

TENANT  
MANUAL

TORONTO  
DOMINION  
CENTRE

A  PROPERTY





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**To Our Valued Tenant:**

On behalf of the Cadillac Fairview management team, I'd like to personally welcome you to Toronto-Dominion Centre (TD Centre).

TD Centre is situated on six spacious acres at the very centre of Toronto's business district. With 75 shops and restaurants to serve the needs and tastes of our tenants, it is the daily home to over 21,000 people.

Recognized as Canada's largest business community, TD Centre is Canada's most prestigious community because of tenants like you. As a management team, we are focused on creating an environment that is predictably efficient, comfortable and professional, so that you can focus on what's important to you – your daily business.

As a community, we are proud of the remarkable progress we've made in the area of sustainable management and Health & Wellness in partnership with our tenants. We've been able to achieve great success in all areas of sustainability and wellness.

We look forward to working with you and your colleagues to create a work environment that meets your every business need and supports your community priorities.

Your Tenant Manual is filled with important and practical information that will prove useful throughout your tenancy. The Cadillac Fairview management team is here to serve you, so please contact us if there is anything we can do to help. You may also visit us on our website at [www.tdcentre.com](http://www.tdcentre.com).

Thank you for choosing Toronto-Dominion Centre, and welcome to Canada's most dynamic business community. We're confident that you will enjoy your time with us.

Landry Biles  
General Manager, Toronto-Dominion Centre

TORONTO  
DOMINION  
CENTRE

A CFP PROPERTY

**The Cadillac Fairview Corporation Limited**  
**Toronto-Dominion Centre Management Office**

TD Bank Tower  
66 Wellington Street West  
Suite 3800, P.O. Box 2  
Toronto, Ontario M5K 1A1  
Tel: 416-869-1144 Fax: 416-862-3662  
[www.tdcentre.com](http://www.tdcentre.com)



## 1. INTRODUCTION TO THE TORONTO-DOMINION CENTRE

### History

The opening of the TD Bank Tower in 1967 changed the future of Canadian business. It introduced the modern workplace to a business community eager to step up and compete as an international financial capital. It also introduced modern standards of design and community to a city ready for change.

The original Toronto-Dominion Centre consisted of two steel-and-glass towers and a banking pavilion. The first tower was the 56-storey TD Bank Tower, which officially opened in 1967. The pavilion opened in 1968; one year later, TD North Tower was completed.

Since then, four more buildings have joined the complex: TD West Tower in 1973, TD South Tower in 1985, 222 Bay Street in 1991, and 95 Wellington Street was purchased in 1997.

To avoid the “corporate canyons” effect created by office towers in many other cities, architect Ludwig Mies van der Rohe set the buildings back from the streets and placed them on a landscaped plaza. Below the plaza, he created an underground shopping concourse, the first of its kind in the City of Toronto and the cornerstone of Toronto’s extensive and continuous expanding PATH network.

### The Towers at a Glance

In its entirety, the six-tower TD Centre comprises a six-acre site. The total rentable area of the office towers is 4.3 million square feet with more than 90 tenants; 150,000 square feet is available in the retail concourse with more than 75 tenants. Each business day, the TD Centre’s six buildings are home to approximately 21,000 office citizens.

TD Centre has been certified LEED EB: O&M Platinum, the highest green building rating available under the international LEED system. It was the first existing building in Canada to receive the Wired Certified Platinum rating, and 222 Bay St. was North America’s first existing building to achieve the prestigious WELL Building Standard certification.

#### TD Bank Tower/66 Wellington Street West

- 56 floors
- 1,332,067 square feet

#### TD North Tower/77 King Street West

- 46 floors
- 973,513 square feet

#### TD West Tower/100 Wellington Street West

- 33 floors
- 514,769 square feet

#### TD South Tower/79 Wellington Street West

- 37 floors
- 693,248 square feet

**222 Bay Street**

- 32 floors
- 482,363 square feet

**95 Wellington Street West**

- 23 floors
- 328,690 square feet



## 2. MANAGEMENT OFFICE AND TD CENTRE ASSISTANCE

### THE CADILLAC FAIRVIEW CORPORATION LIMITED TD CENTRE MANAGEMENT OFFICE

TD Bank Tower  
66 Wellington Street West  
Suite 3800, P.O. Box 2  
Toronto, Ontario M5K 1A1  
Tel: 416-869-1144  
Fax: 416-862-3662  
[www.tdcentre.com](http://www.tdcentre.com)

Office hours: 8:30 AM to 5 PM, Monday to Friday, excluding holidays.

### MANAGEMENT TEAM

Toronto-Dominion Centre management is a team of real estate professionals who strive to exceed service expectations and meet the needs of all our tenants and business partners.

Our management team are experts in their respective fields and are here to help our tenants achieve business excellence.

### TD CENTRE ASSISTANCE

#### CF Connect

T: 1-800-665-1000 (24/7/365)

E: [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com) (Monday – Friday, 7 AM to 11 PM)

#### Security Operations Centre - 24/7/365

T: 416-366-7823

E: [tdccco@cadillacfairview.com](mailto:tdccco@cadillacfairview.com)

#### Passcard Office - Monday - Friday, 8:30 AM to 1:30 PM

T: 416-862-3650

F: 416-862-3652

E: [tdpasscards@cadillacfairview.com](mailto:tdpasscards@cadillacfairview.com)

#### Guest Services – Monday - Friday, 8:30 AM to 4 PM

T: 416-864-6448

E: [tdcguestservices@cadillacfairview.com](mailto:tdcguestservices@cadillacfairview.com)

**Parking Office - 24/7/365**

T: 416-366-1423

F: 416-202-6675

E: [tdcparking@impark.com](mailto:tdcparking@impark.com)**Management Directory**

|  |  |
|--|--|
| Landry Biles<br><i>General Manager</i> | (p) 416-862-3302<br>(e) <a href="mailto:landry.biles@cadillacfairview.com">landry.biles@cadillacfairview.com</a> |
|--|--|

|   |  |
|---|--|
| Evan Weinberg<br><i>Senior Property Manager</i> | (p) 416-864-6460<br>(e) <a href="mailto:evan.weinberg@cadillacfairview.com">evan.weinberg@cadillacfairview.com</a> |
|---|--|

**Tenant Relations**

|  |  |
|--|--|
| Trevor Rauhala<br><i>Manager, Tenant Relations</i> | (p) 416-864-6449<br>(e) <a href="mailto:trevor.rauhala@cadillacfairview.com">trevor.rauhala@cadillacfairview.com</a> |
|--|--|

**Property Operations**

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|--|--|

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|--|--|
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|--|--|

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| Adrienne Cressman<br><i>Manager, Energy &amp; Sustainability</i> | (p) 416-862-5243<br>(e) <a href="mailto:adrienne.cressman@cadillacfairview.com">adrienne.cressman@cadillacfairview.com</a> |
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**Property Services**

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|---|--|
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|---|--|

**Security & Life Safety**

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|--|--|
| Fotis Michalarias<br><i>Senior Manager, Security &amp; Life Safety</i> | (p) 416-869-2957<br>(e) <a href="mailto:fotis.michalarias@cadillacfairview.com">fotis.michalarias@cadillacfairview.com</a> |
|--|--|

|   |  |
|---|--|
| Steve Batte<br><i>Manager, Security &amp; Life Safety</i> | (p) 416-869-2286<br>(e) <a href="mailto:steve.batte@cadillacfairview.com">steve.batte@cadillacfairview.com</a> |
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|---|--|
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|---|--|

**Tenant Projects**



|   |  |
|---|--|
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| <b>Marketing</b>                                    |  |
| Melissa Patterson<br><i>Marketing Coordinator</i>   | (p) 416-869-2798<br>(e) <a href="mailto:melissa.patterson@cadillacfairview.com">melissa.patterson@cadillacfairview.com</a> |

## TENANT CONTACTS

Each tenant should designate one or more employee(s) to liaise with TD Centre management staff regarding building operations.

For TD Centre's Tenant Contact form, please visit [www.tdcentre.com](http://www.tdcentre.com)

## WEBSITE

For more information about TD Centre and its services, including online forms, permits and manuals, please visit [www.tdcentre.com](http://www.tdcentre.com).

### 3. GREEN TD CENTRE

#### AWARD-WINNING GREEN BUILDING DESIGN AND OPERATIONS

A leader in innovation and sustainability, Toronto-Dominion Centre has led the charge by embracing and implementing green building design and operating procedures. TD Centre has implemented many strategies designed to protect the planet and lead change in the Canadian marketplace.

Our green building initiatives have grown to include almost everything we do as a property: from our daily operations to our sustainable and health and wellness initiatives. We have created a win-win solution that benefits our tenants, our company and the environment, as proven when we became one of the largest properties in North America to become LEED® Platinum EB:O&M certified and the first existing building in North America (222 Bay St.) to receive WELL Building Standard™ certification.

#### A RECOGNIZED INDUSTRY LEADER

From its inception, Toronto-Dominion Centre has been rewriting the standards for design, property management, community service and, today, sustainability. Our overriding priority is to create a tenant experience that is exceptional on every level and to strengthen and enrich the communities we serve.

##### *Awards & Certifications*

- WELL Certified (222 Bay Street)
- BOMA International 2017 TOBY Award
- BOMA Canada 2016 TOBY Award
- Clean50 top 15 Project Award
- LEED® Platinum EB:O&M Certification (entire 6-building complex)
- BOMA BEST® Gold (TD Bank Tower, TD North Tower, TD West Tower, 222 Bay St. & 95 Wellington St. W)
- BOMA BEST Silver (TD South Tower)
- Wired Certified Platinum

#### ENWAVE DEEP LAKE WATER COOLING

The Enwave Deep Lake Water Cooling system uses cold water from Lake Ontario as a reliable, renewable cooling source. This eliminates our need for energy intensive chillers, reducing electricity consumption and CO2 emissions.

