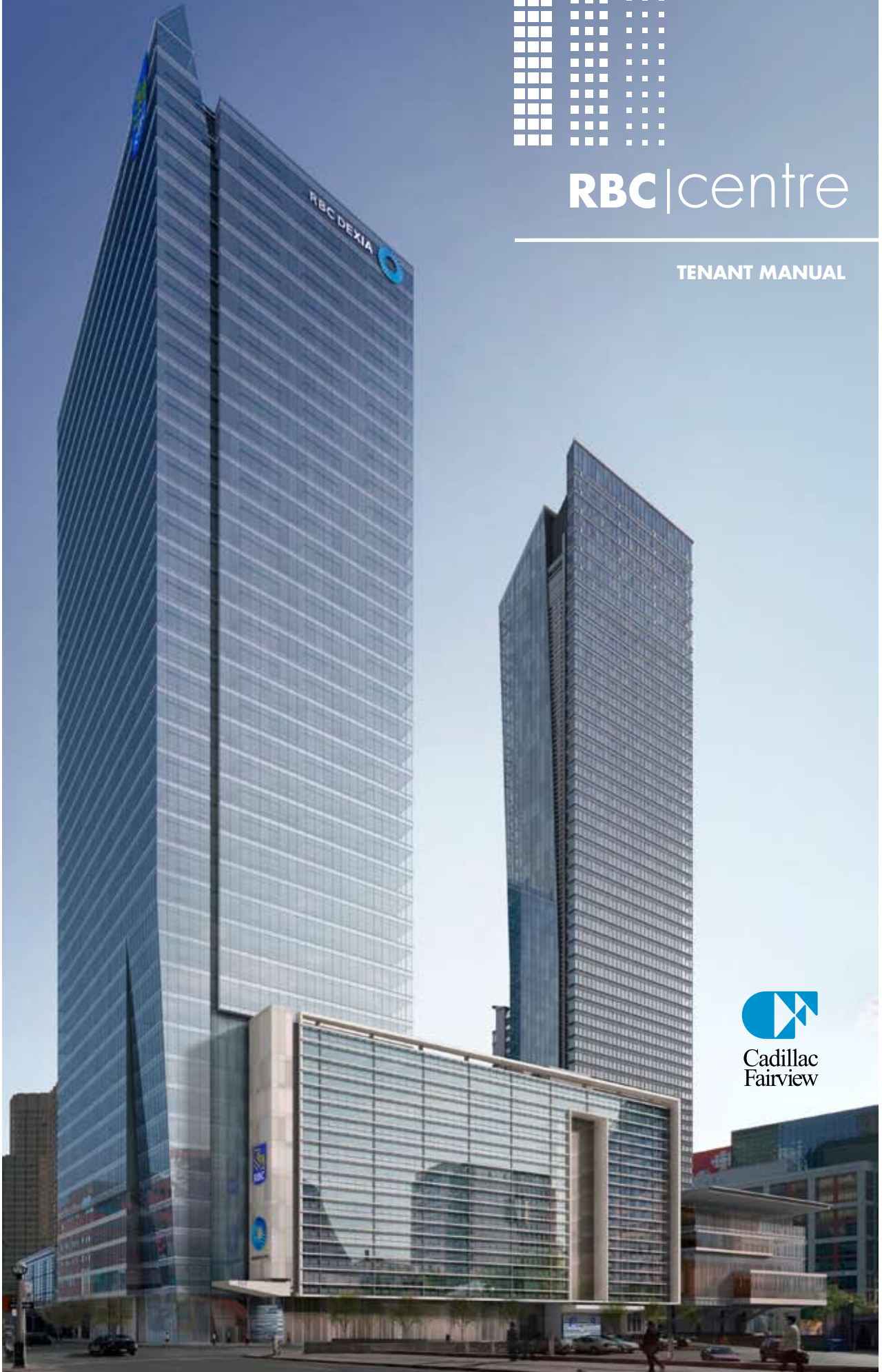


# RBC|centre

TENANT MANUAL



Cadillac  
Fairview



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# 1\_INTRODUCTION

## a. Going for Gold

Buildings, like people, must reduce their carbon footprint. The architects for the RBC Centre, the world-acclaimed architectural firm Kohn Pederson Fox, believe that buildings have a civic responsibility to help reduce power consumption, emissions and toxicity. Consequently, the RBC Centre is one of Canada's most environmentally friendly office towers.

It was built to a Leadership in Energy and Environmental Design (LEED) Gold New Construction (NC) standard, as defined by The Canadian Green Building Council (CaGBC). From heating and lighting to waste management, everything was planned with the environment in mind.

To achieve LEED NC certification, both the base building and leased tenant spaces must comply with the requirements of the Green Rating System. With LEED Gold NC, RBC Centre is estimated to achieve a 50% energy savings relative to buildings built to the Canadian National Energy Code. The RBC Centre incorporates state-of-the-art energy-efficient operating systems, including:

**Automated systems** for lighting, window blinds and light shelves.

**The computer-controlled lighting and shelf system** is the first of its kind in Canada. Automated blinds adjust to the position of the sun to allow maximum natural light without glare.

**Power conservation** from indirect lighting and lighting sensors on the floor and in the washrooms.

**Energy-efficient, exposed ceilings** that allow the concrete mass of the building to store heat generated during the day.

**Energy-wise operable windows** (and sunshades) on the podium and first 10 floors of the building.

**Raised floors** for efficient HVAC, electrical and communications distribution.

**Curtain wall with sunshades** and floor-to-ceiling insulated glass (11 ft. 3 in.) for greater natural light and fresh air.

**Water collection** and high-efficiency recycling systems.

**Reduced toxicity** from low environmental-impact materials.

**Enwave Deep Lake Water Cooling** – Refrigeration (the world's largest lake-source cooling system) requires 90% less energy than conventional systems and is



clean, well-priced and efficient. Deep Lake Water Cooling uses the icy cold water of Lake Ontario as its renewable energy source.

**100% back-up power** – four bi-fuel emergency generators located on the roof provide 100% power to all electrical systems.

Consistent with Cadillac Fairview's proud history of environmental stewardship and its ongoing commitment to corporate social responsibility, RBC Centre is a model of state-of-the-art sustainable building in the commercial real estate industry that will prompt other developers to follow this important trend.

RBC Centre is one of the most prestigious addresses in Canada. Connected to the 53-storey Ritz-Carlton Hotel and Residences Toronto (which Cadillac Fairview jointly owns), it is a gateway for major business in the downtown core. Just steps away from multiple eateries and shops, the building is also fully accessible via Toronto's PATH system. The green-friendly building features windows that open for fresh air on the lower 10 floors, plus increased air exchange throughout the entire structure.

## **b. Cadillac Fairview's Privacy Policy**

We are committed to protecting the privacy of our tenants and others with whom we do business. Cadillac Fairview's Privacy Policy encompasses the 10 basic principles of current federal privacy legislation.

Cadillac Fairview's Privacy Policy is available to anyone upon request. Individuals are invited to contact the Chief Privacy Officer directly if they have any questions, concerns or complaints about privacy:

Chief Privacy Officer  
The Cadillac Fairview Corporation Limited  
20 Queen Street West  
Suite 500  
Toronto, ON M5H 3R4  
Fax: (416) 598-8222

## 2 MANAGEMENT OFFICE AND KEY INFORMATION

### a. Management Team

Led by the General Manager of the RBC Centre, the staff is a team of real estate professionals who strive to exceed service expectations and meet the needs of all our tenants and business partners.

To help our tenants achieve business excellence, each team member has been carefully selected for his or her experience and expertise in customer service, tenant relations, property operations and maintenance, facility operations, project management, accounting, leasing, marketing and security.

**The RBC Centre Management office is located on the 22nd floor of Simcoe Place, Suite 2207. Office hours are 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.**

Postal address:

The Cadillac Fairview Corporation Limited  
200 Front Street West  
Suite 2207  
Toronto, Ontario  
M5V 3K2  
Telephone: (416) 340-6615  
Fax: (416) 340-7282  
Internet: [www.rbccentre.ca](http://www.rbccentre.ca)

### b. Management Directory

Security Desk (416) 340-6615 (24 hours)

Parking Office(416) 340-6615

### Property Management

General Manager Patricia Caplan  
(416) 340-6615  
[caplan@cadillacfairview.com](mailto:caplan@cadillacfairview.com)

Property Manager Michael Manuel  
(416) 340-6615  
[Michael.Manuel@cadillacfairview.com](mailto:Michael.Manuel@cadillacfairview.com)

## Leasing

Director, Office Leasing      Graham Crowder  
(416) 869-2285  
[Graham.Crowder@cadillacfairview.com](mailto:Graham.Crowder@cadillacfairview.com)

Director, Retail Leasing      Barbara Soule  
(416) 869-3041  
[souleb@cadillacfairview.com](mailto:souleb@cadillacfairview.com)

## Accounting

Manager, Accounting      Maria Da Costa  
(416) 340-6615  
[Maria.DaCosta@cadillacfairview.com](mailto:Maria.DaCosta@cadillacfairview.com)

## Security and Life Safety

Manager, Security  
and Life Safety      Rogerio de Paiva  
(416) 340-6615 ext. 227  
[depaivar@cadillacfairview.com](mailto:depaivar@cadillacfairview.com)

## Operations

Senior Operations Manager      Don Harvey  
(416) 340-6615  
[harveyd@cadillacfairview.com](mailto:harveyd@cadillacfairview.com)

## Facility Operations

Operations Supervisor      Darrin Riemer  
(416) 340-6615  
[Darrin.Riemer@cadillacfairview.com](mailto:Darrin.Riemer@cadillacfairview.com)

