

TORONTO

# Tenant Handbook

Exchange Tower  
130 King Street W, Toronto, ON

**Brookfield**  
Properties





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## **Introduction**

### **Welcome**

Brookfield Office Properties (Brookfield) is pleased to provide this Tenant Information Guide for the exclusive use of Exchange Tower office Tenants. It will assist you in becoming familiar with the building's features, facilities and operating procedures, and with the staff who provide its services.

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

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

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

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

### **Brookfield Privacy Statement**

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

#### **Our Privacy Principles**

We do not sell customer information.

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

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

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

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

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

#### **Information Disclosure**

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

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

### **Your Awareness and Permission**

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

### **Brookfield Protects Customer Information**

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

### **For More Information**

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

## **Management Office and Operations**

### **Management Office**

Our management office is made up of a dedicated and experienced team of professionals who uphold Brookfield's commitment to service and share a common agenda to continually look for ways to improve the level of service at Exchange Tower.

Your Tenant Services Manager has been selected for their experience and experts in the field of customer service and relationship management. Any questions, comments or concerns regarding your Lease, leased premises, tenant services or building amenities should be directed to them.

The Property Management Office is located on the 21<sup>st</sup> floor of the Exchange Tower. The mailing address is as follows:

Exchange Tower (BOPC) Inc., HRI Exchange Inc. PFS Exchange Inc.  
c/o Brookfield Properties Canada Management LP  
130 King Street  
Suite 2105, P.O Box 2  
Toronto, ON M5X 1A9

Our office hours and telephone numbers are:

Monday – Friday ..... 8:30 a.m. to 5:00 p.m.  
Telephone: ..... 416-864-6210

### **Management Directory**

Property Manager  
Alissa Rankin  
Phone: 416-864-6214  
Email: [Alissa.Rankin@brookfieldproperties.com](mailto:Alissa.Rankin@brookfieldproperties.com)

Assistant Property Manager  
Sarah McDonald  
Phone: 416-864-6209  
Email: [Sarah.Mcdonald@brookfieldproperties.com](mailto:Sarah.Mcdonald@brookfieldproperties.com)

Coordinator, Tenant Services  
Ilda Lourenco  
Phone: 416-862-6392  
Email: [ilda.lourenco@brookfieldproperties.com](mailto:ilda.lourenco@brookfieldproperties.com)

Reception/Administrative Assistant

Phone: 416-864-6210  
Email: [ET.Reception@brookfieldproperties.com](mailto:ET.Reception@brookfieldproperties.com)

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

Senior Manager, Property Accounting  
Henriette Luczek  
Phone: 416-202-6686  
Email: [Henriette.Luczek@brookfieldproperties.com](mailto:Henriette.Luczek@brookfieldproperties.com)

Manager, Property Accounting  
Rola Chen  
Phone: 416-202-6683  
Email: [rola.chen@brookfieldproperties.com](mailto:rola.chen@brookfieldproperties.com)

**Brookfield Office Properties**  
**Head Office**  
**181 Bay Street, Suite 700**  
**Toronto, Ontario M5J 2T3**

Senior Vice President, Office Leasing  
Matt Whitty  
Email: [matthew.whitty@brookfieldproperties.com](mailto:matthew.whitty@brookfieldproperties.com)

Beauleigh Retail Leasing Consultants  
Phone: 905-891-1188  
Email: [info@beauleigh.com](mailto:info@beauleigh.com)

Project Manager, Construction Services  
James Elliott  
Phone: 416-369-4909  
Email: [James.Elliott@brookfieldproperties.com](mailto:James.Elliott@brookfieldproperties.com)

### **Operations & Building Services Directory**

Our Operations Managers are experienced innovators in their specific fields and are available to assist you with any technical or comfort specific questions.

Manager, Operations  
Jun Concha  
Phone: 416-862-6219  
Email: [Jun.Concha@brookfieldproperties.com](mailto:Jun.Concha@brookfieldproperties.com)

Assistant Operations Manager  
Gerry Macasero  
Phone: 416-862-6395  
Email: [Gerry.Macasero@brookfieldproperties.com](mailto:Gerry.Macasero@brookfieldproperties.com)

Chief Engineer  
Brandon Sookrit  
Phone: 416-864-6496  
Email: [Brandon.Sookrit@brookfieldproperties.com](mailto:Brandon.Sookrit@brookfieldproperties.com)

Coordinator, Building Services  
Shelley Domingue  
Phone: 416-864-6497  
Email: [Shelley.Domingue@brookfieldproperties.com](mailto:Shelley.Domingue@brookfieldproperties.com)

### **Service Requests**

Phone: 416-310-SERV (7378)  
Website: <https://axiistenantapp.com/home/service-requests/>

### **Security Directory**

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

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

Security – Main Lobby  
**Phone: 416-862-6394**

### **Retail Marketing Directory**

Manager, Marketing & Events  
Jamie Harkins  
Phone: 416-862-0166  
Email: [Jamie.Harkins@brookfieldproperties.com](mailto:Jamie.Harkins@brookfieldproperties.com)

### **Housekeeping Office**

Bee-Clean Building Maintenance  
Resident Manager: Olga Silveira

### **Parking Office**

Indigo Parking  
Exchange Tower / First Canadian Place  
Angie Ayad – Parking Manager  
Phone: 416-862-6129  
Email: [angie.ayad@group-indigo.com](mailto:angie.ayad@group-indigo.com)  
Hours: 9:00am to 5:00pm, Monday to Friday



### Building Services Provided

Department / Area	Days	Hours of Operation
<b>Courier</b>	<b>Monday to Friday</b>	<b>7:00 a.m. – 7:00 p.m.</b>
<b>Engineering</b>	<b>Monday to Sunday</b>	<b>24 hours</b>
<b>Housekeeping</b>	<b>Monday to Friday</b>	<b>8:30 a.m. – 11:00 p.m.</b>
<b>Maintenance</b>	<b>Monday to Friday</b>	<b>8:30 a.m. – 11:00 p.m.</b>
<b>Management Office</b>	<b>Monday to Friday</b>	<b>8:30 a.m. – 5:00 p.m.</b>
<b>Parking</b>	<b>Monday to Sunday</b>	<b>24 hours</b>
<b>Receiving</b>	<b>Monday to Friday</b>	<b>12:01 a.m. – 11:59 p.m.</b>
<b>Security</b>	<b>Monday to Sunday</b>	<b>24 hours</b>

### Mailing Address and Postal Code Information

#### Canada Post Mail Room Location

Tenant post office boxes are located on the B1 level of First Canadian Place, 100 King Street West. To locate them, please take the parking garage elevators (nearest to Vassi on the main level, or Preeners Cleaners on the concourse level).