#### WATER USAGE REDUCTION

To conserve water, all of our water fixtures and toilets are low-flow. We have also installed faucet sensors to prevent taps from being left on, helping TD Centre to significantly reduce water usage.

#### LIGHTING RETROFIT

A major lighting retrofit program replaced existing T-8 lamps with a more efficient LED lamp. This has resulted in an annual electricity savings of 2,500,000 kWh.



## **GREEN AT WORK**

Green at Work is Cadillac Fairview's comprehensive, company-wide green program to encourage a high level of sustainable thinking and action. Based on best-in-class industry standards, Green at Work consists of five operating platforms – energy, waste management, environmental protection, sustainable procurement, and communication.

## **TD CENTRE'S GREEN COUNCIL**

TD Centre's Green Council is made up of tenant representatives acting on behalf of the larger tenant body. The Green Council's mission is to act as the catalyst for change to sustainable green practices at TD Centre. The Council is a foundational element in developing and driving the TD Centre's Occupant Engagement Program. By holistically linking all program delivery components, including communications, education, technologies, green building operations and elements, and budget, the Green Council works to enhance the occupant experience and create the highest level of comfort at TD Centre.

## **OCCUPANT ENGAGEMENT PROGRAM (OEP)**

Driven by the Green Council, the Occupant Engagement Program (OEP) serves as the impetus for building awareness, educating and acting as the vehicle for change in the areas of sustainability and wellness. OEP campaigns provide a forum for mutual learning and collaborative solutions, and help TD Centre's tenants grow and develop their organizational sustainable practices.

## **RECYCLING PROGRAM**

The TD Centre has an extensive recycling program that helps reduce the cost of waste removal operations. Since 1996, TD Centre's Waste Diversion Rate has increased from 46% to 83%.

TD Centre's recycling program includes:

- Single-stream recycling
- Organics recycling
- E-Waste recycling
- Battery recycling
- Lightbulb recycling
- Construction waste diversion
- Pen recycling
- Furniture recycling

The TD Centre supplies the following:

- Recycling containers for each workstation and office
- Larger containers for the photocopier area
- Large 64-gallon or 95-gallon plastic containers for file-purging use
- Organic bins for the kitchen
- E-waste Recycling bins located on the concourse level of TD Bank Tower (by the parking elevator) and TD West Tower (in the Food Hall)

For ease of sorting and auditing, cleaning contractors use only clear bags for both garbage and recycling. Staff will divert the contents of a garbage bin to the recycling stream if the garbage container has more than 50% paper content and no contaminants such as toner, organics or other chemicals and liquids. A recycling container full of paper with contaminants will be diverted to the garbage stream and on to the landfill.

Containers can be requested through CF Connect. Containers must be booked a minimum of one week ahead.

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

**Table 1: Single Stream Recycling – Recyclable Materials**

| Material Type                         | Specific Items                    |
|---------------------------------------|-----------------------------------|
| <b>Paper</b>                          | Brown/Window envelopes            |
|                                       | Card and cover stock              |
|                                       | Cardboard (flattened)             |
|                                       | Carbonless paper                  |
|                                       | Computer/Fax paper                |
|                                       | Copy and multi-purpose paper      |
|                                       | Magazines/Flyers/Newspapers       |
|                                       | Paper coffee cups                 |
|                                       | Self-adhesive paper               |
|                                       | Supply boxes/File folders         |
| Telephone Directories                 |                                   |
| <b>Cans, Glass and Mixed Plastics</b> | Aluminum cans                     |
|                                       | Empty plastic take-out containers |
| <b>Mixed Plastics</b>                 | Glass bottles and jars            |
|                                       | Glass cups and dishes             |
|                                       | Plastic bags/wrap                 |
|                                       | Plastic coffee cup lids           |
|                                       | Plastic screw-top bottles         |
|                                       | Steel food containers             |

**NOTE: IT IS IMPORTANT NOT TO CROSS-CONTAMINATE ITEMS WITH FOOD OR DRINK RESIDUE. CROSS CONTAMINATION WILL PREVENT RECYCLABILITY**



**Table 2: Single Stream Recycling – Non-Recyclable Materials**

| Material Type                           | Specific Items  |
|---|---|
| <b>Paper</b>                            | Bubble envelopes<br>Labels  |
| <b>Plastics and Miscellaneous Items</b> | Aluminum foil<br>Ceramic cups or dishes<br>Latex & rubber gloves<br>Pens<br>*Note: Pens can be recycled in separate pen-recycling bins, located in each tenant space<br>Plastic #7<br>Plastic coffee creamers<br>Plastic stir sticks<br>Styrofoam |

### Organics Recycling – Recyclable Materials

**Note - These items are not to be included in single stream recycling**

- Bread, dough, desserts
- Coffee grinds, filters and tea bags
- Dairy products
- Eggs/Eggshells
- Fruit/Vegetable peelings
- Meat and fish bones
- Paper towels and tissues
- Rice, pasta
- Spoiled foods
- Table scraps

### Organics Recycling – Non-Recyclable Materials

- Aluminum Foil
- Cans and bottles
- Condiment packages
- Grease
- Paper and cardboard
- Plastic wrap
- Take-out food containers
- Utensils

## E-WASTE RECYCLING – RECYCLABLE MATERIALS

- A/V equipment
- Battery backup units
- Cell phones
- Closed circuit displays
- Computers and CPUs
- Cords, cables and hard drives
- Cathode Ray Tubes (CRTs)
- Dry cell batteries
- External storage devices
- Label and card printers
- Laptops and docking stations
- Mice and keyboards
- Monitors
- Photocopiers and fax machines
- Printers
- Routers and modems
- Servers and network equipment
- Television
- VCRs and DVD players

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

For further information or suggestions regarding the recycling program, contact CF Connect.

## REAL-TIME TENANT ELECTRICITY MONITORING

TD Centre was one of the first properties in Canada to introduce online electricity monitoring. Each tenant's electrical consumption is metered through Carma Smart Metering, which allows tenants to access their own electricity consumption data in real time to better self-manage in an effort to help reduce both consumption and costs.

Tenants with password access can visit <https://carmaplus.ca:883/>.

To obtain a password, contact your Tenant Relations Manager or CF Connect.

## ENERGY MANAGEMENT ADVISORY SERVICE

Each tenant has control over the energy used in their office space. Tenants can obtain advice on ways to manage consumption and reduce your costs by contacting CF Connect.



## 4. TENANT INFORMATION A TO Z

### ACCESSIBILITY

Barrier-free access is available to all buildings and the parking garage. Washrooms on most floors in all the buildings, as well as on the concourse level, are designed to accommodate special accessibility requirements. For Toronto-Dominion Centre's Accessible Customer Service Policy, visit [www.tdcentre.com](http://www.tdcentre.com) (the Accessibility section on the Tenants page).

Listed below are the barrier-free entrance routes to each tower.

#### **TD Bank Tower/66 Wellington Street West**

- From King Street through the southwest lobby swing doors
- Up by any elevator bank
- Down by elevator number 1, located in elevator bank for floors 1 to 19

#### **TD North Tower/77 King Street West**

- From King Street through northwest lobby swing doors into main lobby
- Up by any elevator bank
- Down by elevator number 55, located in elevator bank for floors 1 to 19
- Down by elevator number 63, located in elevator bank for floors 19 to 33
- Down by elevators number 74 and 70 located in elevator bank for floors 33 to 45

#### **TD West Tower/100 Wellington Street West**

- From York Street via ramp
- From King Street through northwest lobby swing doors into main lobby
- Up by either elevator bank
- Down by elevator number 85, located in elevator bank for floors 1 to 18
- Down by elevator number 91, located in elevator bank for floors 18 to 32

#### **TD South Tower/79 Wellington Street West**

- From Wellington Street, up wheelchair ramp at northwest corner and through northwest swing doors
- Up by either elevator bank
- Up to mezzanine by parking-garage elevator. Please note that the security officer on duty at desk must put this elevator in service
- Down by parking garage elevator

#### **222 Bay Street**

- Wellington Street ramp just west of 220 Bay building; entrance via west lobby swing doors
- Bay Street entrance via northeast handicap door
- Up by any elevator bank
- Down by elevators number 133 and 138
- Into TD Bank Tower via accessible elevator

### 95 Wellington Street West

- Northwest side of building ramp off Wellington Street into ground floor through accessible doors, access to second floor through parking accessible elevator from ground floor lobby
- Three elevators from west corridor tunnel service P1 to P4 parking levels to street level lobby for Toronto Club and ground floor lobby area with access to floors via parking elevator to second floor
  - o P1 to P4 access to tunnel from parking garage
  - o Tunnel to upper lobby area for Toronto Club members only
  - o Tunnel to ground floor lobby area

## ADDRESSES

### Building Addresses

TD Bank Tower  
66 Wellington Street West  
Toronto, ON M5K 1A1

TD North Tower  
77 King Street West  
Toronto, ON M5K 1A1

TD West Tower  
100 Wellington Street West  
Toronto, ON M5K 1A1

TD South Tower  
79 Wellington Street West  
Toronto, ON M5K 1A1

222 Bay Street  
Toronto, ON M5K 1A1

95 Wellington Street West  
Toronto, ON M5K 1A1

### Tenant Mailing Addresses

The Tenant Relations department allocates all tenants a post office box number, along with a corresponding postal code. Please note individual tenant postal codes will differ from the building's main postal code. The key to the post



office box is sent directly from Canada Post. This post office box number should be used on all mail addressed to the tenant.

