

TORONTO

# Tenant Handbook

Brookfield Place Toronto  
181 Bay Street, Toronto, ON

**Brookfield**  
Properties



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## Introduction

### Welcome

We are pleased to provide this handbook, which has been created exclusively for Brookfield Place Tenants. It will assist you in becoming familiar with the complex's features, facilities, policies and procedures, and with the staff who provide its services.

The information contained here is general in nature and may differ from your Lease. In all cases, the Lease takes precedence over the handbook.

Please call the Management Office at **416-777-6480** with any questions you may have concerning the complex or information contained here.

We look forward to providing you with the highest level of customer service and support. We will strive to make a meaningful contribution to your success. Welcome to your new home in Brookfield Place.

### Brookfield Place

Component	Details
Bay Wellington Tower	approximately 1,134,000 square feet
Canada Trust Tower	approximately 1,120,000 square feet
Sam Pollock Square	East end of Galleria with central fountain
Historic Precinct	includes 10 Front Street and 36 Yonge Street
Allen Lambert Galleria	85 feet high, 45 feet wide and 380 feet long
Retail	approximately 125,000 square feet on Ground and Concourse Levels
Parking Garage	consisting of 1,421 parking spaces
Garden Courtyard	North of Front Street

Construction of Brookfield Place (formerly BCE Place) began in 1987 and was completed in 1992. The development team consisted of Brookfield Development Corporation, Skidmore, Owings & Merrill Architects, Bregman + Hamann Architects, Mulvey & Banani International, The Mitchell Partnership and M.S. Yolles & Partners.

The complex features a unique six-storey galleria designed by Spanish architect Santiago Calatrava and dedicated to Allen Lambert, who was a President and Chairman of TD Bank and recipient of the Order of Canada. The Merchant's Bank building built in the 1890's was relocated from Wellington Street into the Allen Lambert Galleria.

Sam Pollock Square, at the East end of the Galleria near the Hockey Hall of Fame, was named in recognition of legendary Montreal Canadiens General Manager, Sam Pollock.

The largest intact streetscape to survive the Great Fire of 1904 is integrated into the complex along the corner of Yonge and Wellington. The historic Bank of Montreal building, from 1885 at 10 Front Street, houses the Hockey Hall of Fame.

## **Welcome (Continued)**

The Garden Courtyard features a landscaped oasis and granite benches. The south facing location on Front Street takes advantage of the sunshine at noon. It was designed by American sculptor Scott Burton and inspired by New York's Rockefeller Centre.

The Canadian Business Hall of Fame™ was established in 1979 by Junior Achievement to celebrate the contributions of Canada's business leaders. An interactive digital gallery of portraits and biographies of the 184 Order of the Business Hall of Fame Companion members is appropriately housed on the main floor of Brookfield Place.

22 Front Street West is located on the East side of the Garden Courtyard.

Over 135,000 visitors pass through Brookfield Place daily.

The complex has won many awards, including:

- Facilities Management Gold Award, Recycling Council of Ontario, 2010
- Marketing/Communications Gold Award, Recycling Council of Ontario, 2010
- BESt Building, Level 3, Building Owners and Managers Association (BOMA) Canada, 2009
- Facilities Management Gold Award, Recycling Council of Ontario, 2009
- Marketing/Communications Silver Award, Recycling Council of Ontario, 2009
- Environmental Award of Excellence, Green Toronto Awards, 2008
- Marketing Advertising Mixed Use, Community Relations, International Council of Shopping Centres, 2007
- Go Green Plus, BOMA, 2006
- Toronto Sun Reader's Choice Gold Property Management Award, Toronto Sun, 2006
- Marketing Sales Promotion and Merchandising, International Council of Shopping Centres, 2003
- Certificate of Building Excellence, BOMA, 2002
- Pinnacle Customer Service Award, BOMA, 1999
- Marketing Community Service under 150,000 square feet, International Council of Shopping Centres, 1999
- Certificate of Building Excellence, BOMA, 1998
- Ontario Waste Minimization Award, Recycling Council of Ontario, 1998
- The Office Building of the Year over 500,000 square feet (TOBY), Building Owners and Managers Association (BOMA) International, 1996
- The Office Building of the Year over 500,000 square feet (TOBY), Building Owners and Managers Association (BOMA) Canada, 1996
- The Office Building of the Year over 500,000 square feet (TOBY), Building Owners and Managers Association (BOMA) Toronto, 1995
- Power Partner Recognition Award, BOMA Toronto CDM Program
- Lighting Retrofit & Lighting Controls, BOMA Toronto, Ontario Power Authority and BOMA Toronto CDM Program

Brookfield Place participates in the national Sustainable Strategies for a Greener Tomorrow environmental program.

### **Welcome (continued)**

The PATH, Toronto's underground walkway system links the complex to Commerce Court, Royal Bank Plaza and Union Station. Hours of operation vary but typically are the same as subway service. More details on the PATH system is available at [www.toronto.ca/path/](http://www.toronto.ca/path/).

### **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 Properties (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.

#### **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 outstanding service and share a common agenda to continually look at ways to improve the level of service to Brookfield Place Tenants. Your Property Manager has been selected for their experience and expertise in the field of customer service and Tenant relationship management. Any questions, comments or concerns regarding your Lease, leased premises, tenant services or complex facilities should be directed to them.

The mailing address is:

Bay Wellington Tower  
181 Bay Street, Suite 700  
Toronto, ON M5J 2T3

Hours of operation are from 8:30 a.m. to 5:00 p.m., Monday to Friday, holidays excluded.

### **Management**

Brookfield has assigned your Tenant Services Manager on the basis of retail or office business. We believe that this approach allows each Manager to become more knowledgeable about their Tenants' needs and business requirements. This knowledge will then be used to help us ensure that all aspects of tenant life at Brookfield Place are conducive to success, and to help guide us in providing better and more timely services

Our Accounting personnel are available to respond to any inquiries about your rental and monthly account charges.

### **Operations**

The Engineering and Technical Services Department operates building systems, including air conditioning and maintenance.

Staff are experienced innovators in their specific fields -- Housekeeping (Cleaning), Parking, Loading Dock and Courier Departments. They would be pleased to assist you with any technical or department specific questions.

### **Security**

Our Security team consists of highly trained individuals, who are sensitive to the needs of each individual Tenant. They will answer any security related queries you may have.

## **Management Directory**

General Manager  
Liann Rea  
Phone: 416-777-6491  
Email: [Liann.Rea@brookfieldproperties.com](mailto:Liann.Rea@brookfieldproperties.com)

General Manager, Technical Services  
Peter Frith  
Phone: 416-777-6478  
Email: [Peter.Frith@brookfieldproperties.com](mailto:Peter.Frith@brookfieldproperties.com)

Assistant Property Manager  
Lauren Ashton  
Phone: 416-777-2015  
Email: [Lauren.Ashton@brookfieldproperties.com](mailto:Lauren.Ashton@brookfieldproperties.com)

Manager, Security & Life Safety  
Stavros Panayiotous  
Phone: 416-777-6488  
Email: [Stavros.Panayiotous@brookfieldproperties.com](mailto:Stavros.Panayiotous@brookfieldproperties.com)

Assistant Manager, Operations  
Frank Danisi  
Phone: 416-777-6456  
Email: [Frank.Danisi@brookfieldproperties.com](mailto:Frank.Danisi@brookfieldproperties.com)

## **Operations Directory**

Tenant Service Centre 310-SERV (7378)

### **Engineering**

Chief Engineer  
Philip Santos  
Phone: 416-777-4073  
Email: [Philip.Santos@brookfieldproperties.com](mailto:Philip.Santos@brookfieldproperties.com)

Assistant Chief Engineer  
Philip Santos  
Phone: 416-777-6480  
Email: [Patrick.Pinto@brookfieldproperties.com](mailto:Patrick.Pinto@brookfieldproperties.com)

### **Courier and Loading Dock**

Under contract to PlusOne  
General Manager  
Joey Brandt, PlusOne  
Phone: 416-777-6466  
Email: [jbrandt@plusone.ca](mailto:jbrandt@plusone.ca)



**Loading Dock**

Phone: 416-777-6461

Email: [LoadingDock.BrookfieldPlace@brookfieldproperties.com](mailto:LoadingDock.BrookfieldPlace@brookfieldproperties.com)

**Courier Office**

Phone: 416-777-6460

Email: [info@plusone.ca](mailto:info@plusone.ca)