Mail Room hours of operation:  
8:00 a.m. to 10:00 a.m. and  
10:30 a.m. to 12:30 p.m.

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

Please contact our Property Management Office, Suite 2105, for information on how to obtain a P.O. Box number and Postal Code for your mail to be delivered to your company located in the Exchange Tower.

**Outgoing mail** may be sent from the B1 Mail Room or from the **Canada Post retail outlet** located on the Concourse Level (behind Rexall).

### Hours of Business Operation

#### Office Regular Business Hours

Monday – Friday .....7:30 a.m. to 6:00 p.m.  
After hours, Weekends and Holidays .....Restricted Access (Passcard only)

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

#### Shopping Centre Regular Business Hours

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

#### Parking Garage Hours of Operation

Monday – Sunday .....24 hours

## Statutory Holidays

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

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

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

## Leasing Information

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

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

## Emergency Numbers

**Emergency** 911

### Hospitals

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

### Medical Services

Artin Dental	416-364-4150
LASIK MD Toronto (Laser Eye Centre)	416-646-0000
Poison Control	416-813-5900 or 1-800-268-9017

## Local Business Directory

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

### PATH – Toronto's Downtown Underground Pedestrian Walkway

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

Via the PATH, Exchange Tower is connected to:  
East – First Canadian Place

South – 121 King St. West  
West – 150 King St. West  
North – Richmond Adelaide Centre

**Attractions**

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

**Hotels**

Hilton Toronto	(416) 869-3456
Holiday Inn on King	(416) 599-4000
Fairmont Royal York	(416) 368-2511
Sheraton Centre	(416) 361-1000
The Ritz Carlton Hotel	(416) 585-2500
St. RegisToronto	(416) 306-5800

**Banks**

Bank of Montreal ( <i>First Canadian Place</i> )	(416) 867-5050
CIBC ( <i>Commerce Court West</i> )	(416) 980-7777
National Bank ( 121 King St,W.)	(416) 864-7791
TD Canada Trust ( <i>TD Centre Concourse</i> )	(416) 982-5722
Scotiabank ( <i>ScotiaPlaza</i> )	(416) 866-6430

**Courier Services**

PlusOne Courier ( <i>First Canadian Place</i> )	(416) 365-8080
FedEx Courier Services	1 (800) 463-3339
Purolator Courier Services	1 (888) 744-7123 or 1 (888) SHIP-123
UPS Courier Services	(416) 361-6090

**Shopping Centre Directory**

**Food Services in Exchange Tower**

Black + Blue	(647) 368-8283
Burger King	(416) 361-1468
Butter Chicken Roti	(416) 250-7634
Ladurée	(416) 629-2391
Lindt Chocolate	(416) 306-0466
Mad Radish	(416) 519-6023
Michel's Bakery Café	(416) 306-0301
Mos Mos	(416) 871-9020
Neo Coffee	(647) 398-9460
Piazza Manna	(416) 862-2111
Porchetta & Co.	(647) 352-6611
Revitasize	(647) 282-2600

Salus	(416) 861-0800
Subway	(416) 551-2901
Sushi Shop	(416) 214-6401
Sultan's Mediterranean Grill	tbd
Thai Island	(416) 203-7745
Tim Hortons	(416) 861-1718
Z-Teca	(416) 504-3133

**Services & Stores in the Exchange Tower**

@ Your Cars Services	(416) 955-9893
Artin Dental	(416) 364-4150
Barbers of London	(416) 214-0426
Be Urbane	(416) 363-7575
Body Bar	(416) 203-2639
Blo Blow Dry Bar	(416) 777-2569
Caryl Baker Visage Cosmetics	(416) 214-6631
Classic Time	(647) 352-7333
Fancy Face	(416) 251-0110
Good Health Mart	(416) 366-7312
The Great American Backrub	(416) 367-0101
INS Market	(416) 364-3028
INS Market	(416) 214-9524
Myodetox	(647) 360-4551
New Balance	(416) 875-4054
Polish'd Nail Bar	(647) 748-1713
Rego Bespoke Clothiers	(416) 366-7346
Richard Ivey, Donald K. Johnson Centre	(416) 861-9600
Rogers Plus	(416) 603-7979
Saje Natural Wellness	(416) 894-3811
Specs and Contacts	(416) 214-2002
TWIG Fertility	(647) 699-3808

**Northbridge Place - Food & Services**

Marcello's Market & Deli	(647) 348-8865
Maritime Travel	(416) 361-9330
Morpheus Hair Design & Aesthetics	(416) 681-9292

**Miscellaneous**

Passport Information	(416) 973-3251
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**Moving Companies**

AMJ Campbell (Moving Company)	(416) 321-1546
Quality Moving & Installations	(905) 874-4874
Paragon Office Installations	(905) 488-8710

**Postal Services**

Canada Post ( <i>First Canadian Place</i> )	(416) 364-0540
Canada Post ( <i>TD Centre</i> )	(416) 360-7105

**Taxi Services**

Airline Limousine	(416) 675-3638
Airport Limousine	(416) 225-1555
Beck Taxi	(416) 449-6911
Co-op Cabs	(416) 364-8161
Diamond Taxi	(416) 366-6868

Metro Taxi (416) 504-8294  
Royal Taxi (416) 777-9222

**Transportation**

Toronto Transit Commission (T.T.C.)  
Routes, Fares, Schedules, Info (416) 393-4636  
Transit (Union Station) Bus and Train (416) 869-3200  
Terminal Greyhound Lines of Canada (416) 367-8747  
Metro Toronto Coach Terminal (416) 393-7911  
VIA Rail Canada Inc. (416) 366-8411  
Avis Rent-A-Car (416) 777-2847  
Budget Rent-A-Car (416) 203-6646  
National Car and Truck Rental (416) 364-4191  
CAA Emergency Road Service (416) 222-5222  
Ministry of Transport (416) 362-3312  
Road Info (416) 599-9090



## Tenant and Building Services

### Environmental Initiatives

The Exchange Tower is a certified green building, with a Gold level of certification in the Leadership in Energy and Environmental Design (LEED®) Existing Buildings: Operations and Maintenance program.