We recommend tenants use the following mailing address format:

Tenant Company Name  
Street Address  
Tower Name  
P.O. Box #  
Toronto-Dominion Centre  
Toronto, ON  
Postal Code

TD Centre tenant mailboxes are located on the concourse level of 222 Bay Street, through the freight lobby doors. Tenants are responsible for retrieving their own mail from their tenant mailbox.

For a nominal fee, tenants can arrange mail pick-up and delivery with CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

## AFTER HOURS HVAC & LIGHTING

On occasion, tenants may require the use of HVAC/lights after business hours (i.e., Monday to Friday 8 PM to 7 AM, weekends and holidays).

For after-hours lighting or HVAC requests, contact 416-864-6459 from any touch-tone phone and follow the instructions below.

Tenants may also customize hours of lighting by contacting CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). Additional lighting is metered and billed through the metering system.

### ***To turn lights and/or HVAC off or on (Note: Where lights are not controlled by occupancy sensor):***

1. Dial **416-864-6459** from any touch-tone phone.
2. The system will prompt you with the following message, "You have reached the TD Centre light and air control system. Please enter your 8-digit code for the service you are requesting." *Note that you do not have to listen to the entire message before proceeding.*
3. Enter the **8-digit code** for the location you wish to activate. These codes are provided during move-in or from CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).
4. The system will prompt you with the following message: "Please enter the single-digit number corresponding to the control action you require." *Note that you do not have to listen to the entire message before proceeding.*
5. Enter **1** to turn system **ON** or **2** to turn the system **OFF**.
6. The system will prompt you with the following message: "Your request has been processed and will be effective immediately."
7. End the call by entering the pound key (#) then hanging up the telephone OR optionally continue below.
8. The system will prompt you with the following message: "If an additional control action is required, please enter your 8-digit code now. Otherwise, press pound (#) to terminate this call." *Note that you do not have to listen to the entire message before proceeding.*
9. To end the call, enter the pound key (#), otherwise, go to Step 5 above.

## ART GALLERY

Located on the mezzanine level of TD South Tower/79 Wellington Street West, the Inuit Art Gallery is the permanent home for some of TD Bank's renowned Inuit art collection.

The gallery is open Monday to Friday, 8 AM to 6 PM, and weekends, 10 AM to 4 PM.

## BICYCLE RACKS

Bike racks, accommodating over 430 bikes, are available at the plaza level across the complex.

It is strongly encouraged to use steel U-locks for securing bikes to help deter theft.

Secure bicycle parking for TD Centre tenants only is located on the P1 parking level of the TD South Tower/79 Wellington Street West. For pricing or to reserve a spot, contact the parking office at [tdcparking@impark.com](mailto:tdcparking@impark.com).

## BUILDING ENTRANCE HOURS

All perimeter doors on the ground level are open Monday to Friday from 5:30 AM to 6:30 PM.

## BUILDING FORMS

All TD Centre forms, permits and manuals can be found at [www.tdcentre.com](http://www.tdcentre.com).

## CAR WASH SERVICES

CleanCar Co. operates on the 222 Bay Street, P2 level weekdays from 8 AM to 5 PM. The service is available to tenants, guests and any member of the general public using the parking facility. For information and rates, call 647-342-5740.

## CF CONNECT

CF Connect is a direct link between tenants and building operations. CF Connect logs all calls and dispatches the appropriate service provider.

CF Connect phones are monitored 24/7. Emails and web portal are monitored Monday to Friday, 7 AM to 11 PM.

Note: Requests that are submitted after operating hours will be scheduled for next day operating hours.

Tenants should establish a list of authorized callers with permission to call CF Connect to report operational concerns and for service and maintenance-related requests. Authorized callers are also permitted to approve expenses for non-base-building work.

To maintain consistency in communication, with the exception of emergency calls, tenants should submit requests via their internal authorized tenant contact(s) only. Tenants who do not have an internal number or third-party facility manager may contact CF Connect directly.

To contact CF Connect call 1-800-665-1000 or email [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

For a complete list of billable services, please refer to the TD Centre Rate Card in the Appendix section of this manual.



## CHAPLAINCY

Non-denominational services and counselling are available at the King-Bay Chaplaincy, located on the concourse level of the TD Bank Tower.

## CHILD CARE

Kids + Company is a full-time childcare centre located in 95 Wellington Street West. The centre offers care for infants, toddlers, preschoolers and kindergarten children and has a number of spaces reserved for emergency or back-up care, as well as March Break and Summer Camp programs.

For more information visit [kidsandcompany.com](http://kidsandcompany.com).

## CLEANING SERVICES

Janitorial duties are performed in accordance with APPA level 1 standards. APPA is an internationally recognized cleaning standard. For more information please visit [www.appa.org](http://www.appa.org).

Cleaning services will be performance based; cleaners will focus on a holistic view of what needs to be cleaned every day, leveraging technology and equipment to increase efficiency.

Cleaning tasks and frequencies are flexible. The below guidelines are provided as a general reference only, as the goal of this performance-based cleaning program is to ensure that an overall level of cleanliness is reached without prescribed tasks and frequencies.

Expected Daily Services (Monday to Friday, excluding Statutory Holidays)

- Garbage removal (organic, recycling, and waste). Please note that removal of larger items needs to be arranged directly through CF Connect and charges may apply
- Porter/Matron service to base building washrooms, an estimated three (3) times per day to replenish supplies, remove litter and spot clean
- Nightly cleaning of base building washrooms
- Nightly cleaning, spot cleaning, and dusting (within arm's reach) of tenant premises including offices, boardrooms, kitchenettes
- Frequent vacuuming of all carpeted areas, and mopping of hard floor surfaces

Expected Periodic Services

- High dusting (to a height of 10 feet)
- Cleaning and polishing of kick plates, hand plates, and door handles
- Air intake/air diffusers, wipe clean
- Sweep base building stairwells, including railings and banisters
- Spot clean the interior of perimeter windows
- Base building washrooms: thoroughly wash walls, partitions, strip and refinish floors
- Spot clean vertical surfaces (cupboard doors, kitchenette millwork, etc.)

For details on housekeeping specifications or additional services contact CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

## WINDOW CLEANING

### Exterior Perimeter Window Cleaning

The exterior glass above the lobby level is cleaned a minimum of three times per year, in the spring, summer and fall, weather permitting. Due to safety concerns, exterior windows are not cleaned during the winter months.

### Interior Perimeter Window Cleaning

Cleaning of interior perimeter windows is scheduled once a year, starting late fall or winter. This does not include interior partitions or doors. Tenants are requested to allow the contractors access to their premises during the scheduled visit. Where heavy furniture or delicate office equipment, personal items or files are located directly in front of the windows, tenants should have these items moved before the window cleaning takes place. If special assistance is required, contact CF Connect. Charges will apply.

### Extra Window Cleaning

Tenants who wish to have interior partitions cleaned, or who require additional window cleaning services after renovations or as a result of unusual dirt conditions, should contact CF Connect to schedule.

## SPECIAL SERVICES

Our base building cleaning contractors offer a range of services not included in the standard building maintenance package. These include more frequent standard building cleaning, private washroom cleaning, assistance with moving, interior partition cleaning, and furniture maintenance, among others.

Tenants may hire their own special services contractor but they must ensure that their 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.

Tenants should contact CF Connect for assistance in coordinating contract work.

### Contractor Selection Criteria

To ensure superior, professional cleaning services, the TD Centre Management Team selects housekeeping contractors via a rigid RFP process. Contractors must meet the following criteria:

- Proven track record of cleaning multi-tenanted towers of the same stature and size
- 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
- Cost effectiveness



## **CONCIERGE/ESERVUS**

Eservus is an online corporate concierge service that provides TD Centre tenants with a variety of discounted tickets and value-added services. For details visit [www.eservus.com](http://www.eservus.com).

## **COURTESY PHONES**

For your convenience, courtesy phones are located at the lobby desks in each of the TD Centre towers.

## **COURTYARD/OSCAR PETERSON PLACE**

Situated between TD West Tower, TD North Tower and TD Bank Tower, and measuring almost 85,000 square feet, the outdoor Courtyard/Oscar Peterson Place is a grass oasis in the heart of the city.

## **DESIGN EXCHANGE**

With the original trading floor of the Toronto Stock Exchange as its centerpiece, the Design Exchange (DX) is North America's premier design promotion centre. DX is available for meetings, special events, film shoots and more.

For more information visit [dx.org](http://dx.org).

## **DIRECTIONS**

TD Centre is located at the southwest corner of King and Bay Streets in the heart of the of the central business district of Toronto. The area occupies an entire city block, from King to Bay to Wellington to York Streets, as well as a section to the south between Wellington and Piper Streets (between Bay and York Streets).

## **Public Transit**

TD Centre is easily accessible from TTC and GO Transit via the underground PATH system. Closest subway stops are Union station, King station and St. Andrews station.

## **ELECTRIC VEHICLE CHARGING STATIONS (EVCs)**

20 Tesla Electrical Vehicle Charging stations are located in the TD Bank Tower, P2 level.

5 Flo Electrical Vehicle Charging stations are located in the TD Bank Tower, P1 level.

For details, contact Impark at 416-366-1423.