**Housekeeping**

Under contract to Bee-Clean Building Maintenance

Director, Housekeeping Services

Tony Pereira

Phone: 416-777-6459

Email: [Tony.Pereira@brookfield.com](mailto:Tony.Pereira@brookfield.com)

**Parking**

Under contract to Indigo Park

Phone: 416-777-6468

Email: [bptoronto@parkindigo.com](mailto:bptoronto@parkindigo.com)

**Security Directory**

Building Control Centre (24 hours)

Phone: 416-777-6462 (normal)

Emergency Only: 416-777-1213 (call 911 in the case of an emergency)

Email: [SecuritySupervisors.BrookfieldPlace@brookfield.com](mailto:SecuritySupervisors.BrookfieldPlace@brookfield.com)

Security Supervisor, Paragon Security

Rohit Kasideen

Phone: 416-777-6454

Email: [Rohit.Kasideen@brookfield.com](mailto:Rohit.Kasideen@brookfield.com)

**Emergency Numbers**

Emergency

911

Emergency Line Building Control Centre

416-777-1213

Ontario Poison Centre

416-813-5900

**Mailing Address and Postal Code Information**

The mailing address for Brookfield Place is:

**Bay Wellington Tower:**

Bay Wellington Tower

181 Bay Street, Suite number

Toronto, ON M5J 2T3

**22 Front Street West:**

22 Front Street West, Suite number

Toronto, ON M5J 1C4

**For Retail Tenants:**

(Please refer to your Lease or ask your Manager, Tenant Services to confirm the correct address)  
161 or 181 Bay Street, or 22 Front Street West, Store number

Toronto, ON M5J 2S1 or M5J 2T3 or M5J 1C4

All Tenants should check with Canada Post for their exact postal code, since Tenants receiving a large volume of mail may have their own unique postal code. Canada Post delivers mail after 10:30 a.m.

Address	Tenancy	Mail Delivery
Bay Wellington Tower	Office	North Mailroom Concourse Level, beside Commerce Court tunnel
Bay Wellington Tower	Retail Ground Floor	North Mailroom Concourse Level, beside Commerce Court tunnel
Brookfield Place (181 Bay)	Retail Concourse	North Mailroom Concourse Level, beside Commerce Court tunnel
Brookfield Place (161 Bay)	Retail Concourse	South Mailroom P1 Level, adjacent to parking elevators
22 Front Street West	Office Retail	Internal Mailroom Direct delivery

**Additional Mail Services**

Should you require mail delivery by 10:30 a.m. or, if the volume of mail receive exceeds the capacity of the mailbox, the Courier Department at Brookfield Place can arrange delivery of mail to your office for an additional charge through the Courier Office at 416-777-6460.

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

Additional services such as registered mail or bulk mail delivery are also available for a nominal charge.

For more information about our internal courier service, or to inquire about additional services including your outside courier needs, personnel services, and mail services, please call the Courier Supervisor, PlusOne Inc. at 416-777-6460.

The nearest Canada Post Office location and outgoing mailboxes are in Shoppers Drug Mart. For more information, please visit <https://www.canadapost.ca/cpc/en/home.page>.

**Hours of Business Operation**

**Building Hours**

Brookfield Place business hours (as defined in the Lease) are:

Monday through Friday	7:30 a.m. to 6:30 p.m.
Saturday and Sunday	Restricted access (passcard only)

Where applicable, the Lease takes precedence. Tenants shall have the option to operate extended hours, subject to access regulations for the complex. Extended service is subject to additional charges. Please call the Management Office at 416-777-6480 for further information.

**Brookfield Place Public Access Hours**

Brookfield Place is accessible 6:00 a.m. to 1:45 a.m., Monday through Saturday, and 9:00 a.m. to 1:45 a.m. on Sundays. Bay Wellington Tower and 22 Front Street West elevators require access cards between 6:30 p.m. and 6:30 a.m. during the week, and 24 hours on weekends and holidays. Refer to the Security and Life Safety section for further details.

For your convenience, Brookfield Place essential services observe the following hours of operation.

<b>Service</b>	<b>Hours of Operation</b>
Engineering	24 hours - 7 days/week
Housekeeping	24 hours - 7 days/week
Parking	24 hours - 7 days/week
Security	24 hours - 7 days/week
Loading Dock	6:00 a.m. to 10:00 p.m. - Monday to Friday 7:00 a.m. to 3:30 p.m. - Saturday (closed Sunday)
Courier	8:00 a.m. to 6:30 p.m. - Monday to Friday

### **Statutory Holidays**

Brookfield Place offers limited services during the following observed statutory holidays:

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

The Building Control Centre 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**

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

#### **Matt Whitty**

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

#### **Robert MacNicol**

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

For further information regarding additional office or retail space at Brookfield Place, please visit our website [www.brookfieldproperties.com](http://www.brookfieldproperties.com). The website provides a comprehensive view of floor plans, availability, posted rates and contacts.

**Storage Availability**

For information regarding applicable rates and storage space availability, please contact the Assistant Property Manager at 416-777-2015,

## Tenant and Building Services

### Environmental Initiatives

#### Corporate Environmental Profile

Brookfield Properties 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 Properties also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Brookfield Properties 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](http://www.axiistenantapp.com).

### Tenant Service Requests (310-SERV)

310-SERV is a centralized Call Centre operating 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 [www.310serv.com](http://www.310serv.com).

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.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Tenant representatives can submit requests for routine maintenance using the 310-SERV telephone number or via our online system at <https://www.axiistenantapp.com/310-serv/>.

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 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 agent if you would like them to do so.

Please send or instruct your agent to send your Certificate of Insurance to BCS via email to [brkcert@bcsops.com](mailto:brkcert@bcsops.com) or fax to 888-845-9821

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

<b>Insured</b>	<b>Tenant</b>
Brookfield Place (Wellington) Limited	Bay Wellington Tower Office Tenants
Galleria Concourse Operations Inc.	Brookfield Place Retail Tenants (Concourse)
1041965 Ontario Inc. Brookfield Properties Canada Management LP Brookfield Properties Canada Management Corporation	22 Front Street West Tenants
Bimford Properties Inc.	Sam Pollock Square Retail Tenants

### 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 Brookfield Office Properties and:

<b>Insured</b>	<b>Tenant</b>
Brookfield Office Properties Inc. Brookfield Place (Wellington) Limited	Bay Wellington Tower Office Tenants
Brookfield Office Properties Inc. Galleria Concourse Operations Inc.	Brookfield Place Retail Tenants (Concourse)
Brookfield Office Properties Inc. Brookfield Place (Wellington) Limited	Brookfield Place Retail Tenants (Ground)
1041965 Ontario Inc. Brookfield Properties Canada Management LP Brookfield Properties Canada Management Corporation	22 Front Street West Tenants
Brookfield Office Properties Inc.	Sam Pollock Square Retail Tenants

Bimford Properties Inc.	
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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**

All signage must comply with the *Tenant Design & Construction Manual* or *Retail Tenant Design Criteria Manual* requirements and be approved by the Landlord prior to ordering or installation. Updates to Tenant signage are the responsibility of the Tenant. No names, advertisements or posters are allowed on windows or doors. Hand written paper signs are prohibited.

Contact your Manager, Tenant Services or visit <https://www.axiistenantapp.com/bptoronto-forms-manuals/> to obtain the forms to order new tenant suite or elevator lobby signage. It will typically take 4 to 6 weeks for any new signs to arrive.

Retail signage on bulkheads will be cleaned monthly by Housekeeping staff.

Please refrain from taping temporary or non-building standard signs to the complex walls, suite doors, building or elevator lobby doors, or elevator walls.

Advertising and building information are displayed on electronic media screens throughout the complex. More details are available in the Additional Services/Building Amenities section.

## **Common Area**

All sign holders and merchandise displays must be kept within your premises. Common area sign holders are not for use of individual tenants

## **Tunnel Signage**

Retail Tenants are encouraged to promote their services in a display or poster box in the PATH tunnel to Commerce Court. Display boxes are available for three-month term, on a first come, first serve basis. Contact your Assistant Property Manager at 416-777-2014 for more details.

## **Electronic Signage**

Electronic directories with complete listings of all Tenants are located on the Ground Floor, at the lobby desk.

Digital signage offers current news and information in building passenger elevators and on the Concourse. For more details, please refer to the Additional Services/Building Amenities section.

## **Special Event Signage**

We allow Tenants to place 24 inch-wide by 36 inch-high double-sided poster special events signage in the Bay Wellington Tower lobby. 24 hours' advanced notice is required for set up of sign stands. Signs to be submitted to the Manager, Tenant Services for review and approval.