### Corporate Environmental Profile

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

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

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

### 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, pest control, general maintenance and building services), should be directed to the **Brookfield Tenant Service Centre at 310-SERV (7378)** or <https://axiistenantapp.com/home/service-requests/> or via the **axiis Tenant App**.

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.

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

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 coverage 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 Management LP, P. O. Box 1258, Morristown, New Jersey 07960.

All policies must name the Property Manager and Landlord as insured:

#### Insured

Brookfield Office Properties Inc.  
HRI Exchange Inc.  
PFS Exchange Inc.  
Brookfield Properties Canada Management LP  
Brookfield Properties Canada Management Corporation

### Contractors

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

### **Insured**

Brookfield Office Properties Inc.  
HRI Exchange Inc.  
PFS Exchange Inc.  
Brookfield Properties Canada Management LP  
Brookfield Properties Canada Management Corporation

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

### **Signage**

#### **Office**

A building standard sign program has been established for the main lobby directory, elevator lobby and at your premises entrance, which must be adhered to. Please complete the Sign Request Form located in *Building Forms* section of this guide and return it to the Exchange Tower Property Management Office.

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three (3) weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the Tenant's expense (refer to *Financial Requirements* for details). Please contact the Property Management Office for further details and applicable costs.

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

#### **Retail**

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

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

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

#### Special Event Signage

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

## Smoking Policy

### Smoke-Free Ontario Act

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

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

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

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

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

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

For further information please call the Toronto Public Health’s Smoke Free Helpline at 416-392-0123 or visit their website <https://www.toronto.ca/>.

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

### Tenant Photo Pass Program

The tenant Photo Pass program permits pre-approved tenants to shoot photography for social media during off-peak hours within the public areas of Exchange Tower and First Canadian Place. To participate in the Program, each applicant must visit the First Canadian Place Management Office located on the concourse level of First Canadian Place, in the hallway between Harry Rosen and Rexall, to review and complete a Tenant Photo Pass Program release and indemnity form acknowledging the Program’s rules and regulations. Once the form is completed, the Tenant Photo Pass can be picked for daily use at the Security Office, located on the B1 level of First Canadian Place. The Pass holder must leave a piece of ID in exchange of the Pass. Contact the Property Management Office to arrange a time to complete the Tenant Photo Pass Program form. One form per applicant.

## Moving and Delivery Guidelines

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move.

- Provide at least 48 hours' written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by Building Operations Dept. and are scheduled on a first come, first served basis.
- Office moves may only occur on the weekends or after 6:00pm, Monday through Friday.
- All moves and deliveries must be handled through the freight elevator only.
- The loading dock is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve this area as well. Building Operations Dept. must authorize any exceptions to this entry point. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide a Certificate of Insurance prior to the actual move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
- Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
  - Pad or otherwise protect all entrances, doorways, and walls affected by the move.
  - Cover all floors traversed during the move with appropriate material.
- Your moving contractor is responsible for removing all garbage and bulky packing cartons.
- **Our building has a strict No Smoking policy.** The Moving crews are not permitted to smoke in any area of the building.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park vehicles in marked Fire Lanes.

## Removal of Material from your Premises

### Property Removal

To prevent unauthorized removal of material or equipment from the building, the "Property Removal Authorization" form, included in the forms section of this manual, must be completed by an authorized tenant representative and be retained by the individual authorized to remove the material. Security personnel will request this form when an individual is removing materials or equipment from the building after normal business hours.

### Stolen Property

If property belonging to a tenant, employee, or visitor is stolen, notify Property Security promptly. A security guard will respond as quickly as possible to take an incident report and assist the Police Department.



**Loading Dock**

**Location, Hours of Operation and Deliveries**

The Loading Dock for the Exchange Tower building is located on 77 Adelaide Street West and is managed by First Canadian Place.

The dock has a vehicle length restriction of 45 feet\*, trailer and cab, single axle.

*\*NOTE: Due to loading dock turntable work, the loading dock access is temporarily limited to a vehicle length restriction of 26 feet - trailer and cab, single axle.*

Regular dock hours are from 12:01am to 6:00pm, Monday through Friday. Regular hours are for small, short deliveries, usually between 15 – 30 minutes. No bookings are required; vehicles must wait their turn.

For items delivered during regular hours, there are usually no charges. However, if items are delivered to the Loading Dock, and First Canadian Place employees are required to bring them to your suite, there will be a delivery charge according to the size and volume of the items.

Tenants should specifically instruct their carriers that all deliveries or shipments, other than hand deliveries, are to be taken to or from the Tenant’s suite via the loading dock. The Landlord assumes no responsibility for breakage, damage, theft or personal injury, however caused.

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

Passenger elevators were designed solely for transporting building tenants and their visitors. For this reason, access for all deliveries, wheeled dollies and handcarts are restricted to the Loading Dock and must be transported via the Exchange Tower freight elevator. Tenants and their delivery firms are required to supply their own dollies and hand carts.

**Loading Dock/Freight Elevator Bookings and Charges**

All furniture deliveries and construction material deliveries must occur after business hours and should be pre-arranged well in advance. The available times are between 4:00am – 7:00am and from 6:00pm – 10:00pm on weekdays. Between 10:00pm – 1:00am cleaning staff use the freight elevator daily for housekeeping purposes. Also, every Tuesday, from 6:00pm – 8:00pm, Otis Canada is scheduled to do weekly elevator maintenance and therefore no bookings can be made during this time frame.

During weekends and holidays, a 4-hour minimum booking time applies. Service elevator bookings are on first come, first serve basis. Additional charges apply to loading dock/freight elevator usage after hours.