## **ELEVATORS**

The following is the breakdown of elevators by building at the TD Centre:

|                                     | TD Bank Tower | TD North Tower | TD West Tower | TD South Tower | 222 Bay St. | 95 Wellington St. |
|-------------------------------------|---------------|----------------|---------------|----------------|-------------|-------------------|
| Passenger Elevators                 | 32            | 24             | 12            | 16             | 11          | 8                 |
| Elevators Accessing Concourse Level | 1             | 4              | 2             | N/A            | 2           | N/A               |
| Freight Elevators                   | 2             | 1              | 2             | 1              | 1           | 1                 |

### Passenger Elevators

The TD Centre has 103 passenger elevators and 14 escalators providing access to various levels of the buildings. After regular business hours, all elevators are controlled by security card access.

### Service (Freight) Elevators

Each building is equipped with designated service elevators. These are used for moving freight and large parcels. With the exception of TD West Tower and 95 Wellington St. West, the service elevators are accessible only through service lobbies located on each floor. At 222 Bay Street, there will always be an operator inside the freight elevator.

At TD West Tower, two passenger elevators are designated as service elevators. These are easily identified by their specialized cab decor, designed to stand up to heavy use. These elevators cannot be removed from the passenger service during peak rush hour periods, therefore use of these elevators for transporting freight is restricted on Monday to Friday from 8 AM to 9:30 AM, 11:45 AM to 2:30 PM and from 4:30 PM to 6 PM.

At 95 Wellington the freight elevator is accessed from the loading dock to the lobby. A passenger car can be padded to move materials from the lobby to a tenant floor. These elevators cannot be removed from the passenger service during peak rush hour periods, therefore the use of these elevators for transporting freight is restricted on Monday to Friday from 8 AM to 9:30 AM, 11:45 AM to 2:30 PM and from 4:30 PM to 6 PM.

There is a fee for after-hours use of the service elevator. Once reserved, service elevator passcards are signed out and must be returned to the Access Control Centre on level P1 of TD Bank Tower. At 222 Bay Street, the cost will be \$120/hr split among the number of people using the freight. All after hours use must be booked through CF Connect.

To book the service elevators contact CF Connect.

#### Hours available:

Monday–Friday: (All Towers except 95 Wellington St. West) 5:30 PM to 7 AM

Monday–Friday: (95 Wellington St. West) 6 PM to 7 AM

Saturday/Sunday/Holidays: 24 hours



### Freight Elevator Specifications

|                          | TD Bank Tower No. 33 | TD Bank Tower No. 34 | TD North Tower No. 75 | TD North Tower Floors 2-18 No. 76 | TD West Tower No. 85 | TD West Tower Floors 19-32 No. 91 | TD South Tower No. 117 | 222 Bay St. No. 143 | 95 Wellington St. No. 210 |
|--------------------------|----------------------|----------------------|-----------------------|-----------------------------------|----------------------|-----------------------------------|------------------------|---------------------|---------------------------|
| Cab Length               | 92"                  | 92"                  | 92"                   | 62"                               | 63"                  | 60"                               | 91"                    | 112"                | 60"                       |
| Cab Width                | 84"                  | 65"                  | 86"                   | 91"                               | 91"                  | 83"                               | 62"                    | 65"                 | 72"                       |
| Cab Height               | 120"                 | 120"                 | 132"                  | 114"                              | 114"                 | 114"                              | 114"                   | 114"                | 122"                      |
| Cab Weight Capacity (kg) | 3175                 | 2270                 | 3630                  | 4000                              | 3500                 | 2700                              | 2700                   | 2700                | 1590                      |
| Door Height              | 108"                 | 108"                 | 108"                  | 88.5"                             | 89"                  | 89"                               | 96"                    | 96"                 | 98"                       |
| Door Width               | 60"                  | 50"                  | 60"                   | 54"                               | 47.5"                | 45"                               | 48"                    | 54"                 | 43"                       |

### FOOD HALL

TD Centre's Food Hall is located on the concourse level of the TD West Tower. With a number of exciting food operators, TD Centre's Food Hall can satisfy any culinary desire or appetite.

Visit [www.tdcentre.com](http://www.tdcentre.com) for a complete list of TD Centre restaurants.

### GREASE TRAP MAINTENANCE

Participation in the grease trap maintenance program is mandatory. The grease trap maintenance program helps ensure trouble-free operation of the grease traps installed in facilities with cooking operations. This service is extra to basic services and is billable. For further information, contact CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

### GIFT CARDS

The CF SHOP! card® is available in denominations ranging from \$5–\$500 and is redeemable at thousands of stores across Canada.

To purchase cards visit Guest Services or contact them at 416-864-6448 or [tdcguestservices@cadillacfairview.com](mailto:tdcguestservices@cadillacfairview.com).

### GUEST SERVICES

Guest Services is located on the concourse level of TD North Tower/77 King Street West, across from Canada Post. Hours of operation are 8:30 AM to 4 PM, Monday to Friday.

### HEALTH CLUB

Toronto Athletic Club is downtown Toronto's most prestigious fitness centre. Located on the 36th floor of the TD

South Tower/79 Wellington Street West, the club offers a complete range of facilities including squash courts, a swimming pool, sports medicine clinic, and a full-service restaurant.

For membership information, visit [torontoathleticclub.com](http://torontoathleticclub.com).

For restaurant reservations, call Stratus Restaurant at 416-865-1924.

## HEATING, VENTILATION AND AIR CONDITIONING (HVAC) SERVICES

### Hours of Operation

HVAC is on during standard building hours, Monday to Friday from 7 AM to 8 PM, unless otherwise stated in the terms of the lease. On Saturdays, Sundays and holidays, the air conditioning is turned off.

Tenants may customize HVAC hours by contacting CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com) or their own Facilities department. A fee applies for after-hours air conditioning service. Please refer to the Tenant Rate Card in the Appendix for rates.

For after-hours HVAC, see After Hours HVAC & Lighting section in this manual.

### Induction Units

Black induction units are located around the perimeter of some of the buildings, in front of all windows. Water is pumped through these units for either heating or cooling. These units are also designed to circulate conditioned fresh air.

To maintain peak efficiency, we suggest tenants keep all office furniture at least 12 inches from the induction units. Items such as books or file folders should not be placed on top of the units or between windows and the units.

### Thermostats

Thermostats are located on selected walls in tenant premises. The temperature can be adjusted within a range of 2 degrees Fahrenheit by moving the control slider. The base building standard setting for room temperature is 72 degrees Fahrenheit.

To help regulate office temperatures, please see the Ceiling Cooling and Window Shades information below.

### Ceiling Cooling

Warm air moves out and new cool air moves in to all work spaces from troffers located in the light fixtures. *Please note:* When troffers are blocked – by items such as office shelving units that extend to the ceiling area – they do not operate efficiently.

Space heaters are strongly discouraged as they pose safety concerns and impact base building systems.

### Window Shades

Window shades are an integral part of the heating and cooling system. Lowering blinds/shades and slanting the lower edges of the slats toward the window will help keep workspaces at a comfortable temperature. Consistent and proper use of blinds/shades is especially important for workspaces with southern or western exposures.



## **KITCHEN SUPPRESSION SYSTEM INSPECTIONS**

Every tenant with ownership to a kitchen suppression system is to have their unit inspected by a competent fire protection company once every six months. It is the responsibility of the tenant to schedule the inspection and conduct any required repairs. If requested, the Fire and Life Safety department will provide a list of preferred companies and guidance with regard to associated Ontario Fire Code requirements. The department will also require a copy of the tenant's inspection report for auditing purposes.

Tenants will receive an email from the Fire and Life Safety department 60 days prior to due date, 30 days prior to due date and "due today" reminders. Tenants should consider scheduling their inspection when they receive the first of these reminders. If the inspection becomes 21 days overdue, the Fire and Life Safety department will schedule an inspection on the tenant's behalf and will bill back any associated charges plus a 15% administrative fee. Tenants will be notified weekly of overdue inspections.

Should a tenant receive a kitchen suppression system inspection with deficiencies present, the tenant shall have a competent fire protection company conduct the repairs within 21 days or provide the Fire and Life Safety department with an action plan to complete. Should the deficiencies not be completed or an action plan not provided, the Fire and Life Safety department will schedule the repairs on the tenant's behalf and will bill back any associated charges plus a 15% administrative fee.

## **LAN ROOM AND ASSOCIATED EQUIPMENT**

The maintenance and monitoring of tenant-owned equipment (including A/C units) and LAN rooms, shall be the tenant's responsibility. Cadillac Fairview TD Centre does not monitor LAN rooms on behalf of tenants, and alarm points are not permitted to be wired into the Building Automation System.

Tenants shall, at their sole cost and expense, ensure that the following is in place for their respective LAN rooms and equipment:

1. Tenants shall enter into an equipment maintenance contract with an approved mechanical contractor to regularly service tenant A/C units according to manufacturer recommendations.
2. Tenants shall contract with a third-party monitoring company to monitor conditions within tenant LAN rooms.
3. Tenants shall contract with an approved mechanical contractor to respond on emergency basis to any alarms or other equipment issues within tenant LAN rooms.

## **LEASEHOLD IMPROVEMENTS**

### **Renovation and Design Changes**

TD Centre's Project Management department supervises all tenant construction and renovation work. Tenants are required to obtain approval from TD Centre Project Management for all construction, including but not limited to wiring and the installation of partitions.

If you are contemplating renovations or other design changes, please contact the Tenant Projects department at [tdcprojects@cadillacfairview.com](mailto:tdcprojects@cadillacfairview.com).

For details on renovations and construction specification, tenants should review TD Centre's Design & Construction Manual. The Design & Construction Manual outlines basic design specifications, procedures and requirements

established by Cadillac Fairview for both incoming and existing tenants planning construction or leasehold improvements. The manual is to be read in conjunction with the governing lease documentation and, where applicable, with additional written agreements between Cadillac Fairview and the tenant.