## **Smoking Policy**

Smoking is prohibited within all areas of the complex including, but not limited to, entrances and lobbies, elevator lobbies, washrooms (handicap included), loading dock, elevators, service elevators, stairways and parking garage. Smoking is also prohibited in the external stairwells located on Wellington Street and the Garden Courtyard.

As a courtesy to others, Brookfield Properties requests that Tenants refrain from smoking within 9 metres of any perimeter door.



## **Moving and Delivery Guidelines**

Advance written notice is required for all company moves or deliveries within Brookfield Place. Tenants are requested to contact the Coordinator, Building Services as far in advance of the move date as possible.

All moves must take place Monday through Friday after 6:00 p.m., or on weekends. Elevator bookings are scheduled on a first come, first served basis. Additional charges for Loading Dock personnel, elevator operators, and security escorts will be charged to the Tenant at prevailing rates detailed in the Standard Additional Services Rates section.

The following rules pertain to moving of furniture, equipment and supplies in and out of Brookfield Place:

- The loading dock is the only complex entrance permitted for use during moves.
- Restoring any damage to the complex or fixtures in connection with the move is the financial responsibility of the Tenant.
- The service elevator is the only elevator that can be used to move furniture, equipment and supplies.
- Arrangements must be made with Building Services for use of the service elevator for each move. A firm start and end time should be established for each elevator booking.
- Security supervision is required during the move.
- Movers are required to remove all boxes, trash, etc., when leaving the building. Any materials left behind will be disposed at the Tenant's cost.
- Brookfield Place has a strict "No Smoking" policy. Moving crews are not permitted to smoke in any area of the complex.
- The Toronto Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or hallway.

## **Removal of Material from your Premises**

To prevent unauthorized removal of material and equipment from Tenant offices after business hours, Tenants are requested to provide advance written notification by completing a *Property Removal Form*. This form is available on the website or by calling the Security Supervisor at 416-777-6454.

## **Freight Elevator**

Service elevators are available on a first-come, first-served basis. Reservations are required for any incoming or outgoing goods or equipment that require more than 20 minutes handling time. The service elevator can be booked after 6:00 p.m. on weekdays or anytime on weekends and holidays.

Please ensure that service elevator lobbies are kept clear. Any debris, wood skids or packing materials associated with a delivery to your premises must be immediately removed by the delivery company.

## **Loading Dock**

The Loading Dock is located on the P1 level of Brookfield Place and is accessible from the Front Street parking garage entrance. This area may be used for deliveries and pickups only.

- The Loading Dock accommodates straight body trucks up to 44' long (13.4 metres) and 13'6" high (4.1 metres).
- An attendant is on duty from 6:00 a.m. to 10:00 p.m. to assist with deliveries Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday.
- All deliveries are restricted to the Loading Dock and must be transported via the service elevators.

## **Rules and Regulations**

To provide efficient, expedient service in the Loading Dock, the maximum parking time permitted in the dock area is twenty minutes. Parking in the Loading Dock for any purpose other than loading or unloading is prohibited to best facilitate the high volume of traffic. If additional time is required, the delivery vehicle must leave the Loading Dock and park outside the complex.

Drivers are required to:

- Shut down their vehicle motors while at the Loading Dock
- Remain with their vehicles during deliveries or leave their keys with the Loading Dock Office.
- Sign in and out with either the Loading Dock Manager or the Loading Dock Supervisor.

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

Passenger elevators cannot be used for transporting any deliveries at any time.

Transport of deliveries is not permitted through Allen Lambert Galleria, Sam Pollock Square or the main lobbies of the complex.

## **Deliveries**

All large or bulk deliveries to and from Tenant premises should be received at the Loading Dock for handling by Loading Dock staff. Deliveries will be received and transported by Loading Dock staff, except the following special items that must be delivered directly by the Tenant or their delivery company:

- Goods of extraordinary value
- Furniture, chairs, desks, etc.
- Business equipment that requires set-up
- Catered food requiring set-up and presentation
- Perishable items such as flowers
- Retail goods
- Construction materials
- Large moves

For Bay Wellington Tower and 22 Front Street West Office Tenants, all small package deliveries should go through the Courier Office.

PlusOne Inc. is an independent courier company currently under contract to operate the Courier Service and Loading Dock at Brookfield Place.

### **After Hours or Special Deliveries**

After hours or special deliveries that are not handled by Loading Dock staff should be arranged through Security. The Tenant Representative should forward a list of those suppliers who are allowed access to the complex after hours. This list will be retained by the Security Supervisor and can remain in effect for an extended period (maximum of one year). Please remember to advise Security when the arrangement expires, is renewed or terminated.

### **Catered Food Deliveries**

When ordering food from an offsite caterer, ensure that the delivery person has your company telephone number or direct line to expedite service.

**For single or small group food deliveries after hours, delivery personnel can report to the lobby security desk to arrange access.**

For more information regarding deliveries, please call the PlusOne Loading Dock Supervisor, PlusOne at 416-777-6461.

### **Courier Services**

All external couriers must access Brookfield Place via the entrance located on Front Street just west of Yonge Street and report immediately to the Courier Office on the P1 Level.

Short term parking (maximum of ten minutes) is available for courier vehicles and bicycles.

All incoming and outgoing messenger services, envelopes and small packages must go to the Courier Office. The Courier Office is located on the P1 Level directly across from the Bay Wellington Tower parking elevators near the Front Street parking garage entrance. Outgoing small deliveries are picked up from your offices on a scheduled or as needed basis.

The Brookfield Place internal courier service operates Monday through Friday, from 8:00 a.m. to 6:30 p.m.

### **Package Tracking System**

For the status of packages please contact the Courier Office and provide the courier company and waybill number.

### **Parking**

Brookfield Place's ParkServe garage is thoughtfully designed to offer premium service to our guests. Well equipped with amenities and perks including complimentary tire inflation, vacuum and window washing stations, our garage boasts superior air quality, lighting and maintenance, and complimentary valet service.

### **General Information**

Brookfield Place has approximately 1,450 spaces in an underground parking garage accessible from Front and Wellington Streets. The parking garage is open 24 hours a day, 365 days a year. Maximum vehicle height allowed is 1.68 metres or 6 feet 6 inches.

**Indigo Park** is an independent parking management company under contract with Brookfield Place to operate the parking garage. You may contact them in the Parking Office at 416-777-6468, via email at [bptoronto@parkindigo.com](mailto:bptoronto@parkindigo.com) or visit the Parking Office on P1 Level directly across from the Bay Wellington Tower parking elevators.

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

Although the parking garage at Brookfield Place is fully automated, parking staff are on site 24 hours a day, 7 days a week.

### **Tenant and Visitor Parking**

Tenants and visitor parking are accommodated on all levels.

### **Parking Rates (Includes HST)**

<b>Category</b>	<b>Details</b>	<b>Amount</b>
Hourly	Up to and including 15 minutes	\$5.75
Weekday daily maximum	6:00 a.m. to 6:00 p.m.	\$34.00
Weekday evening flat rate	6:00 p.m. to 6:00 a.m.	\$10.00
Event Rate	5:00 p.m. to 8:00 p.m.	\$25.00
Weekend flat rate	6:00 a.m. to 6:00 a.m. (24 hours)	\$24.00
Holiday flat rate	6:00 a.m. to 6:00 a.m. (24 hours)	\$12.00

### **Visitor Parking Payment Options**

Credit, Interac, and Debit payment is available at all pay stations. Cash payment is not available at exit.

### **Monthly Parking**

Please contact the Parking Office at 416-777-6468 or visit our website at [www.parkservebrookfield.com](http://www.parkservebrookfield.com) for more information about monthly parking rates and application process. Payment can be made by credit card, monthly billing and preauthorized payment.

Monthly random	Brookfield Place Tenants	\$449.23 + HST
Monthly random	Non-tenants (public)	\$482.88 + HST
Monthly reserved	Brookfield Place Tenants	\$720.91 + HST

### **Emergency Assist Stations**

Emergency assist stations, throughout each level of the garage, are identifiable by their bright yellow colour. Each station is equipped with a two-way intercom system. The green button connects directly to an attendant in the Parking Office. The larger red button links to Security who will respond to emergency situations. The area is monitored by closed circuit cameras and the interactive equipment enables Security to instantly pinpoint the zone from which an alarm has originated so that Security Officers can immediately be dispatched to assist the caller.