## Project Management

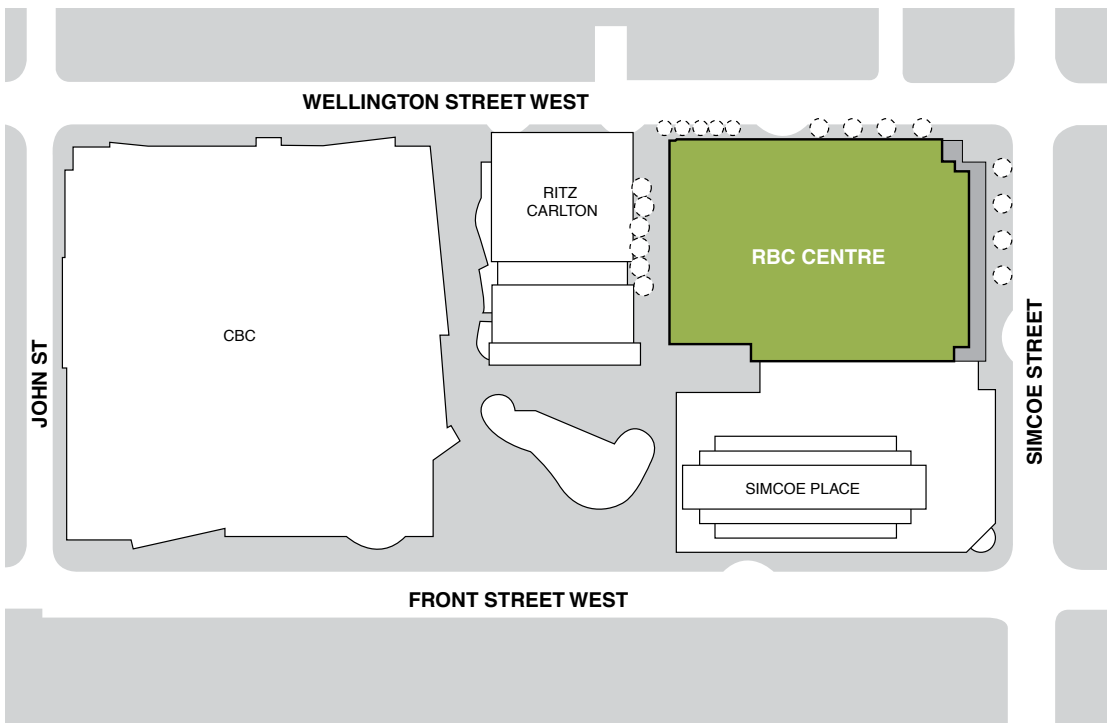
Director Project  
Management      Greg Andrushko  
(416) 598-8373  
[Greg.andrushko@cadillacfairview.com](mailto:Greg.andrushko@cadillacfairview.com)

### c. Directions

The RBC Centre is strategically located on the southwest corner of Wellington and Simcoe Streets, west of University Avenue and adjacent to the city's most exciting entertainment, dining and cultural venues.

**Public Transit:** The Union and St. Andrew subway stations and Go Transit are within walking distance of the RBC Centre.

**Private Vehicle:** From the Don Valley Parkway, exit west at Richmond Street, turn south (left) at Yonge Street, turn west (left) on King or Wellington Streets. From the Gardiner Expressway, take the York/Bay/Yonge exit north to Bay, turn west (left) on Wellington Street.



#### d. Street and Mailing Address

On moving into the building, each tenant is allocated a post office box number and the key to the post-office box directly from the RBC Centre Management Office. The box is located on Ground floor near the loading dock.

The following format is recommended for tenants' addresses:

Tenant Name  
155 Wellington Street West  
Suite Number  
RBC Centre  
Toronto, Ontario  
M5V 3H1

Tenants are responsible for picking up their mail from the post office box, as there is no mail delivery in the building (unless you have contacted Canada Post yourselves to discuss).

The street address should be used for courier deliveries and for directing people to the building:

RBC Centre  
155 Wellington Street West  
Toronto, Ontario  
M5V 3H1

#### e. Public access for RBC Centre:

**Office tower:** Monday to Friday, 6:00 a.m. to 6:00 p.m.

**Concourse:** Monday through Friday, 5:30 a.m. to 1:30 a.m.; Saturday, 8:30 a.m. to 1:00 a.m.; Sunday, 9:00 a.m. to 1:00 a.m.

#### f. Statutory Holidays

All systems – lighting, HVAC, security and elevators – operate on an after-hours schedule during statutory holidays. The Management Office and Shipping & Receiving are closed on statutory holidays. Engineering and Security operate on a holiday schedule.

The following statutory holidays are observed throughout a calendar year.

<b>January</b>	New Year's Day
<b>February</b>	Family Day
<b>April</b>	Good Friday
<b>May</b>	Victoria Day
<b>July</b>	Canada Day
<b>August</b>	Civic Holiday (Simcoe Day)
<b>September</b>	Labour Day
<b>October</b>	Thanksgiving Day
<b>December</b>	Christmas Day and Boxing Day

## g. Smoking Policy

Smoking is prohibited in the building as per Toronto Public Health Department Smoke Free Ontario Act. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.

Under LEED guidelines, smoking is not permitted near operable windows; therefore there are no designated smoking areas on site. Those who smoke can do so in Simcoe Park.

## h. Tenant Contacts

Depending on the type of contact required, each tenant should designate one or more employee(s) to liaise with the RBC management staff regarding building operations. The following tenant contacts are requested:

- 1. Administrative contacts** will be responsible for:
  - Co-ordinating tenant maintenance and cleaning requests
  - Co-ordinating special requests for services and procedures
  - Co-ordinating tenant moves, office construction and renovation
  - Other general administrative items related to occupancy in RBC Centre
- 2. Security contacts** will be responsible for:
  - Providing specimen signatures for signing of clearance forms
  - Providing a list of home phone numbers (of about six people) in order of priority for after-hours emergencies



- Co-ordinating all security operations related to the tenant occupancy in RBC Centre

3. **Life Safety** contacts will be responsible for:

- The Fire Warden Program.
- Co-ordinating life-safety operations, including fire drills and emergency procedures

4. **Leasing contacts** will be responsible for:

- Lease renewals
- Other legal matters regarding the leasing of the premises

## i. Rental Payments

All tenants receive an initial rent letter detailing the breakdown of rental charges. Monthly invoices are not issued. Instead, a revised rental letter will be sent if there are new charges (e.g. those due to re-certification of area, addition of re-lamping charges or other adjustments).

We recommend that tenants use electronic transfer of funds (ETF). As per the lease agreement, rental payments are due on or before the first day of each month and should be made payable as follows:

RBC Centre  
c/o The Cadillac Fairview Corporation Limited  
Attention: RBC Project Accountant  
200 Front Street West  
Suite 2207  
Toronto, Ontario  
M5V 3K2

All questions regarding rental payments and their amounts should be directed to the RBC Centre Management Office.

Annual adjustments to operating cost pre-payments are implemented in October and realty tax pre-payments are shown in December. Tenants receive advance notice by mail. Subsequent to the October 31st year-end, adjustments are prepared for both operating and realty tax and tenants are mailed an audited statement of operating costs and final billings for realty taxes. For further information on rental payments, please call your Tenant Relations Manager.

## **j. Tenant Insurance**

As stipulated in the lease, tenants must have active insurance at all times. Cadillac Fairview requires an insurance certificate detailing your coverage before you assume tenancy and annual insurance renewals must be forwarded to our office to ensure continuous coverage. (See the “Tenant Insurance” section in your lease for appropriate coverage and requirements.)

## **k. Operations**

The Operations Department is staffed from 6:00 a.m. to 6:00 p.m. Monday to Friday. After 6:00 p.m. on weekdays and during weekends one operator is on call to respond to tenant requests and building emergencies.

Using state-of-the-art computerized equipment, the Operations Centre maintains and monitors the RBC Centre’s complex mechanical, heating ventilation and air conditioning (HVAC) systems to ensure a comfortable working environment.

The department also responds to fire alarms, smoke alarms, water leaks, and lockouts.

## **l. Hours of Operation**

### **Lighting System**

Building standard lighting hours are 6:00 a.m. to 9:00 p.m., Monday to Friday, in the building elevator lobbies and perimeter core. Occupancy sensors control lighting on the interior of the floor

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

HVAC is on during standard building hours, Monday to Thursday from 6:00 a.m. to 9:00 p.m., Fridays, 6:00 a.m. to 6:00 p.m. and Saturdays, 6:00 a.m. to 3:00 p.m. unless otherwise stated in the terms of the lease. On Sundays and holidays, the air conditioning is turned off. A fee is applicable for after-hours air conditioning service. Please contact the Management Office at (416) 340-6615.

### **Building Entrances**

All perimeter doors on the ground level are open Monday to Friday from 6:00 a.m. to 6:00 p.m.

## **Concourse**

The Simcoe Place concourse level is accessible to the general public Monday to Saturday from 6:00 a.m. to 1:30 a.m. and on Sundays from 8:00 a.m. to 1:30 a.m. The concourse is part of the downtown PATH pedestrian access system.

## **Shipping and Receiving**

All shipping and receiving areas are open Monday to Friday from 7:00 a.m. to 7:00 p.m. For late tenant deliveries and move in/out, the shipping and receiving area is accessible 24-hours a day, seven days a week, via the intercom system located outside the entrance doors. Freight elevators must be booked for deliveries after hours.

## **m. Security Desk**

Staffed around the clock, 365 days per year, the Security and Life Safety Department's Security Operations closed-circuit television (CCTV) cameras focuses on the security and life safety of our tenants and guests.

RBC Centre has Security/Concierge staff in the Lobby 24/7. Their responsibilities include; greeting tenants and their guests in the lobbies; helping visitors locate tenants, facilities for the physically challenged or major landmarks in the downtown core and addressing all concerns regarding building operations.

For more information, please contact: Manager, Security and Life Safety at (416) 340-6615.

## **n. Emergency Response Team**

The RBC Centre has a specially trained Emergency Response Team (ERT) and defibrillators. Team members provide first response situations where individuals are in health- or life-threatening situations. The ERT also provides references for certified first aid and CPR trainers.

## **o. Passcard Security Office**

Located on the P-1 parking level of the RBC Centre, next to the Operations and Security Office, the Passcard Security Office is open Monday to Friday from 10:00 a.m. to 11:30 a.m. All replacement or new passcards are issued at this office. Please contact the Security Office at (416) 340-6615.