The Design & Construction Manual and TD Centre permits are available at [www.tdcentre.com](http://www.tdcentre.com).

### **Construction Permit**

Tenants must obtain a TD Centre Construction Permit at least three business days prior to beginning any construction work. This permit is issued once the Project Manager has approved submitted drawings.

### **Service Permit**

Tenants must obtain a TD Centre Service Permit for all cosmetic work such as painting, wallpapering and furniture refinishing 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.

Please allow a minimum of 72 hours for review and approval.

### **Move Procedures**

All moves within the TD Centre must be done after regular business hours, from 6 PM to 7 AM. Service elevators must be used for all moves. Tenants should book service elevators in advance with CF Connect. Please refer to the *Rate Card* in the Appendix for rates.

### **Garbage Removal**

Contractors working on the premises must remove all construction material. Tenants' contractors must make arrangement with CF Connect for delivery of a disposal bin from one of the accredited construction and demolition waste contractors. These bins are dropped off after 5:30 PM and picked up before 5 AM 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 TD Centre's Design & 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.

### **LIGHTING**

TD Centre's lighting is energy efficient and designed to meet or exceed regulations for colour rendition and light levels. Superior performance includes reduced or eliminated visual flicker and easy viewing of computer screens.

Each building is equipped with long-life, low-voltage, LED lighting. The building standard lighting fixture uses four-foot LED tubes, combined with air conditioning circulation vents.

### **Lighting System - Existing Relay System**

For after-hours lighting requests, contact 416-864-6459 from any touch-tone phone and enter your building- and floor-specific code (see After Hour Lighting Instructions). Tenants may also customize hours of lighting by contacting CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).



## Lighting System - Osram Encelium Control

An Encelium lighting control system is controlled via on-floor occupancy sensors. To adjust lighting control program, tenants can contact CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

Note: Additional lighting is metered and billed through the metering system.

## Light Replacement

Tenants should report any burned-out lights to CF Connect. They will arrange for Building Operations staff to replace lamps and tubes. A charge applies to replace non-building standard lamps, tubes and ballasts.

### *If the lights are “On” and flicker once*

1. The lights in the complex are controlled by a time schedule, programmed specifically for each tenant.
2. As a warning, five minutes prior to the scheduled turn-off time, the lights will flicker once – that is, they will briefly turn off then back on.

To extend the schedule for after-hours lighting, see the After Hours HVAC & Lighting section in this manual.

## LOCKSMITHS

Sargent Locks are used throughout the TD Centre. These are high-security locks featuring restricted keyways.

TD Centre’s Locksmith department maintains the mastering systems and all records related to key coding and distribution. ***Outside locksmiths or manufacturers are not authorized to alter the keying of any lock in the TD Centre.***

All door locks installed by the tenant, whether on the exterior or the interior doors, must be keyed to the building master system. Tenants needing special security measures, including passcard access or combination-type locks, must first obtain authorization from the Security Manager at 416-869-2286.

All keying and keys must be requested through CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

Tenants are charged for supplying and cutting additional keys, re-keying cylinders and repairing hardware.

Please refer to the *Rate Card* in the Appendix for rates.

## LOST & FOUND

Inquiries about lost and found items should be directed to the Security Access Control Centre (ACC) on the P1 level of the TD Bank Tower/66 Wellington Street West. For more information, please call the ACC at 416-862-3651.

## OFFICE SIGNAGE

Unless otherwise arranged with TD Centre Management, building signage in the main lobby, elevator lobby, and tenant premise entrances is standardized and not subject to change. No other signs are to be installed, placed or affixed in the lobbies unless authorized.

To request additional signage, tenants must fill out a signage request form. The exact wording of the requested sign must be supplied since signs will be ordered exactly as per the form. The signage request form is available at [www.tdcentre.com](http://www.tdcentre.com).

Production cost for additional signs are charged to the tenant.

## **PARKING**

TD Centre has three underground parking facilities:

### **Main parking garage below the TD Bank Tower/66 Wellington Street West:**

Serves the TD Bank Tower, TD North Tower, 222 Bay Street and TD West Tower. Vehicle access is either from the north side of Wellington Street or the south side of King Street. Please note Wellington Street runs one way, in a westerly direction, and York Street runs one way, in a northerly direction. King Street is a two-way street, running east and west.

### **Parking garage below TD South Tower/79 Wellington Street West:**

Serves both TD South Tower and the Fairmont Royal York Hotel. Vehicle access is from the south side of Wellington Street or the north side of Piper Street.

### **Parking garage below 95 Wellington Street West:**

Serves 95 Wellington and members of the Toronto Club. Vehicle access is either from the south side of Wellington Street or the north side of Piper Street.

For further information on parking facilities, please contact the parking office at 416-366-1423 or [tdcparking@impark.com](mailto:tdcparking@impark.com).

## **Hours of Operation**

All three parking garages are open to tenants and the public 24 hours a day, 7 days a week.

Parking attendant service is available:

- Main parking garage 7 AM to 11 PM, Monday to Friday.
- TD South Tower parking garage 7 AM to 11 PM, 7 days a week.

The parking garage at 95 Wellington West is a self-park garage. There is no parking attendant service.

## **Elevator Access to Parking Garages**

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

Please note: Wheelchair access to the garage at the TD South Tower is available only on the P2, P4 and P6 levels.

## **Tenant and Visitor Parking**

The parking facilities are large enough to generally accommodate the parking requirements of both tenants and their guests. If a garage is full, please observe directional signs to areas where spaces are available or use our parking attendant service.



## Monthly and Daily Parking

All three parking facilities provide a limited number of both reserved and non-reserved monthly parking spaces. Hourly parking is also available. For monthly parking, please contact TD Centre Parking at 416-366-1423, or email [tdcparking@impark.com](mailto:tdcparking@impark.com).

## Pay Stations

All three garages are fully automated. There are no cashiers at the exits. Non-monthly parkers must pay at the pay stations, conveniently located throughout the garages, before reaching the exit gate.

## Automatic Vehicle Identification

The Automatic Vehicle Identification (AVI) system is available to monthly parking customers. It allows a tenant to enter the parking garage automatically without having to insert a key card or open a vehicle window. Once an AVI transponder is placed on the car dashboard, the system will read the transponder upon approaching the entrance, and the gate will automatically open. See Parking Office Attendants for assistance with correctly placing the transponder in the vehicle.

## Stacked Parking

To accommodate a maximum number of vehicles, the parking stalls in the TD Bank Tower and TD South Tower parking garages allow for “stacked” parking.

Stacked parking areas are not to be confused with valet parking. When vehicles are parked in the stacked stalls, the on-duty parking attendants are required to collect the key, and the owner will be issued a Key Claim Ticket. This ticket is used solely to allow the vehicle owner to reclaim their key upon returning to their vehicle; it is not related to payment of parking charges.

At 66 Wellington St. West’s parking garage, after 10:30 PM, keys are relocated to the P1 level green section in front of the parking office in the TD Bank Tower. To retrieve keys, patrons are requested to communicate with the parking attendant via the intercom at any pay station or to visit the parking office. The parking attendant will arrive with the keys.

At TD South Tower’s parking garage, parking attendants are on duty 24 hours.

## Parking Tickets

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

## Parking Security Alert Stations

The garage facilities are equipped with a sophisticated security alert system that uses high-technology cameras, sirens and strobe light stations. The Security Operations Centre (SOC) monitors the system.

Security alert stations are strategically located throughout the garages and are highly visible to parking garage visitors.

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

## THE PATH

Directly connected to the TD Centre and public transit, the PATH has more than 30 kilometres of shopping, services and entertainment.

It is open to the general public Monday to Saturday from 5:30 AM to 1:30 AM and on Sundays from 8 AM to 1:30 AM. Visit [torontopath.com](http://torontopath.com) for more information.

## PEST CONTROL

Pests can be harmful to both buildings and tenants. They can cause costly damage to the building structure and surfaces, and they can carry disease to people.

TD Centre's building operators and pest management team aim to reduce the harmful effects of pests while at the same time minimizing the harmful effects of pesticide products. Its Integrated Pest Management (IPM) strategy works to reduce the risks associated with both pests and pesticides.

### Rentokil Steritech – Pest Control Partner

For pest control, TD Centre partners with Rentokil Steritech. Rentokil Steritech uses an award-winning, low-impact proprietary IPM system to eliminate pests without unnecessarily applying or overusing pesticides.

This means that Rentokil Steritech applies pesticides *only when necessary* in response to detailed inspection and monitoring. Rentokil Steritech will also recommend ways to correct structural, storage or sanitation deficiencies if they believe these improvements will assist in addressing current or future pest problems.

### Mandatory Participation in Pest Control Program

To ensure that proper and consistent maintenance procedures are in place, TD Centre requires all tenants to participate in the pest control program.

Rentokil Steritech regularly inspects all TD Centre properties:

- All tenant floor and concourse areas of the buildings are serviced on the second Tuesday and second Friday of the month.
- All food tenant areas are serviced on the first and third Tuesdays of the month.

### Pest Management Visit Schedule

If Rentokil Steritech detects any pest presence during its regular inspection of tenant premises, it may deem it necessary to immediately apply pesticides. If more pesticide applications are required, Rentokil Steritech will provide the tenant with written notice of such future applications.

Tenants experiencing pest control problems should contact CF Connect at 1-800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

When reporting pest sightings, please indicate the area. If possible, please also collect pest specimens. This will assist Rentokil Steritech in determining appropriate treatment methods.

