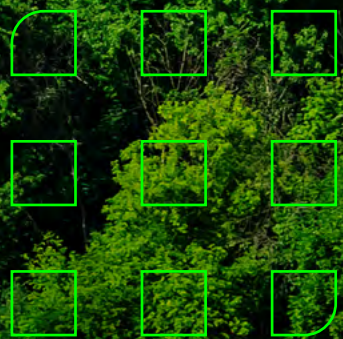


TORONTO

# Tenant Handbook

105 Adelaide  
105 Adelaide 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 the 105 Adelaide Street West's office tenants. It will assist you in becoming familiar with the buildings features, facilities and operating procedures, and with the staff who provide its services.

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

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

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

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

### **Brookfield Privacy Statement**

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

#### **Our Privacy Principles**

We do not sell customer information.

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

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

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

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

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

#### **Information Disclosure**

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

**Brookfield Privacy Statement (Continued)**

**Your Awareness and Permission**

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

**Brookfield Protects Customer Information**

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

**For More Information**

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

## **Management Office and Operations**

### **Management Office**

Our management office is made up of a dedicated and experienced team of professional 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:

Brookfield Office Properties Inc.  
c/o Brookfield Properties Canada Management LP

Exchange Tower  
130 King Street West  
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)

Manager, Tenant Services  
Andrea Teixeira  
Phone: 416-864-6209  
Email: [Andrea.Teixeira@brookfieldproperties.com](mailto:Andrea.Teixeira@brookfieldproperties.com)

Coordinator, Tenant Services  
Kinga Varga  
Phone: 416-862-6392  
Email: [Kinga.Varga@brookfieldproperties.com](mailto:Kinga.Varga@brookfieldproperties.com)

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

Our Accounting Team are available to answer any inquiries about your rental and monthly account charges.

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

Property Accounting  
Saif Naqvi  
Phone: 416-864-6580  
Email: [Saif.Naqvi@brookfieldproperties.com](mailto:Saif.Naqvi@brookfieldproperties.com)

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

Senior Vice President, Office Leasing  
Robert MacNicol  
Phone: 416-369-2310  
Fax: 416-369-8275  
Email: [Bob.Macnicol@brookfieldproperties.com](mailto:Bob.Macnicol@brookfieldproperties.com)

Director, Construction Services  
Michael Ottolino  
Phone: 416-369-8271  
Fax: 416-369-8264  
Email: [Michael.Ottolino@brookfieldproperties.com](mailto:Michael.Ottolino@brookfieldproperties.com)

### **Operations Directory**

Our Operations Team are experienced innovators in their specific field and are available to assist with any technical or comfort specific inquiries.

Senior Operations Manager  
Amandio Rodrigues  
Phone: 416-864-6219  
Email: [Amandio.Rodrigues@brookfieldproperties.com](mailto:Amandio.Rodrigues@brookfieldproperties.com)

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

Senior Building Operator  
Omar Soltan

Phone: 416-368-1533 Ext. 22  
Email: [Omar.Soltan@brookfieldproperties.com](mailto:Omar.Soltan@brookfieldproperties.com)

Building Operator  
Dave Larsen  
Phone: 416-368-1533  
Email: [Dave.Larsen@brookfieldproperties.com](mailto:Dave.Larsen@brookfieldproperties.com)

**Customer Service Hotline**  
axiis by Brookfield Properties  
Phone: 416-310-SERV(7378)

### **Security Directory**

Senior Manager, Security & Life Safety  
Kevin Wylie  
Phone: 416-882-1475  
Email: [Kevn.Wylie@brookfieldproeprties.com](mailto:Kevn.Wylie@brookfieldproeprties.com)

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

Assistant Manager, Security & Emergency Management  
TBD  
Phone:  
Email:

**Main Lobby Security Desk**  
Phone: 416-368-1533



### **Mailing Address and Postal Code Information**

Tenant Post Office Boxes are located on the concourse level in the building. Please take elevators to the concourse level. Assignment and issuance of keys for the mail-boxes will be through the Property Management Office.

### **Hours of Business Operation**

Monday – Friday ..... 6:30 a.m. to 7:00 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.