## **p. Food Services**

Stores and services are located in the adjacent Simcoe Place Tower and are open Monday to Friday from 7:00 a.m. to 6:00 p.m. Some retail stores and services, including restaurants have extended hours and operate over the weekend. Please visit [www.rbccentre.ca](http://www.rbccentre.ca) for a complete list of shops and services.

## **q. Lost and Found**

Inquiries about lost and found items should be directed to the Security Desk on the ground level. For more information, please contact the Manager, Security and Life Safety at (416) 340-6615.

## 3 SITE INFORMATION

### a. Complex Description

The RBC Centre will be home to many of Toronto's leading edge businesses. The office tower has a direct connection to the shops and food court(s) of Simcoe Place and the PATH System.



The RBC Centre is located at the corner of Wellington and Simcoe Streets. It is steps away from Union Station and the centre of the financial core at King and Bay Streets. And it is close to the Gardiner Expressway and Lakeshore Boulevard for an easy jaunt to the airport and points beyond. The building includes many outstanding features:

**41 floors** of office space

**1.2 million square feet** of rentable office space

**Three levels of parking** (below grade)

**Secure parking and storage** facility for bicycles (1,144 square feet)

**A contemporary 21st century design**

**Modern under-floor heating** and ventilating systems

**Ceiling heights** in excess of 11 feet

**True floor-to-ceiling** glass windows

**Uniquely cantilevered** floors that maximize light

**Panoramic** city and lake views

**All the hallmarks** of an energy efficient structure, such as operable windows, sunshades and light shelves

**A timeless and distinctive** main lobby

## **b. Typical Floor**

**Approximately 24,500 square feet** to up to 26,400 square feet

**Ceiling:** Exposed concrete with option for a conventional ceiling tile system

**Ceiling heights:** 11 feet 2 inches (exposed ceiling),  
9 feet 3 inches (suspended ceiling)

**Planning module:** 5 feet

**Bay size:** +30 feet (typical)

**Window size:** 5 feet wide

**Floor loading:** 100 pounds per square foot (live load)

**Core to window depth:** 48 feet 7 inches

**Raised floor height:** 18 feet



## 4\_TENANT AND BUILDING SERVICES

### a. Service and Maintenance Requests

We are open for business Monday to Friday from 9:00 a.m. to 5:00 p.m., holidays excluded. Our Service Desk can be reached at (416) 340-6615 or [sp1service@cadillacfairview.com](mailto:sp1service@cadillacfairview.com).

For service requests or general information, our Service Representatives would be happy to assist you during business hours. After business hours, the Service Desk telephone line is forwarded to our 24/7 Security Desk located in the main lobby of the office tower.

Most service requests are included as part of normal rent, but some requests may be billable. In these cases, tenant authorization is required in advance of the work being completed.

We endeavour to complete all service requests in a timely manner. If we are not able to complete your service request on the same day, we will provide you with an estimated date of completion.

### b. Exclusive Bicycle Facility

Located directly across from the Parking Office on Level P1, a secured bicycle facility is accessible only by pass card. The room features bicycle racks, showers and day lockers. Tenants can access the room via a curbed designated bike lane that runs parallel to the parking lane. To reserve a spot, please contact the Parking Administrator at (416) 340-6615.

### c. Car Wash Services

The Car wash operates in Simcoe Place, 200 Front Street West, P2 level Tuesdays and Thursdays from 7:00 a.m. to 2:00 p.m. The service is available to tenants, guests and the general public using the parking facility. For information and rates, please call (416) 622-1943.

### d. Directory Signage

The RBC Centre features electronic interactive directories. Tenants who wish to request new directory signs or changes to existing signs should forward their requirements **in writing** to the RBC Centre Management Office. Tenants should

provide exact details of how they wish the new sign to appear, including correct spelling and capitalization.

### **e. Office Signage**

Building signage in the main lobby, elevator lobby and tenant premise entrances – unless otherwise arranged with RBC Centre management – is standardized and not subject to change. No other signs will be installed, placed or affixed in the lobbies unless authorized.

For additional signage, tenants must fill out a signage request form with exact wording, since signs will be ordered exactly as per the form. The production cost for additional signage is a tenant expense.

### **f. Small Parcel and Letter Delivery (Courier)**

Parcels small enough to be carried by one person and not on a dolly or cart may be delivered through the main lobbies and transported in passenger elevators.

### **g. Large Parcel Delivery and Packages on Carts**

Large parcels and packages on carts may not be delivered through the main lobby doors, but must be transported to the destination/floor in the service elevator via the loading dock.

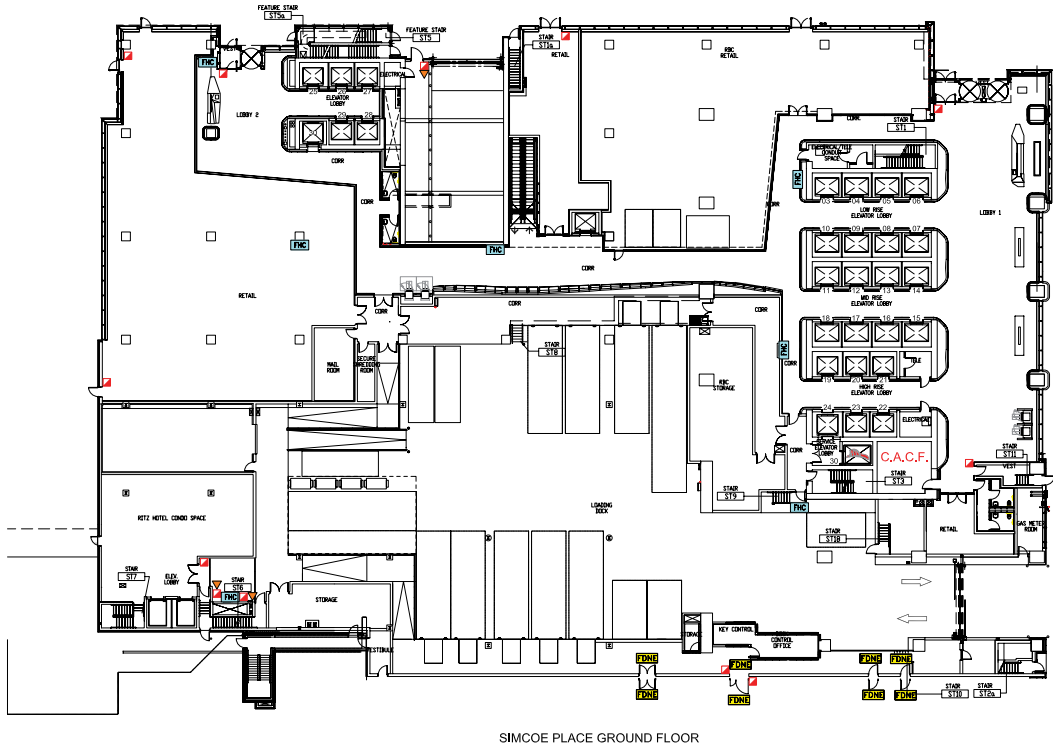
### **h. Large Deliveries**

All deliveries of office supplies and other bulky materials should be transported in the service elevators or delivered through the shared loading dock used by Simcoe Place, The Ritz-Carlton and the RBC Centre.

For further information on shipping, receiving and freight elevators, tenants should contact the RBC Centre Loading Dock Office at (416) 340-6615. Large deliveries should be scheduled after hours.

**Please Note:** The dock clearance is 13' 8".

## Location of Loading Dock



Ground Floor  
RBC Centre  
155 Wellington Street West  
Toronto, ON

24 APR, 2009

JOB No: 2009-154

### LEGEND

- MANUAL PULL STATION
- FIRE FIGHTERS' TELEPHONE
- FIRE FIGHTERS' ELEVATOR
- FIRE HOSE CABINET C/W EXTINGUISHER
- FIRE DO NOT ENTER SIGNS

## i. Moving

Moving must be done outside normal business hours. An elevator and elevator operator must be booked in advance through the RBC Centre Management Office.

Tenants must also contact the Manager, Security and Life Safety at (416) 340-6615 to arrange for necessary security clearances for the movement of furniture and freight through the building after hours.

There are charges for the provision of an elevator operator outside normal office hours and for any special security coverage that may be required.

## j. Furniture and Construction Materials

Deliveries must be made through our loading docks. The RBC Centre dock is located on Simcoe Street and is accessible from Wellington Street between University & Simcoe.

## k. Service Elevator Booking

Service elevators can be booked through the Management Office at (416) 340-6615. A fee is applicable for after hours booking as per the **Tenant Services Rate Card**. For a copy of the **Elevator Booking Form**, visit [www.rbccentre.ca](http://www.rbccentre.ca).

## l. Locksmiths

All door locks installed by a tenant, whether on exterior or interior doors, must be keyed to the base building master system to permit emergency access and normal cleaning activities.

The RBC Centre Management Office maintains the mastering system and all records relative to key coding and distribution. No outside locksmiths or manufacturers may alter the keying of locks. All keying and keys must be requested through the RBC Centre Management Office.

There are service charges for supplying and cutting additional keys, re-keying cylinders and repairing lock hardware.

Schlage locks are used throughout RBC Centre. These are high-security locks featuring restricted keyways. Tenants needing special security measures or a card-access or “combination”-type door security system must first obtain authorization from the RBC Centre Management Office.

## m. Painters

Tenants noticing damage in the common areas should report it to the RBC Centre Management Office.

Tenants requiring further information about the extent of our painting service should contact the RBC Centre Management Office.

## n. Plumbers

Qualified plumbers are on contract to carry out repairs and maintenance in the buildings.

Tenants experiencing plumbing problems or requiring further information about the extent of this service or about current charges should contact the RBC Centre Management Office at (416) 340-6615.

## **o. Mechanical Equipment Maintenance**

RBC Centre offers full-service maintenance contracts to tenants who have installed their own mechanical equipment in their offices.

Tenants should contact the Senior Operations Manager (416) 340-6615 at RBC Centre Property Management for information about charges and other details.

## **p. Heating, Ventilation and Air Conditioning Services (HVAC)**

HVAC hours are 6:00 a.m. to 9:00 p.m. on weekdays and 6:00 a.m. to 3:00 p.m., Saturdays and Sundays.

