



Exchange Tower

130 King St. West, Toronto, Ontario

| Tenant Handbook

Everything you need to know about your home away from home

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Introduction

Welcome

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

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

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

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

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

Brookfield Privacy Statement

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

Our Privacy Principles

We do not sell customer information.

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

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

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

Information We May Collect

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

Information Disclosure

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

Brookfield Privacy Statement (Continued)

Your Awareness and Permission

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

Brookfield Protects Customer Information

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

For More Information

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to privacy@brookfieldproperties.com.

Management Office and Operations

Management Office

As the managers of the Exchange Tower, we want you to know that every member of our team is here to serve you.

Should you have any questions or comments, please feel free to contact the property management office and we will be happy to assist you, where at all possible.

The Property Management Office is located on the 13th floor of the Exchange Tower and our mailing address is as follows:

Exchange Tower (BOPC) Inc., HRI Exchange Inc. PFS Exchange Inc.
c/o Brookfield Properties Management Corporation
130 King Street
Suite 1310, P.O Box 2
Toronto, ON M5X 1A9

Our office hours and telephone/fax numbers are:

Monday – Friday 8:30 a.m. to 5:00 p.m.
Telephone No 416-864-6210
Fax No 416-864-6205

Management Directory

General Manager

Kevin Hallford

Phone: 416-864-6213

Fax: 416-864-6205

Email: Kevin.Hallford@brookfield.com

Property Manager

Dov Blidner

Phone: 416-864-6214

Fax: 416-864-6205

Email: Dov.Blidner@brookfield.com

Coordinator, Tenant Services

Andrea Texeira

Phone: 416-864-6209

Fax: 416-864-6205

Email: Andrea.Teixeira@brookfield.com

Reception/Administrative Assistant

Ilda Lourenco

Phone: 416-864-6210

Fax: 416-864-6205

Email: Ilda.Lourenco@brookfield.com

Management Directory (Continued)

Administrative Assistant

Darlene Rose

Phone: 416-864-6510

Fax: 416-864-6205

Email: Darlene.Rose@brookfield.com

Property Accounting

Ammara Waheed

Phone: 416-864-6580

Fax: 416-864-6205

Email: Ammara.Waheed@brookfield.com

Manager, Accounting

Henriette Luczek

Phone: 416-864-6211

Fax: 416-864-6205

Email: Henriette.Luczek@brookfield.com

Brookfield Office Properties**Head Office**

181 Bay Street, Suite 330

Toronto, Ontario M5J 2T3

Senior Vice President Office Leasing

Robert MacNicol

Phone: 416-369-2310

Fax: 416-369-8275

Email: Bob.MacNicol@brookfield.com

Director, Construction Services (Office)

Michael Ottolino

Phone: 416-369-8271

Fax: 416-369-8264

Email: Michael.Ottolino@brookfield.com

Project Manager, Construction Services (Retail)

Anna Nagel

Phone: 416-369-2308

Fax: 416-369-8264

Email: Anna.Nagel@brookfield.com

Operations Directory

Manager, Operations

Amandio Rodrigues

Phone: 416-864-6205

Fax: 416-361-9232

Email: Amandio.Rodrigues@brookfield.com

Operations Directory (Continued)

Assistant Operations Manager

Gerry Macasero

Phone: 416-862-6395

Fax: 416-361-9232

Email: Gerry.Macasero@brookfield.com

Service Centre Administrative/Coordinator

Shelley Domingue

Phone: 416-862-6391

Fax: 416-361-9232

Email: Shelley.Domingue@brookfield.com

Resident Housekeeping Operations Manager

Sherri Barclay

Phone: 416-364-0643

Fax: 416-364-6831

Email: sherri.barclay@gdiservices.ca

Brookfield Properties Customer Service Hotline

Phone: 416-**310-SERV** (7378)