### **Statutory Holidays**

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

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

The Building Control Centre, 310-SERV and Housekeeping 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 the Leasing Directors listed under the Management Directory or by contacting the Property Management Office.

For information regarding available storage and parking in the building, please contact the Management Office and we will provide you with applicable rates and space availability.

### **Emergency Numbers**

<b>Emergency</b>	<b>911</b>
<b>Hospitals</b>	
Mount Sinai Hospital	416-596-4200
St. Michaels Hospital	416-360-4000
Toronto General Hospital	416-340-3111 or 416-340-4611

## Emergency Numbers (Continued)

### Medical Services

MCI The Doctor's Office - First Canadian Place, Concourse 4 16-867-1200 (Walk-in Clinic)  
 Integra Health, Exchange Tower, 13<sup>th</sup> floor 416-777-9355 (Walk-In Clinic)  
 Altima Dental Centre, First Canadian Place, Concourse Level 416-368-7226  
 Artin Dental Office - Exchange Tower, Concourse Level 416-364-4150  
 Poison Control 416-813-5900 or 1-800-268-9017

## Local Business Directory

For your convenience, we have compiled an alphabetized category listing of businesses located in and the surrounding area of 105 Adelaide Street West which may be of service to your company.

### Attractions

#### eservus Online Concierge Services 416-598-8888

Scotiabank Arena	416-815-5500
CN Tower	416-360-8500
Ed Mirvish Entertainment	416-351-9182
Hockey Hall of Fame	416-360-7765
Massey Hall and Roy Thomson Hall	416-593-4822
Ontario Place	416-314-9900
Royal Alexandra Theatre	416-872-1212
Rogers Centre	416-341-3663
Meridian Hall (formerly Sony Centre for the Performing Arts)	416-368-6161
The Princess of Wales Theatre	416-872-1212
TicketMaster	416-870-8000

### Banks

Bank of Montreal (First Canadian Place)	416-867-5050
CIBC (Commerce Court West)	416-980-7777
TD Canada Trust (Brookfield Place)	416-361-5400
TD Canada Trust (TD Centre Concourse)	416-982-5722
Scotiabank (Scotia Plaza)	416-866-6430

### Courier Services

PlusOne Courier (First Canadian Place)	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

### Hotels

Hilton Toronto	416-869-3456
Holiday on King	416-599-4000
Fairmont Royal York	416-368-2511
Sheraton Centre	416-361-1000
The Ritz Carlton Hotel	416-585-2500
The Strathcona Hotel	416-363-3321
St. Regis Toronto	416-306-5800

**Local Business Directory (Continued)**

**Miscellaneous**

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

**Moving Companies**

AMJ Campbell	416-321-1546
Paragon Office Installation Services Ltd	416-488-8710
Quality Moving & Installations	905-874-4874

**Postal Services**

Canada Post (First Canadian Place)	416-364-0540
Gateway Newsstands (stamps)	416-203-9440

**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
GO Transit (438-6646)	416-869-3200 or 1-888 GET ON GO
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

#### 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/105a](http://www.axiistenantapp.com/properties/105a)

### Tenant Service Requests (310-SERV)

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

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. This means:

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

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

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

### **Tenant Service Requests (Continued)**

Tenants can now provide feedback directly through 310-serv website. This Feedback is used for continuous improvement on the customer service provided by Brookfield's Operations Staff and Property Management Teams. Tenant Participation in these surveys is imperative to this continuous improvement and, as such, Brookfield strongly encourages Tenants to take part in the process and values all input provided.

### **Tenant Insurance Requirements**

You are required to take out and keep in full force varying types of insurance for your premises in the complex. Specific coverages and limits of liabilities are detailed in your Lease. Prior to taking occupancy of your premises, you must provide a certificate of insurance that confirms your coverage. The insurance policy must contain a provision that the Landlord is provided with 30 days' notice in the event the policy is cancelled or has not been renewed.

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

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

Please send or instruct your insurance agent to send your Certificate of Insurance to BCS via email to [brkcert@bcsops.com](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.  
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.  
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

A building standard sign program has been established for the main lobby, elevator lobby and at your premise entrance, which must be adhered to. Updates to tenant signage are the responsibility of the tenant. Please complete the Sign Request Form located in *Building Forms* in this guide and return it to the Property Management Office, **Attention: Tenant Services Manager**.