Tenants may extend the hours of operation of this system for their office areas by contacting the RBC Centre Management Office at (416)340-6615. **Please note that this is a chargeable service request.**

Non-adjustable temperature electronic sensors are located throughout tenant spaces and are subject to failure if tampered with. They serve only as a signal device for the central computer.

Heating is provided by the perimeter hot water radiation element located at the window under the aluminium grilles. Blocking any space on top of, in front of or behind the floor grille will impede the airflow necessary to their proper functioning.

The base building features under-floor air distribution complete with VAV zones at the perimeter of the building and manually adjustable supply air floor grilles in the interior. An under-floor air distribution system allows for easy tenant fit-out with manual terminals that can be relocated and allows provisions for adding internal VAV zones.

The building features six air exchanges per hour, with fresh air supplied at a peak rate of 20 cubic feet per minute (cfm) per 110 square feet. The base building system includes CO<sub>2</sub> demand-based ventilation rates.

Enwave Deep Lake Water Cooling provides cost efficient and environmentally friendly cooling to the building. And the floor-by-floor compartmental VAV air-handling units serve the under-floor plenum.

As with all mechanical equipment, the heating, ventilating and air-conditioning facilities of RBC Centre require periodic adjustment. Tenants who have difficulty

maintaining comfortable temperatures in their offices should call the RBC Centre Management Office at (416) 340-6615.

### **q. Automated Window Shades**

Window treatment consists of fabric blinds and a reflective interior light shelf, both automated to respond to changing exterior light conditions based on time of day, season, elevation and window location.

The light shelves and window coverings operate in conjunction with a solar tracking program, which accounts for building latitude/longitude, time of day, day of year and solar conditions. The program also includes data on adjacent and neighbouring buildings. Using this data, the computer will automatically adjust shades to allow for maximum daylight control while maximizing outward visibility. These are an integral part of the building's heating, ventilating and air-conditioning system. The shades are fully automated and work in conjunction with exterior light conditions. During unoccupied hours, the blinds are automatically lowered to provide minimum potential for heat gain.

All windows in RBC Centre are equipped with rolling shades that should not be adjusted.

Please report any damage to the shades to the RBC Centre Management Office at (416) 340-6615.

### **r. Lighting**

A computerized lighting system controls both the suspended direct and the suspended indirect lighting fixtures. Each eight-foot fixture creates approximately 30 foot-candles of light at desk level per 60 square feet in an open floor configuration.

#### **Burned-Out Lamps and Tubes**

Report burned-out lamps and tubes to the RBC Centre Management Office at (416) 340-6615. There is a charge for replacement of non-standard lamps and tubes. The management employs a 48-month relamping program as well as spot replacement on an as needed basis.

#### **Turning the Lights On and Off**

A lighting-control system automatically turns off lights in the building interior



starting at 9:00 p.m. and will turn them on at 6:00 a.m. However, the interior core works on occupancy sensors which override the schedule.

### s. Tenant Metering System

Each tenant's electrical consumption is metered by our computerized metering system.

### t. Power, Telephone and Communication

- 3.1 watts of power per square foot for tenant use (lighting and power) which is fully backed up by Emergency Diesel Generators
- An additional 2.0 watts per square foot is available at the bus duct. This additional 2.0 watts per square foot is **not** backed up by the Emergency Diesel Generators.
- 2 electrical rooms per floor
- Provision for fibre optic access to tenant premises with redundant riser

RYCOM TPM (Telecom Property Management) Inc. has been retained by Cadillac Fairview for Riser Management for data and communications requirements. RYCOM TPM provides controlled secure access to the telecommunications areas within buildings; these areas include riser rooms, main telephone room (MTR), POP sites and rooftops.

RYCOM TPM verifies that contractors are approved and that their insurance, Workers Compensation Board (WCB) and other certifications are valid.

The TPM service process is performed by the Rycom TPM Customer Care Representatives. Tenants can make an access request on behalf of themselves, on behalf of a contractor, sub-contractor or telecommunications service provider.

Once the work is approved, RYCOM TPM will provide Cadillac Fairview with a work order ticket. Building security typically requires tenants or contractors to provide a minimum of 24-hours notice to gain access to the riser facilities. However, 48-hours notice is required for infrastructure upgrades. The contractor is responsible for all security escort fees associated with work carried out. For more information, please call RYCOM at (905) 502-6616, Option 1.

### u. Energy Management Advisory Service

Tenants have control over the energy used in their office space. Advice on ways to

manage your consumption and reduce your costs can be obtained by contacting the RBC Management Office at (416) 340-6615.

## v. Shipping and Receiving

There is one shipping and receiving dock at the RBC Centre located on the west side of Simcoe, north of Front Street, between Wellington and Front Streets. Tenants should contact the RBC Centre Management Office for full details on shipping or receiving facilities. This dock has two heavy-duty lifts to accommodate off-loading and loading of heavy equipment.

### **Dock Restrictions:**

**Maximum length** – 26 foot truck; 45 48 foot tractor trailer

**Maximum height** – 12 13’ 8”

**Time limit for deliveries** – 45 minutes

### **Hours of Operation:**

**Monday to Friday** – Open/manned 5:30 a.m. to 6:00 p.m. for regular deliveries.

**After-hours access** – Available upon request. (Costs will apply to after-hours loading and must be arranged with RBC Centre management.)

All freight and all furniture and packages too large to be carried by one person must be brought in through the shipping and receiving facilities.

Shipments of furniture and construction materials must be received after normal office hours, as these items cannot be moved through the freight elevators during the day. For all shipments being delivered after normal office hours, tenants will need to make arrangements (through the RBC Centre Management Office) for an elevator operator to control the freight elevator.

Security personnel should also be notified of all after-hours shipping and receiving, as it may be necessary to make special arrangements for access to the building. Contact the Manager, Security and Life Safety at (416) 340-6615 ext.227.

**NOTE: The loading dock is a common-use area of the RBC Centre, Simcoe Place and The Ritz-Carlton, therefore, cannot be reserved for any one tenant’s exclusive use.**

## RBC Centre – Rate Charges

### Freight Elevators

	Weekdays/Weekends/Holidays
Operator Assisted	\$85 per hour

### Locks & Keys

Description	Charges
Cylinder Re-keying	\$20 plus labour (Min. ½ hour)
Keys	\$6 per key

## 5\_BUILDING AMENITIES

### a. Parking

Parking is available 24 hours daily. RBC Centre's parking garage and Simcoe Place's parking garage are open to the tenants and the public 24 hours a day, 7 days a week. The parking office is open Monday to Friday from 8:00 a.m. to midnight and is located on P1.

#### **Access to Parking Garages**

All buildings have elevators connected to the parking facilities. The elevator lobbies are wheelchair accessible.

#### **Tenant and Visitor Parking**

The parking facilities are large enough to accommodate tenants and their guests' parking requirements.

#### **Monthly and Hourly Parking**

Both parking facilities provide a limited number of non-reserved monthly parking spaces. Hourly parking is also available. For monthly parking, please contact the Parking Administrator at (416) 340-6615.

#### **Pay Stations**

The garages are fully automated and do not have cashiers at the exits. Non-monthly parkers must use the conveniently located pay stations prior to reaching the exit gate.

#### **Parking Tickets**

For security reasons, tenants, guests and the general public are asked not to leave parking tickets or passes in cars.

#### **Parking Security Alert Stations**

The garage facilities are equipped with security alert stations strategically located

and highly visible to tenants, guests and the public. This sophisticated system uses high-technology cameras, sirens and strobe lights.

**In an emergency situation only**, go to the nearest station and press the red button. The strobe will activate, horn will sound and an alarm will be set off in the Security Office simultaneously. Security will be dispatched immediately.

## **b. Zipcar Access**

RBC Centre is partnered with Zipcar, providing two reserved spots for Zipcar members in the Simcoe Place Parking Facility. For more information, or to become a Zipcar member, visit [www.zipcar.com](http://www.zipcar.com).

## **c. Barrier-Free Accessibility**

Barrier-free access is available to all RBC entrances and the parking garage. Washrooms on the all floors in the building, as well as the Concourse in Simcoe Place, are designed to accommodate special accessibility requirements.

## **d. Water Conservation Flush Valve Toilets**

The RBC Centre is equipped with dual flushometers that save large volumes of water when used correctly. Pushing the flushometer handle up to remove liquids will use 4.2 litres of water. Pushing the handle down for solid waste will use 6 litres of water.

The flushometer handles are green because the handles are coated with a specially formulated antimicrobial finish to protect against germs.

## **e. Elevators**

### **Passenger Elevators**

RBC Centre has a total of 30 elevators and two escalators providing service to various levels of buildings. Selected elevators are controlled by security-card access after normal business hours.

Tenants should report any difficulty with or malfunction in the elevators either to the RBC Centre Management Office or to the Security Desk located in the main lobby. Pushing the “Emergency Call” button on the elevator control panel will connect passengers to our security staff at any time of the day or night.

### **Service (Freight) Elevators**

RBC Centre is equipped with a designated service elevator to be used for moving freight and other large parcels. (Parcels too large to be carried by one person are not allowed on the regular passenger elevators.) This service elevator is specially designed and is accessible only through the service lobbies located on each floor.

There is a fee charged for after-hours use of the service elevator. Tenants wishing to use the service elevator after normal office hours should contact the RBC Centre Management Office to arrange a booking.

### **f. Website**

Please visit us at the corporate website, [www.cadillacfairview.com](http://www.cadillacfairview.com), or at the official building website, [www.rbccentre.ca](http://www.rbccentre.ca), to obtain information on leasing and property operations or learn about the building history or services. Our online concierge service offers the opportunity to purchase concert and event tickets.

### **g. Eservus**

Eservus is an online corporate concierge service that provides a variety of discounted tickets and value-added services to tenants of the RBC Centre. For more information contact Eservus at (416) 598-8888, email [request@eservus.com](mailto:request@eservus.com) or visit [www.rbccentre.ca](http://www.rbccentre.ca).

### **h. Toronto PATH**

The RBC Centre is directly connected to Toronto's Path System, which provides 11 kilometers of underground shopping connection to other buildings in the downtown core. Visit the Security/Concierge Desk Guest Services or [www.torontopath.com](http://www.torontopath.com) for more information.