Website: <http://www.310serv.com/>

Security Directory

Coordinator, Security & Life Safety

Eric Kilchling

Phone: 416-864-6212

Fax: 416-864-6205

Email: Eric.Kilchling@brookfield.com

Security - Main Lobby

Phone: 416-862-6394

Mailing Address and Postal Code Information

Exchange Tower, Property Management Office

Tenant Post Office Boxes are located on the B1 level of First Canadian Place, 100 King Street West. To locate them, please take the parking garage elevators (nearest to Mélanie Lyne on the main level, or Preeners Cleaners on the concourse level). The hours of operation are 4:00 a.m. to 12:00 p.m. however if you have been issued a key by Canada Post Depot Personnel for your mailbox from Canada Post you are able to collect your mail outside of these hours.

Please contact our Property Management Office Suite 1310 on how to setup and obtain a P.O. Box number and Postal Code for your mail to be delivered to your Company located in the Exchange Tower.

Hours of Business Operation

Office Regular Business Hours

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

Tenants may operate their own extended hours by obtaining access using security pass cards. Additional charges are applicable should you require the HVAC systems to operate after normal business hours. (Please call the Brookfield Customer Service Hotline at (416) 310-SERV(7378) to request for this service.)

Retail Regular Business Hours

Monday – Friday 10:00 a.m. to 6:00 p.m.
 Weekends are optional and up to the discretion of each retail tenant.

Parking Garage Hours of Operation

Monday – Sunday 24 hours

Statutory Holidays

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

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

Leasing Information

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

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

Emergency Numbers

Emergency

911

Hospitals

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

Medical Services

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

Local Business Directory

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

Attractions

Air Canada Centre	(416) 815-5500
CN Tower	(416) 360-8500
Ed Mirvish Entertainment	(416) 351-9182
eservus Online Concierge Services	(416) 598-8888
Hockey Hall of Fame	(416) 360-7765
Sony Centre for the Performing Arts (FKA - Hummingbird Centre)	(416) 872-2262
Massey Hall and Roy Thomson Hall	(416) 593-4822
Rogers Centre (FKA - Skydome)	(416) 341-3663
Royal Alexandra Theatre	(416) 872-1212
The Princess of Wales Theatre	(416) 872-1212
Ticket Master	(416) 870-8000

Banks

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

Courier Services

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

Food Services in Exchange Tower

Acko Lounge / Ho Shim Take Out	(416) 368-0125
Belmonte Raw	(647) 343-6169
Booster Juice	(416) 861-8622
Burger King	(416) 361-1468
Fourn Bakery	(416) 901-8181
Freshii	(416) 214-0259

Koya Japan (416) 861-2487
Local Business Directory (Continued)

Lindt Chocolate (416) 306-0466
 Piazza Manna & Bar (416) 862-2111
 Starbucks (Ground Floor) (416) 367-9779
 Starbucks (Concourse) (416) 214-2812
 Subway (416) 551-2901
 Sushi Shop (416) 214-6401
 Sweet Temptations (Candy Store) (416) 364-1461
 Thai Island (416) 203-7745
 Tim Hortons (416) 861-1718
 Z-Teca (416) 504-3133

Hotels

Hilton Toronto (416) 869-3456
 Holiday Inn on King (416) 599-4000
 Fairmont Royal York (416) 368-2511
 Sheridan Centre (416) 361-1000
 The Ritz Carlton Hotel (416) 585-2500
 The Strathcona Hotel (416) 363-3321
 Trump International Hotel & Tower (416) 306-5800

Northbridge Place - Food & Services

5th Avenue Dry Cleaners (416) 214-2934
 Morpheus Hair Design & Aesthetics (416) 681-9292

Miscellaneous

Driver and Vehicle License
 Downtown Office (416) 362-3312
 Passport Information (416) 973-3251
 Revenue Canada (416) 661-0123

Moving Companies

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

Postal Services

Canada Post (*First Canadian Place*) (416) 364-0540
 Canada Post (*TD Centre*) (416) 360-7105
 Gateway Newsstands (stamps) (416) 203-9440