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 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.

### Special Event Signage

Sign holders that are placed in the common area and the entrances to 105 Adelaide Street West are strictly used for building information and promotions pertaining to 105 Adelaide Street West and not for the individual use of the tenants, unless previously arranged through the Management Office. Please place a request through 310-SERV or contact the Management Office at 416-864-6210.

## Smoking Policy

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

Smoking/Vaping is also prohibited in all building stairwells and the parking garage.

We ask all tenants, as a courtesy to refrain from smoking within nine meters of any perimeter door.

For more information about the provincial SmokeFree Ontario Act, call the provincial INFOline at 1-866-396-1760 or visit

[http://www.toronto.ca/health/smokefree/protection/smokefree\\_ontario.htm](http://www.toronto.ca/health/smokefree/protection/smokefree_ontario.htm).

## Moving and Delivery Guidelines

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

- Provide at least 48 hours written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by Property Management and are scheduled on a first come, first served basis.
- Office moves may only occur on the weekends or after 6 p.m. Monday through Friday.
- All moves and deliveries must be handled through the freight elevator only. The building will provide protective elevator pads.
- The loading dock is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve this area as well. Property Management 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.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in marked Fire Lanes.

**Loading Dock**

**Location, Hours of Operation and Deliveries**

The Loading dock for 105 Adelaide is located off Adelaide Street. The Loading Dock has a vehicle length restriction of 48 feet. Regular dock hours are from 7:00 a.m. - 6:00 p.m., Monday through Friday. Regular hours for small deliveries throughout the day are between 15 - 20 minutes. No booking required; vehicles must wait their turn at the entrance of the Loading Dock.

For items delivered during regular hours, there are usually no charges. However, if items are delivered to the Loading Dock, and loading dock personnel are required to bring them to your site, there will be a delivery charge according to the size and volume of the items.

Passenger elevators are designed solely for transporting building tenants and their visitors. For this reason, all deliveries must be transported via 105 Adelaide’s freight elevator.

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

For all furniture deliveries and construction material deliveries, it is advised that they occur after business hours and that they be pre-arranged well in advance. At 10:00 p.m. building cleaning staff use the freight elevator daily to remove the tenants’ garbage from the building. Service elevator bookings are on a first come, first serve basis. Additional charges apply to loading dock usage after hours.

The rates are as follows:

Monday – Friday .....	\$40/hr
Weekends .....	\$48/hr
Holiday .....	\$68/hr

For loading dock & freight elevator bookings please contact our Operations department at 416-368-1533.

## **Parking**

Parking is available by utilizing the combined First Canadian/Exchange Tower and 105 Adelaide Street lots. There are 81 spaces designated to 105 Adelaide Street West upon entrance into the garage follow

### **Parking (Continued)**

the arrows. There are two parking garage entrances/exits; one on York Street and one on Adelaide Street.

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

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

The rates for monthly parking permit holders are as follows:

RESERVED: \$601.77 + HST 78.23 = \$680.00

UNRESERVED: \$385.84 + HST 50.16 = \$436.00

OVERNIGHT UNRESERVED: \$125.67 + HST \$16.33 = \$142.00

For Daily Parking (rates including taxes):

Weekdays:

\$ 5.00 per 20 minutes or less

\$30.00 daily maximum 6am – 6pm

\$10.00 Evening flat rate 6pm – 6am

Saturday, Sunday & Holidays:

\$12.00 Flat Rate 6am – 6am

Lost Ticket Pays:

\$40.00

No “in & out” Privileges

Monthly Rate Available – Visit Parking Control Centre on Level A

All monthly parking permits must be requested in writing through the Management Office. Any parking cancellations, lost or replacement permits must also be reported to the Property Management Office.

### **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 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.

### **Bicycle Racks**

Bicycle racks are located on Adelaide Street for the building. 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 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 105 Adelaide Street West.

### **Public Telephones**

Public telephones are located at the Adelaide Street entrance of First Canadian Place adjacent to 105 Adelaide Street West.

### **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 [www.105adelaidewest.com](http://www.105adelaidewest.com). 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.

