



Hudson's Bay Centre

2 Bloor St. East, Toronto, Ontario

| Tenant Handbook

Everything you need to know about your home away from home

TABLE OF CONTENTS

INTRODUCTION.....	1
WELCOME	1
BROOKFIELD PRIVACY STATEMENT	2
MANAGEMENT OFFICE AND OPERATIONS	4
MANAGEMENT OFFICE	4
HUDSON'S BAY CENTRE OFFERS LIMITED SERVICES ON STATUTORY HOLIDAYS. THE BUILDING SERVICE CENTRE AND SECURITY OPERATE NORMALLY REGARDLESS OF THE HOLIDAY SCHEDULE.	6
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FOR FURTHER INFORMATION REGARDING ADDITIONAL OFFICE OR RETAIL SPACE VISIT OUR WEBSITE AT WWW.HUDSONSBAYCENTRE.COM. THE WEBSITE PROVIDES A COMPREHENSIVE VIEW OF FLOOR PLANS, AVAILABILITY, POSTED RATES AND CONTACTS.....	6
HOURS OF BUSINESS OPERATION.....	7
BUILDING AMENITIES	7
EMERGENCY NUMBERS	8
LOCAL BUSINESS DIRECTORY	8
TENANT AND BUILDING SERVICES.....	11
ENVIRONMENTAL INITIATIVES.....	11
TENANT SERVICE REQUESTS (310-SERV)	11
TENANT INSURANCE REQUIREMENTS	11
OFFICE TOWER TENANT SIGNAGE	12
SMOKING POLICY	13
LOADING DOCK.....	14
PARKING	15
LOST AND FOUND.....	18
COURTESY UMBRELLAS.....	19
ALTERATIONS AND REMODELING.....	19
ACCESSIBILITY	20
SECURITY AND LIFE SAFETY.....	21
BUILDING SECURITY	21
CARD ACCESS SYSTEM	21
BROOKFIELD EMERGENCY ALERT SYSTEM	22
LOCKSMITH SERVICES.....	22
ADDITIONAL SECURITY SERVICES	22
SOLICITATION	23
POWER FAILURE	24
BOMB THREATS	24
FIRE ALARM SYSTEMS.....	25
POWER FAILURE	26
LIFE SAFETY TEAM.....	26
FIRE DRILLS	28
MEDICAL EMERGENCIES	28
FLAMMABLE MATERIALS.....	29
FIRE AND LIFE SAFETY VIDEO	29
HOUSEKEEPING.....	30
NIGHTLY SERVICES	30
SCHEDULED HOUSEKEEPING SERVICES	30
SPECIAL CLEANING SERVICES.....	30
WINDOW CLEANING.....	31

RECYCLING PROGRAM.....	31
ELECTRONIC-WASTE PROGRAM	32
PEST CONTROL	34
CENTRAL BUILDING SERVICES.....	35
HEATING, VENTILATING AND AIR CONDITIONING (HVAC)	35
ELEVATORS.....	35
SAFE FLIGHT PROGRAM	37
ELECTRICAL SYSTEMS.....	37
UTILITY SERVICE ACCESS.....	37
TELEPHONE, INTERNET AND CABLE TV	38
PREVENTATIVE MAINTENANCE.....	38
FINANCIAL REQUIREMENTS	39
MONTHLY RENT SCHEDULE	39
PARKING	39
BUILDING SERVICES	39
OTHER INVOICES	39
PAYMENT	39
STANDARD ADDITIONAL SERVICE RATES	41
BUILDING RULES AND REGULATIONS.....	42
BUILDING RULES AND REGULATIONS.....	42

Introduction

Welcome

Brookfield Property Partners, Canadian Office Division, (Brookfield) is pleased to provide this Tenant Information Guide for the exclusive use by the Tenants of Hudson's Bay Centre. It will assist you in becoming familiar with the buildings features, facilities and operating procedures, and with the staff who provide its services.

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

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

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.

History

Bloor and Yonge is the intersection of midtown and downtown Toronto. It has always been a transportation hub, starting with horse-drawn car service operated by the City of Toronto in 1890. In 1891, Toronto Railway Company took over operations. In 1912, the City of Toronto again resumed service with the Danforth Streetcar. Traffic signals were installed in 1925. There was a major shift with the Yonge subway starting in 1954, which expanded in 1966 to include the Bloor-Danforth line.

There is a historical plaque on the Plaza level to denote Senator William McMaster's residence, which was located on the site at one time. In 1888 the residence was converted to Moulton Ladies' College, a preparatory day and resident school for McMaster University. The building was demolished in 1958. The Moulton College name lives on in a women's resident at McMaster University in Hamilton.

The area features many significant buildings. Starbucks occupies the former Albert Britnell Book Shop just north of Hudson's Bay Centre. In 1928, Roy Britnell moved the family business, the selling of collectible books, to this location. Concerned that the building would not handle the weight of books, it is said that Roy demanded a dump truck be driven on the floor. In 1999, the Britnell family closed the doors of the business that they started in the 1890's. Starbucks honoured the history of the building when they moved in.

Loew's Uptown Theatre on Yonge, south of Bloor, hosted cinema and vaudeville performances in the 1920's, before the main auditorium was destroyed in a fire in 1960. It was redeveloped into one of the first multiplex movie screens and was home to the Toronto International Film Festival in the 1980's and 1990's. The theatre was demolished in 2003 and replaced by a condominium tower.