Services & Stores in the Exchange Tower

@ Your Cars Services (416) 955-9893
 Armadillo Shoes (416) 214-6633
 Artin Dental (416) 364-4150
 B. Sleuth & Statesman (416) 363-7575
 Batteries (416) 861-0212
 Bath & Body Works (416) 304-1225
 Blacks Photography (416) 363-5563
 Blackbook Travel Co. (416) 364-1741
 blo Blow Dry Bar (416) 777-2569
 C! Opticians (416) 214-2002
 Carlton Cards (416) 360-4536
 Caryl Baker Visage Cosmetics (416) 214-6631

Exchange Lottery Kiosk (416) 214-9421
Local Business Directory (Continued)

Gateway Newsstand (416) 203-9440
 Good Health Mart (416) 366-7312
 The Great American Backrub (416) 367-0101
 International Newsstand (by Access) (416) 364-3028
 International Newsstand (by Booster Juice) (416) 214-9524
 Maverick Studio for Men (416) 366-9100
 Miori Boutique (416) 645-1417
 Moneysworth & Best Quality Shoe Repair (416) 362-7310
 Polish'd Nail Bar (647) 748-1713
 Portico Hair Salon (416) 860-0106
 Rego Bespoke Clothiers (Men's Line) (416) 366-7346
 Richard Ivey School of Business (416) 861-9600
 Rogers Plus (416) 603-7979
 The Source (416) 646-0870
 TELUS – Mobile AXS (416) 815-8488
 You Send Me (416) 865-9675
 Wilfrid Laurier University (416) 306-0866

Taxi Services

Airline Limousine (416) 675-3638
 Airport Limousine (416) 225-1555
 Beck Taxi (416) 449-6911
 Co-op Cabs (416) 364-8161
 Diamond Taxi (416) 366-6868
 Metro Taxi (416) 504-8294
 Royal Taxi (416) 777-9222

Transportation

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

Tenant and Building Services

Environmental Initiatives

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

Corporate Environmental Profile

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

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

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at www.exchangetower.com.

Tenant Service Requests (310-SERV)

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

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

Tenant Services

Brookfield's goal is to provide outstanding tenant service at all times. This means:

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

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

Tenant Service Requests (310-SERV) (Continued)

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

Tenant Insurance Requirements

Your lease includes a provision requiring that you take out and keep in full force varying types of insurance for your premises in the building (please refer to your lease for details).

A certificate of insurance, verifying your coverage as required under the lease, must be sent to:

Brookfield Properties Management Corporation
c/o Riskcorp Inc.
465 Richmond Street, Suite 302
London, Ontario N6A 5P4
E-mail: inscert@riskcorp.com
Fax: (519) 432-4289

Please note that the Landlords and Property Management must be named as **additional insured** on all policies. Please provide us with proof of insurance naming, **Brookfield Office Properties Canada LP, Exchange Tower (BOPC) Inc., HRI Exchange Inc., PFS Exchange Inc. and Brookfield Properties Management Corporation** as the “**additional insured**” collectively known as the Landlords of the Exchange Tower, 130 King Street West.

Signage

Office:

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

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

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

Signage (Continued)

Retail:

A.) Store Exterior Identification

Tenants are entitled to erect at their own expense a sign for the front of their Premises to identify their business. The sign must be in keeping with the Landlords/Project Managers approved

design criteria s and prior to any installation work being done it must be approved by the Exchange Tower Property Management Office as to the location design and content. The sign must comply with all by-laws, regulations and any governing authority and shall, at all times, be maintained by the Tenant.

B.) Store Interior Signage

Tenants are not allowed to affix names, advertisements, sale signs or decals to the window or door of their retail premises. No handmade signs we be tolerated anywhere on the common area. Paper posters or other such printed materials should not be taped or tacked to windows, sales counters pillar, etc. Special posters of Sale signs professionally prepared and displayed in proper signage holders will be permitted as well as signage supplied by Exchange Tower Property Management Office.