The rates are as follows:

**Monday – Friday .....\$ 48/hr**  
**Weekends .....\$ 55/hr**  
**Holidays.....\$ 75/hr**  
**\*Rates are subject to change**

For loading dock & freight elevator bookings please contact our Coordinator, Building Services at 416-864-6497.

If a Tenant desires special services before or after regular business and loading dock hours (i.e. carpet care services, courier deliveries, and office functions), special arrangements must be made in a written request notice at least 48 hours in advance, asking for any special access through the Exchange Tower Property Management office.

### **Courier Services**

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

PlusOne courier services operate from Monday to Friday, from 8:00am – 6:00pm. The Courier Office is located in First Canadian Place ground floor adjacent to LASIK MD Toronto and FCP Gallery stairs from Adelaide St. entrance.

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

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

The Exchange Tower & First Canadian Place PlusOne courier service is also available to Office and Retail Tenants who wish to have items delivered within the complex. Additional services such as registered mail or bulk mail delivery are also available for a nominal charge. Stamped outgoing mail can be picked up from your premises and sent to Canada Post for delivery for a reasonable fee.

For more information about internal courier services, or additional services including outside courier needs, personnel services, and mail services, please contact PlusOne Inc. Courier Services at 416-365-8080 or email [jbrandt@plusone.ca](mailto:jbrandt@plusone.ca)

### **Parking**

Parking is available by utilizing the joint of the Exchange Tower and First Canadian Place. There are two parking garage entrances/exits: one on York Street and one on Adelaide Street West.

Note: York Street is a one-way northbound traffic direction and Adelaide Street is one-way eastbound traffic direction.

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

The rates for monthly parking permit holders are as follows:

Reserved:	\$619.47+ \$80.53 HST = <b>\$700.00</b>
Unreserved:	\$398.23 + \$51.77 HST = <b>\$450.00</b>
Overnight Unreserved:	\$125.67 + \$16.33 HST = <b>\$142.00</b>

All monthly parking permits must be requested in writing through the Exchange Tower Management Office, by each company designated Parking Representative. Please contact the Property Management Office for further details. (Lease restrictions may apply).

Please note: any parking cancellations, lost or replacement permits must also be reported to the Exchange Tower Property Management Office, by the Parking Representative.

The daily transient parking rates, including HST, are as follows:

Daily Max (6:00am – 6:00pm)	\$30.00
Weekday 24 Hour Rate	\$38.00
20 Minutes or Less	\$5.00
Flat Weekend/Holiday Rate (6:00am – 6:00pm)	\$12.00
Flat Evening Rate (6:00pm – 6:00am)	\$10.00

***Lost Ticket Pays the daily max of \$38.00. No “in & out” Privileges.***

### **Monthly Rate Available – Visit Parking Control Centre Level A**

Cash and the following credit cards – Visa, MasterCard, and American Express – are accepted at all eight (8) pay stations located in the parking elevator lobbies. Both exit terminals will also process credit card transactions.

Regulations:

- Illegally parked vehicles will be ticketed. Any vehicles parked in the designated fire route will also be ticketed.
- Vehicles parked in the garage are entirely at the risk of the vehicle owner. The Landlord and/or Property Management shall not be responsible for any loss or damage to vehicles parked in the garage or the contents however caused or incurred.
- Thirty (30) days written notice is required for cancellation of any/all spaces.
- No washing or repairing of vehicles is allowed in the garage.
- For Lost Ticket – if you lose your parking ticket, you will be charged maximum rate of \$38.00

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

### **Parking Garage Emergency Duress System**

This security system includes custom designed duress / information stations as well as a number of new cameras placed throughout the parking complex. The cameras which are being used to monitor the parking complex are also connected to the new duress stations' emergency buttons and are being monitored by security 24 hours a day. Once an emergency button is pressed, a blue beacon above the unit will flash and the nearby camera(s) will immediately turn to the area of the activated duress station and subsequently record all activity in the occurrence. Security will simultaneously be notified and will respond via the intercom in the unit as well as dispatch security personnel to assist.

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

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

### **Secured Bike Room and Bicycle Racks**

To better serve those Tenants who cycle to work, the Parking Garage is equipped with a secured access bicycle storage area located on the B level of the parking garage. The enclosure can accommodate up to 200 bicycles and cyclists are provided with an access card to gain entry. Cameras have been installed and the area is monitored by Security. Tenants pay an annual fee for this service. For more information, please contact your Tenant Services Coordinator.

There are also complimentary bicycle racks located in the garage, adjacent to the secured bike room. This area is equipped with day use lockers, a bicycle pump and repair stand.

Public Bicycle racks are located on both Adelaide Street and York Street for the Exchange Tower. Please ensure that bicycles are securely fastened to the rack.

The Landlord and Property Management shall not be responsible for any loss or damage to bicycles however caused or incurred. Please note that bicycles and e-mobility devices are not permitted in the office tower or other common areas of the building.

### **Lost and Found**

Lost and found items can be turned in or claimed at the Security Desk in the main lobby of the Exchange Tower.

### **Complimentary Services**

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

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

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

Valet Parking – complimentary ValetAssist parking is available from 9:30am – 3:30pm on weekdays, on level A.

### **Public Telephones**

Public telephones are located at the North end of the Exchange Tower next to the parking shuttle elevators, and on the concourse level next to Subway.

### **Newspaper Deliveries**

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

### **Car Wash Services**

Car wash and detail services are available in the building to parkers, located in the underground parking garage on Level A (P1). This service is provided on a first come first service basis for more details please contact @ Your Cars Service Inc. at 416-955-9893.

### **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/ext/>. You can also contact the Property Manager or the Brookfield Project Manager, listed in *Management Office* and *Operations Directory* in this Guide, with any questions.

### **Courtesy Umbrellas**

For your convenience, on rainy days, we've got you covered, Courtesy Umbrellas are available to our tenants, by visiting the main front lobby security desk, simply showing your building access card, and signing one out.