### **i. Simcoe Place Food Court**

With its modern new look and exciting new food operators, the food court can satisfy any culinary desire or appetite. Please visit [www.rbccentre.ca](http://www.rbccentre.ca) for all retail and food tenant listings.

## **j. Simcoe Park**

Situated between Simcoe Place and the RBC Centre, the grassed courtyard is an oasis in the heart of the city.

The park, situated on one acre of land, contains a number of public art pieces that acknowledge the historic stature of the site while adding a new dimension of interest to Simcoe Place. The memorial pieces commemorate the contributions of Governor General John Graves Simcoe and his wife, Elizabeth, to the founding of the City of Toronto.

One courtyard sculpture, still untitled, is referred to by many as “the mountain(s)”. Commissioned by Simcoe Place and Cadillac Fairview, and gifted to the City in 1995, it is just one of many sculptures by Anish Kapoor, one of Great Britain’s greatest sculptors, that have found homes in city squares and parks around the world.



## 6 SECURITY AND LIFE SAFETY

### a. Introduction

Security is provided in RBC Centre by a combination of manpower and electronic closed-circuit television, intercoms and security-access cards.

At all times security is stationed at the main reception desk on the ground floor in the tower lobby, and a second is on patrol through the complex. In addition, closed-circuit television monitors the movement of people at key points throughout the complex, and security patrols on a random basis.

In emergencies, the Security Office can be reached at all times by telephoning (416) 340-8786. The procedures outlined in the Tenant Emergency Procedures Manual should be followed.

Tenant safety is a priority and the department has implemented the following security measures:

- Enhanced monitoring and duress system in the parking garages
- Enhanced network camera system.

A team of 12 highly trained security and life safety professionals is dedicated to providing tenants with a safe and secure environment around the clock, seven days a week. The Security and Life Safety Department comprises:

- Manager, Fire and Life Safety
- Supervisor, Life Safety

### b. After-Hours Access

The hours of operation of RBC Centre are revised from time to time, as required.

In general, the tower is in security mode at 6:00 p.m. and is taken out of security mode at 6:00 a.m., Monday through Friday. The tower is under security all day on weekends and holidays.

### Security-Access Cards

Security access cards are issued at the tenant's request to employees who are allowed after-hours access to the tenant's offices. The cards, when placed in front of the card reader at the various access points in the building, will unlock doors and enable the elevators to access selected floors. A permanent record is created each time this card is used, should a tenant wish to know which employees gained

access at any particular time. These cards are computer-coded so that each use of the card is recorded. Cards can be programmed to provide different levels of access to a tenant's premises. The card contains the picture of the carrier and other specific information relevant to its user.

The procedure for gaining access using a security-access card is as follows: There is one exterior door equipped with an intercom and a card-reader access lock on the lobby level of the tower. The card may be used to unlock this door, or assistance can be obtained via the intercom. The cardholder may then proceed to a designated elevator cab equipped with a card reader. The card should be placed in front of the reader and removed, lighting the green indicator light. If the red indicator light comes on after the card is used, the cardholder should contact security at the main lobby desk. The elevator button for the designated floor may then be pressed. The elevator will stop only at floors programmed for that individual card.

Full information on the uses and capabilities of the security-access system may be obtained from the RBC Centre Management Office.

### **Electronic Sign-In**

The employee should present his/her pass card to the desk officer, who will validate it. The employee may then proceed to the designated elevators and use the card to reach the appropriate floor.

### **Sign-In by Security-Access-Card Holder**

A cardholder may sign people into the areas to which he or she has authorized access. The cardholder should ensure that these persons are signed in at the main Security Desk located in the lobby on ground level.

### **Obtaining a Security-Access Card**

The Tenant is required to fax the "Access Request/Change" memo to the RBC Centre Property Management Office. The memo should be completed and signed by the tenant's authorized security contact. Photo sessions are available upon request once the Access Card has been programmed in the Access Control System.

The tenant's employee should contact the Security Office to make arrangements for the security-access-card photograph to be taken. (Monday to Friday from 10:00 a.m. to 11:30 a.m.).

The processed photo will be returned to the tenant's authorized security contact with a copy of the original application form.

### **Cost of Cards**

There will be a nominal charge for each card issued. Tenants should contact the RBC Centre Management Office for information about current costs.

To change the level of access of an employee's existing card, the tenant's authorized security contact is required to fax to the Property Management Office a memo with the "Access Request/Change".

Security-access cards will be amended accordingly.

### **Lost, Stolen or Terminated Cards**

When an employee leaves or a card is lost or stolen, the tenant contact should notify the RBC Centre Management Office giving the employee's name and card number, so that the card can be programmed out of the system.

An "Access Request/Change" memo should then be completed and returned by the next business day to the RBC Centre Management Office.

Recovered cards should be returned to the Cadillac Fairview Corporation Limited office, marked for the attention of the Manager, Security and Life Safety. Replacement cards may be obtained by faxing the "Access Request/Change" memo to the RBC Centre Property Management Office.

### **Access by Authorization Letter**

Tenants wishing to give non-card-holding employees and visitors access to their premises on a specific occasion should have their designated security contact complete an "Access To Tenant Premises After Business Hours" form (available from the Cadillac Fairview Management Office) authorizing access by the individual(s). This form should be delivered to the Manager, Security and Life Safety no later than 2:00 p.m. on the business day when access is required. When the employee arrives, he/she must check in at the main lobby Security Desk, if the desk is manned, or contact Security via the intercom on the exterior pedestal at the card-reader access door or via the courtesy phone located on the lobby desk. When the employee provides the necessary identification, this information will be cross-referenced with the completed access form previously provided by the tenant. Upon verification that the employee is allowed access to the building, one

of the designated elevators will then be released to access the floor specified on the “Access to Tenant Premises” form.

The employee may leave without further security involvement via the card-reader door in the main lobby.

Further information on the security-access system may be obtained from the Manager, Security and Life Safety.

### **Contractor Access**

All contractors working in RBC Centre must register with the RBC Centre Management Office. Contractors with the proper approvals will then be issued coded building access cards that permit their worker to be in designated parts of the building.

Any contractor’s staff found in the building without the proper access card or found in an area not approved for the access card will be removed from the property.

Further information may be obtained from the Tenant Leasehold Improvement Manual and from the RBC Centre Management Office.

### **Contractor Key Control**

Keys, not available to tenants, are required for access to various mechanical and electrical areas of the building.

When a Work Permit is issued, the keys necessary to carry out the work are identified. These keys are requisitioned from our locksmith, placed on a coded ring and stored in the security-key-control area at the RBC loading dock office.

Upon entering the property, the contractor should go to the loading dock office to pick up the appropriate coded building badge and designated key ring. The contractor will be asked to leave a valid photo ID in exchange for the badge and key ring. The contractor, upon signing the contractor sign in/out form, will assume total responsibility for the rekeying of the areas the key ring allows access to if the key ring is lost while in the contractor’s possession. The contractor is responsible for returning both items prior to leaving the property, at which time the valid photo ID will be returned.

Further information may be obtained from the Tenant Leasehold Improvement Manual and from the RBC Centre Management Office.

### c. Emergency Procedures

RBC Centre has a proprietary **Tenant Emergency Procedures Manual**, only available to tenants, that covers the protocol response to various emergencies that might occur. The manual is available upon request. Tenants should ensure that their employees review the manual and familiarize themselves with emergency procedures.

The manual should be readily accessible to designated tenant contacts. Tenants who require additional manuals (available at a nominal cost) or who have questions about matters not covered to their satisfaction should contact the RBC Centre Management Office (416) 340-6615. (Note: after hours this phone number is automatically forwarded to the 24-hour Security Desk).

### d. Send Word Now

**Send Word Now** is a mass communication system whereby tenant contacts are notified of building and/or premises emergencies via email, cell phone, home phone and business phone. This system allows for all lines of communication to remain open with our tenants by instantaneously communicating emergency messages to all tenants within 60 seconds. For more information, contact the Manager, Security and Life Safety at (416)-340-6615.

### e. Telephone Bomb Threats and Relay Threats

Please contact the Manager, Security and Life Safety at (416) 340-6615.

### f. Medical Emergencies

In the event of a medical emergency, contact our 24-hour Security Operations at (416) 340-8786. If 911 is called first, please contact Security immediately thereafter and provide the following information:

- Your name
- Your location (floor and location on floor, i.e. north, south, east, west)
- The nature of the medical emergency. Provide as much information as possible, i.e. patient's gender, age, symptoms, medical history

Appoint someone to meet with the emergency responders in the elevator lobby and to escort them to the patient's location.

**During a medical emergency the following should be avoided:**

- Moving the patient, unless failing to do so would cause further harm (i.e. Patient is face down and not breathing).
- Crowding the patient. This can cause the patient unnecessary embarrassment and stress and create an obstacle for emergency response
- Giving the patient food or water. This creates the risk of vomiting and possibly choking.

**Cadillac Fairview's Role**

- Contact 911 and advise Dispatch Security and Life Safety Officers to assist and render aid.
- Assist emergency workers to access and depart the area.

**Tenant's Role**

- Ensure First Aid/CPR trained staff are available to provide aid.
- Ensure employees are aware of medical emergencies procedures and security emergency phone number, **(416) 340-8786**. Contact Security for assistance.
- Ensure access is not impeded (freight or corridor by people or items).
- Have personnel not assisting with the emergency return to their workstation for privacy.

**g. Fire and Life Safety Functions**

RBC Centre has a program for fire prevention and life safety in which all tenants are required to participate.

Each tenant is provided with copies of the RBC Centre Warden Fire Safety Plan and is requested to appoint fire wardens and other key representatives who will deal with the RBC Centre Management Office.

For full information contact the RBC Centre Management Office.

**Fire Alarm**

Should you discover smoke or fire on your floor, immediately activate a fire-pull station. Manual pull stations are located beside any door that is equipped with a magnetic lock. Pulling this emergency device will cause alarm tones throughout the building and will release doors equipped with magnetic locks, including stairwell doors.