C.) Retail Tenant Sign-holders, Chalkboards and Merchandise Displays

All signs in sign-holders, chalkboards, rolling racks etc. are required to be within the store premises (lease lines) and not be blocking the store entrances or infringing into the common area. Any deviations from the above must be requested in writing, and authorized by the Exchange Tower Property Management office.

D.) Common Area Sign-holders

All the Sign holders that are placed throughout the common area and the point of entrance to the Exchange Tower are strictly used for building advertising and promotions happening in the Exchange Tower and not for the individual use of the Tenants. They are property of the Exchange Tower management.

E.) Housekeeping

Full clean up and repairs are to be undertaken when necessary. Washing of windows inside retail premises is the responsibility of each Tenant.

We request your fullest co-operation in respect to all these points outlined as they will be monitored on a regular basis by the Exchange Tower Property Management Team.

Smoking Policy

Smoke-Free Ontario Act

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

Smoking is also prohibited in the all stairwells in the building and parking garage. We ask all tenants, as a courtesy to refrain from smoking within nine metres of any perimeter door.

Moving and Delivery Guidelines

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

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

Removal of Material from your Premises

Property Removal

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

Stolen Property

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

Loading Dock

Location, Hours of Operation and Deliveries

The Loading Dock for the Exchange Tower building is located on 77 Adelaide Street West and is managed by First Canadian Place. The Loading Dock has a vehicle length restriction of 48 feet.

Regular dock hours are from 7:00 a.m. - 6:00 p.m., Monday through Friday. Regular hours are for small, short deliveries, usually between 15 - 20 minutes. No bookings are required; vehicles must wait their turn at the entrance of the Loading Dock.

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

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

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

Loading Dock/Freight Elevator Bookings and Charges

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

Loading Dock (Continued)

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

The rates are as follows:

Monday – Friday	\$40/hr
Weekends	\$48/hr
Holidays	\$68/hr
*Rates are subject to change	

For loading dock & freight elevator bookings please contact our Building Operations Service Centre at (416) 862-6391.

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

Courier Services

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

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

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

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

The Exchange Tower & First Canadian Place, Plus One courier service is also available to Office and Retail Tenants who wish to have items delivered within the complex. Additional services such as registered mail or bulk mail delivery are also available for a nominal charge.

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

For more information about our internal courier service, or about their additional services including outside courier needs, personnel services and mail services please contact PlusOne Inc. Courier Services at 416-365-8080 or email jbrandt@plusone.ca

Parking

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

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

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

The rates for monthly parking permit holders are as follows:

Reserved:	\$601.77+ \$78.23 HST = \$680.00
Unreserved:	\$385.84 + \$50.15 HST = \$436.00
Overnight Unreserved:	\$125.67 + \$16.33 HST = \$142.00

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

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

The daily transient parking rates including HST.

Weekdays:

- \$5.00 per 20 minutes or less
- \$30.00 daily maximum, 6am – 6pm
- \$10.00 Evening Flat Rate 6pm – 6am
- \$38.00 daily/evening combined up to 24hrs

Saturday, Sunday & Holidays**\$12.00 Flat Rate 6am – 6am****Lost Ticket Pays:****\$40.00****No “in & out” Privileges****Monthly Rate Available – Visit Parking Control Centre Level A****Regulations:**

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

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

Lost and Found

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

Public Telephones

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

Newspaper Deliveries

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

Bicycle Racks

Bicycle racks are located on both Adelaide Street and York Street for the Exchange Tower. Please ensure that bicycles are securely fastened to the rack. The Landlord and Property Management shall not be responsible for any loss or damage to bicycles however caused or incurred. Please note that bicycles are not permitted in the office tower or other common areas of the building.

Car Wash Services

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

Alterations and Remodeling

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord, prior to commencement of construction. For further information regarding alterations and renovations, please refer to the Tenant Design & Construction Manual which can be found on the Building's website at www.exchangetower.com. You can also contact the Property Manager or the Brookfield Project Manager, listed in *Management Office* and *Operations Directory* in this Guide, with any questions.