### **Accessibility**

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

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

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

### **Customer Feedback Process**



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

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

## **Tenant Receptions**

### **Space Functions Tips & Reminders**

Exchange Tower tenants who have an interest in hosting a company function within their space such as large client reception, holiday parties, children holiday parties or open house events etc. We remind you that there are several steps you need to take in your planning preparations. Tenants must provide at a minimum 48 hours' notice to the building management for all after hours tenant functions where food and drinks will be consumed to obtain landlord approval.

We remind Tenants that each premise is unique and designed to hold a maximum number of occupants based upon the size of the premise, the number of exits and the use. The Building Management will ensure your event is in accordance with, not only with building rules and regulations, but also local fire code guidelines, thereby ensuring the safety of all building occupants and guests.

### **Event Planning Checklist**

- Written notice to Building Management Office should include; Event date, time, security manpower requirements and number of attendees. 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. Tenants must coordinate Attendee escorts for afterhours access (6pm onwards) as the Elevators will be on Secure mode (access card required)
- Housekeeping services must be advised of your event as normal evening services may be impacted. Additional billable services requests may be required for cleanup following your event.
- A service request must be placed by calling 310-SERV (7378) or via axiis / <https://axiistenantapp.com/home/service-requests/> to coordinate your afterhours lighting and HVAC requirements. In accordance with the terms of your lease, charges may be incurred.
- Complete a Special Occasion Permit (SOP) if you are planning to sell or serve liquor at your function. The Liquor License Act and Regulations may be obtained from Publications Ontario at 1 (800) 668-9938 or (416) 326-5300 and on the AGCO website at <http://www.agco.on.ca/en>. Please read the Special Occasion Permit for details and Tenants Responsibility. Note: the permit holder is responsible for the safety and sobriety of people attending the event, as well as compliance with the Act and Regulations. Permit applications must be submitted at least 30 days before the event takes place. (Exception: 10 days for indoor reception events.)
- Tenants serving alcohol at your event must request in advance an Exchange Tower's Security Guards for the duration of the special event, to ensure guests do not leave your premises with alcohol

- Elevator bookings must be prearranged for the service/freight Elevator to accommodate your caterers (office tower).

Following these simple steps will ensure a safe and successful event for all.

## Security and Life Safety

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

Security Operations Centre      416-862-6394  
Hours of Operations:              24 hours/7 days a week

Paul Parent  
Manager, Security & Life Safety  
416-864-6453  
[Paul.Parent@brookfieldproperties.com](mailto:Paul.Parent@brookfieldproperties.com)

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

## Building Security

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

### Security Guard Coverage

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

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

### Security Roles and Responsibilities

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

Common area is defined as any space outside of the Tenant Lease Agreement and therefore not under a tenant's control. Tenants are responsible for managing security needs within their own space including Loss Prevention, unwanted persons or people causing a disturbance. Tenants

cannot supply/provide their own Security for any reason in the Landlord Common areas. Tenant Security is limited to their own space exclusively.

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

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

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

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

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

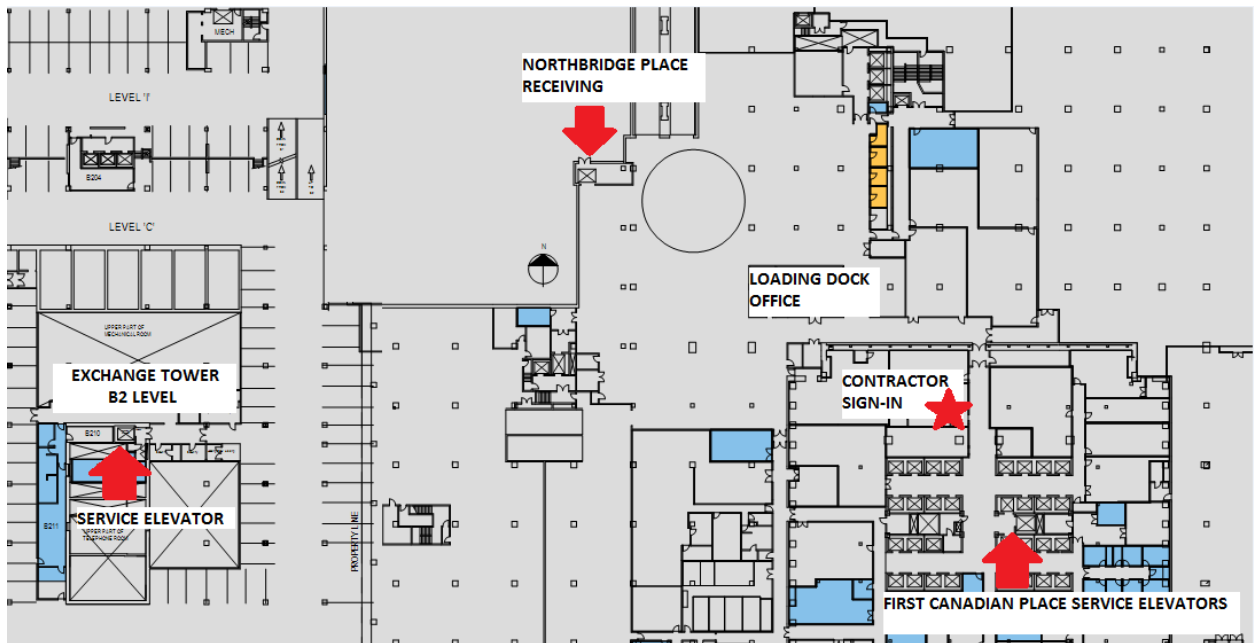
Security will not typically engage in any form of pursuit.

### **After-Hours Contact List**

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

### **Tenant Trades/Contractors**

Tenant trades or contractors will not be permitted access to perform work during off hours without prior approval from the Property Management Office or on-site operations personnel. All contractors must sign-in at the Contractor Access Office located on B1 level. After 6pm, trades and contractors will need to go to the front security desk in order to be accessed to the B1 level.



### Locksmith Services

Locksmith services are available to tenants by placing a request through <https://axiistenantapp.com/home/service-requests/> (416-310-7378). The cost of this service is charged back to the tenant. All locks on both entrance and interior office doors must be keyed to the building master key system. The system, while giving each tenant the option of having different keying arrangements within its offices, provides access for building staff in case of emergency and for cleaning purposes.