### **Closed Circuit Cameras**

Closed circuit cameras monitor activity throughout the parking garage, as are entrances and parking elevator lobbies. Cameras are monitored by security in our Building Control Centre.

### **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 Your Vehicle Battery Needs a Boost**

Complimentary battery boost service is available to all patrons of the parking garage.

**If Your Vehicle Windshield Fluid Need Topping Up**

Complimentary windshield service is available to all patrons of the parking garage.

**Courtesy Tire Inflation and Windshield Stations**

Complimentary windshield-washing and tire inflation courtesy stations are conveniently located throughout the parking garage.

**Valet Parking**

Complimentary ValetAssist parking is available from 9:00 a.m. to 3:00 p.m. weekdays, on the P1 level, adjacent to the Wellington Street ramp.

**Ecozone & EV Charging Stations**

In an effort to encourage and facilitate environmentally responsible driving, Brookfield Place offers reserved parking for carpool participants and hybrid vehicles. 32 Complimentary Electrical Vehicle Charging Stations are located in our Ecozones on P1 and P2.

**Car Wash Services - CleanCar Co.**

Luxury interior and exterior car detailing services can be purchased from CleanCar Co. Located on the P4-Level of the garage. CleanCar Co. 416-364-0095.

**Bicycle Racks**

Brookfield Place is equipped with a secured bicycle storage area, exclusively for tenant use, on the P1 Level of the parking garage. The enclosure can accommodate up to 75 bicycles and cyclists are provided with access cards to gain entry. Cameras have been installed and the area is monitored by Security. Tenants pay an annual fee for this service.

For information about obtaining a space, please visit the Parking Office on the P1 Level or call 416-777-6468.

Complimentary open-area bicycle racks are also located on the P1 Level of the parking garage via the Front Street entrance.

**Courtesy Phones**

There are courtesy phones located at the north and south Security Desks located on the Ground Floor of the Bay Wellington Tower.

**Lost and Found**

Lost and found items can be turned in or claimed by calling the Security Supervisor at 416-777-6454 located in the Security and Operations Office on the Concourse Level, behind Extreme Pita/Soup it Up.

**Public Washrooms**

**Public washrooms are located on the Concourse Level in four locations:**

- Off the north corridor leading to the Commerce Court.
- By the TD Canada Trust Tower parking elevators.
- At the southeast side of the Food Court adjacent to McDonald's.
- Off the corridor adjacent to The Market by Longo's.

## **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://www.axiistenantapp.com/bptoronto-forms-manuals/>. 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 Properties Online Concierge**

Our Online Concierge Service offers Tenants quick and easy access to tickets to popular events, games and attractions through its partner, eservus. Be sure to take advantage of the many discounts this service offers. If you are unable to find what you are looking for, email them at [request@eservus.com](mailto:request@eservus.com) or call 416-598-8888.

Eservus offers exclusive savings or preferred seating on:

- Concerts
- Hotels
- Travel
- Cineplex and AMC movie tickets
- Theatre
- Sporting events
- And much, much, more!

Tickets may be picked up at the Brookfield Place Management Office on Wednesdays and Fridays. Please allow 4 days for delivery of general admission tickets. Tickets for reserved seating will arrive 2 to 3 weeks prior to the performance.

## **Electronic Directories**

Bay Wellington Tower has two electronic directories located at the Security Desks in the north and south lobbies of the building. The directories offer details on Tenant locations, a retail directory and a calendar of events.

For Tenants or visitors requiring additional information or service, corporate hosts are on duty at the desks during regular business hours.

For changes to directory listings please contact the Management Office at 416-777-6480.

## **Accessibility**

### **Brookfield Properties AODA Actions**

Brookfield Properties operates toward 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 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 [BrookfieldPlace.ManagementOffice@brookfield.com](mailto:BrookfieldPlace.ManagementOffice@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.

## **Additional Services/Building Amenities**

### **Banking and ATM Machines**

TD Canada Trust, Brookfield Place Street Level - 416-361-5400

ATM Machine Locations:

1. TD Canada Trust Branch located on street level (Bay Street entrance)
2. In the Food Court, Concourse Level, at the base of the Galleria escalator
3. On the Concourse Level at the entrance doors leading to and from Union Station

### **Boardroom and Meeting Room Rentals**

Regus Business Centre, located in the TD Canada Trust Tower, has many meeting and training rooms available for rent on a short-term basis. Their facilities are equipped with the latest technological equipment, such as video conferencing, and your operation can be up and running within a few hours. Brookfield Place Tenants are entitled to a 20% discount on all boardroom, meeting room and video conferencing room rentals. Contact the General Manager of Regus at 416-572-2200.

### **Car Sharing – Autosshare**

Flexible hourly or daily rental is available from Autosshare. Vehicles are parked on level P1 of the parking garage in our Ecozone reserved area. For more details, call 416-340-7888, explore their website for more information or to complete the convenient online application at <https://www.enterprise-carshare.ca/ca/en/home.html/brandName=autosshare.html>.

### **Corporate Hosts**

During business hours, dedicated personnel provide directional information and assistance to building visitors and tourists.

### **Daycare Facility**

The Brookfield Place Daycare Facility is operated by Mothercraft Centre for Early Development, a not-for-profit group. The impressive facility includes a large protected outdoor playground area above street level. Enrollment is capped at a maximum of 56 children between the ages of three months and 6 years old. Priority is granted to the children of Brookfield Place Tenants. To book an appointment with the Supervisor, Daycare, please call 416-367-1758 or download an application form at [www.mothercraft.ca](http://www.mothercraft.ca). The Daycare Facility is open Monday through Friday from 7:30 a.m. until 5:45 p.m., excluding statutory holidays.

### **Hockey Hall of Fame**

Brookfield Place is home to the highly acclaimed Hockey Hall of Fame, which displays the most extensive collection of hockey memorabilia and artifacts in the world.

The Hockey Hall of Fame is partially housed in the former Bank of Montreal building. Considered one of the finest remaining examples of 19th century architecture in Canada, this 50,000 square foot building was largely unused after 1982 until it was restored to its original glory and integrated into the complex as the Hockey Hall of Fame.

One of the highlights of the Hockey Hall of Fame is the Great Hall, the core sanctuary of hockey's proud history. The room rises to a 45 foot-high stained-glass dome and holds portraits of all the prestigious members of the Hockey Hall of Fame as well as trophies and the coveted Stanley Cup. Every Fall selected individuals are inducted into the Hockey Hall of Fame in a ceremony held at Brookfield Place.

This distinctive venue draws fans from around the world and is available for private corporate functions. For further information regarding the Hockey Hall of Fame, call 416-360-7735 or visit their website at <https://www.hhof.com/>.



### **Amenities/Services**

After hours air conditioning  
After hours security  
Banking facilities  
Bicycle storage area (secure)  
Brookfield Properties Emergency Alert System (BP-EAS) emergency communications  
Cable television  
Car wash and detailing  
Carpentry  
Child care facility  
Confidential document shredding services  
Courtesy phones (at security desks)  
Emergency Assist Stations in parking  
Equipment rentals (i.e. tables and chairs, moving boxes, coat racks)  
Executive shower facilities  
First Aid/CPR training and certification  
Hot water leak detection monitoring  
Housekeeping services  
Internal courier services  
Large volume mail delivery  
Loading Dock delivery services  
Locksmith  
Online concierge  
P.O. Box / mail pick-up and delivery  
Painting  
PATH underground walkway  
Pest control services  
Plumbing  
Registered mail service  
Restaurants, shops and Food Court  
Security Officer services and covert surveillance  
Security access control maintenance and monitoring  
Service Centre (Tenant maintenance requests)  
Service elevators  
Signage and business directory listing  
Special Services (Handyman)  
Storage facilities  
Telephone activated computerized lighting system (after hours)  
Tenant Life Safety Team  
Underground parking facility  
Window cleaning

## **Security and Life Safety**

### **Building Security**

Security guard services are under contract to Paragon Security Officers are onsite 24 hours a day, 365 days a year. The Security Officers are supported by comprehensive closed-circuit television surveillance at strategic locations in the complex, a sophisticated access management system, and continuous patrols of the complex.

All common areas and multi-tenant floors are patrolled periodically after business hours with all unsecured premises being investigated and tenant representatives contacted as necessary.

While Security Officers, closed circuit cameras and the access management system can provide basic protection for the building, security is everyone's responsibility, and your cooperation and vigilance are essential.