Courtesy Umbrellas

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

Brookfield Online Concierge

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

The service offers exclusive savings or preferred seating on:

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

To contact our online Concierge Service please go to our building web site at www.exchangetower.com and click on the Online Concierge button under Tenant Resources. Alternatively you can call (416-598-8888) to place your request.

How to Place An Order?

Tenants may contact the Concierge Service by:

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

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

Brookfield Online Concierge (Continued)

Tickets will be delivered to the Property Management Office with confirmation form the day after you've made your payment. Please note that some event tickets will be delivered approximately one week prior to the event.

Watch for new and exciting offers every month through the monthly Concierge Newsletter provided by eservus.com. In addition, if you register with [eservus](http://eservus.com), it qualifies you for monthly draws for promotional contests.

Accessibility**Brookfield's AODA Actions**

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

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

Customer Feedback Process

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

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

Tenant Receptions**Space Functions Tips & Reminders**

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

Tenant Receptions (Continued)

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

Event Planning Checklist

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

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

Security and Life Safety

Building Security

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

Security Guard Coverage:

Security Guard coverage is through a security contractor that provides trained personnel to meet the needs of the building. Our Building Security is located in front main lobby of the Exchange Tower. Coverage is as follows:

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

Card Access System

Base Building System

Access to most floors in the building is restricted to authorized persons from 6:00 p.m. until 7:30 a.m. weekdays and from 6:00 p.m. Friday until 7:30 a.m., the first regular working day of the next week.

Tenants, upon leasing space, are requested to contact the Property Management Office and arrange for the necessary access cards for all employees who may require access. There is no initial fee for supplying access cards; however any lost, stolen, damaged, or additional cards will be subject to a replacement fee (Refer to *Financial Requirements* in this Guide for details).

Once a card has been issued, it is the Tenants responsibility for their safekeeping and control. Upon request, the Property Management Office can produce a listing of active cards on the base building system so that each tenant can review what cards are outstanding for their own space. Tenants are responsible for identifying any errors or omissions in their own card listing.

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

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

Arrangements also need to be made to confirm there is an authorized contact already in the building able to be contacted by telephone and able to come to the lobby to retrieve visitors. No tradesmen will be permitted to access or work in off-hours without the prior approval of the Property Manager or On-site Operations Personnel.

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

Card Access System (Continued)

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

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

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

Brookfield Emergency Alert System

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

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

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

Locksmith Services

All locks on both entrance and interior office doors must be keyed to the building master key system. The system, while giving each tenant the option of having different keying arrangements within its offices, provides access for building staff in case of emergency and for cleaning purposes.

Additional Security Services

Security Escorts

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

Additional Security Services (Continued)

Theft

Please report any suspected theft, no matter how small, to Property Management or Security immediately. You should also notify the Police Department as they may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively. The insurance policy of the building does not cover the theft of tenant's personal belongings. Business Personal Property Insurance is the responsibility of each tenant.

Incident Reports

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

Solicitation

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

Suite Security Measures

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

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

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

- Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and canceling security access cards.
- Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.

Suite Security Measures (Continued)

- If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect your mail and papers. A stack of newspapers outside your suite door is a clear signal that the premises are not occupied.
- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.

Power Failure

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

Elevators

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

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

Lights

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should power failure occur, these will remain lit until normal power is restored.

In the event of an electrical failure, please observe the following guidelines:

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

Bomb Threats

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

If you receive a Bomb Threat by Phone:

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

Bomb Threats (Continued)

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

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

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

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

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

Fire Alarm Systems

This section is to familiarize both tenant and employees with the Life Safety policies and procedures should a fire alarm occur in the building. To date, most fire alarms in the building have not involved an actual fire, however for the safety of all occupants; all fire alarms should be treated as a real emergency when bells or announcement are sounding.