Retail tenants are responsible for keying their doors and security gates. Retailers have the option of providing security with a copy of the key in case of emergency or after-hours access requests.

### Card Access System

Access to all floors in the building, with the exception of concourse, main floor and food court, is restricted to authorized persons from 6:00pm until 7:30am on weekdays, and from 6:00pm Friday until 7:30am the first regular working day of the next week. If a tenant occupies the entire floor, these times will vary.

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

To replace or request a new card, the authorized tenant representative must place a request through <https://axiistenantapp.com/home/service-requests/> (416-310-7378).

For any additional inquiries, the authorized tenant representative can contact the Access Card Office (416-860-5245).

Exchange Tower and Northbridge Place Requests: [etadmin@brookfield.com](mailto:etadmin@brookfield.com)



The Access Card Office is open Monday-Friday, 9:00am – 12:00pm and 1:00pm – 4:00pm and is located at the Brookfield management office at First Canadian Place on the concourse level.

**Location of Pass Card Office:**



Once a card has been issued, it is the tenant's responsibility for their safekeeping and control. Upon request, the Property Management Office can produce a listing of active cards on the base building system so that each tenant can review what cards are outstanding for their own space. These reports can be provided on a four-month (3 times a year) basis free of charge. Tenants are responsible for identifying any errors or omissions in their own card listing. There is a fee for any additional reports (refer to Standard Additional Service Rates section).

Any required security card additions and/or deletions for the base buildings system must be done through the Property Management Office by completing a request through <https://axiistenantapp.com/home/service-requests/> (416-310-7378).

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

Arrangements also need to be made to confirm there is an authorized contact already in the building who can be contacted by telephone and able to come to the lobby to retrieve visitors. No trades or contractors will be permitted to access or work during off-hours without the prior approval of the Building Services Centre (BSC).

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

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

### **LiveSafe – axiis by Brookfield Properties**

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

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

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

### **Fire Alarm Systems**

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

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

### **If You Discover Fire or Smoke**

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

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

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

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

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

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

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

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

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

### **Evacuating Endangered Occupants**

- If you cannot leave your area, or have to return to it because of heavy smoke or fire, remain calm and: Close the Door
- Unlock the door in the event fire fighters may need to enter the area
- Seal all cracks where smoke may get in (e.g. under the door, air conditioning and heating vents)
- If you require assistance with evacuation, dial 911 and tell the TORONTO FIRE DEPARTMENT where you are
- Crouch low to the floor if smoke comes into your area
- Move to the most protected area
- Remain calm and wait to be rescued

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

**Exchange Tower Life Safety Video and Manual:**

[https://axiistenantapp.com/properties/ext/#EXT\\_FLS](https://axiistenantapp.com/properties/ext/#EXT_FLS)

**Life Safety Team**

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

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

**Fire Drills**

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

**Medical Emergencies**

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

- Call 911 - Provide your address, floor and premise name. You may be asked to describe the condition of the person in distress.
- Call Building Security (Exchange Tower: 416-862-6394) who will provide interim assistance and will arrange for emergency personnel to arrive at your location as quickly as possible.

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

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

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

## **Bomb Threats**

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

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

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

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

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

## **Additional Security Services**

### **Security Escorts**

Security escorts to the parking garage are available after normal business hours every day and may be arranged through the Security Guard located at the Security Desk (130 King Street West) or by telephone at (416) 862-6394. There is no charge associated with this service although there may be minor delays in obtaining an escort if staff is temporarily unavailable. It is therefore advisable to make arrangements with the Security Desk in advance.

### **Theft**

Please report any suspected theft to Security immediately. Thefts should also be reported to Toronto Police Services (TPS) by calling 416-808-2222. Depending on what was stolen, the police will tell you to file a report online or they will provide you with an occurrence number for tracking purposes. This tracking number should be given to security since evidence may need to be shared.

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

### **Incident Reports**

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

### **Ontario Fire Code / Obstructed Service Corridors**

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

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

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

### **Retail/Food/Restaurant Tenants**

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

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

**Cardboards/Garbage Pickups:** Retail tenants on the concourse and street levels have scheduled pickups between 2:00pm – 3:00pm daily. An employee from Bee-Clean will stop in front of or enter your premises to inquire if you have garbage/recyclables/cardboard to dispose of. Please keep all garbage, recyclables and cardboard in your premises until then.

If you miss a pickup, you're responsible for bringing your cardboard/garbage to the Loading Dock.

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

### **Solicitation**



Solicitation is not allowed in the building or on the building premises. Please notify building management immediately if you notice a solicitor within the building. Report as much specific information about the person's appearance and behaviour as you can. Building staff will locate the person as quickly as possible and escort him/her off the premises.

### **Office Security Measures**

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

- When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5:00pm even if staff are working late.
- Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
- Laptop computers should be locked away when not in use and/or consideration should be made to securely fasten them to the desk.
- Keep all vault or safe combinations in a locked desk drawer.

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

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

### **Power Failure**

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

All Premises and public areas are equipped with independently powered exit signs and

emergency lights. Should a power failure occur, these will remain lit until normal power is restored. In the event of an electrical failure, please observe the following guidelines:

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

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

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

### **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 favouring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.

- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

## **Pandemic Preparedness**

### What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

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

### Importance and Benefits of Being Prepared

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

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

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

### Pandemic Flu Resources

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

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.

## Housekeeping

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

Quality Assessments are conducted on a regular basis to monitor the quality of the cleaning services. Management meets regularly with Housekeeping Supervisors to assess performance and ensure our quality standards are maintained. If you have comments or concerns regarding housekeeping, please contact the Management Office.

**Housekeeping requests** may be placed online through the Tenant Services Centre <https://axiistenantapp.com/home/service-requests/> or by telephone 310-SERV (7378).

### Office Housekeeping Services

#### Nightly Services

Office areas are provided with housekeeping services five days a week, excluding holidays. Nightly service includes:

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

### Scheduled Housekeeping Services

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

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

### Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, and deep cleaning of specific upholstered or carpeted areas, fridge and/or microwave cleaning is available by calling Omni

Facility Services Canada Corp. at (416) 364-0643. Special cleaning services are contracted on a user-fee basis.