History (Continued)

Another theatre in the same area, the Panasonic Theatre, started as a private residence in 1911. It was converted to a movie theatre in 1919 and renovated in 1993 to become a live theatre venue, The New Yorker Theatre. In 2005, it was rebuilt and retained the original façade.

Hudson's Bay Centre was built in 1973. The 35-storey Office Tower underwent a major renovation in 2001. There are retail stores on the Concourse, Ground and Plaza Levels. The Food Court features an international selection and is located close to Park Road, with entrances from both Bloor Street and Asquith Avenue. The Royal Bank of Canada and Hudson's Bay are anchor tenants.

Connected to the Hudson's Bay Centre are the Plaza II Apartments (a 336 unit rental apartment building), the Toronto Marriott Bloor Yorkville Hotel and 8 Park Road (a 23 storey condominium tower built in 2002).

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.

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.

Brookfield Privacy Statement (Continued)

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

Property Management

Our Management Office is made up of a dedicated and experienced team of professionals who uphold Brookfield's commitment to outstanding service, and share a common agenda to continually look at ways to improve the level of service to Hudson's Bay Centre Tenants.

Your Manager, Tenant Services has been selected for their experience and expertise in the field of customer service and Tenant relationship management. Any questions, comments or concerns regarding your Lease, leased premises, tenant services or complex facilities should be directed to them.

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

The mailing address is:

Brookfield Property Partners
 Hudson's Bay Centre
 2 Bloor Street East, Suite 401
 Toronto, Ontario M4W 1A8

Our office hours and contact information are as follows:

Monday to Friday (excluding holidays) 8:30 a.m. to 5:00 p.m.
 Telephone (416) 963-2424
 Fax (416) 963-2828
 Email..... HBCReception@brookfield.com

Operations

The Building Operations and Engineering Department operates building systems, including air conditioning and maintenance. Staff are experienced innovators in their specific fields and would be pleased to assist you with any technical or department specific questions.

Security

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

Management Directory

Senior Property Manager

Liann Rea

Direct: 416-963-4851

Email: Liann.Rea@brookfield.com

Manager, Tenant Services

Olga Voitchenko

Direct: 416-963-4855

Email: Olga.Voitchenko@brookfield.com

Manager, Property Accounting
Kirk Craig
Direct: 416-963-4857
Fax: 416-963-2828
Email: Kirk.Craig@brookfield.com

Administrative Assistant
Lindsay Smith
Direct: 416-963-4852
Email: Lindsay.Smith@brookfield.com

Receptionist/Administration Assistant
Patricia Araujo
Direct: 416-963-2424
Email: Patricia.Araujo@brookfield.com or HBCReception@brookfield.com

Tenant Service Centre
Phone: 310-SERV or 310-7378
Web: www.310serv.com

Tenant Ticket Concierge Service
Phone: 416-598-8888
Web: www.eservus.com

Operations Directory

Manager, Operations
John Hebert
Direct: 416-963-4853
Email: John.Hebert@brookfield.com

Chief Engineer
Conor Shiels
Direct: 416-963-4854
Email: Conor.Shiels@brookfield.com

Manager, Resident Housekeeping (DTZ)
Lurdes Estima
Direct: 416-928-9058
Email: HBCCM@brookfield.com

Facilities Manager, Parking Garage
Indigo
Aftab Alam
Direct: 416-964-0731
Email: aftab.alam@parkindigo.com or hbctoronto@parkindigo.com

Security Directory

Manager, Security and Life Safety
Stavros Panayiotous
Direct: 416-963-4850
Email: Stavros.Panayiotous@brookfield.com

Security Supervisor (Russell Security Services Inc.)
 Shanice Szmidt
 Direct: 416-963-3311
 Email: Shanice.Szmidt@brookfield.com

Security, Ground Floor Lobby
 Direct: 416-928-9058
 Email: HBCSecurity@brookfield.com
 24 hours/7 days per week

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

Department/Area	Days	Time Available
Building Operations/Engineering	Monday to Friday Saturday	7:00 am to 11:00 pm 10:00 am to 6:00 pm
Maintenance	Monday to Friday	8:30 am to 6:00 pm
Housekeeping	Monday to Friday	8:00 am to 6:30 pm
Parking		24 hours
Security		24 hours
Loading Dock	Monday to Friday	6:00 am to 6:00 pm
HVAC	Monday to Friday	7:30 am to 6:30 pm

Hudson's Bay Centre offers limited services on Statutory Holidays. The Building Service Centre and Security operate normally regardless of the holiday schedule.

Statutory Holidays

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

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

Leasing Information

Robert MacNicol
 Senior Vice President, Office Leasing
 Phone: (416) 369-2310
 Email: Bob.MacNicol@brookfield.com

For further information regarding additional office or retail space visit our website at www.mybrookfield.ca/hbc. The website provides a comprehensive view of floor plans, availability, posted rates and contacts.

Mailing Address and Postal Code Information

Office Tenants: **[Your Company Name]**
 2 Bloor Street East, **[Your Suite Number]**
 [Your Post Office Box Number]
 Toronto, Ontario M4W 1A8

Retail Tenants: **[Your Company Name]**
 20 Bloor Street East, **[Your Store Number]**
 [Your Post Office Box Number]
 Toronto, Ontario M4W 3G7

Post Office boxes are located on the Concourse level of the building, in the corridor that runs between the Office Tower escalators and Shoppers Drug Mart.