The fire alarm system consists of the following equipment:

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

If you discover Fire or Smoke

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

Fire Alarm Systems (Continued)

If a Fire Alarm is Heard

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

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

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

The Evacuation Tone is Heard

- Do not wait for announcements. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you (take your suite key). Before opening the door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
- Follow the directions of your Fire Safety Team, (See *Security and Life Safety, Fire Safety Team*).
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. There are unlocked doors in the stairwells, spaced every 5 floors. These crossover floors allow you to switch stairwells, should you encounter smoke in the one you are in.
- Do not use the elevators, as they will automatically home to the ground floor during an alarm and will typically be unavailable.
- Do not return until a Fire Official or Brookfield Properties personnel has announced that the alarm condition has been cleared.

The Alert Tone Sounds

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

Evacuating Endangered Occupants

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

- Close the Door
- Unlock the door in the event fire fighters may need to enter the area.
- Seal all cracks where smoke may get in (e.g. under the door, air conditioning and heating vents).
- If you require assistance for evacuation, dial 911 and tell TORONTO FIRE SERVICES where you are.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room.
- Remain calm and wait to be rescued. Do not consider jumping.

Life Safety Team

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

Life Safety Team (Continued)

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

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

Fire Drills

Brookfield conducts an annual fire drill to familiarize building occupants with alarm tones, evacuation routes and procedures. At the time of the drill, the alarm tones will be activated. All tenants are urged to participate in the drill, following the directions of their Fire Safety Team and Brookfield personnel.

Under the city fire code all tenants are responsible for fielding their own fire safety team.

Medical Emergencies

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

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

Housekeeping

Nightly Services

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

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

Scheduled Housekeeping Services

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

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

Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, and deep cleaning of specific upholstered or carpeted areas, is available by calling Omni Facility Services Canada Corp. at (416) 364-0643. Special cleaning services are contracted on a user-fee-basis.

Window Cleaning

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

Recycling Program

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

Recycling Program (Continued)

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

Recyclable Waste Management Program

Waste management is an urgent and pressing issue of global concern. In an effort to help conserve the earth's limited resources, Brookfield has a national waste management and recycling program at Exchange Tower. All tenants are encouraged to participate in this program, which not only serves to protect our environment, but also helps reduce operating costs.

How the Waste Management Recycling Program Works

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

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

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

For your assistance, Brookfield provides:

- a recycling container for each workstation.
- a large recycling container at all photocopiers.
- a large recycling and container in all kitchen areas for bottles and cans.
- An organic recycling container for coffee grounds and food waste in your kitchen.

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

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

What is Recyclable?

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

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

Other recyclable products

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

Recycling Program (Continued)

What is NOT Recyclable

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

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

Electronic E-Waste Recycling Program

In keeping with our commitment to the environment, Exchange Tower has joined the Ontario Electronic Stewardship (OES) program as a private collection site for e-waste. In an effort to make disposal of electronics even easier, this program will ensure that "E-waste" items are recycled and kept out of landfill sites. All items will be directed to recycling processing facilities in Ontario that meet strict environmental, health and safety standards and ensure these materials are disposed of in a responsible way.

E-waste consists of the following items:

- Audio and video equipment
- Cameras and radios
- Cell phones, telephones, pagers PDA's and answering machines
- Computers and peripherals
- Printing devices including copiers, scanners, and printers
- Fax Machines
- Tuners
- Televisions and DVD players
- Video projectors

To have your E-waste items picked up, please contact 310-SERV, for complimentary pick up request **Cleaning - Recycling** and notify the service centre representative of the exact location of the E-waste pick up.

Exchange Tower also assists with the disposal of used batteries and toner cartridges. Due to their hazardous nature, toner cartridges must be placed in their original or protective packaging prior to scheduled pick up. The same applies to any copier parts.

For further information regarding this program, please contact the Coordinator, Tenant Services at 416-864-6209.