## **Retail Housekeeping Services**

### **Daily Pickup**

Retail tenants on the concourse and street levels have scheduled pickups between 2:00pm – 3:00pm daily. An employee from Bee-Clean will stop in front of or enter your premises to inquire if you have garbage/recyclables/cardboard to dispose of. Please keep all garbage, recyclables and cardboard in your premises until then.

If you accumulate many cartons or boxes during business hours, please advise the Tenant Service Centre at <https://axiistenantapp.com/home/service-requests/> or 310-SERV (7378). Cartons and boxes will be removed promptly.

Garbage and recyclables must be placed in clear plastic bags. If you miss the pickup, please bring your garbage, recyclables and cardboard directly to the Receiving/Loading Dock. Contact the Coordinator, Retail Tenant Services or the Loading Dock for more information.

## **Window Cleaning**

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

## **Recycling Program**

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

Exchange Tower continues to work diligently, in partnership with both our contractors and tenants, to divert increasing quantities of waste materials from the landfill. As Ontario's economy continues to expand and our population continues to grow, the importance of efficient waste diversion and effective partnerships will increase.

### **Recyclable Waste Management Program**

Waste management is an urgent and pressing issue of global concern. To help conserve the earth's limited resources, Brookfield has a national waste management and recycling program at Exchange Tower. 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 Waste Management Recycling Program Works**

Tenants play a key role in ensuring the success of the Waste Management Program

Remember to keep all food and wet waste separate from wastepaper products. Each tenant is responsible for supplying their own waste containers.

Separate paper and stationery from other waste such as bottles and cans. Please use the appropriate recycling containers, as supplied.

For your assistance, Brookfield provides:

- a recycling container for each workstation
- a large recycling container at all photocopiers

#### **How the Waste Management Recycling Program Works (Continued)**

- a large recycling and container in all kitchen areas for bottles and cans
- an organic recycling container for coffee grounds and food waste in your kitchen

Please note that Tenants are responsible for providing their own desk-side waste receptacles.

To obtain replacement or additional recycling containers call **310-SERV**.

#### **What is Recyclable?**

**If it's made of paper, it's recyclable.** All of the following paper products can be recycled:

- Fax paper, photocopies, shredded paper, laser printout paper (large quantities of computer printouts will be picked up on request).
- Inter-office envelopes, window envelopes.
- Post-it-notes, pressure sensitive stickers.
- Magazines, newspapers, phone books, catalogues.
- Coated paper, brown Kraft paper, file folders.

#### **Other recyclable products**

- Wooden skids, plastic bottles and jugs, glass, metal cans, organic waste from restaurants and coffee grounds. These items are pre-sorted on site and routed for shipment directly to the appropriate recycling depots.
- Batteries from pagers, cell phones, small electronic devices, etc., are recycled at Exchange Tower. Please collect the batteries in one area and call our hotline at **310-SERV** to request a pick-up when you have a full collection.
- Inkjet, Toner and Laser cartridges. Please collect the used cartridges in one area and call our hotline at **310-SERV** to request a pick-up when you have a full collection.

#### **What is NOT Recyclable**

- Aluminum foil wrap, plastic food wrap.
- Plastic grocery bags, Styrofoam containers, waxed cardboard (such as milk cartons).
- Rubber bands, paper clips, carbon.
- Large server room batteries.

For further information regarding the recycling program at Exchange Tower, please call the Management Office at (416) 864-6210. You may also visit our website at [www.axiستنانتapp.com/properties/ext/](http://www.axiستنانتapp.com/properties/ext/) and click on Waste Management under the Sustainability/Environmental Programs section.

#### **Electronic E-Waste Recycling Program**

In keeping with our commitment to the environment, Exchange Tower has joined the Ontario Electronic Stewardship (OES) program 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 and radios
- Cell phones, telephones, pagers, PDA's and answering machines
- 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 and select **Cleaning – Recycling**. Notify the service centre representative of the exact location of the E-waste pick up.

Exchange Tower 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 Coordinator, Tenant Services at 416-864-6209.

### **Secured Shredding**

Exchange Tower is pleased to offer our tenant an *onsite* Secure Shredding program for confidential document disposal. By destroying your document via our secured shredding process, you avoid the risk of loss during transportation to a shredding facility, eliminate curb side vehicle traffic and potentially reduce third party contract expenses. There is a minimal handling charge for each secured bin collection. Secured Confidential Bins are provided to Tenants upon request.

Should you require additional program information or wish to schedule a facility tour, please contact the Management Office at 416-864-6210.

### **Carton Disposal**

To dispose of cardboard cartons, please follow these instructions:  
Flatten cartons. Retain flattened cartons in a designated area of your premises. Clearly mark the carton(s) as garbage.

All cartons are removed nightly by the Housekeeping Staff and will be recycled.

If you accumulate a large number of cartons or boxes during business hours, please advise the Property Management Office. Cartons and boxes will be removed promptly.

### **Pest Control**

Pest Control services are provided to the common areas of the building monthly by an independent contractor. This service is provided after normal business hours and is included in the operating costs of the building.

For service and information regarding pest control, please contact the Tenant Service Centre at <https://axiistenantapp.com/home/service-requests/> or 310-SERV (7378).

For further information regarding Housekeeping, Special Cleaning Services, Recycling, Carton Disposal, Window Cleaning, please call Bee-Clean at 416-364-0643.

## Central Building Services

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

#### Central Operations

The Landlord will provide heating and air conditioning normally between the hours of 7:00 a.m. and 6:00 p.m., Monday to Friday. To ensure your premises are comfortable, the systems are in operation well in advance before the start of each day.

#### Temperature Control

Requests for temperature adjustments within your premises should be directed to the Tenant Service Centre at <https://axiistenantapp.com/home/service-requests/> / 416-310-SERV (7378).

#### After-Hours Requests

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

#### Suggestions to improve comfort levels

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

### Elevators

The building is serviced by 20 elevators, as follows:

- The low-rise 8 elevators (South bank) service floors 3 to 21.
- The high-rise 7 elevators (North bank) service floors 22 to 36.
- The main freight elevator services all floors in the tower.
- A smaller freight elevator on the York St. side of the complex services the food-court.
- 3 parking shuttles at the North end of the complex primarily service the parking levels.