Any non-scheduled visits that occur between Rentokil Steritech's regular visits to a Toronto-Dominion Centre property



are considered emergency conditions. Under these conditions, an immediate notification of Rentokil Steritech's pending visit will be issued to, at minimum, the primary contact of the affected space.

If the emergency condition can be handled without the use of pesticides, it will be responded to within 24 hours. Should pesticide application be required, Rentokil Steritech will apply pesticide no sooner than 24 hours, and no later than 48 hours, from the issuance time of the notification letter.

Rentokil Steritech's **Seven Step EcoSensitive Pest Control System:**

1. Inspect and Identify
2. Monitor
3. Physical Removal
4. Structural Repair
5. Prevention/Client Co-operation
6. EcoSensitive Pesticide Applications
7. Follow-Up

Although "inspect and identify" is always the first step, Rentokil Steritech may take the other steps in varying order according to the situation and environmental factors. It might also repeat certain steps at multiple points in the process.

Before resorting to pesticides, Rentokil Steritech will always first exhaust alternative approaches to control and prevent pest activity on the property. These include: mechanical rodent traps, fly traps, glue boards, crawling insect monitoring stations, and rodent snap traps.

Tenant food spaces are the predominant areas of pesticide usage due to high volumes of food deliveries from multiple vendors and their proximity to garbage collection areas. However, the applications are mostly crack and crevice applications that are made completely out of sight and away from food.

Please note that use of pesticides on office floors is extremely rare.

### **Pesticide List**

The following pesticides may be used as part of Rentokil Steritech's Integrated Pest Management System:

- Boradust – applied as a crack and crevice or void space dust to control crawling insects
- Pro aerosol – applied as a flushing agent to inaccessible areas for crawling insects
- Dragnet – applied as a residual application to baseboards and the feet of equipment
- Drax – gel bait applied as small dots under baseboards or in cracks and crevices for ants
- Maxforce roach gel – applied as small dots under baseboards and cracks and crevices to control roaches
- Detex blox – a non-toxic monitoring block placed in tamper-resistant stations in mechanical-type rooms to monitor rodent activity
- Contrac blox – a rodenticide impregnated wax block placed in tamper-resistant stations in mechanical type rooms for the control of rodents
- Demand CS – a liquid residual pesticide used to control crawling insects in cracks and crevices
- Advance Ant Bait – a granular or puck bait for the control of ants in and around buildings

- Ortho Home Defense (Vapona Strip) – used to control flying insects inside structures
- Konk 400 – an aerosol insecticide used to control crawling insects in cracks and crevices
- Tempo WP – a liquid residual insecticide used to control crawling insects in cracks and crevices of structures

Material Safety Data Sheets (MSDS) are available for all the pesticides listed above. These MSDS provide further details about the product, including active ingredients and any health hazards.

To request an MSDS for any product used at TD Centre, or to get more information/provide comments about our pest control program, please contact:

Manager, Property Services  
Toronto-Dominion Centre  
Cadillac Fairview Corporation Limited  
66 Wellington Street, Suite 3800  
Toronto, ON M5K 1A1  
416-869-2274

## **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. To request a copy of the policy or to raise questions, concerns or complaints about privacy, please contact the Chief Privacy Officer directly:

Chief Privacy Officer  
The Cadillac Fairview Corporation Limited  
20 Queen Street West  
Suite 500  
Toronto, ON M5H 3R4

## **RENTAL PAYMENTS**

All tenants receive an initial rent letter with a breakdown of rental charges. Monthly invoices are not issued. Instead, a revised rental letter will be sent if there are changes such as new charges due to re-certification of area, addition of re-lamping charges or other adjustments.

As per the lease agreement, rental payments are due on or before the first day of each month. We recommend that tenants provide post-dated cheques or use electronic transfer of funds (ETF).

After the October 31st year-end, adjustments are prepared for both operating and realty tax. Tenants will receive an audited statement of operating costs and final billings for realty taxes. For further information on rental payments, please call your Tenant Relations Manager.

Annual adjustments to operating cost pre-payments are implemented in October and realty tax pre-payments are shown in December.



## SECURITY AND LIFE SAFETY

### Security Operations Centre (SOC)

The Security Operations Centre (SOC) is the TD Centre’s “central nervous system.”

Staffed around the clock, 365 days per year, the Security and Life Safety department’s SOC currently houses 300 cameras, strategically placed throughout the parking areas, retail concourse areas, lobbies and stairwells of all towers. With over 1,300 card readers, TD Centre boasts one of the largest programmable-access security systems in Canada.

A team of 60 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:

- Senior Manager, Security and Life Safety
- Manager, Security
- Manager, Fire and Life Safety
- Four Security Supervisors
- Two Life Safety Officers (Emergency Response Team)
- 54 Security Guards

Tenant safety is a priority. To enhance safety and security, the department has implemented the following security measures:

- Upgrades and new additions to our network of cameras in the common areas; 24/7 onsite monitoring
- Active monitoring and response to parking duress stations
- Physical security presence on the concourse and plaza levels at identified high-traffic periods
- Security escorts available for tenants to parking garages and property lines
- Digital communications systems in all elevators

For more information, please contact the Senior Manager, Security and Life Safety at 416-869-2279.

### Security Access Cards

TD Centre issues security access cards to employees to allow them to conveniently move throughout the office space, based on the tenant’s security protocol. These passcards are required at all times to access tenants’ space or to access the elevators after regular hours.

### Passcard Security Office

The Passcard Security Office is located on the concourse level of TD North Tower/77 King Street West, next to the operations and security office. It is open Monday to Friday from 8 AM to 1:30 PM. This office issues all new/replacement security access cards as well as lanyards and belt clips.

For more information, please contact the Passcard Security Office at 416-862-3650 or [tdcpasscards@cadillacfairview.com](mailto:tdcpasscards@cadillacfairview.com).

### Card Reader Hosting

For those who would prefer not to be on a stand-alone access system, tenants have the option of having their access system hosted on the landlord's base building access system. Currently, the TD Centre access system is the Lenel OnGuard system. For more information, contact TD Centre Security.

In order for tenants to be hosted on the base building system, they need to have the card readers and associated infrastructure installed on their premises. The tenant also needs to execute a hosting agreement directly with the landlord, which can be provided through the Tenant Relations department. Tenants would then have management of their access system coordinated through the TDC Passcards office.

It should be noted that the base building access system has been configured as an access-only system and does not provide security features such as video or passcard access reporting.

### Access Control Records

Tenants who are on the base building access system receive two (2) computer-generated reports per year listing all employees and other individuals who have access to their leasable space. If required, tenants may request additional reports. Please refer to the Rate Card for the applicable fee.

## MEDICAL EMERGENCIES

### Emergency Response Team

The TD Centre was the first office complex in Canada with a specially trained Emergency Response Team (ERT) and defibrillators. Team members provide first response when individuals are in health- or life-threatening situations.

### General Tenant Responsibilities

- Ensure employees are aware of medical emergencies procedures and the security emergency phone number: **416-366-7823**
- Ensure First Aid/CPR-trained staff are available to provide aid

### Tenant's Role in a Specific Medical Emergency:

- Call 911 immediately.
- Have a second individual (if available) contact the 24-hour Security Operations Centre (SOC): **416-366-7823** immediately and provide the following information:
  - o Your name
  - o Your location. Specify tower, floor and location on floor, i.e., north, south, east, west.
  - o 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 to provide an escort to the patient's location.
- Ensure elevator and corridor access is not impeded by people or items.
- Have personnel not assisting with the emergency return to their workstations.

**Avoid the following**

- Moving the patient, unless failing to do so would cause further harm (e.g., patient is face down and not breathing).
- Crowding the patient. This can cause the patient unnecessary embarrassment and stress and makes it harder for the emergency response team to reach the patient.
- Giving the patient food or water. This creates the risk of vomiting and possibly choking.

**TD Centre's Role in a Medical Emergency**

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

**Fire Alarm**

Should you discover smoke or fire on your floor, immediately activate a fire-pull station. Manual pull stations are located outside each stairwell door, as well as 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 system is designed with two distinct alarm tones that require varying responses: Alert Tones (one (1) ping tone) and Evacuation Tones (three (3) ping tones).

**Alert Tones (one (1) ping tone)**

Alert tones indicate there is an alarm condition in the building that does *not* affect your floor.

When you hear alert tones, please follow these safety procedures:

1. Stand by and prepare to evacuate.
2. If you are required to evacuate, you will be notified by the Fire Alarm System (Evacuation Tones) and/or Emergency Voice Communication System.

**Evacuation Tones (three (3) ping tones)**

Evacuation tones indicate that there is an alarm condition in the building that *does* affect your floor.

When this occurs, please follow these safety procedures:

- 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.

Security and Life Safety Officers will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate have done so safely.

Once the emergency has cleared, the SOC will announce that you may return to the evacuated floors.

**Emergency Fire Phones**

Emergency fire phones are located beside all stairwell doors and link directly with our 24-hour Security Operations Centre (SOC).

To access the phone, break the safety glass, open the door, and lift the handset from the cradle. When your call is

answered, state your name, your location, and the nature of the emergency.

If you must leave the floor immediately, leave the handset off the cradle. SOC will receive a visual indicator of the active phone's location and dispatch emergency response.

### 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.

If signs appear to be unlit in your space, please contact CF Connect for assistance.

### 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 Emergency Response Team at 416-869-2276 or [tdcfirelifesafety@cadillacfairview.com](mailto:tdcfirelifesafety@cadillacfairview.com).

### Stairwells and Crossover Floors

Each tower in TD Centre has evacuation stairwells. For added safety, the stairs are equipped with illuminated stair-nosing strips that light the area in the event of a power failure.