### **Brookfield Online Concierge**

Brookfield's Online Concierge Service is a service that we offer our tenants to purchase services and tickets to popular events and attractions through our partner eservus. Be sure to take advantage of our many discounts and access to great seats. If you can't find what you're looking for contact us at [request@eservus.com](mailto:request@eservus.com).

The service offers exclusive savings or preferred seating on:

- **Concerts**
- **Hotels**
- **Travel**

- **Cineplex Odeon & Famous Players**
- **Theatre**
- **Sporting Events**
- **And much, much, more!**

To contact our online Concierge Service please go to our building web site at [www.axiistenantapp.com/105A](http://www.axiistenantapp.com/105A). Alternatively, you can call (416-598-8888) to place your request.

### **How to Place an Order?**

Tenants may contact the Concierge Service by:

- e-mail at: [request@eservus.com](mailto:request@eservus.com).
- or phone(416) 598-8888

Indicate method of payment: Visa, MasterCard, Cash or Cheque.

Tickets will be delivered to your office the day after you've made your payment. Please note that some event tickets will be delivered approximately one week prior to the event. Watch for new and exciting offers every month through the monthly Concierge Newsletter provided by eservus.com. In addition, if you register with eservus, it qualifies you for monthly prizes.

### **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 endeavour to provide a response within 24 hours.

## Security and Life Safety

### Building Security

The security and safety of the tenants of 105 Adelaide Street West is one of our highest management priorities. With this interest for your safety in mind, this section should be distributed to all employees within your organization.

#### Security Guard Coverage:

Security Guard coverage is through a security contractor that provides trained personnel to meet the needs of the building. Coverage is as follows:

Monday to Friday.....	24 hours/day
Weekend and Holidays .....	24 hours/day

### 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.

### Base Building System

Access to the offices are restricted to authorized persons from 6:30 p.m. until 6:30 a.m. weekdays and from 6:30 p.m. Friday until 6:30 a.m., the first regular working day of the next week.

Tenants, upon leasing space, are requested to contact the Property Management Office and arrange for the necessary access cards for all employees who may require access. There is no initial fee for supplying access cards. However, any lost, stolen or damaged cards will be subject to a replacement fee (Refer to *Financial Requirements* in this Guide for details). Once a card has been issued, it is the Tenants responsibility for the safekeeping and control. Upon request, the Property Management office can produce a listing of active cards on the base building system so that each tenant can review what cards are outstanding for their own space. Tenants are responsible for identifying any errors or omissions in their own card listing.

Any required security card additions and/or deletions for the base buildings system must be done through the Property Management office by completing the Security Access Change form located in this Guide.

It is strongly recommended that Tenants advise the Property Management Office, of visitors working after hours to avoid the potential for unnecessary embarrassment. Arrangements also need to be made to confirm there is an authorized contact already in the building able to be contacted by telephone and able to come to the lobby.

No tradesmen will be permitted to access or work in off-hours without the prior approval of the Property Manager or Onsite Operations Personnel.

All tower elevator movements from the lobby upwards or from floor to floor will be controlled by the pre-programmed data on the access card. Security Guards or building staff will not, under any circumstances, open doors or permit access to any building areas except for pre-authorized tradesmen limited to a specific area.

Please provide us with names and telephone numbers of those individuals who may authorize access to your suites during off-hours (home and/or office). All individuals will be denied access during off-hours if they do not have an appropriate access card and if security cannot obtain proper authorization from a tenant contact over the phone.

### **Card Access System (Continued)**

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

### **Brookfield Emergency Alert System**

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

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

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

### **Locksmith Services**

All locks on both entrance and interior office doors have to be keyed to the master key systems of the building. 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.

## **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 and the Main Lobby front desk or by calling 416-368-1533. There is no charge associated with this service although there may be minor delays in obtaining an escort if staff is temporarily unavailable. It is therefore advisable to make arrangements with the Security Desk in advance.

### **Theft**

Please report any suspected theft, no matter how small to the Property Management Office or Security immediately. You may also notify the Police Department; they may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively. 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 Security as soon as an incident occurs so we can follow up with the

### **Additional Security Services (Continued)**

appropriate record taking. We appreciate your co-operation in answering any questions the building staff may have pertaining to the incident.