Each Tenant can be effective in preventing the loss of valuable personal and company property by observing these suggested guidelines:

- Be aware of strangers in your area and, if their identity cannot be readily established, advise Security immediately.
- Notify security of any suspicious activity in the complex.
- Articles of value should not be left in open, unattended areas.
- At the end of each working day, remove or secure personal and company items of value and promptly report to Security the loss of property. Serial numbers of all valuable items should be recorded and retained on file to aid police in recovering property in the event of loss or theft.
- Ensure that your suite is secure, especially after 6:30 p.m. weeknights and 24 hours on weekends since passenger elevators are programmed to security mode during these times.
- Enforce strict control of keys and access cards. Please notify Security immediately when a staff member has left your employment.

Special care should be taken during the following times: the first 30 minutes after opening, lunch hours and just before closing. These are the periods when there is a high volume of staff and visitor movement, and employees are often away from work areas and offices.

Additional checks of your premises can be arranged by contacting the Security Supervisor at 416-777-6454. Fees for this service are detailed in the Standard Additional Service Rates section.

### Card Access System

To maintain security in the complex, unrestricted elevator access to Tenant floors is permitted only during regular business hours (Monday through Friday, 6:30 a.m. to 6:30 p.m.) unless otherwise requested by the tenant. Due to Covid-19 response, currently all elevators in the complex are on restricted access 24/7 unless otherwise requested by tenants.

After 6:30 p.m. on weekdays, Brookfield Place-issued photo identification access cards are required for elevator travel. After 11:00 p.m. on weekdays and 24 hours on weekends/holidays, enhanced access control is in place. At these times, elevators are released for after-hours travel only once the cardholder's identity has been cleared by security personnel through the card reader located at the lobby desk.

### LiveSafe – axiis by Brookfield Properties

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

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

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

### Access for Staff and Visitors

Pedestrian entrances to the complex are accessible until 2:00 a.m. After 2:00 a.m., pedestrians may gain access to the complex only through the main doors located at the TD Canada Trust Tower lobby on Bay Street, the main doors located at the Bay Wellington Tower lobby on Wellington Street, or the parking garage entrances.

Security will not grant access to a Tenant premises outside of regular business hours without written consent from an authorized Tenant Representative. If employees without access cards, clients and/or visitors are expected after regular business hours, Tenants should notify the Security Supervisor at 416-777-6454. Without prior authorization, security will attempt to contact the Tenant Representative to obtain consent for entry. Once authorization has been received, the person(s) will be allowed to proceed to the Tenant's floor. If authorization cannot be obtained, access will be denied.

Authorized Tenant employees may sign-in colleagues. In so doing, they assume responsibility for that colleague's activity while onsite.

### **Access for Service Companies**

When arranging for services to be performed in your suite after hours, please notify the Security Supervisor in writing. If you have contracted the services of a company for an extended time period, you can issue a one-time letter that will cover the contract period (e.g. one year). Be sure to advise Security when the contract expires, is renewed, and/or terminated.

### **Access Cards**

Authorized Tenant Representatives can request, change or cancel access cards for employees of their company via the 310-SERV building services portal [www.310serv.com](http://www.310serv.com) or (416) 310-7378. Processing fees apply as per the Additional Rechargeable Services Schedule. In special circumstances, or if your access card has been lost or stolen, call the Building Control Centre at 416-777-6462 for immediate attention or email [SecuritySupervisors.BrookfieldPlace@brookfield.com](mailto:SecuritySupervisors.BrookfieldPlace@brookfield.com).

### **Locksmith Services**

Upon moving into the complex, Brookfield Place Tenants receive keys to their premises and mailboxes in accordance with their needs. All keys and locks must meet keying standards for the complex. All requests for Locksmith Services should be made through 310-SERV. Fees apply as per Additional Rechargeable Services Schedule.

## Additional Security Services

### Security Escorts

Security escorts are provided free of charge to Tenants who have vehicles parked in the Brookfield Place parking garage. When requesting an escort, please inform Security of your location and remain there until an officer arrives.

Working alone after business hours? Notify the Building Control Centre at **416-777-6462**, and a Security Officer will check on you periodically.

### Office Duress Device

Office duress buttons can be installed within your premises linking your office to the onsite Building Control Centre. These systems are installed and monitored on a user fee basis. For further information, please call the Manager, Security & Life Safety at 416-777-6488.

### Connecting to the Base Building Access Management System

Card readers, high temperature alarms, duress alarms, door contact alarms or other security devices can be connected to the base building access management system for monitoring, on a user fee basis. Please call the Manager, Security & Life Safety at 416-777-6488.

### Event Security

Security Officers are available for private functions and to assist with other Tenant concerns. Please see Additional Rechargeable Services Schedule for more details. For other security requirements such as general or specific investigation work, a corporate protection program or other personal needs, please contact the Manager, Security & Life Safety at 416-777-6488.

### Brookfield Properties Emergency Alert System

Brookfield Properties 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 about complex emergencies and/or service outages.

The BP-EAS will send Tenant Representatives an e-mail **LiveSafe push notification** and text messages to the contact points provided by each tenancy.

### Power Failure

In the event of a major power failure, information will be provided via the Brookfield Properties Emergency Alert System, BP-EAS)

Information and instructions may be announced via the building's public-address system.

An emergency generator will automatically provide power to all life safety systems and emergency lighting in your premises, stairwells and common areas.

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

## **Power Failure (Continued)**

### **Elevators**

In the unlikely event that an elevator stops due to a power failure, within 15 seconds the emergency generator should restore power to elevators. Once emergency power is restored, elevators will individually proceed to the ground floor sequentially. A reduced number of elevators will operate until full power is restored.

### **Lights**

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

### **Emergency Management Plan Priorities**

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

### **Vulnerable Populations**

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

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

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

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

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

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

## Pandemic Preparedness

### What you Need to Know

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

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**

If You Receive a Bomb Threat

1. The person receiving the call should be prepared to obtain precise information including:
  - Time of the call
  - Exact wording of the threat
  - Any distinguishing characteristics of the caller such as the voice or background noises
2. Call 911 to notify police.
3. Call our “Emergency Only” number at 416-777-1213.

### **Search of Premises**

Personnel who work in the area of the threat are of valuable assistance to police and building security in performing a thorough search to identify items that are out of place or foreign. It is recommended that your Life Safety Team use employee volunteers to assist with the search.

During the search procedure, remember this rule: Look for something that doesn't belong, that is out of the ordinary, or out of place. If an unidentified or suspicious object is found, **DO NOT TOUCH IT.**

If a suspicious object is found, police or Security may recommend a partial or complete evacuation.

The search of public areas in Brookfield Place is the responsibility of building staff and our contractors.



## **Solicitation**

For the privacy of Tenants, solicitation is not permitted in Brookfield Place. Security does their very best to prevent solicitation from unwanted visitors from entering the complex during normal business hours. However, due to the large number of people entering and exiting the complex, unwanted visitors may manage to elude Security.

If an unwanted visitor enters your premises:

1. Ask him or her to have a seat while you contact the appropriate member of your staff.
2. Call the Building Control Centre at 416-777-6462 from an adjoining office to request assistance.
3. A Security Officer will be immediately dispatched to your suite to address the situation.

If the unwanted visitor leaves your suite prior to the arrival of the Security Officer, please provide a full description of the individual, as this information will assist Security in their investigation.

## **Fire Alarm Systems**

### **Brookfield Place**

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

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

1. The Alert Tone is recognized by an intermittent beeping tone.
2. The Evacuation Tone is recognized by a continuous siren tone.

The floor where the alarm originates, as well as the floor above and the one below, will receive the Evacuation Alarm (continuous). The remainder of the floors in the affected elevator bank or alarm zone will receive the stand by Alert Alarm (intermittent).

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

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

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

- This tone indicates a potential fire condition somewhere in the building. Remain at your work station but be prepared to leave the building if it becomes necessary.

Listen to announcements/instructions via the voice communication system and follow the instructions of your Life Safety Team.

## Tenant Responsibilities

The primary responsibility for the safety of employees rests with each Tenant. Tenants are encouraged to appoint responsible employees to their Life Safety Team. All team members should participate in Life Safety training, provided annually by Security. Additional training presentations can be arranged by calling the Manager, Security & Life Safety at 416-777-6488.

Brookfield Place's Life Safety webpage has a life safety video and additional resources for your use: [www.axiistenantapp.com/security-brookfield-place-toronto/](http://www.axiistenantapp.com/security-brookfield-place-toronto/)

Each employee should review details of fire and life safety procedures, review the fire and life safety video, and be introduced to their Life Safety Team in this orientation. All employees should be taken on an "emergency evacuation walk" noting the locations of emergency stairwell exits, crossover floors, etc.