Secured Shredding

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

Secured Shredding (Continued)

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

Carton Disposal

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

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

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

Pest Control

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

For further information regarding Housekeeping, Special Cleaning Services, Recycling, Carton Disposal, Window Cleaning, please call Omni Facility Services Canada Corp. at (416) 364-0643 and for information regarding Pest Control, please contact our Building Service Centre at (416) 862-6391.

Central Building Services

Heating, Ventilating and Air Conditioning (HVAC)

Central Operations

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

Temperature Control

Requests for temperature adjustments within your premises should be directed to the Service Centre and an operator will be dispatched immediately.

After Hours Requests

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

Suggestions to improve comfort levels

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

Elevators

The building is serviced by 20 elevators, as follows:

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

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

Emergency Intercom:

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

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

Fire Alarms and Power Failure

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

Elevators (Continued)

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

Lighting

Control (Exchange Tower, 130 King Street West)

The base building design system is computer controlled and it can be overridden by a telephone call from the tenant. The tenant simply dials into the lighting system **(416) 862-6390** on their phone and enters the appropriate lighting zone code # for their working area. The lights will then remain on 1-½ hours at which time the procedure can be repeated.

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

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

Safe Flight Program

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

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

We ask each of the Exchange Tower tenants to join us in this effort by complying with the following procedures:

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

Electrical Systems

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

Utility Service Access

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

Telephone, Internet and Cable TV

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

- Bell Canada/Group Telecom - Local Telephone Service
- Cogent Communications, Inc.
- Rogers Plus Cable TV
- Telus

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

Financial Requirements

Monthly Rent Schedule

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

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

Parking

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

Building Services

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

Other Invoices

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

Payment

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

As of January 1st, 2008 Payments for Rent, Parking, and Invoices must be addressed and made payable to:

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

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

Pre-Authorized Payment - Electric Fund Transfer (EFT)

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

Payment (Continued)

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

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

Standard Additional Service Rates

Labour

- Cleaning Staff (Regular Hours) \$22.00/hour
- Cleaning Staff (Overtime Hours) \$33.00/hour
- Operations (Regular Hours) \$40.00/hour
- Operations (Overtime Hours) \$60.00/hour
- Security (Regular Hours) \$30.00/hour

* Rates are subject to change

Building Signs

- Main Lobby Directory
- Elevator Lobby Directory
- Tenant Premises

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

Car Wash Services (if applicable) - Passenger Cars

Complete Detailing Rate

- For small vehicles \$225.00
- For large vehicles (i.e. SUVs) \$260.00

Exterior (chamois dry)

- For small vehicles \$33.00
- For large vehicles (i.e. SUVs) \$38.00

Interior (Carpet vacuuming, dash wiped, glass cleaned)

- For small vehicles \$33.00
- For large vehicles (i.e. SUVs) \$45.00

Exterior (wash and wax)

- For small vehicles \$80.00
- For large vehicles (i.e. SUVs) \$100.00

Other

- After Hours Air Conditioning \$ 35.00/hour/Floor
- Security Access Card Replacements \$ 15.00/iClass card
- Large Recycling Caddies on wheels \$ 25.00/bin
- Secured Shredding Caddies/Consoles \$ 25.00/Pick up/Caddie or Console
- Locksmith Services (Wednesday) \$ 70.00/hour**
- Emergency Locksmith Services (min. of 2 hours) \$140.00/hour
- Medeco system keys \$ 14.50/each**
- Corbin system keys \$ 3.00/each**

*Rates may change

** 15% Admin Fee

Standard Additional Service Rates (Continued)

PLEASE NOTE:

- The above rates may be subject to taxes.
- The building locksmith is scheduled to be on site every Wednesday.
- Quotes for special keying requests by tenants may be done when the locksmith is on site.

Building Rules and Regulations

Building Rules and Regulations

Purpose

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

Rules and Regulations

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

Rules and Regulations (Continued)

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

Rules and Regulations (Continued)

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