Canada Post mailboxes are located on both sides of Yonge Street, north of Bloor Street, as well as on the west side of Park Road, north of Bloor Street.

Hours of Business Operation

The public can access the building from 6:00 a.m. to 2:00 a.m. daily (Sundays, from 9:00 a.m. to 2:00 a.m.)

The Yonge Street Office Tower doors are locked at 6:00 p.m. during the week and 24 hours on weekends and holidays. These doors open at 7:00 a.m. during the week. A building access card is required to use the Yonge Street Office Tower doors when they are locked.

Office Tenants may operate their own extended hours by obtaining access using security pass cards.

Air conditioning is provided Monday to Friday 7:30 a.m. to 6:30 p.m. and upon request for Saturday from 9:00 a.m. to 1:00 p.m. at no additional charge. Additional charges are applicable should you require the air conditioning to operate after normal business hours.

The Lease typically defines the building’s business hours for office Tenants as:

Monday – Friday	7:30 a.m. to 6:30 p.m.
Saturday	9:00 a.m. to 1:00 p.m.

Retail business hours are Monday to Friday 10:00 a.m. to 7:00 p.m. and Saturday from 10:00 a.m. to 6:00 p.m. Sundays and holidays are optional.

The Lease typically defines the building’s business hours for retail Tenants as:

Monday – Wednesday	10:00 a.m. to 6:00 p.m.
Thursday – Friday	10:00 a.m. to 7:00 p.m.
Saturday	10:00 a.m. to 6:00 p.m.
Sunday	12:00 noon to 5:00 p.m.
Holidays	optional

The business hours may be different in your Lease, in which case the Lease takes precedence.

Building Amenities

Parking: There are two parking garages at the building. There is a 6 foot or 1.8 m vehicle height restriction in both garages. Indigo is an independent parking management company which is currently under contract to operate the parking facilities. The Parking Office is located on Level P1 of the Asquith Garage and may be contacted at 416-964-0731.

Transit Access: Connected to the Yonge and Bloor TTC stations, Hudson’s Bay Centre is located at the main interchange station for the subway system.

Public Telephones: Public telephones are located on the Concourse Level at the following locations:

- At Escalator to Cumberland Terrace
- Exterior Courtyard at Dollarama entrance
- Food Court

Public Washrooms: Located in Food Court on the Concourse Level.

Bicycle Racks: Public bike racks are available on Levels P1 and P2 of the Asquith Parking Garage (entry and exit on Asquith Avenue, one block north of Bloor Street between Yonge Street and Park Road). There are also several City of Toronto bicycle racks curbside surrounding the property.

Two Secure Bike Storage Rooms are available for use only by Tenants of the Hudson’s Bay Centre: one in the Bloor Garage (35 spaces) and one in the Asquith Garage (15 spaces). The fee is \$50 for per year and renewal applications are required annually. Please contact the Building Management Office for more information.

Please note that bicycles are not permitted in the Office Tower or other common areas of the building and must be walked on parking garage ramps.

ATM: RBC Royal Bank automatic teller machines are located in the RBC branch on the Plaza Level, as well in the Concourse near the Food Court.

Lost and Found: Lost and found items can be turned in or claimed at the Security Desk in the Main Lobby.

Courtesy Umbrellas: For your convenience, courtesy umbrellas are available by visiting the Security Desk on the Plaza Level, or the Parking Office on P1.

Eservus 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 416-598-8888, visit the website www.eservus.com or request@eservus.com.

Emergency Numbers

Hudson’s Bay Centre Security	416-928-9058
Emergency	911
Ontario Poison Control	416-813-5900

Local Business Directory

For your convenience, we have compiled a directory of businesses located in the surrounding area that may be of service to your company.

Medical Services

Telehealth Ontario 1-866-797-0000
 MCI The Doctor's Office, 345 Bloor East at Sherbourne 416-515-0590
 Yonge Wellesley Medical Clinic, 40 Wellesley Street 416-960-1441

Banks

RBC Royal Bank, 2 Bloor Street East 416-974-2746
 CIBC, 2 Bloor Street West 416-980-4430
 Scotiabank, 19 Bloor Street West 416-515-2600
 Bank of Montreal, 55 Bloor Street West 416-927-5915
 TD Canada Trust, 77 Bloor Street West 416-944-4115

Postal Services

Canada Post 1-866-607-6301 www.canadapost.ca
 Bloorview Postal Services, Hudson's Bay Centre 416-922-1620

Taxi Cabs

Beck Taxi 416-449-6911 www.becktaxi.com
 Co-Op Cab 416-504-2667 www.co-opcabs.com
 Diamond Taxi 416-366-6868 www.diamondtaxi.ca
 Royal Taxi 416-777-9222 www.royaltaxi.ca

Transportation

TTC Toronto Transit Commission 416-393-4696 www.ttc.ca
 GO Transit 416-869-3200 www.gotransit.com

Health Club

Bloor Park Goodlife Fitness Club, 8 Park Road 416-922-1262 www.goodlifefitness.com

Hudson's Bay Centre Retail Shopping Concourse

www.hbcentre.com

Fashion and Accessories

Ardene 416-925-6426 www.ardene.com
 Bentley 416-921-0390 www.shopbentley.com
 DeRitz Leather Boutique 416-962-0725
 Stepss 416-925-2203 www.stepssshoes.com
 Stylesence Fine Jewellery 416-944-9897