Ensure all employees are aware of the following:

- Locations of emergency stairwells
- Locations of fire extinguishers
- Locations of fire pull stations
- Elevator use during an alarm
- Your predetermined meeting place following an evacuation

### **Tenants are urged to participate in Brookfield Place's annual fire drill.**

The importance of the drill must not be underestimated as it allows employees to:

- Become familiar with primary and secondary evacuation routes from your premises.
- Realize the length of time it takes to reach the Ground Level and predetermined meeting place.
- Understand the physical and mental conditions that exist in a restricted space, such as the stairwell, during a full evacuation.

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

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

All fires, regardless of size, and even if they have been extinguished, must be reported to Security Emergency line at 416-777-1213 and 911.

## Life Safety Team

Tenants should appoint members of their staff to their Life Safety Team. These individuals should feel comfortable giving direction to other employees and taking charge in the event of an emergency situation. Security will provide training and support to the Life Safety Team, who will coordinate with building staff if needed.

### **Tenant Life Safety Team**

Each Tenant Life Safety Team should include the following positions for each full floor occupied:

- Senior Fire Warden
- Deputy Fire Warden(s)
- Stairwell Wardens (2)
- Search Wardens
- Assistant Personnel
- Backup Personnel
- Emergency Coordinator

### Tenant Life Safety Team (Continued)

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

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

**Deputy Fire Warden:** The person who assumes this role will assist the Senior Fire Warden and assume that role in the absence of the Fire Warden.

**Stairwell Wardens:** Wardens maintain orderly conduct at each stairwell door, ensuring quiet and calm in the event of an emergency evacuation. Stairwell Wardens must ensure all occupants have evacuated the area, exit the building and report to the Senior Fire Warden.

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

**Assistant Personnel:** People in this position are asked to help anyone who requires assistance during evacuation. If a person is unable to evacuate due to serious illness or injury, Assistant Personnel must advise the Building Control Centre using the red telephone located by emergency exit stairwells. Attending Fire Department personnel will respond accordingly.

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

**Emergency Coordinator:** This individual should act as liaison between your company and officials from the Fire Department and Brookfield personnel during and after any emergency situation.

### Fire Drills

If you wish, you can arrange for a fire drill exclusively for your company by calling the Coordinator, Security & Life Safety at 416-777-6457.

### Fire Preparedness

Each Tenant and their respective employees should be familiar with all the different elements that can affect their safety and security, including the Fire and Life Safety Video: [www.axiistenantapp.com/security-brookfield-place-toronto/](http://www.axiistenantapp.com/security-brookfield-place-toronto/)

### Building Fire Safety Plan

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

### **General Evacuation Procedure**

In the event of an emergency, contact Security at 416-777-6462, which will result in:

- The immediate dispatch of qualified fire and life safety personnel.
- A 911 call, if not already made by the Tenant reporting the emergency.

In the event it is necessary to evacuate the building, remain calm and listen to the instructions being given over the public-address system and by the building staff. Emergency exit stairwells are to be used for evacuation. Do not use elevators unless instructed to do so over the public-address system, or by Toronto Police Services or Toronto Fire Department representatives. Stairwell entrances are located on the north and south side of the building's core.

When using the emergency exit stairwell, keep to one side so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of personnel who require assistance during an evacuation should be maintained by the Tenant, with copies provided to the Floor Warden and Security. In the event of an evacuation, these individuals should assemble near the service elevator to await assistance from rescue personnel.

### **Emergency – Fire**

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

1. Leave the fire area, closing doors behind you.
2. Activate the nearest fire alarm pull station.
3. When safe to do so, call 911 and then immediately call our “Emergency Only” number at 416-777-1213. Provide your name, the location of the fire and/or smoke.
4. Immediately evacuate via the nearest fire exit. Follow the directions of your Life Safety Team. Do not use elevators. (The fire alarm causes elevators to automatically “home” to ground floor or alternate floors.)
5. Report to your predetermined meeting point and check in with your Fire Warden.

Do not return until instructed to do so by Toronto Fire Department or Brookfield personnel .

### **Medical Emergencies**

If there is someone in your office in need of emergency medical assistance, please follow these steps:

**Call 911** - Provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.

**Call our “Emergency Only” number at 416-777-1213.** The Building Control Centre will immediately dispatch personnel to provide interim assistance and Security, who will direct the Emergency Medical Services to your location. Security Officers have First Aid and CPR Certification and may help to bridge the gap until emergency medical help arrives. Security Officers are also trained in the use of Brookfield Place’s portable life safety equipment (external defibrillator and portable oxygen supply).

### **Medical Emergencies (Continued)**

**Ensure that there is someone from your office** to meet medical personnel at the service elevator to accompany them in a timely manner to the person in need of assistance.

### **Emergency First Aid and CPR Courses**

Brookfield Properties provides accredited Emergency First Aid and CPR courses for interested companies or individuals. The course runs approximately eight hours and is held on site. At the end of the course, each participant receives an official Certificate of Completion. Arrange via Coordinator, Security & Life Safety at 416-777-6457.

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

Brookfield Place is equipped with a voice communication system which is operated from the Building Control Centre. Speakers have been installed in strategic locations throughout the complex.

Each weekend, the public-address system is selectively tested by Security as part of the overall fire alarm system. This process ensures that equipment is operating normally and enhances Security staff training. The entire fire alarm system, including the public-address system, is tested annually.

### **Flammable Materials**

Tenants are not permitted to bring restricted items such as flammable fluids, propane tanks, weapons or explosives into the building without prior written consent of the Landlord.

In the parking garage, Security regularly performs random vehicle searches to ensure that restricted items are not brought into the complex. In the Loading Dock, Security also completes random inspections of transient vehicles identified by Loading Dock staff.

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

Brookfield has also produced a customized fire and life safety video online: [www.axiistenantapp.com/security-brookfield-place-toronto/](http://www.axiistenantapp.com/security-brookfield-place-toronto/). The video is a step by step guide outlining Tenant fire and life safety procedures and the responsibilities of the Life Safety Team. We strongly recommend that all employees view this video on a regular basis, and that new employees view it as part of their company orientation program.

For additional information or clarification on topics contained in this section, please contact the Manager, Security and Life Safety, 416-777-6488.

## Housekeeping

Outland Carillion, an independent housekeeping company, is under contract with Brookfield Properties to provide cleaning services at Brookfield Place. Nightly and periodically scheduled services in your premises are provided as follows:

### Nightly Services

Office Tenants are provided with housekeeping services 5 days a week, excluding holidays. Nightly service includes:

- Emptying all trash receptacles and recycling containers and replacing all liners as necessary.
- Removing all collected trash and recycled materials to a designated area.
- Dusting and spot cleaning all furniture, fixtures and accessories (providing desk surfaces are clear).
- Spot cleaning all partition glass (up to eye level).
- 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 (corridors, reception area and board rooms).

All Food Court Tenants should place trash, recycling and organic material in the designated area. Housekeeping will pick up from Restaurant and Retail Tenants several times daily on a pre-arranged schedule.

### Scheduled Housekeeping Services

Additional services will be provided to Office Tenants in accordance with the following schedule:

- Spot cleaning all horizontal and vertical surfaces (up to eye level) weekly.
- Dusting high and low areas (pictures, clocks, partition tops etc.) weekly.
- Vacuuming fabric office furniture monthly.
- Dusting and/or vacuuming of window shades semi-annually.
- Washing all trash containers using a germicidal detergent monthly.
- Machine spray-buff all hard surface floor areas monthly.
- Machine-scrub, apply polish and buff hard surface floors areas semi-annually.
- Strip and refinish all hard surface floors semi-annually.

As part of our commitment to providing a healthy and productive work environment, we have instituted green cleaning practices and industry leading pandemic prevention standards. The following enhancements have been introduced:

- Vacuuming office area carpets twice per week
- Disinfecting telephone mouth and earpieces weekly.
- Vacuuming and washing vents and diffusers monthly.
- Dusting of all light fixtures quarterly.
- Damp wiping of vinyl and leather furniture as needed.
- Cleaning all partition glass every 4 months

### **Special Cleaning Services**

In addition to the regular cleaning services you receive, additional housekeeping services are also available. For information or to book a specialized cleaning service, please call the Director, Housekeeping at 416-777-6459. Special cleaning services are contracted on a chargeable basis. These include:

- Carpet and upholstery cleaning
- Additional partition glass cleaning
- Floor refinishing and wall washing
- Computer cleaning
- Kitchen services (nightly loading of dishwashers, cleaning of refrigerators or microwaves)
- Furniture polishing
- Metal restoration
- Emergency service (spills, carpet stain removal)
- Fire and flood restoration

### **Window Cleaning**

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

For further information please call the General Manager, Technical Services at 416-777-6478.

