)**

- 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, draw down your blinds 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.

For further information on this program and the success it is attaining in the downtown core, please visit the website at [www.flap.org](http://www.flap.org).

### **Utility Service Access**

Access to a floor’s 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.

## Financial Requirements

### Monthly Rent Schedule

#### Rental Payment

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 monthly rent schedule will be issued should there be a change in your rent (i.e. increase in basic rent).

In accordance with your Lease, rent charges are due and payable on the first day of the month without prior written notice or invoice.

#### 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 miscellaneous services provided by outside suppliers (i.e., plumbing, painting, electrical work, etc.) Please ensure that the remittance copy is sent with your payment.

#### Payment

Rental payments are due and payable, without demand in advance on the **1<sup>st</sup> day of each month**.

In effort to streamline the payment process, effective, Brookfield is pleased to offer our tenants three different options for making rental and invoice payments.

##### 1. **Electronic Funds Transfer (EFT) (Rental payments only):**

Under the Pre-Authorized Payment option, the tenant is required to provide proper authorization to their bank, to allow Brookfield to directly debit the tenant's bank account for the relevant monthly rental charges.

##### 2. **Direct Deposit:**

Under the Direct Deposit option, Brookfield would provide you with their banking information to instruct the tenant's bank to electronically transfer funds accordingly.

The benefits of selecting either one of the above-mentioned options are as follows:

- Elimination of manual cheques
- No additional payment charges involved
- Timely processing of payments
- Avoid delayed or lost cheques

While we understand that banking information is highly confidential, we assure you that all information provided will be used solely for the purpose of implementing this program.

**Payment (Continued)**

**3. Manual Cheque Payments:**

Electronic methods of payment are preferred. However, should you wish to continue issuing manual cheques, please ensure all cheques are made payable to Brookfield Properties (Canada) Inc. All cheques are to be delivered to the Management Office at:

333 Bay Street, Bay Adelaide Centre  
Suite C131, Concourse Level  
Toronto, Ontario M5H 2R2

In order to ensure correct payments are recorded in your account on a timely basis, please provide remittance slips as part of your back-up.

**Standard Additional Service Rates**

**Additional Chargeable Services**

We are pleased to offer our tenants the best possible service at competitive rates. Labor is performed by Brookfield staff or outside companies that we have partnered with. All additional chargeable services are available on a user-fee basis and will be billed monthly.

<b>Labour</b>	<b>Rate</b>	<b>Details</b>
Building Operator	\$65 per hour	4-hour minimum.
Heavy Duty Cleaner	\$21 per hour	
Light Duty Cleaner	\$17.50 per hour	
Light bulb changes	\$3.00 per bulb	Applicable to all non-base-building fixtures only. Billed out as a material charge.
Locksmith Services	\$42 per hour plus cost of key \$15.00 Cabinet key \$30 Medeco key	15-minute minimum, plus cost of keys if applicable.
Maintenance	\$41 per hour	Minor repairs.
Material Handler	\$30 per hour	Premium delivery service.
Security Officer	\$45 per hour	4-hour minimum for security coverage.
Security system user access fee	\$35 per door/alarm point monitoring	Applies to all security access card readers, duress stations and temperature alarms connected to the “base building” security management system, monitored in the Security Operations Centre.
Security Supervisor	\$50 per hour	4-hour minimum for security coverage.
Special Services	\$33 per hour per each man	Minimum 30 minutes. Services should be booked at least 24 hours in advance.

**\*4-hour minimum, overtime and statutory rates applicable outside of normal business hours**

**Additional Chargeable Services (Continued)**

<b>Services</b>	<b>Rate</b>	<b>Details</b>
Afterhours air conditioning	\$30 per hour	Outside normal business hours of Monday to Friday 7:30 a.m. to 6:30 p.m. No additional charge upon request on Saturdays from 9:00 a.m. 5:00 p.m. Rate reduced to \$ 15.00 per hour for requests booked for a minimum of two consecutive weeks in a calendar year, with one week's notice.
After hours lighting	No charge	User activated lighting computer (user telephone codes for lighting zones.)
After hours lighting	\$20 per call	Building Operator reprogramming for Special Services labour. Free of charge if phone code is used.
Chairs/tables	\$3 per chair \$7 per table	Delivery and pick-up charges will apply for a minimum of 30 minutes. Supply is limited; therefore, these should be booked one week in advance.
Chilled Water Cooling	0.276 per Ton per hour	Supplemental chilled water cooling
Construction bins	\$160.00 for drop off and pick-up plus \$85 per tonne tipping fee	All construction garbage must be removed using bins ordered through Brookfield Properties.
Fire watch/shutdown	\$35 per hour	72 hours advance notice required.
First aid training	\$150 per person	Rate of \$100.00 is for a 2-day course period.
Mechanical or electrical shutdown	\$65 per hour	72 hours advance notice required.
Access card processing	\$25 per card	Depending on the type of card.
Service elevator	\$55 per hour per elevator. Loading dock to East Tower 2 elevators required (\$110.00)	Includes utilities and labour. Weekday minimum 3 hours & weekend minimum 4 hours. Must be booked and/or cancelled 24 hours in advance using required form. East Tower requires the use of two elevators.
Secure shredding	\$8 per 65-gallon container \$6 per console \$5 per banker box	Services should be booked 24 hours in advance, or a weekly pick-up can be scheduled.