Beauty and Health

Concepts Day Spa Salon 416-928-6845 www.conceptstoronto.com
 Midtown Dental 416-966-3368 www.midtowndental.ca
 Nutrition House 416-972-1441 www.nutritionhouse.com
 Shoppers Drug Mart 416-967-7787 www.shoppersdrugmart.ca
 The Great American Backrub 416-923-2782 www.backrub.ca
 Trade Secrets 416-962-3456 www.tradesecrets.ca

Food Services

A&W Express/Country Style 416-323-3108 www.aw.ca
 Booster Juice 647-345-1183 www.boosterjuice.com

Extreme Pita	416-353-4348	www.extremepita.com
Jack Astor's Bar & Grill	416-923-1555	www.jackastors.com
La Prep	416-323-9700	www.laprep.com
Manchu WOK	416-925-8902	www.manchuwok.com
Mr. Souvlaki	416-964-9135	www.mrsouvlaki.ca
Purdys Chocolatier	416-921-8832	www.purdys.com
Salad Days	647-344-5533	www.saladdaystoronto.com
Starbucks Coffee	416-515-7070	www.starbucks.ca
Subway	416-546-3200	www.subway.ca
Tandori Indian Cuisine	416-964-9995	www.tandori.ca
Thai Express	416-926-1023	www.thaiexpress.ca
The Bagel Stop	416-413-0888	www.thebagelstop.com
The Grind	416-944-0910	www.cafegrind.ca
Treats	416-927-9443	www.treats.com
Electronics		
The Source	416-921-2748	www.thesource.ca
Wireless Wave	416-962-9283	www.wirelesswave.ca
Services		
Alteration +	647-439-2462	
Avis	416-964-3442	www.avis.ca
Bloorview Postal Services	416-922-1620	
Enterprise National Car Rental	416-413-0749	www.enterprise.com
Hertz Rent a Car	416-961-3320	www.hertz.ca
Moneysworth & Best Quality Shoe Repair	416-975-8221	www.moneysworth-best.com
Print2Go	416-975-2525	www.print2go.ca
RBC Insurance	416-974-2760	www.rbcinsurance.com
RBC Royal Bank	416-974-2746	www.rbcroyalbank.com
Specialty		
Dollarama	888-755-1006	www.dollarama.com
Hudson's Bay Department Store	416-972-3333	www.thebay.com
International News (near Food Court)	416-925-4947	www.internationalnews.ca
International News (Kiosk)	416-929-1602	www.internationalnews.ca
LCBO	416-925-1434	www.lcbo.com
The Market by Longo's	416-922-4797	www.longos.com
Meena's Linens	416-935-1234	

Tenant and Building Services

Environmental Initiatives

Corporate Environmental Profile

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

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

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at www.hudsonsbaycentre.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 Manager, Tenant Services is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Authorized 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

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

Subsequently, renewal certificates of insurances must be provided prior to expiry to Riskcorp Inc., an affiliate company of Brookfield Properties. Riskcorp can be contacted at 465 Richmond Street West, London, ON M6A 5P4, telephoned at 519-432-7427, faxed at 519-432-4289 or emailed at inscert@riskcorp.com.

All policies must name Brookfield Office Properties Management LP and Brookfield Office Properties Management Corporation and your Landlord (6524443 Canada Inc. or 2001101 Ontario Inc.), as additional insured.

Contractors

Contractors completing construction or renovation work in the complex for Tenants must first provide proof of Workplace Safety & Insurance Board (WSIB) coverage and adequate insurance as detailed in the *Tenant Design & Construction Manual* for office projects or *Retail Tenant Design Criteria Manual* for retail projects to the Project Manager, Construction Services. The certificate holder/additional insured should be Brookfield Office Properties Management LP and Brookfield Office Properties Management Corporation and your Landlord (6524443 Canada Inc. or 2001101 Ontario Inc.), as additional insured.

Tenants should verify that any contractors completing occasional or regular service in their premises provide you with proof of proper insurance and WSIB coverage.

Office Tower Tenant Signage

The building standard sign program that has been established for the main lobby, elevator lobby and at your premises entrance must be adhered to.

Please complete the *Sign Requisition Form* located in *Building Forms* of this guide and return it to the Property Management Office to order signage for your suite. It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three (3) weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the Tenant's expense (refer to *Financial Requirements* for details). Please contact the Property Management Office for further details and applicable costs.

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 in advance by the Landlord. Please refrain from taping temporary or non-standard signs to building walls or doors. Hand written signs are prohibited.

Retail Tenant Signage

All signage must comply with the Tenant Design & Construction Manual and Retail Tenant Design Criteria Manual requirements. Retail tenants are not allowed to post names, advertisements, sale signs or decals to the windows or doors of their retail premises. No handmade signs, paper posters or other such materials should be taped or tacked to windows, sales counters pillar, etc. Professionally produced signs displayed in proper holders will be permitted. Maintaining clean windows and fixtures inside the premises is the responsibility of the retail tenant.

Please contact the Manager, Tenant Services if you require further information. Unless approved, all signage and advertising are required to be kept within the store premises at all times and cannot block the store entrances.