### **Recycling Program**

#### **Waste Management Program**

To safeguard the environment and promote environmentally sustainable practices, Brookfield has a national waste management and recycling program. All Tenants are required to participate in this program, which protects our environment and helps to reduce operating costs.

For your assistance, Brookfield Properties provides:

- Recycling containers for each workstation.
- Recycling containers at all photocopier areas.
- Recycling containers in all kitchen areas for bottles and cans.
- Recycling containers for organics.

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

#### **Organics Program:** green bin

- Fruits, vegetable scraps.
- Meat, fish, bones
- Pasta, bread, cereal.
- Dairy products, egg shells.
- Coffee grounds, filters, tea bags.
- Candies, cookies, cake

**Paper Program:** clean paper only

- Office paper
- File folders
- Newspaper, magazines
- Directories
- Windowed envelopes
- Boxboard
- Cardboard

**Bottles, cans and plastics:**

- Water bottles
- Tetra paks, juice boxes
- Aluminum and steel cans
- Milk and juice cartons
- Plastic and glass bottles
- NO takeout food containers or plastic cutlery
- NO black plastic

**Recycling Inkjet, Toner and Laser Cartridges**

Used cartridges should be repacked into replacement cartridge boxes. For removal and disposal, please call 310-SERV.

**E-Waste Program**

- Desktop computers, Portable computers and peripherals
- Monitors and Televisions
- Modems
- Printing devices will include copiers, scanners, typewriters
- Telephones (physical and accessories), Cellular phones, PDA's and pagers
- Cameras
- Audio and video players, Equalizers, (pre)amplifiers, Radios, Receivers, Speakers, Tuners, Turntables.
- Video players/projectors, recorders

Call **310-SERV** to arrange pick up of e-waste. The materials will be separated and stored until it is retrieved by OES.

**Office Supplies**

Writing instruments, common household batteries, and common household light bulbs are also accepted for recycling. Contact 310-SERV to receive a complimentary bin and to arrange pickup.

**Carton Disposal**

All cardboard cartons or boxes are recycled. Please follow these instructions:

- Flatten cartons.
- Retain flattened cartons in a designated area of your premises.
- Retail Tenants should call 310-SERV to request the removal of the cartons.
- Cartons will be removed nightly by Housekeeping staff for Office Tenants.



### **Other recyclable products**

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

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

### **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.
- Hazardous waste requires special handling.

For further information regarding the recycling program at Brookfield Place, please call the Manager, Tenant Services at 416-777-2015. You may also visit our website at [www.axiistenantapp.com](http://www.axiistenantapp.com) and click on Tenant Resources, "Sustainability" section.

### **Secured Shredding**

#### **Confidential Document Shredding**

Confidential shredding service is available to all Tenants of Brookfield Place. Material is stored in landlord-provided containers and held in a locked and secured holding cage in the Loading Dock area until it is transported to a secure off-site location for shredding. Tenants sign off on a completed work order form which indicates completion of the shredding process and will be billed for services rendered at the end of the month. A Certificate of Destruction is available upon request. Shredding service is available on a regularly scheduled or occasional basis. See Additional Rechargeable Services Schedule for details.

For further information or to arrange for confidential shredding, please call the Supervisor, Building Services at 416-777-6451. To arrange for confidential shredding, call 310-SERV.

### **Pest Control**

All areas of Brookfield Place are inspected for pest control by an independent contractor.

Seven Steps of Eco-Sensitive Pest Prevention:

1. Inspect and Identify
2. Monitoring
3. Physical Removal
4. Structural Repair
5. Prevention/Client Cooperation
6. Eco-Sensitive Pesticide Applications
7. Follow-Up

You and your staff can assist in the pest control process by ensuring food is stored in airtight containers, properly maintaining and inspecting indoor plants, and placing all garbage and/or organic waste in the appropriate containers.

**Pest Control (Continued)**

Should you notice any pests, please call 310-SERV to report the problem immediately. Advanced notice of any pesticide use will be provided. Details on product labels and/or Material Safety Data Sheets (MSDS) are available.

For further information, please call the Assistant Property Manager at 416-777-2015 or 416-777-2014.

## Central Building Services

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

#### Central Operations

Brookfield Place's heating, ventilation, air conditioning (HVAC), life safety and security systems are computer-monitored 24 hours a day, 7 days a week by the Building Control Centre.

#### 310-SERV (Service and Maintenance Requests)

All service and maintenance requests, including heating and cooling, cleaning, lighting and electrical, plumbing, locksmith services, general maintenance, elevator and building services can be conveniently requested through **310-SERV or 310-7378**. The 310-SERV Centre, operated under contract by Brookfield LePage Johnson Controls, is open 24 hours a day, 7 days a week.

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

#### Heating Ventilation and Air Conditioning (HVAC)

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

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

Air conditioning is supplied Monday to Friday 7:30 a.m. to 6:30 p.m., and Saturdays between 9:00 a.m. and 5:00 p.m. at no additional charge. If you require air conditioning outside of these hours, please call 310-SERV. Additional air is charged in accordance with the Additional Rechargeable Services Schedule.

#### Thermostats & Temperature Adjustment

Digital thermostats that can be adjusted by the occupant. Alternately, to adjust the temperature, contact 310-SERV and provide the floor area number (room number or zone), which will enable operators to make the necessary adjustments without visiting your premises.

#### Air Balancing

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

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

## **Lighting**

### **Lighting After Hours**

For floors that do not have sensor lighting in place, after-hours lighting is controlled by a telephone/computer interface system. Lighting codes are set up, programmed and tested as part of your construction “build out”. The Chief Engineer will provide you with your after-hours lighting code(s) and instructions on how to access the complex lighting computer within your first few days of occupancy. The main telephone number for the Bay Wellington Tower lighting computer is 416-777-6472. The main telephone number for the 22 Front Street West lighting computer is 416-777-2066.

For ease of use, printed telephone decals are provided by Brookfield. The decals reference the main lighting computer telephone number and include a space for Tenants to insert their specific lighting code. Tenant representatives can obtain the decals by contacting their Manager, Tenant Services at 416-777-6480.

For further information please call the Chief Engineer at 416-777-4073.

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

Building standard lights and ballasts will be replaced by Operations personnel at no additional cost (this expense is included in your monthly operating cost).

Non-standard lights should be purchased and stored by the individual tenant. There is a charge for Brookfield to install non-standard lights. You may also arrange to have Brookfield purchase specialty lamps on your behalf. Such purchases are subject to a 15% applicable administration fee as defined in the Lease. For further information please call the Purchaser/Inventory Coordinator at 416-777-4066.

## **Safe Flight Program**

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

In a nationwide initiative to help reduce the number of migratory bird casualties in urban centers, Brookfield Properties participates in a “Safe Flight” program. We ask all Brookfield Place Tenants to join us in this effort by complying with the following procedures:

- During migration season, draw your blinds to help deter birds from colliding with windows.
- Encourage your staff to remove plants that are directly in front of windows.
- Encourage your staff to use internal office space when working late.

For further information about this program, please visit <https://flap.org/>.

## **Utility Service Access**

No dedicated Tenant equipment will be permitted in these rooms without prior written approval from Brookfield Place. Access to a floor’s mechanical, electrical or telephone rooms is not available, except by prior arrangement, and then only for specific purposes.

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

Due to size and bargaining power, Brookfield Place has brokered a bulk cable television contract with Rogers Cable TV. We pass the savings along to any of our Tenants who are interested in cable television services within their premises.

Cable service is offered at monthly rates that will be charged to you as additional rent.

For cable outlet installation, please contact your Manager, Tenant Services who will coordinate with Rogers Cable to schedule an installation date. An installation charge will be levied by Rogers Cable and billed directly to you. Should access to other Tenant's premises be required, a security escort may be necessary. Any such additional costs related to installation will be invoiced to you.

Telephone and internet service is available through approved suppliers. Contact your Assistant Property Manager at 416-777-2015 for information on these suppliers.

### **Preventative Maintenance**

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

Retail Tenants are responsible for maintaining fire suppression systems and providing a Certificate of Inspection every six months to the Manager, Tenant Services.