As per the Lease, there will be 15% applicable administration charge on all charges. HST will be levied as applicable.

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



**Preferred Contractor Service Rates**

<b>Services</b>	<b>Company</b>	<b>Telephone</b>	<b>Rates</b>
Glass Replacement / Doors	Cutting Edge	416-558-2851	\$75 / hour -min 3 hours; \$12-hour truck charge
Carpet	Sands Commercial Floor Coverings	905-475-6380 Ext 227	Various
General Contractor / Carpentry	Unlimited Reno	416-237-1570	Quoted
	The Jesslin Group	416-936-0226	\$65 / hour with a minimum charge of \$225
	Four Seasons	905-474-9960	\$95 / hour with a minimum charge of \$450
Painting	Wall cover Painting	416-407-4561	\$39 / hour
Plumbing	Century Plumbing	416-485-4655	\$58.46 / hour
Welding / Custom	MRM	905-477-4411	Various, quoted work
Electrical	Guild Electric	416-288-8222	\$89.69 / hour - 7am to 4pm; \$107.62 / hour - 7pm - 3am; \$179.36 / hour outside of times noted.
	Plan Group	416-635-9040	\$85 / hour – 7am to 4pm; \$103 / hour – 7pm to 3am; \$167 / hour outside of times notes.
Mechanical	Black & McDonald	416-920-5100	Plumbing and pipe fitting \$94 / hour. Sheet metal \$94 / hour. Electrical \$94 / hour. *After hours Mon. – Thurs. 5pm-6am \$122 / hour. Weekend work Fri. night through Monday 6am \$172 / hour. Overhead of 10% is not included in above charges. Emergency service \$110 / hour Emergency service after hours and on weekends \$220 / Quoted rates are on a job by job basis, dependent on size and nature of the work.
	Kelson	416-222-4291	Facility Labour Rates Sheet Metal \$93 / hour or Premium time \$147 / hour. Plumbing / Welding \$93 / hour or Premium time \$147 / hour. Refrigeration \$98 / hour or Premium time \$147. Mobile Welding \$117 or Premium time \$175.

	Modern Niagara	416-748-3882	<p>HVAC \$97 / hour or Premium time \$145.50 / hour. \$194 / hour on Sat./Sun./Holidays.          Electrical \$95 / hour or Premium time \$190. \$190 / hour on Sat./Sun./Holidays.          Controls \$115 / hour or Premium time \$172.50. \$230 on Sat./Sun./Holidays.          Steam/Plumbing/Drains \$94 / hour or Premium time \$188. \$188 / hour on Sat./Sun./Holidays.          *\$40 vehicle charge per vehicle per day on all calls.</p>
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## Building Rules and Regulations

### Building Rules and Regulations

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.

#### Life Safety

- If an emergency situation arises the tenant shall cause all office occupants to vacate the building if directed to do so by the Landlord or any public authority, in the manner prescribed by the Landlord or such public authority.
- No inflammable, explosive or dangerous materials shall be stored or used in the offices and the tenant shall not do, or omit to do, anything which may in any way breach applicable laws, increase the risk of fire or obstruct or interfere with the rights of other occupants of the building.

#### Security

- The Landlord may require that any person entering and leaving the building at any time other than business hours identify himself and satisfy security measures prescribed by the Landlord from time to time. The Landlord may prevent any person from entering the offices unless that person possesses a key, pass or other authorization satisfactory to the landlord, and may prevent any person removing any goods without written authorization.
- All entrance doors to the offices must be kept locked when the offices are not in use. Except as provided for below, all locks within the offices and on the access doors to the offices will permit access by the landlord's master key or access cards. The tenant shall not install any locks, bolts or other security devices affecting access to the offices, or any part thereof, without the Landlord's prior written consent, which may be granted on a conditional basis. No change may be made to existing locks or locking mechanism within the offices or on the access doors to the offices without the landlord's consent and coordination.