Smoking Policy

Hudson's Bay Centre is a non-smoking building. Smoking is not permitted in the washrooms, stairwells, common corridors, lobbies, or within Tenant premises. As a courtesy, please refrain from smoking within 9 metres of any perimeter door or air intake.

Vapor/Electronic cigarettes are treated the same way as traditional cigarettes and, in keeping with our No Smoking Policy, the "Smoke Free" initiative will also apply to vapor/electronic cigarette use.

Moving and Delivery Guidelines

The following guidelines have been developed to ensure a safe and efficient move for your and your company. These rules pertain to moving of furniture, equipment and supplies in and out of Hudson's Bay Centre:

- Advance written notice is required for all company moves or large deliveries. Tenants are requested to contact the Manager, Tenant Services as far in advance of the move date as possible to reserve the required Loading Dock and Freight Elevator facilities. All moving arrangements must be approved by Property Management and the Loading Dock and Freight Elevator are reserved a first come, first scheduled basis.
- Provide at least 48 hours written notice prior to the date and time of scheduled moves.
- The Loading Dock is the only building entrance permitted for moves and deliveries. Property Management must authorize any exceptions to this entry point.
- Deliveries must be made through the Freight Elevator – passenger elevators cannot be used for deliveries.
- Office moves may only occur on the weekend or from 6:00 p.m. to 10:00 p.m. Monday through Friday.
- 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.
- Tenants are responsible for restoring any damage to the building incurred during the move. To avoid unnecessary damage your moving contractor must:
 - 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. 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.

Loading Dock

Hudson's Bay Centre has two Loading Docks: one for office tower tenant use and another for retail tenant use.

The Loading Docks are staffed from 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding holidays.

Tenants should specifically instruct their carriers that all deliveries or shipments, other than those hand held, are taken to or from the Tenant's door via the Loading Dock. The Landlord assumes no responsibility for breakage, damage, theft or personal injury, however caused.

Rubber wheeled dolly and hand cart access is to be solely via the Loading Dock. Tenants and their delivery firms are required to supply their own dollies, hand carts and pump trucks (some lobby floor protection may be required).

If a Tenant desires special services before or after regular Loading Dock hours (e.g. carpet care, courier delivery, office functions), special prior arrangements regarding access must be made through the Property Management Office.

Regulations

In order to provide efficient, expedient service in the Loading Dock, the following rules apply.

- Drivers are not permitted to leave their vehicle motors running
- Keys are not to be left in the vehicle
- Drivers must remain with their vehicles during deliveries or must leave their keys with Security. They are also required to sign in and out in the Loading Dock Register.
- The maximum time permitted to be in the dock area is 20 minutes during normal business hours. If additional time is required, the delivery vehicle must be removed and parked outside the complex.
- Parking in the Loading Dock for any purpose other than loading or unloading is prohibited.

Office Tower Loading Dock

Regular dock hours are from 6:00 a.m. to 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.

From 6:00 p.m. to 10:00 p.m. Monday to Friday and any time Saturday and Sunday the Loading Dock can be booked for moves and large deliveries. Please contact the Management Office.

This Loading Dock is located at the north side of the building and is accessed from Asquith Avenue, south side via a driveway runs west of the Bell Canada building.

The driveway width is 10 feet and turning into the laneway can be challenging for most vehicles. We strongly recommend that you inform delivery companies of the dimensions outlined below.

Office Tower Loading Dock (continued)

Laneway Driveway Width	10' or 3m Wide
Loading Dock Doors	10' or 3 m High 6' 2" or 1.9 m Wide
Office Tower Freight Elevator #11	12' 3" or 3.7 m High 8' 2" or 2.5 m Wide 4' 6.5" or 1.4 m Deep 3,990 pounds, 1814 Kilos or 25 people
Dock Freight Elevator #12	7' 5" or 2.2 m High 6' 5" or 1.9 m Wide 6' 5" or 1.9 m Deep 3,990 pounds, 1814 Kilos or 25 people

Retail Loading Dock

This Loading Dock for is located at the north side of the building and is accessed from Asquith Avenue, south side. The entry is beside the Parking Garage. This Loading Dock is shared with the apartments, hotel and condominium connected to the complex.

The dimensions and weight restrictions for the loading dock and freight elevators are as follows:

Loading Dock Doors	17' 9" or 5.4 m High 22' or 6.7 m Wide
Dock Freight Elevator #20	7' 7" or 2.3 m High 6' 5" or 2 m Wide 4' 3 ¼" or 1.27 m Deep 2,495 pounds, 1,131 Kilos or 16 people
Dock Freight Elevator #28	8' or 2.4 m High 5' 8" or 1.7 m Wide 6' 11" or 2.1 m Deep 2,495 pounds or 1,131 Kilos or 16 people
Food Court Freight Elevator #33	8' or 2.4 m High 5' 8" or 1.7 m Wide 6' 11" or 2.1 m Deep 3,000 pounds or 1,361 Kilos

Parking

Brookfield's ParkServe garages are thoughtfully designed to offer premium service to our guests. Well equipped with extensive amenities and perks, our garages boast superior air quality, lighting and maintenance, and convenient access to car sharing —among many other benefits. These premium facilities offer a wide range of value-added services. Although the garages are fully automated, parking staff are available 24 hours a day, 7 days a week to provide assistance.