### **Solicitation**

Solicitation is not allowed in the building or on the building premises. Please notify building management immediately if you notice a solicitor within the building. Report as much specific information about the 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.

### **Suite Security Measures**

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

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

### **Emergency Management Plan Priorities**

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

### **Vulnerable Populations:**

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

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

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

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

This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc.

In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

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

## Pandemic Preparedness

### What you Need to Know

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

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

### Importance and Benefits of Being Prepared

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

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

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

### Pandemic Flu Resources

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

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

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

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

### **Bomb Threats**

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

If you receive a Bomb Threat by Phone:

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

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

During the search procedure remember this rule: **Look for something that doesn't belong, that is out of the ordinary, or out of place.** Conduct the search quickly but thoroughly. Keeping the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, **DO NOT TOUCH IT.**

In the event that a suspicious object is found, local police or Brookfield Staff and Building Security may recommend a partial or complete evacuation.

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

For information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills or Bomb Threat Procedures, please contact the Property Management Office at 416-864-6210.

### **Fire Alarm Systems**



This section is to familiarize both tenant and employees with the Life Safety policies and procedures should fire alarm occur in the building. Typically most fire alarms are false alarms, however for the safety of all occupants; all fire alarms should be treated as a real emergency when the alarm bell has sounded.

The fire alarm system consists of the following equipment:

- Alarm tone and voice communication throughout the common and tenant areas.
- Manual Pull Stations are at each exit stairwell and on both sides of a door equipped with magnetic locking devices.
- Sprinkler System
- Heat and Smoke Detectors.
- Fire Control Station on the ground floor.
- Fire Hose Cabinets and Extinguishers.
- Exit Stairways
- Emergency Power System.

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

#### **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 a Fire Alarm is Heard**

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

- The **Evacuation Tone** is recognized by a continuous beep (3 per second) tone.
- The **Alert Tone** is recognized by an intermittent beeping 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 building will receive the **Alert Tone**.

#### **The Evacuation Tone is Heard**

- Do not wait for announcements. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you (take your suite key). Before opening the door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
- Follow the directions of your Fire Safety Team, (See *Security and Life Safety, Fire Safety Team*)
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. Crossover floors are located on approximately every five floors with signs posted on the exit door. The cross-over floors allow you to switch stairwells, should you encounter smoke in the one you are in.
- Do not use the elevators, as they will automatically home to the ground floor during an alarm.

- Do not return until a Fire Official or Brookfield personnel has announced that the alarm condition has been cleared.

### **The Alert Tone Sounds**

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

### **Evacuating Endangered Occupants**

If you cannot leave your area, or have to return to it because of heavy smoke or fire, remain calm and:

- Close the Door
- Unlock the door in the event fire fighters may need to enter the area.
- Seal all cracks where smoke may get in (e.g. under the door, air conditioning and heating vents).

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

- If you require assistance for evacuation, dial 911 and tell TORONTO FIRE SERVICES where you are
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room.
- Remain calm and wait to be rescued. Do not consider jumping.

### **Life Safety Team**

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

- Compile a list of employees who require assistance to evacuate the building.
- Attend Meetings on emergency procedures
- Have a detailed knowledge of the floor and location of each stairwell and crossover floors.
- Organize evacuation at the nearest exit during a fire alarm.
- Attempt to evacuate all employees from your office.
- Provide training to all employees on evacuation procedures.
- Participate in annual building fire drills

Please complete and forward to the Property Management Office, the Life Safety Team and Persons Requiring Assistance forms located in Building Forms of this Guide. Revised forms must be provided once any changes occur in order that our respective lists are current.

### **Fire Drills**

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

### **Medical Emergencies**

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

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

## Housekeeping

### 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, are available by calling Property Management Office at 416-864-6210. Special cleaning services are contracted on a user-fee-basis.

### Window Cleaning

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

## Recycling Program

In an effort to conserve the earth's limited natural resources, Brookfield has a national waste management and 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.

105 Adelaide Street West continues to work diligently, in partnership with both our contractors and tenants to divert increasing quantities of waste materials from 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. In an effort to help conserve the earth's limited resources, Brookfield has a national waste management and recycling program at 105 Adelaide Street West. 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 Waste Management Program.

Remember to keep all food and wet waste separate from waste paper 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.
- 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.