#### Housekeeping

- The Tenant shall keep the offices tidy and free from rubbish, which shall be deposited in receptacles designated by the Landlord for waste.
- The entrance, lobbies, elevators, staircases and other such facilities of the building shall be used only for access to the offices; the tenant shall not obstruct or damage such facilities or permit them to be obstructed or damaged by its agents, employees, officers, invitees or others under its control.
- The Tenant shall not obstruct access to main header ducts, janitor and electrical closets and other building Systems.
- The Tenant shall, at its expense and at such reasonable intervals as the landlord requires, exercise such pest control measures as directed by the landlord using contractors designated by the Landlord, failing which the Landlord shall have the right, at its option, to exercise such pest control measures for the offices, at the expense of the Tenant.

## **Building Rules and Regulations (Continued)**

### **Receiving, Shipping, Movement of Articles**

- No heavy equipment, safe or other items shall be moved by or for the tenant except with the prior written consent of the Landlord, which may be arbitrarily withheld. Any such item shall be moved upon the appropriate steel-bearing plates, skids, or platforms, subject always to direction by the landlord, and shall take place at such times and by such persons as the landlord shall have approved.
- No equipment, freight, office materials or supplies, furnishings or bulky matter shall be moved in or out of the offices or carried on the escalators or elevators of the building except during such hours as the Landlord shall have approved. Hand trucks and similar appliances shall be equipped with rubber tires, rubber bumpers and other safeguards approved by the landlord, and shall be used only by prior arrangement with the landlord.
- The tenant shall receive ship and take delivery of and require shippers and others to deliver and take delivery of, equipment, freight, office materials and supplies, and furnishings only through the appropriate service and delivery facilities and elevators provided in the building and subject to such further regulations as the landlord may from time to time impose. The service elevators in the building shall not be used for the movement of any such item without the prior written consent of the landlord and shall be left in clean condition following use.

### **Prevention of Injury to Offices**

- The tenant shall not misuse or damage the offices or any of the improvements or facilities therein, or unreasonably deface or mark any walls or other parts of the offices.
- The tenant shall not:
  - install or use any radio, television or other similar device in the offices which may in any manner constitute a disturbance or an annoyance to any other tenant in the building.
  - install in the offices or elsewhere in the building any transmitting radio communications equipment without the Landlord's prior written consent; or
  - operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the building. The tenant shall not in any case erect or cause to be erected any satellite dishes or aerial anywhere in the building.

### **Windows**

- No curtains, blinds or other window coverings shall be installed by the tenant without the prior written consent of the Landlord. Window coverings that are installed shall comply with the uniform scheme of the building.
- The tenant shall not interfere with any window coverings installed upon exterior windows of the building and shall close such window coverings during such hours as the landlord may require, and shall not install or operate any interior window coverings installed by the tenant so as to interfere with the exterior appearances of the building or the climate control system of the building.

### **Washrooms**

- Toilets and plumbing fixtures shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes, or other substance shall be placed therein.
- The tenant shall be responsible for any damages resulting from misuse caused by it or by its agents, employees, officers, licensees, or invitees.
- The tenant shall not let the water run unless it is then being used.

## **Building Rules and Regulations (Continued)**

### **Use of Offices**

- No cooking or preparation of food which requires venting or produces odors shall be permitted in the offices and no electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- The Tenant shall not use or permit use of the offices in such manner as to create any noises or odors objectionable or offensive to the Landlord or any other Tenant or occupant of the building or other nuisance or hazard or to breach the provisions of Applicable Laws or any requirement of the insurers of the building.
- No person shall use the offices for sleeping apartments or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No musical instruments or sound producing equipment or amplifiers which may be heard outside the offices shall be played or operated in the offices.
- Animals are not permitted in the building premises unless it is a certified service animal companion.

### **Canvassing, Soliciting, Peddling**

The Tenant shall not perform, patronize, or permit anyone under its control to perform any canvassing, soliciting or peddling in the building and shall not install in the offices any vending machines or dispensing refreshments or merchandising, except with the prior written consent of the Landlord.

### **Bicycles**

Bicycles or other vehicles shall not be brought or left in or upon any part of the building except in such area or areas as are designated by the Landlord from time to time.

### **Signs**

If pursuant to Section 6.07 of the Lease the Tenant is permitted to erect, affix or install any sign or lettering which may be seen outside the offices it shall at its own expense erect and maintain in good condition and repair any such sign or lettering and shall observe and comply with applicable laws, including the payment of license or other fees.

### **Biohazards**

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 a 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.

### **General**

These rules and regulations, together with all amendments, deletions and additions, are not necessarily intended for uniform application, but may be waived in whole or in part in respect of other tenants of the building without affecting their enforceability with respect to the tenant and the offices and may be waived in whole or in part with respect to the offices without waiving them as to future application to the offices. The imposition of such rules and regulations shall not create or imply any obligation of the Landlord to enforce them or create any liability of the Landlord for any such lack of enforcement.

With the exception of service animals, no live animals are permitted in the complex.

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