For details on the Park Serve amenities program, or to register for monthly parking, please visit www.parkservebrookfield.com

General Parking Information:

Indigo is an independent parking management company which is currently under contract to operate the parking facilities. The Parking Office is located on Level P1 of the Asquith Garage and may be contacted at 416-964-0731.

There are two parking garages at the building. Each has a 6 foot or 1.8 m vehicle height restriction. Asquith Avenue Parking Garage offers daily parking and

Asquith Avenue Parking Garage

There are 650 parking spaces on 7 above-ground parking levels. Entrance is on the South side of Asquith Avenue, East of Yonge Street.

The Hudson's Bay store may be accessed directly from Levels P3 to P6. Barrier-free access to Hudson's Bay is available on Level P3.

Both Visitor and Monthly Parking are available in the Asquith Avenue Garage.

Asquith Avenue Parking Garage Monthly parking rates:

Details	Amount (including taxes)
Random	\$200 + \$25 Activation Fee

Asquith Garage Visitor Rates:

Period	Details	Amount (including taxes)
20 Minutes	Weekdays 6 am to 6 pm	\$5.00
Daily Maximum	Weekdays 6 am to 6 pm	\$15.00
Evening Flat Rate	Weekdays 6 pm to 6 am	\$10.00
Weekends/Holidays	Sat/Sun/Holidays 6 am to 6am	\$10.00

Bloor Street Parking Garage

There are 450 parking spaces available on 3 underground parking levels. Entrance is on Bloor Street, just West of Park Road, and exit on Asquith Avenue.

Hudson's Bay Centre retail mall and office tower are accessed by taking the elevator to the Concourse Level. Direct access to the Marriott Hotel is available via the elevators to the Plaza Level.

Both Visitor and Monthly Parking are available in the Bloor Street Garage.

Bloor Garage Monthly parking rates:

Details	Amount (including taxes)
Random	\$226 + \$25 Activation Fee
Reserved	\$339

Bloor Garage Visitor Rates:

Period	Details	Amount (including taxes)
20 Minutes	Weekdays 6 am to 6 pm	\$5.00
Daily Maximum	Weekdays 6 am to 6 pm	\$15.00
Evening Flat Rate	Weekdays 6 pm to 6 am	\$12.00
Weekend Flat Rate	Saturday/Sunday 6am to 6 am	\$12.00
Holiday Flat Rate	Holiday 6 am to 6am	\$12.00
Daily Pass (unlimited in/out privileges)	24 hours	\$25.00
Weekly Pass (unlimited in/out privileges)	7 days	\$125.00

Visitor Parking Payment Options

Visitors have the option of paperless entry. Simply insert a credit card at the ticket machine when entering the parking garage. No ticket will be issued. The same credit card is inserted into the ticket machine at the exit. No ticket will be issued. Please note that validation coupons cannot be redeemed with paperless entry.

Alternately, Visitors may take a ticket upon entry. As the parking equipment is fully automated, tickets should be paid at a pay station prior to returning to your car.

Pay stations are located at:

- Bloor B1 elevator lobby
- Asquith ground floor elevator lobby
- Asquith P2 elevator lobby
- Concourse, near Food Court escalators
- Concourse, adjacent to the east entrance to the TTC station

Cash and credit card (Visa, Master Card, American Express) are acceptable forms of payment at all pay stations.

Validation Coupons can be used at any pay station or exit gate, in conjunction with the entry ticket and the appropriate form of payment. Parking validation coupons can be arranged for quantities of time or amounts of money. Redeemed validation coupons are invoiced to Tenants monthly.

Garage Safety Features

- Closed Circuit Cameras - A sophisticated network of closed circuit camera monitors activity in the parking garage at all times. Garage entrances and parking elevator lobbies are monitored by closed circuit television by Building Security.
- Emergency Assist Station - The garage is equipped with a panic alarm system that is electronically monitored 24 hours a day, 7 days a week, by Building Security. The interactive equipment enables Security to instantly pinpoint the zone from which an alarm has originated so that Security Officers can immediately be dispatched to assist the caller. Emergency assist stations are identifiable by their bright yellow colour. They are located on all levels of the garage. When the button is pressed it links to Security who will respond to emergency situations. The area is monitored by closed circuit cameras

- Security Escorts - are offered to any person parked in the garage, any time of day or night. Visit the Security Desk on the Ground Floor of 2 Bloor Street East or call them at 416-928-9058 to arrange an escort.

Complimentary Services:

- If You Have Locked your Keys in your Vehicle - Complimentary service to unlock your vehicle is available to all patrons of the parking garage. If you are in need of this service, please call the on-site Parking Office at 416-964-0731 or via any intercom.
- If Your Vehicle Battery Needs a Boost - Complimentary battery boost service is available to all patrons of the parking garage. If you are in need of this service, please call the site Parking Office at 416-964-0731 or via any intercom.
- Vacuum, Tire Inflation and Windshield Stations - Complimentary courtesy stations are conveniently located on Level P2 of the Asquith Garage and B1 of the Bloor Garage.
- Courtesy umbrellas are available for loan; please visit the Parking Office on P1, or the Security Desk on the Plaza Level.

If you select the Parking Office button on the security intercoms you can speak directly to Parking Staff for non-emergency requests for assistance. They can assist in locating a lost vehicle or answer general parking questions.

Rental Vehicles

Aviscar, Hertz Canada and Enterprise Rent-a-Car offer traditional rental vehicle services. Please visit their storefront locations in the concourse level retail mall for more information.