### Recycling Program (Continued)

- Batteries from pagers, cell phones, small electronic devices, etc., are recycled. 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 105 Adelaide Street West, please call the Management Office at (416) 864-6210. You may also visit our website at [www.axiistenantapp.com/105a/](http://www.axiistenantapp.com/105a/) and click on Waste Management under the Sustainability/Environmental Programs section.

### Secured Shredding

105 Adelaide Street West is pleased to offer our tenant an *on site* Secure Shredding program for confidential document disposal. By destroying your document via our secured shredding process, you avoiding the risk of loss during transportation to a shredding facility, eliminate curb side vehicle traffic and potentially reduce you 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) - 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 on a monthly basis by an independent contractor. This service is provided after normal business hours, and is included in the operating costs of the building.  
For further information regarding Housekeeping, Special Cleaning Services, Recycling, Carton Disposal, Window Cleaning or Pest Control, please call the Property Management Office.

## 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 Service Centre and an operator will be dispatched immediately.

#### After Hours Requests

Requests for after-hour air conditioning must be called into the Brookfield Customer Service Hotline at 416-310-SERV (7378) and must be authorized first by the Tenant Representative. Charges will be invoiced for service hours beyond those provided for 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 5 tenant elevators, one service elevator and one shuttle elevator that services the 11<sup>th</sup> and 12<sup>th</sup> floors.

- 5 Elevators are located in the building servicing the concourse to 10<sup>th</sup> floor.

Two tenant elevators, the shuttle and service elevators are equipped with security card readers providing access after normal business hours.

#### Emergency Intercom:

#### Fire Alarms and Power Failure

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

## **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 105 Adelaide Street West**

The building lighting system is computerized and scheduled to run Monday through to Friday from 6:00 a.m. to 7:00 p.m. The tenant can control the lighting in their suite via the telephone by dialing 416-368-9121 and entering the appropriate lighting zone code number. The lights will remain on 1½ hours at which time the procedure must be repeated.

Check with your tenant representative for your lighting zone code.

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

## **Safe Flight Program**

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

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

We ask each of 105 Adelaide Street West's 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 system at 208/120 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 buildings telephone, mechanical or electrical rooms.



### **Utility Service Access**

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

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

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

- Bell Canada - Local Telephone Service
- Allstream - Local Telephone Service
- Rogers Cable - Cable TV
- Telus Mobility

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 Property Management Office for further direction.

## **Financial Requirements**

### **Monthly Rent Schedule**

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

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

### **Parking**

All related parking charges will be included in the monthly rent schedule. An invoice will only be issued for prorated parking charges. Refer to *Tenant and Building Services* in this guide for parking rates and further information.

### **Building Services**

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

### **Other Invoices**

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

### **Payment**

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

**105 Adelaide (BOPC) Inc.  
c/o Brookfield Properties Services Ltd.  
100 Wellington Street West  
Suite 1910, P.O. Box 310  
Toronto-Dominion Centre  
Toronto, ON M5K 1K2**

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

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

### 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 important, 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 Property Management Office.

### Standard Additional Service Rates

#### Labour

- Cleaning Staff (Regular Hours) \$20.00/hour
- Cleaning Staff (Overtime Hours) \$30.00/hour
- Operations (Regular Hours) \$30.00/hour
- Operations (Overtime Hours) \$45.00/hour
- Security Guard escort \$30.00/hour

\* Rates are subject to change

#### Signs

- Elevator Lobby Directory

\* Tenant Premises

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

#### Other

- After Hours Air Conditioning \$25.00/hour
- Security Access Card Replacements \$11.00/card