The fire alarm system is designed with two distinct alarm tones that require varying responses.

### Alert Tones

Alert tones indicate there is an alarm condition in the building; however, it does not affect your floor. When you hear alert tones, please adhere to the following safety precautions:

- Stand by and prepare to evacuate.
- If there is a requirement to evacuate, you will be **Notified by the Fire Alarm System (Evacuation Tones) and/or Emergency Voice Communication System.**

### Evacuation Tones

Evacuation tones indicate that there is an alarm condition in the building that does affect your floor. When this occurs, please adhere to the following safety precautions:

- Leave the floor via the stairwells.
- Do not attempt to use the elevators.
- Once you have exited the building, proceed to your company's designated meeting location – away from the building in alarm – and await further instructions.

Once the emergency has cleared, announcements will be conducted advising that the evacuated floors can be repopulated. Security and Life Safety Officers will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate have done so safely.

## h. Emergency Exits

Signs are posted throughout the floors indicating locations of emergency exits. Most signs will include an arrow indicating the direction of the emergency exit.

## i. Emergency Fire Phones

Emergency fire phones are located beside all stairwell doors. Break the safety glass, open the door and lift the handset from the cradle. When your call is answered, state who you are, your location and the nature of the emergency. If you must leave the floor immediately, leave the handset off the cradle.



The Central Alarm and Control Facility (CACF) Security Desk will receive a visual indicator of the active phone's location and dispatch emergency response.

## j. Evacuation Wardens

Every tenant should have volunteer fire wardens whose responsibility is to help floor occupants exit the premises in an orderly manner during an evacuation process. For more details on the fire warden program, please contact the Manager, Security and Life Safety at (416) 340-6615 ext. 227.

## k. Stairwells and Crossover Floors

Both office towers have evacuation stairwells. Crossover floors are also located approximately every five floors. If the path is obstructed (i.e. smoke, blockage or backlog of people), an emergency crossover can be used to transfer to another evacuation stairwell.

- In your stairwell, locate the nearest crossover floor.
- Check this door for heat with the back of your hand and for smoke prior to opening the door wide.
- If safe, open the door and enter. Locate the next stairwell on the floor (look for the illuminated red EXIT sign).
- Check this door for heat and smoke. If safe, enter and continue your descent to ground level.
- If possible, descend the stairwell with a partner. Hold the handrail and do not run. Exit the building at the street level where you will receive further direction from the Security and Life Safety Team. Tenants are encouraged to regroup in their predetermined designated meeting area. Please ensure all staff is aware of the primary and secondary meeting locations.

**Remember:** Always leave your building through the evacuation stairwells, going to ground level, out and away from the building. The only time you should travel away from the ground level is to access an emergency crossover floor if the stairwell you are in becomes unsafe.

## l. Evacuation Drills

Annual evacuation drills are mandated by the Ontario Fire Marshal's Office as a means of practicing an exercise in emergency preparedness. Throughout the year, tenants are also requested to participate in full building evacuation drills.

To simulate an evacuation, alarm bells are sounded, announcements conducted and all elevators in the podium and tower are grounded to the main lobby level. Trained evacuation wardens direct people to the nearest evacuation stairwells, descend downward, direct staff to their meeting area and await the conclusion of the drill.

A communiqué is released to tenant contacts prior to an evacuation drill indicating the date and any other pertinent information. To simulate a realistic evacuation, it is recommended that tenant contacts advise staff of the scheduled date of the evacuation drill.

### **m. Suspicious Packages and Mail Bombs**

Please contact the Security Manager at (416) 340-6615, ext. 227.

### **n. Suspicious Activity**

One of the easiest ways to cut back on crime in the workplace is to ensure people who don't belong in the office do not enter. However, if they do, report the entry to Security.

A common technique to enter restricted areas is termed "piggybacking." The unauthorized person waits near a locked door (as inconspicuously as possible) either in the elevator lobby pretending to read the nameplates or in a corridor near a corner. Once someone enters, the unauthorized person catches the closing door and enters the office behind him or her. If you suspect someone about to try this form of entry, ask him or her who they are waiting for or request that they use their pass-card for access before you enter your card into the slot.

If you are uncomfortable with approaching them, leave the area or, once you enter the office, contact Security.

#### **Cadillac Fairview's Role**

- Maintain visible vertical presence.
- Respond to any reported incidents and document.
- Notify proper authorities.

#### **Tenant's Role**

- Limit risk. Don't leave valuables out and don't let strangers in.
- Report any suspicious activity observed to Security as soon as possible.

- If applicable, limit access to the area.
- Be observant of any irregular activity.
- Assist in identifying possible threats.

## **o. Workplace Violence**

### **Cadillac Fairview's Role**

- Respond to any reported incident and document.
- Assist with removal or detention of parties involved.
- Render first aid if necessary.
- Notify proper authorities.

### **Tenant's Role**

- Make your employer/Security aware of suspected threats.
- Report any incident to Security ASAP.
- Remove yourself and/or others to a safe area as soon as possible.

## **p. Extended Power Failure**

RBC Centre is equipped with an emergency-power system designed to operate the elevators, lighting and tenants' equipment in case of an interruption to the municipal power service.

### **Cadillac Fairview's Role**

- Ensure generators and emergency power apparatus is in proper working condition through regular testing.
- Ensure emergency power is operational.
- Maintain access control of the building(s).

## **q. Life and Safety Inspections**

The Life and Safety Department regularly conducts fire and life safety inspections based on the requirements set out in the Ontario Fire Code, Ontario Building Code and Occupational Health and Safety Regulations. Inspections will be conducted as needed or as required on all construction areas, tenant spaces and within food tenant areas. If you have questions or concerns regarding life safety, please contact the Manager, Fire and Life Safety at (416) 340-6615 ext. 227.

## 7 HOUSEKEEPING AND RECYCLING

### a. Green Cleaning

The RBC Centre is committed to the environment and has implemented a comprehensive Green Cleaning Policy. The goals of this program are to reduce exposure of building occupants, maintenance personnel and the general public to potentially hazardous chemical, biological, and particulate contaminants. These contaminants adversely impact air quality, health, building finishes, building systems, and the environment. All practices must comply with applicable local regulatory requirements and best practices.

Our Green Cleaning Policy applies to the purchase, use, maintenance, and disposal of all cleaning materials and equipment.

The building provides standard office janitorial service to all tenants' premises on a nightly basis.

Through the RBC Centre Management Office, tenants may arrange for additional cleaning services, including carpet cleaning and the washing of interior glass partitions. Alternatively, tenants may hire their own contractors to carry out projects not included in the standard building-maintenance package.

Tenants hiring their own contractors should ensure that such contractors observe all building regulations about bringing equipment into the building and security access after normal business hours.

To ensure that projects proceed smoothly, we recommend that tenants contact the RBC Centre Management Office for assistance in co-ordinating their contract work.

Complaints and/or concerns regarding the cleaning services should be directed to the RBC Centre Management Office. This feedback will help us keep problems to a minimum.

### b. Contractor Selection

To ensure superior and professional cleaning services, housekeeping contractors for each tower are selected via a rigid tender process. Contractors must meet the following criteria:

- Must support all LEED related cleaning initiatives and the Resident Manager should be fully knowledgeable about LEED requirements.
- Proven track record of cleaning multi-tenanted towers of the same stature and size.

- Provide exceptional customer service.
- Thorough knowledge of the commercial real estate industry.
- Presentation of a strategic and innovative cleaning program.
- Presentation of a quality assurance program that emphasizes continuous improvement.
- Effective supervision and employee training program.
- Broad range of additional special services offered.
- Cost-effective submission.

### **c. Cleaning Frequencies**

Housekeeping services are offered on weekdays, excluding holidays. The following are the base building standard services:

#### **Day Services**

- Check all standard washrooms three times per day to replenish supplies.
- Empty washroom waste containers.
- Spot clean washroom fixtures and mirrors.
- Pick up litter and spot clean elevator lobbies.
- Spot clean lobby directory signage.

#### **Nightly Services**

- Empty waste and recycling receptacles and transport to the shipping and receiving dock for disposal. Garbage receptacles containing over 50% paper material are diverted to recycling.
- Dust surfaces, including desktops, whenever clear of documents and personal items.
- Spot clean all doors, partitions, metal work, glass, push plates, areas around light switches, doorknobs, door frames, elevator call buttons, floor directories, and fire hose cabinets.
- Damp mop to remove all spills from hard surfaces.
- Clean and damp-wipe all glass desk and tabletops.
- Vacuum carpeted traffic areas.
- Remove litter in stairwells, dust/damp mop to clean stairs and landings.

#### **d. Washrooms**

- Wash and polish mirrors, dispensers, and all bright metal work.
- Wash and sanitize basins, toilet bowls, toilet seats (both sides), urinals and tiled walls near urinals.
- Dust tops of partitions and normal ledges.
- Replenish all washroom supplies.
- Spot clean and dust walls, partitions, doors, metal work, glass, push plates, light switches, doorknobs and doorframes.
- Check and replace as required sanitary napkin in disposal units.
- Sweep and wash floors.
- Remove and soap scum buildup.

#### **e. Periodic Nightly Cleaning Services**

Included in the standard building-cleaning package are services performed by the cleaning staff on a periodic basis. These services are not provided daily. Examples are as follows:

##### **Weekly**

- Damp-wipe handrails, dust stringers, ledges, stair undersides and baseboards in stairwells and landings.
- Clean and decalcify the urinals.
- Dust and clean all lights in passenger elevator lobbies.
- Clean and polish all bright metal work such as door hardware and frames, push plates, kick plates, lettering and other metal accessories.
- Clean and polish the interior of the fire hose cabinets including the fire extinguisher, hose racks and all other accessories.
- Fully vacuum all carpeted areas wall to wall.
- High dust and clean all surfaces above normal reach.

##### **Bi-Weekly**

- Spray buff hard surface floors to maintain a scuff-free finish.
- Dust building stairwell walls, ledges, light fixtures and lenses.
- Dust all chair and table legs and rungs, baseboard ledges, molding and other areas below normal arm's reach.
- Using a germicidal detergent, clean and disinfect metal partitions and tile walls in washrooms.