Autoshare and Zipcar are car sharing membership services with a vehicle available on Levels P1 and P2 respectively, across from the north parking elevators.

Regulations

Please see your Parking Agreement or Monthly Parking Application and Agreement for any details or regulation clarification.

- One calendar month’s advance written notice is required for cancellation
- Vehicles that are Illegally parked, hazardous, blocking access or unsafe may be towed
- Vehicles may be moved in the event of an emergency
- All vehicles must be insured and licensed
- No long term parking (over 36 consecutive hours) is allowed
- No repairs are allowed in the garage.
- Use of interior car warmers is prohibited.
- 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.

Lost and Found

Lost and found items can be turned in or claimed at the Security Desk in the Main Lobby.

Public Telephones

Public telephones are located on the Concourse Level at the following locations:

- At Escalator to Cumberland Terrace
- Exterior Courtyard at Dollarama entrance
- Food Court

Public Washrooms

Located in Food Court on the Concourse Level.

Bicycle Racks

Public Racks are available on the P1 and P2 levels of the Asquith Parking Garage. City bicycle posts are located around the perimeter of the Complex, curbside at Yonge, Bloor and Park Road.

There are two Secure Bicycle Rooms available to Tenants at an annual fee of \$50. Contact the Property Management Office for more information

Courtesy Umbrellas

For your convenience, courtesy umbrellas are available by visiting the Security Desk on the Plaza Level, or the Parking Office on P1.

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* for office Tenants, or *Retail Tenant Design Criteria Manual* for retail Tenants, which can be found on the Building's website at www.hudsonsbaycentre.com. Service elevators can be booked through the Property Management Office, at 416-963-2424. Once renovations are complete, a full set of plans must be provided to the Manager, Operations. Lighting codes will be assigned based on these plans. You can also contact the Manager, Tenant Services, with any questions.

Brookfield Online Concierge

Brookfield's Online Concierge Service is a service that we offer our Tenants to purchase services and tickets to popular events and attractions through our partner eservus. Be sure to take advantage of our many discounts and access to great seats. If you can't find what you're looking for contact 416-598-8888 or request@eservus.com.

The service offers exclusive savings or preferred seating on:

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

To contact our online Concierge Service please go to our building website at www.hudsonsbaycentre.com and click on the Online Concierge button under Tenant Resources. Alternatively you can call 416-598-8888 or e-mail at: request@eservus.com to place your

request. When you order tickets, please indicate your method of payment: Visa, Mastercard, cash or cheque.

Tickets will be delivered to the Property Management office for pick up 2-3 days after you've made your payment. Please note that reserved event tickets will be delivered approximately two to three weeks prior to the event.

Watch for new and exciting offers every month through the online monthly Concierge Newsletter provided by eservus.com. In addition, if you register with eservus, 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.

Security and Life Safety

Building Security

The security and safety of Tenants and visitors 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 provided 24 hours a day, 365 days per year through Russell Security Services Inc. (RSSI who provide trained personnel to meet the needs of the building. Continuous patrols and an extensive closed circuit television camera surveillance system work hand in hand. Security response is centralized in a secure Security Operations Centre that oversees key distribution, monitors cameras and scrutinizes the life safety system.

Card Access System

Base Building System

In order to maintain security in the complex, unrestricted elevator access to is only permitted during regular business hours: Monday through Friday, 7:00 a.m. to 6:30 p.m. After 6:30 p.m. on weekdays security is restricted and access cards are required for elevator travel.

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. The card reader is located on the bottom right hand side of each elevator cab,

The locations of the building card readers are:

- Office Tower Yonge Street Entrance
- All Office Tower Elevators

Tenants should contact the Property Management Office to order access cards for employees as required. There is no initial fee for supplying access cards; however, any lost or stolen cards will be subject to a replacement fee (Refer to *Financial Requirements* of this Guide for details). Once a card has been issued, it is the Tenant's responsibility for its safekeeping and control.

Any required security card additions and/or deletions can be made by placing a service request through 310-SERV.

Visitors requiring access to your premises after hours must use the Telephone Entry System 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 their premises.

After regular business hours, please arrange to meet any food deliveries in the Plaza Level lobby.

No contractors will be permitted to access or work after hours without the prior approval of Property Management.

Security Guards or building staff will not, under any circumstances, open doors or permit access to any building areas except for pre-authorized contractors limited to a specific area.

Names and home/mobile telephone numbers of all individuals who may authorize access to your suite after regular business hours must be provided to the Property Management Office. All

individuals will be denied access after regular business hours if they do not have an appropriate access card.

The security officer will not under any circumstance utilize his/her access card unless he/she has received authorization by telephoning an individual on your 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, we are pleased to announce that we have 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 the Manager, Security & Life Safety at 416-963-4850.

Locksmith Services

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

Additional Security Services

After Hours Patrols

Security Guards patrol the building after regular business hours to ensure that premises are secure.

Cameras

Closed circuit television cameras record activities throughout the interior and exterior of the building. Cameras are monitored by Security Guards.

Security Escorts

Security escorts are provided free of charge 24 hours per day to Tenants who have vehicles parked in either on-site parking garage. When requesting an escort, please proceed to the lobby security desk.

Theft

Report any suspected theft, no matter how small, to Property Management immediately. You may also notify the Police Department; they may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively. The

insurance policy of the building does not cover the theft of Tenant's personal belongings. 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 the Property Management Office 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.