## **Building Rules and Regulations**

### **Building Rules and Regulations**

#### **Purpose**

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

#### **Rules and Regulations**

- The Tenant shall not permit in the Premises any cooking or the use of any apparatus for the preparation of food or beverages (except for the use of coffee makers, kettles, microwave ovens or refrigerators or where the Landlord has approved of the installation of cooking facilities as part of the Tenant's Leasehold Improvements) nor the use of any electrical apparatus likely to cause an overloading of electrical circuits.
- The sidewalks, entries, passages, corridors, lobbies, elevators and staircase shall not be obstructed or used by the Tenant, his agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the offices. The Landlord reserves entire control of the Common Area and all parts of the Development and the Land employed for the common benefit of the tenants.
- The Tenant, his agents, servants, contractors, invitees or employees, shall not bring in or take out, position, construct, install or move any safe, business machine or other heavy office equipment without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms to distribute the weight thereof. All damage done to the Development by moving or using any such heavy equipment or other office equipment or furniture shall be repaid at the expense of the Tenant.
- The moving of all heavy equipment or other office equipment or furniture shall occur between 6:00 p.m. and 8:00 a.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.
- No animals or birds shall be brought into the Development, with the exception of service animals
- The Tenant shall not install or permit the installation or use of any machine dispensing goods for sale in the Premises or the Development or permit the delivery of any food or beverages to the Premises without the approval of the Landlord or in contravention of any regulations made by the Landlord. Only persons authorized by the Landlord shall be permitted to deliver or to use the elevators in the Development for the purpose of delivering food or beverages to the Premises. The Landlord acknowledges that the Tenant, acting reasonably, will be permitted to have small quantities of food and beverages delivered to the Premises provided such delivery does not interfere with traffic flow to the Development and with Development operation.
- The Tenant shall not perform any acts or carry on any practice which may damage the Development or the Common Areas or be a nuisance to any tenant in the Development.
- The Tenant shall keep all mechanical apparatus free of vibration and noise which may be transmitted beyond the Premises.
- The Tenant shall not use or permit the use of any objectionable advertising medium such as without limitation, loud speakers, stereos, public address systems, sound amplifiers, radio broadcast or television apparatus within the Development which is in any manner audible or visible outside of the Premises.
- The Tenant shall not mark, drill into, bore or cut or in any way damage or deface the walls, ceilings, or floors of the Premises. No wires, pipes, conduits, telephonic, telegraphic, electronic wire service or other connections shall be installed in the Premises without the prior written approval of the Landlord.
- The Tenant shall not, except with the prior written consent of the Landlord, install any blinds, drapes, curtains or other window coverings in the Development and shall not remove, add to or change the blinds, curtains, drapes or other window coverings installed by the Landlord from time to time. So that the Development may have a uniform appearance from the outside, the Tenant shall co-operate with the Landlord in keeping window coverings open or closed at various times as the Landlord may reasonably, from time to time, direct.
- The Tenant shall not use any janitor, telephone or electrical closets for anything other than their originally intended purposes.
- The Tenant shall abide and be bound by the Security Services in force in the Development from time to time. For the purpose of this clause, the term "Security Services" shall mean all aspects of security for the Development and the Lands, including equipment, procedures, rules and regulations pertaining to such security.
- No public or private auction or other similar type of sale of any goods, wares or merchandise shall be conducted in or from the Premises.

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

- Nothing shall be placed on the outside of window sills or projections of the Premises, nor shall the Tenant place any air-conditioning unit or any other equipment or projection so that it will project out from the Premises. The Tenant may not install air-conditioning equipment of any kind in any part of the Premises without the prior written consent of the Landlord.
- All glass and trimmings in, upon or about the doors and windows of the Premises shall be kept whole, and whenever any part thereof shall become broken, the same shall be immediately replaced or repaired under the direction and to the satisfaction of the Landlord and shall be paid for by the Tenant as Additional Rents.
- No bicycles or other vehicles shall be brought within the Development except as specifically designated by the Landlord.
- No inflammable oils or other inflammable, dangerous or explosive materials shall be brought into the Development or kept or permitted to be kept in the Premises.
- In the event the Premises are used for restaurant or food handling purposes, the Tenant shall, at its expense:
  - carry out at least monthly a roach spraying program, and provide evidence thereof to the Landlord, and
  - clean all exhaust ducts at least twice yearly, and provide evidence thereof to the Landlord.
- Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with a certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.
- The building prohibits smoking within a 9 metre radius of all entrances and exits.
- All tenants, occupants, visitors and members of the public entering or remaining in a Brookfield Properties' Toronto building must wear a mask or face covering which covers the nose, mouth and chin as required under City of Toronto by-law 541-2020, unless exempt, effective July 7, 2020. This policy shall apply to enclosed common areas within Brookfield Properties' Toronto buildings only.