Crossover floors are located approximately every five floors. If the path is obstructed, such as by smoke, people, or some other blockage, you can use an emergency crossover to transfer to another evacuation stairwell.

When using the stairwells and crossover floors during an evacuation, please follow these safety procedures:

- In your stairwell, locate the nearest crossover floor.
- Before opening the door, check for smoke and for heat with the back of your hand.
- 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 descending 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 and go to your predetermined designated meeting area.
- Please ensure all staff are 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.

### Crossover Floors

#### TD Bank Tower / 66 Wellington St. West

54 49 44 38 33 29 24 19 14 9 6 3

#### TD North Tower / 77 King St. West

43 41 (n/e & n/w) 40 (n/e, s/e & s/w) 37 33 31 26 24 20 15 12 7 2



#### **TD West Tower / 100 King St. West**

32 28 23 18 12 7 2

#### **TD South Tower / 79 Wellington St. West**

34 29 24 20 16 10 5

#### **222 Bay St.**

30 27 22 17 14 9 5

#### **95 Wellington St. West**

21 16 14 10 6 2

### **Protect in Place (PIP)**

Protect in Place (PIP) is a safety system that permits persons requiring assistance to remain in place rather than evacuating. PIP reduces the danger that someone may become confined in an unsafe space. It is in line with standard safety procedures of North American high-rise buildings and is recommended by Toronto Fire Service and the Ontario Fire Marshal.

Under the PIP program, tenants must designate a room as a “safe room” for anyone unable to use the stairwells to await rescue by Toronto Fire Services if evacuation is necessary.

The safe room should be equipped with the following:

- A telephone
- A list of emergency contacts (911, Security)
- Directions to the room from the freight elevator
- Duct tape
- Towels and bottled water
- Paper and markers
- Flashlight and/or glow sticks
- A whistle or “noise maker”

The Life and Safety department will provide a door sign to mark this room. These door signs are highly visible even if smoke is present. The reverse side of the sign also has safety recommendations.

Tenants are required to provide the Life Safety Team with the total number of persons requiring assistance as well as the location of the designated PIP room.

For further assistance regarding this program, please contact any member of the Life Safety Team at 416-869-2276.

### **Evacuation Drills**

Evacuation drills are mandated, at least annually, by the Ontario Fire Marshal’s Office in order to practice and gauge emergency preparedness. TD Centre conducts evacuation drills at various times throughout the year.

To simulate an evacuation situation, alarm bells are sounded, announcements made, and all elevators in the tower are grounded to the plaza level. Trained evacuation wardens will direct people to the nearest evacuation stairwells and

down the stairs to the designated meeting area to await conclusion of the drill.

Before any evacuation drill, TD Centre will provide tenants with the date and any other pertinent information. To simulate an evacuation as realistically as possible, we recommend that tenants not advise their employees of the date.

## **Extended Power Failure**

### ***TD Centre's Role***

- Ensure generators and emergency power apparatus are in proper working condition through regular testing.
- Ensure emergency power is operational.
- Maintain access control of the building(s).
- After four hours, evacuate the building(s) due to life safety concerns.

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

- Secure property prior to leaving.
- Advise security of any irregular activity observed on your floor.
- Turn off all electrical devices.
- Follow the direction of security.
- Follow illuminated emergency exit signs to safely leave the building.

## **Suspicious Activity**

### ***TD Centre's Role***

- Maintain visible presence throughout the complex.
- Respond to and document any reported incidents.
- Notify proper authorities of suspicious activity.

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

- Limit risk – don't leave valuables out and don't let strangers in.
- Be aware of any irregular or suspicious activity and report to security as soon as possible.
- If applicable, limit access to the area.
- Assist in identifying possible threats.
- If you have suspicions about someone or believe a crime is being committed, call the police first and notify TDC security after.

Note that 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; if they do, immediately report their presence to security.

A common technique to enter restricted areas is by "piggybacking." The unauthorized person will wait as inconspicuously as possible near a locked door or in a corner of a corridor. They may be pretending to read the nameplates in the elevator lobby. Once someone enters the area, the unauthorized person catches the closing door and enters the office behind him or her.



If you suspect someone is about to try this form of entry, ask him or her who they are waiting for, or request that they use their passcard for access before you enter your card into the slot.

If you are uncomfortable approaching someone you consider suspicious, leave the area and contact the police immediately.

### **Suspicious Packages and Mail Bombs**

Please contact the Security Operations Centre 416-366-7823 for details.

### **Telephone Bomb Threats and Relay Threats**

Please contact the Security Operations Centre 416-366-7823 for details.

### **Workplace Violence**

#### ***TD Centre's Role***

- Respond to and document any reported incident.
- Act within our legal boundaries to protect people.
- Advise tenants on best course of action.
- Render first aid if necessary.

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

- Make your employer/security aware of suspected threats.
- Report any incident to the police ASAP.
- Request assistance from Security if there is a potential or present threat to safety.
- Remove yourself and/or others to a safe area as soon as possible.

### **Send Word Now**

*Send Word Now* is an instantaneous, mass communication system that notifies designated contacts of building and/or premises emergencies via multiple, simultaneous channels: email, cell phone, home phone, and business phone. This system ensures that tenants in all six towers will receive important emergency messages within one minute. For more information, contact the Security Operations Centre at 416-366-7823.

### **Fire and Life Safety Inspections**

The Life Safety department regularly conducts fire and life safety inspections based on the requirements set out in the *Ontario Fire Code* and Ontario Building and Occupational Health and Safety Regulations. Inspections are done as needed or as required in all construction areas, retail tenant spaces, office areas and within all food court tenant areas.

If you have questions or concerns regarding life safety, please contact the Manager, Fire and Life Safety department at 416-862-5237.

## SHIPPING AND RECEIVING

### Small Parcel and Letter Delivery (Courier)

Couriers delivering parcels small enough to be carried by one person and not on a dolly or cart may deliver them through the main lobbies and passenger elevators.

### Large Parcel Delivery and Packages on Carts

Large parcels and packages on carts may be delivered through the main lobby doors, but must be transported to the destination/floor in the service elevator. Please ask a Tenant Relations Representative/Security Officer for assistance.

As a safety precaution, TD Centre does not permit large parcels to be delivered through the retail concourse and office tower lobbies during high traffic times.

### Large Deliveries

All deliveries of furniture, construction materials, office supplies, and other bulky materials must be made through the shipping and receiving docks and transported via the service elevators. Large deliveries, such as equipment and furniture should be scheduled after hours. Freight elevators must be booked for after-hours deliveries. Charges will apply.

### Shipping and Receiving Docks

#### 1. TD Bank Tower – 66 Wellington Street West

This dock services the TD Bank Tower, TD North Tower, TD West Tower and 222 Bay Street and the concourse level for retail. It is accessed via the north side of Wellington Street West, west of Bay Street. This dock has two heavy-duty lifts to accommodate off-loading and loading of heavy equipment.

Please note the following restrictions:

- Maximum length – 26-foot truck; 45-foot tractor trailer
- Maximum height – 12 feet
- Time limit for deliveries – 45 minutes

#### 2. TD South Tower – 79 Wellington Street West

This dock services TD South Tower. It is accessed via Piper Street, which runs east of York Street, south of Wellington Street. It has three heavy-duty extended platforms to accommodate off-loading and loading of heavy equipment.

#### 3. 95 Wellington Street

This dock is accessed via Piper Street (at York Street and Wellington Street) There are three loading dock bays to accommodate deliveries, which are attended by staff at the TD South Tower.

#### Hours of Operation

- Monday to Friday – 66 Wellington staffed Monday to Friday, 7 AM to 6 PM; 79 Wellington and 95 Wellington staffed Monday to Friday, 8 AM to 4:30 PM.
- After-hours access – Available upon request (costs will apply to after-hours freight elevator use and must be arranged with TD Centre management)
- Porter Services – Monday to Friday (excluding holidays), 8 AM to 4:30 PM



For after-hours 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.

*Note:* The loading dock and its loading bays are a common-use area of the TD Centre and, therefore, they cannot be reserved for any one tenant's exclusive use. Delivery trucks are permitted to park a maximum of 45 minutes.

### **Service Elevator Booking**

Service elevators can be booked for after-hour use through CF Connect. Fees apply for after-hours booking. Please refer to the Tenant Services Rate Card in the Appendix for fees.

After-hours Availability:

Monday - Friday (All Towers except 95 Wellington St. West) - 5:30 PM to 7 AM

Monday - Friday (95 Wellington St. West) - 6 PM to 7 AM

Saturday/Sunday/Holidays - 24 hours

For a copy of the Elevator Booking Form, visit [www.tdcentre.com](http://www.tdcentre.com).

### **Porter Service**

Porters are available to receive goods in the shipping and receiving dock for delivery to a tenant's premises. If a tenant has not requested delivery service, Shipping and Receiving staff will advise the tenant that their shipment has arrived and is awaiting pick-up, or they will direct vendors to the designated tenant floor via the freight elevators. The building is not responsible for any loss or damage to goods delivered to and/or left at the loading dock.

Porter service is available Monday to Friday from 8 AM to 4:30 PM, excluding holidays, and can be arranged by contacting CF Connect.

Please refer to the Tenant Services Rate Card in the Appendix for fees.

### **Mail Pick-Up and Delivery Service**

Tenants can arrange for their mail to be picked up and dropped off for a nominal fee. Our staff will deliver in-bound mail from the designated mailbox to tenants' premises before 10 AM. We will pick up out-bound mail no later than 4 PM Monday to Friday, excluding holidays.

Please refer to the Tenant Services Rate Card in the Appendix for fees.