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

#### Emergency Intercom:

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

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

### Fire Alarms and Power Failure

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

## Elevators (Continued)

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

## Lighting

### Control (Exchange Tower, 130 King Street West)

Where floors are not converted to occupancy sensors, the base building design system is computer controlled and it can be overridden by a telephone call from the tenant. The tenant simply dials into the lighting system **(416) 862-6390** on their phone and enters the appropriate lighting zone code # for their working area. The lights will then remain on 1-½ hours at which time the procedure can be repeated.

Check with your tenant representative for your lighting zone code. Each floor has 14 zones in total.

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

## Safe Flight Program

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

In a 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 the Exchange Tower tenants to join us in this effort by complying with the following procedures:

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

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

## Electrical Systems

Power is distributed throughout the office floors using an overhead and/or floor system at 208/120 and 600/347 volts. All wiring is to be in conduit and in conformance with applicable codes. It is required that Tenants arrange to have all equipment fitted with three-prong plugs to make use of the buildings grounding facility. No tenant equipment installation and no regular access is permitted to the building's telephone, mechanical or electrical rooms.

### **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.

### **Telephone, Internet and Cable TV**

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

- Bell Mobility / Bell Canada/- Local Telephone Service
- Cogent Communications, Inc.
- Rogers Plus Cable TV
- Beanfield
- Telus
- Videotron

As you may well imagine, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Before formalizing any agreement with any of these types of service providers, please contact the Exchange Tower Operations Department at 416-862-6391 for further directions.

## **Financial Requirements**

### **Monthly Rent Schedule**

A monthly rent schedule will be issued prior to the commencement of your Lease and typically at the end of each year to reflect changes in additional rent (i.e. Operating Costs and Realty Taxes) for the upcoming year. In addition, a revised monthly rent schedule will be issued should there be a change in your rent (i.e., increase in basic rent).

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

### **Parking**

All related parking charges will be invoiced each month directly to each company. Refer to *Tenant and Building Services* in this guide for parking rates and further information.

### **Building Services**

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

### **Other Invoices**

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

### **Payment**

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

Payments for Rent and Invoices must be addressed and made payable to:

**Brookfield Properties Management Corporation**  
**P.O. Box 3920**  
**Commerce Court Postal Station**  
**Toronto, Ontario M5L 1K1**

**Please note that no payments will be processed at the Management Office**

### **Pre-Authorized Payment – Electronic Fund Transfer (EFT)**

Brookfield has introduced and launched Pre-Authorized Payment for tenants monthly rent charges.

## Payment (Continued)

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

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

## Standard Additional Service Rates

### Labour

- |                                   |              |
|-----------------------------------|--------------|
| • Cleaning Staff (Regular Hours)  | \$22.00/hour |
| • Cleaning Staff (Overtime Hours) | \$33.00/hour |
| • Operations (Regular Hours)      | \$40.00/hour |
| • Operations (Overtime Hours)     | \$60.00/hour |
| • Security (Regular Hours)        | \$35.00/hour |

\* Rates are subject to change

### Building Signs

- Main Lobby Directory
- Elevator Lobby Directory
- Tenant Premises

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

### Other

- |                                                |                                                                      |
|------------------------------------------------|----------------------------------------------------------------------|
| • After Hours Air Conditioning                 | \$ 35.00/hour/Floor                                                  |
| • Security Access Card New/Replacements        | \$ 15.00/iClass card                                                 |
| • Large Recycling Caddies on wheels            | \$ 25.00/bin                                                         |
| • Secured Shredding Caddies/Consoles           | \$ 25.00/Pick up/Caddie or Console                                   |
| • Locksmith Services                           | \$ 75.00/hour**                                                      |
| • Emergency Locksmith Services                 | \$ 223.50 for the first hour. \$98.50 for every additional half hour |
| • Medeco Keys (cut on site)                    | \$ 16.50 per key (15min labour cost)                                 |
| • Medeco Keys (cut off site)                   | \$ 25.00 per key (15min labour cost)                                 |
| • Security System User Access & Monitoring Fee | \$ 40.00 per month per device (Basic Monitoring)                     |
| • Security System User Access & monitoring Fee | \$ 50 per month per device (Full Monitoring)                         |
| • Security Access Reports                      | \$ 25 per report                                                     |
| • Security Access Reports                      | \$ 50 per report (over 2 pages)                                      |

\*Rates may change

\*\* 15% Admin Fee

### PLEASE NOTE:

- The above rates may be subject to taxes.
- The building locksmith is scheduled to be on site every Wednesday.



- Quotes for special keying requests by tenants may be done when the locksmith is on site.

## Building Rules and Regulations

### Building Rules and Regulations

#### Purpose

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

#### Rules and Regulations

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

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

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

### Rules and Regulations (Continued)

- No public or private auction or other similar type of sale of any goods, wares or merchandise shall be conducted in or from the Premises.
- Nothing shall be placed on the outside of windowsills or projections of the Premises, nor shall the Tenant place any air-conditioning unit or any other equipment or projection so that it will project out of the Premises. The Tenant may not install air-conditioning equipment of any kind in any part of the Premises without the prior written consent of the Landlord.
- All glass and trimmings in, upon or about the doors and windows of the Premises shall be kept whole, and whenever any part thereof shall become broken, the same shall be immediately replaced or repaired under the direction and to the satisfaction of the Landlord and shall be paid for by the Tenant as Additional Rents.
- No bicycles or other vehicles shall be brought within the Development except as specifically designated by the Landlord.
- No inflammable oils or other inflammable, dangerous or explosive materials shall be brought into the Development or kept or permitted to be kept in the Premises.
- In the event the Premises are used for restaurant or food handling purposes, the Tenant shall, at its expense:
  - carry out at least monthly a roach spraying program, and provide evidence thereof to the Landlord, and
  - clean all exhaust ducts at least twice yearly and provide evidence thereof to the Landlord.
- Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with an certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non-compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.
- The building prohibits smoking within a 9-meter radius of all entrances and exits.