### **Quarterly**

- Strip and finish hard surface floors.
- Clean ceiling light fixtures, grilles and lenses.
- Scrub all perimeter exit stairwells and landings.

For details on housekeeping specifications, contact your tenant representative.

### **f. Special Services**

Our base building cleaning contractors offer a range of services not included in the standard building maintenance package. For security and efficiency reasons, it is recommended that tenants use the contractor responsible for their office tower cleaning for additional cleaning services. Extra services include increased frequencies of standard building cleaning specifications, private washroom cleaning, move requirements, interior partition cleaning, furniture maintenance etc.

Tenants may hire their own special services contractor for projects not included in the standard building-cleaning package. Tenants hiring their own contractors should ensure the contractors observe all building rules and work regulations. This includes insurance coverage requirements, after-hours access, proper handling and use of hazardous materials, and rules and regulations for bringing materials and equipment into the building.

It is suggested that tenants contact the Manager, Security and Life Safety at (416) 340-6615 ext. 227 for assistance in coordinating contract work.

### **g. Housekeeping Concerns/Feedback**

Concerns and feedback should be directed to each tenant representative who is responsible to contact the management office. Feedback allows us to monitor performance and quality control.

### **h. Window Cleaning**

#### **Exterior Perimeter Window Cleaning**

The exterior glass above the lobby level is cleaned a minimum of three times annually, in the spring, summer and fall, weather permitting. Cleaning of exterior windows during winter is dangerous and not possible.



## **Interior Window Cleaning**

Interior window cleaning is performed once a year.

## **Extra Window Cleaning**

Tenants requiring additional window cleaning services after renovations or as a result of unusual dirt conditions, or who wish to have interior partitions cleaned, should contact the Management Office (416) 340-6615.

## **i. Pest Control**

Participation in the pest control program is mandatory to ensure that proper and consistent maintenance procedures are in place.

Contractor staff performs scheduled preventive maintenance inspections of tenant spaces, including kitchenettes. There is an additional charge for this service in cafeterias located in tenant premises.

Tenants experiencing pest control problems should contact (416) 340-6615. Tenants are encouraged to collect pest specimens in order to assist in determining proper treatment methods. When reporting pest sightings, please indicate the area.

## **j. Waste Management Program**

### **Recyclable Materials**

RBC Centre uses a single stream recycling source separation program. Single stream recycling is a simplified recycling collection process. With the introduction of single stream recycling, the need for multiple receptacles in which to sort and divide recyclable materials is eliminated. Instead, acceptable recyclable materials can be co-mingled into a single recycling bin. The benefits of single stream recycling include simplicity and improved efficiency for waste generators, handlers and haulers. These materials are taken to a waste recovery facility for processing.

All acceptable recyclable materials are to be disposed of in the appropriate blue bins. Please contact the Property Management Office if you require recycling receptacles for your office area.

Contract cleaners remove blue bin materials each night, Monday through Friday, provided that proper receptacles have been used or the material has been clearly labeled for recycling. The cleaners will not remove large boxes or packing crates.

For removal of such large items, please contact the RBC Centre Management Office. Any cardboard should be broken down (flattened) and placed in one designated area.

### **Garbage Materials**

All garbage materials are to be disposed of in the appropriate receptacles. Please contact the Property Management Office if you require additional receptacles for your office area. Contract cleaners remove garbage materials each night, Monday through Friday, provided that proper receptacles have been used. The cleaners will not remove large accumulations of garbage. There is an extra charge for removal of such large garbage accumulations. Please contact the RBC Centre Management Office for more details.

### **Construction Materials**

Contractors doing work on the premises must remove all construction material. The building does not maintain disposal facilities for this kind of refuse. Tenants' contractors must make arrangements with the RBC Centre Management Office for delivery of a disposal bin from one of the authorized waste disposal contractors. These bins are dropped off after 5:30 p.m. and picked up before 8:00 a.m. from the shipping and receiving area. All construction materials and debris must be transported in the building after normal office hours and under the arrangements set out in the Tenant Leasehold Improvement Manual.

For audit visibility by the landlord, cleaning contractors are instructed to use only clear bags for both garbage and recycling use. Staff will divert the contents of a garbage bin to the recycling stream in the event that a garbage container has more than 50% paper content and no contaminants (toner, chemicals). Conversely, a recycling container full of paper with contaminants will be diverted to the garbage stream and on to the landfill.

The RBC Centre supplies the following:

- Recycling containers for each workstation and office
- Larger containers for the photocopier area
- Large 64-gallon plastic containers for file-purging use
- Organic bins for the kitchen

**Note: These containers remain the property of the landlord.**

These containers can be requested through the Management Office.

## **Recyclable Materials**

### **All Paper Material**

- White bond, coloured paper, fax paper, NCR paper, glossy paper
- Sticky notes, flyers, books, junk mail, newspaper, magazines, phone books
- File folders, envelopes, craft wrapping paper
- Paper towels

### **Old Corrugated Cardboard**

- All clean old corrugated cardboard (with no plastic packaging material)
- Supply boxes
- Paper towel rolls
- Shoe boxes, tissue boxes and other similar paper products

### **Cans, Glass and Mixed Plastics**

- All aluminum and steel cans, pop cans, food and coffee tins
- All glass bottles, clear and coloured glass, juice, waste and wine bottles, food jars
- All plastic items: styrofoam, water and juice bottles, utensils, straws, stir sticks, shrink wrap, detergent bottles, plastic bags, plastic hangers, bubble wrap

### **Food Waste (Cafeterias/Restaurants)**

All food products: raw or prepared, vegetable trimmings, table scraps, coffee grounds and filters, minimal amounts of cooled-down cooking oil or fat.

### **Non-Recyclable Materials**

- Carbon paper
- Waxed paper
- Cardboard such as milk cartons
- Boxes lined with foil, plastic or foam
- Waxed, oily food or blood stained boxes
- Ceramic
- Rubber bands
- Aluminum foil wrap
- Photocopier and printer toner

### **Special Recoverable Items**

A wide variety of waste materials not already mentioned are recoverable for either reuse or recycling. These may include electronic wastes (computers, printers, fax machines, cellular phones, etc.), toner cartridges and office furniture. RBC Centre does not provide for the recovery of these items. Tenants are encouraged to independently investigate recovery opportunities for special recoverable items.

Some materials may be recyclable through vendor programs; please check with your suppliers.

### **k. Garbage Removal**

Tenants requiring removal of large boxes, packing crates or accumulations of waste should contact the management office to arrange for a contractor pick up. There is a charge for this extra service.

Contractors working on the premises must remove all construction material. Tenants' contractors must make arrangements with the management office for delivery of a disposal bin from one of the accredited construction and demolition waste contractors. These bins are dropped off after 5:30 p.m. and picked up before 5:00 a.m. from the Shipping and Receiving area. All construction materials and debris must be transported in the building after normal office hours and under arrangements laid out in the Tenant Leasehold Improvement Manual/Construction Manual.

Tenants must ensure that chemicals and materials, including toner cartridges and any other hazardous waste, are handled and disposed of according to strict WHMIS legislation.

### **l. Shredding Services**

Offsite shredding services is available on request. This service is arranged with the recycling contractor of the RBC Centre. For further details, please contact the Management Office at (416) 349-6615.

## 8 BUILDING AND CONSTRUCTION

### a. Activities Affecting the Common Areas

Building management must approve all tenant activities affecting common areas of the buildings.

Any construction work must be enclosed by eight-foot-high hoarding and must not obstruct tenant access. Tenants should consult the Tenant Leasehold Improvement Manual for full details. Any renovations should be cleared with the RBC Centre Management Office prior to the commencement of the work.

Non-construction activities that will affect common areas should be cleared in advance with the RBC Centre Management Office.

### b. Modification to Tenant Space

The RBC Centre Management Office must approve all changes to offices.

For full details tenants should consult the Tenant Leasehold Improvement Manual, or call the RBC Centre Management Office.

The RBC Centre Management Office issues work permits for each job. Without this permit number, neither contractors nor construction materials will be allowed into the building.

### c. Contractor Storage

Contractors may not store tools, equipment or building materials in any of the common areas, mechanical rooms or riser rooms. Any unauthorized material found in these areas will be removed at the owner's expense.

Contractors should contact the RBC Centre Management Office to arrange for the storage of materials for which there is no room in the tenant's space.

### d. Tenant Leasehold Improvement Manual/Construction Manual

The Director, Project Management supervises all tenant construction work being done in RBC Centre. The Director is also the key contact with the tenant during the preparation of the tenant's premises and the move into the building.

All renovations and tenant work after the initial move into the building becomes the responsibility of the Property Management Office. All work, no matter how minor, must be cleared with this office before construction begins.

For full details of renovation specifications, tenants should consult the Tenant Leasehold Improvement Manual, available from the Property Management Office at (416) 340-6615. The manual outlines procedures and requirements established by Cadillac Fairview for both incoming and existing tenants planning to construct or revise leasehold improvements in the RBC Centre. Information outlining basic design specifications is included in the manual. The contents of the manual are to be read in conjunction with the governing lease documentation and, where applicable, with written agreements between Cadillac Fairview and the tenant.

### **e. Renovation and Design Changes**

The RBC Centre Project Management Department supervises all tenant construction and renovation work. All construction, including wiring and the installation of partitions, requires approval from the RBC Centre Project Manager.

For details on renovations and construction specification, tenants should consult the Tenant Leasehold Improvement Manual available at [www.rbccentre.ca](http://www.rbccentre.ca).

If you are contemplating renovations or other design changes, please contact the General Manager at (416) 340-6615.

### **f. Construction Permit**

The tenant must also obtain a RBC Centre Construction Permit at least three business days prior to the commencement of any construction work. This permit is issued once the Project Manager has approved submitted drawings. These permits may be completed at [www.rbccentre.ca](http://www.rbccentre.ca).