### **SMOKING POLICY**

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

Tenants and visitors are not to smoke within nine (9) metres of the building entrances and should use the designated smoking areas, located at each tower.

## SHOPS, SERVICES & RESTAURANTS

The shopping concourse is part of Toronto's downtown PATH network. TD Centre's shops, services and restaurants are open Monday to Friday from 10 AM to 6 PM, with some operating on extended hours or over the weekend.

## 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 staff operates on a holiday schedule.

The following statutory holidays are observed throughout the calendar year.

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

## STORAGE ROOMS

For permanent or temporary storage, contact your Tenant Relations Manager. A limited number of storage rooms of various sizes are available for short- or long-term lease. Most rooms are located below the concourse level, however, a limited number of smaller-sized storage rooms are available in the core of multi-tenanted floors.

## TELEPHONE, DATA & COMMUNICATIONS

TD Centre is WiredScore Certified Platinum, which ensures a high quality and number of internet service providers, redundancy and resiliency of telecom infrastructure, ease of installation and capacity to readily support new telecom services.

To ensure safety and maintain security in telecom spaces, including the main telephone rooms, riser rooms and rooftop, Cadillac Fairview must receive and approve all work requests 48 hours in advance.

Please send all requests to CF Connect. The Riser Room Access Request form is available at [www.tdcentre.com](http://www.tdcentre.com).

All telecommunication work performed at Cadillac Fairview must conform to the following codes and standards:

- ANSI/TIA/EIA telecommunications cabling standards
- Ontario Electrical Code (OEC)
- National Fire Protection Association (NFPA)
- Ontario Fire Code
- Ontario Occupational Health and Safety Act (provincially regulated companies) or Canada Labour Code Part II (federally regulated companies)



In addition, contractors must use industry best practices as published by BICSI and they must follow the most current release of the Telecommunication Distribution Methods Manual.

The client/contractor is responsible for all associated costs.

Please see below for a list of telecom service providers that offer services within the TD Centre.

### **Internet, Telephone, and/or Television Service Providers**

- Allstream (Zayo Group)
- Beanfield
- Bell Canada
- Cogeco
- Cogent
- Rogers Cable Communications
- Telus Integrated Communications

### **Cellular Service Providers**

- Bell Mobility – Neutral Host cellular in building antenna system – LTE Network
- Rogers Wireless – Neutral Host cellular in building antenna system – LTE Network
- Telus Mobility – Neutral Host cellular in building antenna system – LTE Network
- Wind Mobile – 3G cellular network located on the concourse level only

For more information, please call RYCOM at 905-264-4800, Option 1 or refer to TD Centre’s Design & Construction Manual.

### **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.) Insurance certificates are to be sent to:

Tenant Relations Department  
c/o Cadillac Fairview  
66 Wellington Street West  
Suite 3800  
Toronto, ON  
M5K 1A1

### **TENANT RELATIONS REPRESENTATIVES**

The TD Centre was the first office complex in Toronto to have Tenant Relations Representatives (TRRs) in the lobbies of its buildings.

Tenant Relations Representatives:

- Greet tenants and their guests in the lobbies.
- Help visitors locate tenants and facilities.
- Provide directions to major landmarks, city attractions and other locations outside of the TD Centre complex.
- Forward tenant requests to the appropriate member of the TD Centre management staff.



## APPENDIX

### Labour Rates

\*15% Administration fee will be applied to all costs.

| Service / Trade                          | Rates per Hour*                      |
|--|--------------------------------------|
| Trades (plumber, electrician, HVAC Tech) | \$70 per person                      |
| Locksmith                                | \$60 per person                      |
| General Help (lamper, delivery)          | \$50 per person                      |
| E-Waste                                  | Call for pickup and disposal pricing |

\*All rates are for a minimum of 30 minutes.

\*All rates apply to regular business hours Monday to Friday

\*Overtime premiums will apply

### Delivery, Shipping & Receiving

| Service Description                  | Rates         |
|--------------------------------------|---------------|
| Mail delivery (min. ½ hour)          | \$20 per trip |
| Milk delivery (min. ½ hour)          | \$20 per trip |
| Mail pick-up (min. ½ hour)           | \$20 per trip |
| 1 to 9 items (small package – 10 kg) | \$12 per trip |
| Over 9 items                         | \$12 per trip |
| Skid Load                            | \$20 per skid |

### Freight Elevators

| Elevator          | Weekdays / Weekends / Holidays |
|-------------------|--------------------------------|
| Self-Operated     | \$80 per hour                  |
| Operator assisted | \$120 per hour                 |

### Equipment Rentals

| Description              | Rate                                   |
|--------------------------|--|
| Tables (seats 6)         | \$7 per unit per day                   |
| Table cloths             | \$27 per unit per day                  |
| Plastic chairs           | \$2 per unit per day                   |
| Delivery charge & set up | \$40 per person per hour (min. ½ hour) |

### Locks & Keys

| Description        | Charges                        |
|--------------------|--------------------------------|
| Cylinder re-keying | \$20 plus labour (min. ½ hour) |
| Keys               | \$6 per key                    |

### Base Building Heating Ventilation & Air Conditioning (HVAC) & Lighting

| Tower  | HVAC<br>Per hour per floor | Lighting<br>Per hour per floor |
|--|----------------------------|--------------------------------|
| TD Bank Tower / 66 Wellington St. West         | \$53.40                    | Metered                        |
| TD North Tower / 77 King St. West              | \$38.40                    | Metered                        |
| TD West Tower / 100 Wellington St. West        | \$37.60                    | Metered                        |
| TD South Tower / 79 Wellington St. West        | \$27.20                    | Metered                        |
| 222 Bay St.                                    | \$17.00                    | Metered                        |
| 95 Wellington St. West                         | \$37.10                    | Metered                        |
| Encelium Lighting Control Program (All Towers) | -                          | \$40.00*                       |

\*Note: Charges apply only to programming changes made after initial commissioned installation.

### Base Building Hours

| Dates               | HVAC        | Lighting    |
|---------------------|-------------|-------------|
| Monday to Friday    | 7 AM – 8 PM | 7 AM – 8 PM |
| Weekends & Holidays | Off         | Off         |

### Security Services

| Description   | Charge   |
|---|--|
| Access Control Records<br>(Two complimentary services per year)       | \$50 per report                                      |
| Card reader hosting<br>*Signed agreement required prior to activation | \$30 per month per device                            |
| Security Access cards   | Regular - \$15 per card<br>Proximity - \$25 per card |

### SUMMARY OF BASE BUILDING SERVICES (NON-CHARGEABLE)

#### Cleaning

- Cleaning specifications – tenant areas
- Window cleaning – interior and exterior of perimeter windows
- Window blind cleaning (where applicable)

**Tenant Energy Use Profile**

- Carma metering
- Registration for Carma metering

**HVAC/Lighting**

- Hours of operation
- HVAC/lighting request

**Service Request**

- CF Connect
- Status email notification
- Elevator reservation booking

**Electrical Services**

- Turn on power/breaker
- Check breakers and switches
- Replacement of base building lights

**Plumbing Services**

- Building washroom fixtures repair

**Pest Control**

- Schedule of visits

**Waste Management**

- Recycling services
- Deskside recycling bins
- Providing organic recycling bins
- Diversion reporting

**Security Services**

- Access control records printout – two services per year

**SUMMARY OF BASE BUILDING SERVICES (CHARGEABLE)****Electrical Services**

- Replace non base building lights
- Replace non base building ballasts
- Replace non base building outlets
- Install non base building outlets
- Repair sockets
- Repair tenant lamps/cords
- Install non common area lights
- Install lights

**Locksmith Services**

- Cut keys
- Re-pin cylinders

- Install/pick locks
- Provide access to lock offices
- Repair filing cabinets
- Open filing cabinets
- Repair sliding door tracks/rollers

**General Tenant Services**

- Move furniture within tenant spaces
- Milk deliveries
- Mail deliveries to TD Centre Post Office
- Mail pick up from TD Centre Post Office
- Receive and deliver materials on behalf of tenants
- Hang whiteboards
- Hang pictures
- Minor painting
- Minor drywall repairs/installation
- Minor repair furniture
- Replace non base building ceiling tiles
- Replace non base building floor tiles
- Tenant set-up/tear-downs of tables and chairs

**Plumbing Services (tenant owned fixtures)**

- Unplug non base building sinks
- Repair/replace non base building toilets
- Repair non base building sink faucets
- Install water filters on tenant water coolers
- Replace tenant water filters
- Repair tenant-owned appliances

**Loading Dock Services**

- Deliver parcels/skids to tenant
- Deliver large garbage bins
- Deliver large recycling bins

**Life Safety Services**

- Provide life safety training courses

**Cleaning Services (provided by cleaning contractor)**

- Interior office partitions cleaning



- Services that are outside of the normal cleaning schedule and/or additional fees
- Restocking and cleaning of private washrooms and/or shower rooms
- Carpet steam cleaning
- Large volume of garbage removal
- Furniture steam cleaning
- Cups and plates collection

**Security Services**

- Security audits
- Card reader hosting
- Security access cards

**Building Information**

- Key performance indicators for tenant service requests
- Building lighting and HVAC hours
- Building HVAC charges
- Freight elevator information
- Loading dock information
  - o 66 Wellington Street West dock (services TD Bank Tower, TD North Tower, TD West Tower, Retail Concourse and 222 Bay Street)
  - o Maximum truck clearance – 12' 0"
  - o 79 Wellington Street West – 3 outdoor bays located on 41 Piper Street
  - o 95 Wellington Street West – 3 outdoor bays located on Piper Street



A  PROPERTY

**The Cadillac Fairview Corporation Limited**  
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