Servicing of ecologizer and grease trap units, as well as cleaning of ducts and hoods, is coordinated by Brookfield, however Retail Tenants are responsible for the cost of all parts, supplies and any necessary repairs.

## 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 (e.g. operating costs and realty taxes) for the upcoming year. A revised monthly rent schedule will be issued should there be a change in your rent.

### Percentage Rent (Retail)

Gross sales must be reported by the tenth day of each month for the previous month's sales on the *Retail Sales Report* form. The percentage rent calculated in the form must be submitted with the *Retail Sales Report* form, in addition to minimum and additional rent which is due on the first of each month. Failure to submit a *Retail Sales Report* form may result in estimated percentage rent charges. You may be subject to an annual sales audit to verify that sales have been reported accurately.

### Promotion Fund (Retail)

Tenants contribute towards a promotion fund that organizes sale and special events, plus a retail website, magazine and other brochures.

### Rental Payment

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

### Building Services

Invoices will be issued for all tenant service or maintenance requests monthly.

### Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e. plumbing, painting, electrical work, etc.).

### Payment

Brookfield is pleased to offer tenants **three different options** for making rental and invoice payments.

#### 1. **Electronic Funds Transfer (EFT) – Applies to rental payments only:**

Under the preauthorized payment option, the Tenant is required to provide proper authorization to their bank with an *Electronic Funds Transfer Enrollment Form*, to allow Brookfield to directly debit the Tenant's bank account for the relevant monthly rental charges.

**Payment (continued)**

**2. Direct Deposit:**

Under the Direct Deposit option, Brookfield provides Tenants with the appropriate banking information so that Tenants can instruct their bank to transfer funds electronically.

The benefits of selecting either one of these options are as follows:

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

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

**3. Manual Cheque Payments:**

The Brookfield Place Management Office does not accept cheques. To ensure that correct payments are recorded in your account on a timely basis, please provide remittance slips as part of your back up. If you wish to continue issuing manual cheques, please ensure they are made payable to the correct Landlord:

<b>Landlord</b>	<b>Tenant</b>
Brookfield Place (Wellington) Limited	Bay Wellington Tower Office Tenants
Galleria Concourse Operations Inc.	Brookfield Place Retail Concourse Tenants
Front Street (BOPC) Inc.	22 Front Street West Tenants
Bimford Properties Inc.	Sam Pollock Square Retail Tenants

Please ensure all cheques are mailed to the following address:

**Brookfield Properties Ltd.**  
**P.O. Box 3924**  
**Commerce Court Postal Station**  
**Toronto, ON M5L 1K1**

## Standard Additional Service Rates

### Additional Chargeable Services

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

LABOUR	RATE	DETAILS
Building Operator	\$66 per hour	4 hour minimum.
Light Bulb Changes	\$3 per bulb	Applicable to all non-base-building fixtures only. Billed out as a material charge.
Locksmith	\$55 per hour	15 minute minimum. First come, first served basis, cannot guarantee same day service.
Maintenance	\$52 per hour	Minor repairs.
Security Officer	\$55 per hour	4 hour minimum for security coverage.
Security System User Access Fee	\$375 per year per card reader	Applies to all security access card readers connected to the "base building" security management system, monitored in the Building Control Centre. Subject to License Agreement.
Security System Service Maintenance	\$287.50 per year per card reader	"Business Hours" (8:30 a.m. to 5:00 p.m.) Monday to Friday security system corrective maintenance by Securitas E.S. technicians. Subject to License Agreement.
Security Supervisor	\$60 per hour	4 hour minimum for security coverage.
Special Services	\$60 per hour	Minimum 30 minutes. Two person handyman team. Services should be booked at least 24 hours in advance.

### Overtime and Statutory Rates applicable outside of Normal Business Hours

SERVICES	RATE	DETAILS
After Hours Air Conditioning	\$40 per hour	Outside normal business hours of Monday to Friday 7:30 a.m. to 6:30 p.m. No additional charge upon request on Saturdays from 9:00 a.m. to 5:00 p.m. Rate reduced to \$20/hour for requests booked for a minimum of two consecutive weeks in a calendar year, with one week's notice.
After Hours Lighting	No charge	User activated lighting computer (user telephone codes for lighting zones).
After Hours Lighting	\$20 per call	Building operator reprogramming. Free of charge if phone code is used.



**Standard Additional Services Rates (Continued)**

SERVICES	RATE	DETAILS
Cable	\$35	Per outlet – Bulk discount rate per month. Installation of all wires and outlets are extra. Digital adaptor available at no cost.
Chairs Tables	\$2.50 per chair \$8 per table	Delivery and pick up charges will apply for a minimum of 30 minutes. Quantities are limited.
Construction Bins (Delivery & Pick up)	\$260 for all bins	All construction garbage must be removed using bins ordered through Brookfield. No outside bins are permitted.
Construction Waste Disposal Fee	\$110 per metric tonne	
LEED Construction Bins	\$425	For projects following LEED specifications.
LEED Waste Disposal Fee	\$125 per metric tonne	For projects following LEED specifications.
First Aid Training	\$100 per person	Upon request through Security.
Passcard Processing	\$25 per card	Includes access card and processing.
Security Access Reports: - 2 pages and under - Over 2 pages	\$30 per report \$60 per report	Typical fee for average report.
Service Elevator Labour	\$55 per hour	Security officer required. Bookings are a minimum of 4 hours. Must be booked and/or cancelled 24 hours in advance using required form.
Service Elevator Utilities	\$15 per hour	In addition to labour charge above.
Shredding	\$0.42 per lb.	\$50 Minimum pickup. Services should be booked 24 hours in advance or a weekly pick up can be scheduled.

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

HST will be levied as applicable.

The above rates are effective January 1, 2019. The Landlord reserves the right to revise rates upon 30 days' notice.

Please contact the **Supervisor, Building Services at 416-777-4061 or 416-777-4069** for painting, carpentry, electrical, mechanical and special services provided by preferred companies.

## **Building Rules and Regulations**

### **Building Rules and Regulations**

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

#### **Life Safety**

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

#### **Security**

- The Landlord may require that any Person entering and leaving the Building at any time other than Business Hours identify himself and satisfy security measures prescribed by the Landlord from time to time. The Landlord may prevent any Person from entering the Premises unless that Person possesses a key, pass or other authorization satisfactory to the Landlord, and may prevent any Person removing any goods without written authorization. The Landlord may institute a photo-identification or other security system, in which case identification cards or other necessary security devices must be obtained from the Landlord at the expense of the Tenant.
- All entrance doors to the Premises must be kept locked when the Premises are not in use. Except as provided for below, all locks within the Premises and on the access doors to the Premises will permit access by the Landlord's master key or access cards. The Tenant shall not install any locks, bolts or other security devices affecting access to the Premises, or any part thereof, without the Landlord's prior written consent, which may be granted on a conditional basis. No change may be made to existing locks or locking mechanism within the Premises or on the access doors to the Premises without the Landlord's consent and co-ordination.

#### **Housekeeping**

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

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

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

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

### **Prevention of Injury to Premises**

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

### **Windows**

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

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

### **Washrooms**

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 substance shall be placed therein. The Tenant shall be responsible for any damages resulting from misuse caused by it or by its agents, employees, officers, licensees or invitees. The Tenant shall not let the water run unless it is then being used.

### **Use of Premises**

- No cooking or preparation of food which requires venting or produces odours shall be permitted in the Premises and no electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- The Tenant shall not use or permit use of the Premises in such manner as to create any noises or odours objectionable or offensive to the Landlord or any other Tenant or occupant of the Building or other nuisance or hazard or to breach the provisions of Applicable Laws or any requirement of the insurers of the Building.
- No Person shall use the Premises for sleeping apartments or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No musical instruments or sound producing equipment or amplifiers which may be heard outside the Premises shall be played or operated on the Premises.

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

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

### **Bicycles**

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

### **Signs**

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

### **Biohazards**

Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with a certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non compliance, the Landlord shall be entitled to retain

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

such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.

#### **General**

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

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

The building prohibits smoking within a 9 metre radius of all entrances and exits. Vapor/Electronic cigarettes are not approved by Health Canada nor supported by the Canadian Lung Association as a method to quit smoking. Health Canada does not know the long-term health impact on individuals using these products and how they may impact people around the users of these products. As a result, we are treating them the same way as traditional cigarettes and prohibiting them from use in the property. In keeping with our No Smoking Policy, the "Smoke Free" initiative will also apply to vapor/electronic cigarette use.

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.