### **g. Service Permit**

Tenants must obtain a RBC Centre Service Permit for all cosmetic work (painting, wallpapering, furniture refinishing, etc.) that can be done in less than an eight-hour work shift. Minor work, such as relocating telephone or wall outlets, is also included in this category. These permits are available at [www.rbccentre.ca](http://www.rbccentre.ca)

### **h. Contractors**

All contractors and their employees or subcontractors working in the RBC Centre must employ contractors whose union affiliation is compatible with that of the landlord's contractors, and all subcontractors and personnel required to carry out work on site must also have compatible union affiliation. The tenant will be held

fully responsible for the costs and/or damages that may result from its contractors' failure to comply with this requirement. A list of approved contractors is available from the Management Office (416) 340-6615. Contractors working in the RBC Centre must wear an RBC Centre Contractor Identification Badge that is in full view at all times. This badge verifies that work being conducted has been authorized. These badges must be obtained prior to commencing work. They can be picked up at the loading dock office located on ground floor. For more information, contact the Loading Dock Office at (416) 340-6615.

### **i. Move Procedures**

All moves within the RBC Centre must be done after regular business hours (6:00 p.m. to 7:00 a.m.). A nominal fee is applicable for use of the service elevator. Service elevators should be booked in advance with the Management Office at (416) 340-6615.

### **j. Building Forms**

Please contact the Property Management Office at (416) 340-6615 for all building forms and service permits.



## 9 BUILDING RULES AND REGULATIONS FROM STANDARD LEASE

### a. Life Safety

- The Tenant shall not do or permit anything to be done in the Premises, or bring or keep anything therein which will in any way increase the risk of fire or the rate of fire insurance on the Building or on property kept therein, or obstruct or interfere with the rights of other tenants or in any way injure or annoy them or the Landlord, or violate or act at variance with the laws relating to fires or with regulations of the Fire Department, or with any insurance upon the Lands or Building or in any part thereof, or violate or act in conflict with any statutes, rules and ordinance governing health standard or with any other statute or municipal by-law.
- No inflammable oils or other inflammable, dangerous or explosive materials save those approved in writing by the Landlord's insurers shall be kept or permitted to be kept in the Premises.

### b. Security

- The Landlord shall permit the Tenant and the Tenant's employees and all Persons lawfully requiring communication with them to have the use, during Normal Business Hours in common with others entitled thereto, of the main entrance and the stairways, corridors, elevators, escalators, or other mechanical means of access leading to the Building and the Premises. At times other than during Normal Business Hours the Tenant and the employees of the Tenant shall have access to the Building and to the Premises only in accordance with the Rules and Regulations and shall be required to satisfactorily identify themselves and to register in any book which may at the Landlord's option be kept by the Landlord for such purpose. If identification is not satisfactory, the Landlord is entitled to prevent the Tenant or the Tenant's employees or other Persons lawfully requiring communication with the Tenant from having access to the Building and to the Premises. In addition, the Landlord is not required to open the door to the Premises for the purpose of permitting entry therein to any Person not having a key to the Premises.
- The Tenant shall not place or cause to be placed any additional locks upon any doors of the Premises without the approval of the Landlord. The Tenant will be charged the cost of placing any locks back to the base building

system. Two keys shall be supplied to the Tenant for each entrance door to the Premises and all locks shall be Building standard to permit access by the Landlord's master key. If additional keys are required, they must be obtained from the Landlord at the cost of the Tenant. Keys or other means of access for entrance doors to the Building will not be issued without the written authority of the Landlord.

### c. Housekeeping

- The Tenant shall permit window cleaners to clean the windows of the Premises during Normal Business Hours.
- The Tenant shall not place any debris, garbage, trash or refuse or permit same to be placed or left in or upon any part of the Lands or Building outside of the Premises, other than in a location provided by the Landlord specifically for such purposes, and the Tenant shall not allow any undue accumulation of any debris, garbage, trash or refuse in or outside of the Premises. If the Tenant uses perishable articles or generates wet garbage, the Tenant shall provide refrigerated storage facilities suitable to the Landlord.
- The Tenant shall not place or maintain any supplies, or other articles in any vestibule or entry of the Premises, on the adjacent foot walks or elsewhere on the exterior of the Premises or elsewhere on the Lands or Building.
- The sidewalks, entrances, passages, escalators, elevators and staircases shall not be obstructed or used by the Tenant, its agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the Premises and the Building. The Landlord reserves entire control of all parts of the Lands and Building employed for the common benefit of the tenants and without restricting the generality of the foregoing, the sidewalks, entrances, corridors and passages not within the Premises, washrooms, lavatories, air conditioning closets, fan rooms, janitor's closets, electrical closets and other closets, stairs, escalators, elevator shafts, flues, stacks, pipe shafts and ducts and shall have the right to place such signs and appliances therein, as it deems advisable, provided that ingress to and egress from the premises is not unduly impaired thereby.
- The Tenant shall not cause or permit: any waste or damage to the Premises; any overloading of the floors or the utility, electrical or mechanical facilities of the Premises; any nuisance in the Premises; or any use or manner of use causing a hazard or annoyance to other occupants of the Building or to the Landlord.

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

- The Tenant shall not receive or ship articles of any kind except through facilities and designated doors and at hours designated by the Landlord and under the supervision of the Landlord.
- Hand trucks, carryalls or similar appliances shall only be used in the Building with the consent of the Landlord and shall be equipped with rubber tires, slide guards and such other safeguards as the Landlord requires.
- The Tenant, its agents, servants, contractors, invitees or employees, shall not bring in or take out, position, construct, install or move any safe, business machinery or other heavy machinery or equipment or anything liable to injure or destroy any part of the Building, including the Premises, without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, the use and design of planks, skids or platforms, and to distribute the weight thereof. All damage done to the Building, including the Premises, by moving or using any such heavy equipment or other office equipment or furniture shall be repaired at the expense of the Tenant. The moving of all heavy equipment or other office furniture shall occur only by prior arrangement with the Landlord. The cost of such moving shall be paid by the Tenant.
- Safes and other heavy office equipment and machinery shall be moved through the halls and corridors only in a manner expressly approved by the Landlord. No freight or bulky matter of any description will be received into any part of the Building, including the Premises, or carried in the elevators except during hours approved by the Landlord.

#### **e. Prevention of Injury to Premises**

- It shall be the duty of the Tenant to assist and co-operate with the Landlord in preventing injury to the Premises.
- The Tenant shall not deface or mark any part of the Building, including the Premises, and shall not drive nails, spikes, hooks or screws into the walls, floors, ceilings or woodwork of any part of the Building, including the Premises, or bore, drill or cut into the walls, floors, ceilings or woodwork of any part of the Building, including the Premises, in any manner or for any reason.
- If Tenant desires telegraphic or telephonic connections, the Landlord, in its

sole discretion, may direct the electricians as to where and how the wires are to be introduced. No gas pipe or electric wire will be permitted which has not been ordered or authorized by the Landlord. No outside radio or television antenna shall be allowed on any part of the Premises without authorization in writing by the Landlord.

#### **f. Windows**

- Except for the proper use of approved rolling shades, the Tenant shall not cover, obstruct or affix any object or material to any of the skylights and windows that reflect or admit light into any part of the Building, including, without limiting the generality of the foregoing, the application of solar films.

#### **g. Washrooms**

- The Landlord shall permit the Tenant and the employees of the Tenant in common with others entitled thereto, to use the washrooms on the floor of the Building on which the Premises are situated or, in lieu thereof, those washrooms designated by the Landlord, save and except when the general water supply may be turned off from the public main or at such other times when repair and maintenance undertaken by the Landlord shall necessitate the non-use of the facilities.
- The water closets and other apparatus shall not be used for any purposes other than those for which they were intended, and no sweepings, rubbish, rags, ashes or other substances shall be thrown into them. Any damage resulting from issue shall be borne by the Tenant by whom or by whose agents, servants, invitees, or employees such damage is caused.

#### **h. Use of Premises**

- No one 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 cooking or heating of any foods or liquids (other than the heating of water or coffee in coffee makers or kettles) shall be permitted in the Premises without the written consent of the Landlord.
- The Tenant shall not install or permit the installation or use of any machine dispensing goods for sale in the Premises or the Building or permit the

delivery of any food or beverage to the Premises without the written approval of the Landlord or in contravention of the Rules and Regulations.

- The Tenant shall not permit or allow any odours, vapours, steam, water, vibrations, noises or other undesirable effects to emanate from the Premises or any equipment or installation therein which, in the Landlord's opinion, are objectionable or cause any interference with the safety, comfort or convenience of the Building to the Landlord or the occupants and tenants thereof or their agents, servants, invitees or employees.

### **i. Canvassing, Soliciting, Peddling**

- Canvassing, soliciting and peddling in or about the Lands and Building are prohibited.

### **j. Bicycles/Rollerblades/Skateboards**

- No Bicycles/Rollerblades/Skateboards or other vehicles shall be brought within any part of the Lands or Building without the consent of the Landlord. (Excluding underground parking facilities).

### **k. Animals and Birds**

- No animals or birds shall be brought into any part of the Lands or Building without the consent of the Landlord.

### **l. Signs and Advertising**

- The Tenant shall not paint, affix, display or cause to be painted, affixed or displayed, any sign, picture, advertisement, notice, lettering or decoration on any part of the outside of the Building or in the interior of the Premises which is visible from the outside of the Building. The Landlord will prescribe a uniform pattern and location of identification signs for tenants, to be placed on the outside of the Premises, and the Tenant shall not print, affix, display or cause to be painted, affixed or displayed any sign, picture, advertisement, notice, lettering or decoration on the outside of the Premises for exterior view without the written consent of the Landlord.
- Any such signs shall remain the property of the Tenant and shall be maintained at the Tenant's sole cost and expense. At the expiration of the Term or earlier termination of this Lease, the Tenant shall remove any such

sign, picture, advertisement, notice, lettering or decoration from the Premises at the Tenant's expense and shall promptly repair all damage caused by any such removal. The Tenant's obligation to observe and perform this covenant shall survive the expiration of the Term or earlier termination of the Lease.

### **m. Directory Board**

- The Tenant shall be entitled at its expense to have its name shown upon the directory board of the Building and the Landlord shall design the style of such identification and shall determine the number of spaces available on the directory board for each tenant. The Directory board shall be located in an area designated by the Landlord in the main lobby of the Building.