Connecting to the Base Building Access Management System

Card readers, high temperature alarms, duress alarms, door contact alarms or other security devices must be connected to the base building access management system for monitoring, on a user fee basis, please call the Manager, Security & Life Safety at 416-963-4850.

Solicitation

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

Suite Security Measures

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

- When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late.
- Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
- Laptop computers should be locked away when not in use and consideration should be made to securely fasten them to the desk.
- Keep all vault or safe combinations in a locked desk drawer.
- Notify the Property Management Office or Building Security immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and canceling security access cards.
- Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect your mail and papers. A stack of newspapers outside your suite door is a clear signal that the premises are not occupied.

- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.

Power Failure

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. 2 Bloor Street East 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 restored each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. A reduced number of elevators will operate until full power is restored.

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.
- 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 fail. 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.
- 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 Site Office.

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

the search. They will be assisted by Brookfield Staff, Building Security, and Toronto Police Services.

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

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

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

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

Fire Alarm Systems

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

The fire alarm system consists of the following equipment:

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

Tones and Announcements

2 Bloor Street East is equipped with a two staged fire alarm system.

The Evacuation Tone and Announcement is recognized by a continuous beep (3 per second) tone.

The Alert Announcement is read to the remaining floors of the Office Tower to inform them of the emergency situation.

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 and Announcement.

Power Failure

When the Evacuation Tone is Heard

- Follow the directions of your Fire Safety Team.
- 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.
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. Crossover floors are located on approximately every five floors with signs posted on the exit door.
- Do not use the elevators, as they will automatically home to the ground floor.
- Do not return until a Fire Official or Brookfield personnel has announced that the alarm condition has been cleared.'

When the Alert Announcement is Heard

- Standby, and follow directions as announced.

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 the Toronto Fire Services where you are. Signal to the fire fighters by taping a large "X" on the window of your location.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room.
- Remain calm and wait to be rescued.

Life Safety Team

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

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

The *Life Safety Team and Persons Requiring Assistance* forms located in Building Forms of this Guide must be completed and forwarded to the Property Management Office. Revised forms must be provided if any changes occur in order that our respective lists are current.

Life Safety Team (continued)

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

Tenant Life Safety Team

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

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

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

Senior Fire Warden: The person in this position will select, manage and maintain the Fire Safety Team. In the event of an emergency, they will direct and oversee the orderly evacuation of all their employees within their work area. During the fire drill process, Senior Fire Wardens are requested to evaluate the performance of their teams using the Fire Drill Report Form available from the Manager, Security & Life Safety.

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

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

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

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

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

Emergency Coordinator: This individual may also perform other duties on the Life Safety Team. They should act as liaison between your company and officials from the Fire Department and Brookfield Properties personnel, during and after, any emergency situation.

Fire Drills

Brookfield conducts an annual fire drill, which simulates as closely as possible, actual emergency conditions. At the time of the drill, the alarm bell will be activated. All Tenants are urged to participate in the drill, following the directions of their Fire Safety Team and Brookfield personnel. If you wish, you can arrange for a fire drill exclusively for your company by calling the Manager, Security & Life Safety at 416-963-4850.

Fire Preparedness

Each Tenant and their respective employees should be familiar with all the different elements that can affect their safety and security, including the Fire and Life Safety Video.

Building Fire Safety Plan

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

General Evacuation Procedure

In the event of an emergency, remain calm and call Security which will result in:

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

In the event it is necessary to evacuate part or all of the building, remain CALM and LISTEN to the instructions being given over the public address system, and by the building staff. Emergency exit stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Toronto Police Services or Toronto Fire Department representatives. Stairwell entrances are located on the north and south side of the building's core.

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

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

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 Building Security at 416-928-9058 who will provide interim assistance, and will arrange for paramedics to arrive at your location as quickly as possible. Security is trained in First Aid and certified in CPR. They will "bridge the gap" with portable life safety equipment (external defibrillator and oxygen supply) until emergency medical help arrives.
- Post one person at the elevator lobby on your floor to lead medical personnel to the person in distress.

Flammable Materials

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

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

Fire and Life Safety Video

Brookfield Properties has also produced a customized fire and life safety video which is available online at www.hudsonsbaycentre.com. To view it, click on Tenant Resources and go to Life Safety & Security. The video is a step by step guide outlining Tenant fire and life safety procedures and the responsibilities of the Life Safety Team. We strongly recommend that all employees view this video on a regular basis, and that new employees view it as part of their company orientation program.

For additional information or clarification on topics contained in this section, please contact the Manager, Security and Life Safety at 416-963-4850.

Housekeeping

Nightly Services

Office areas are provided with housekeeping services five days a week, excluding holidays, by DTZ. 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
- 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

Office Tenants are provided with additional periodic housekeeping services 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 trash containers will be washed using a germicidal detergent - monthly
- Dusting and vacuuming of window shades - twice a year
- Strip, refinish and polish all hard surface floors - annually

Food Court Tenants will be provided with trays for use by customers. Tables and washrooms are cleaned by housekeeping.

Retail Tenants are responsible for cleaning the interior of their premises, as well as the exterior of storefront glass and signage. All garbage, recycling and organic waste must be taken directly to the retail loading dock, unless arranged otherwise with the Property Management Office.

Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, and deep cleaning of specific upholstered or carpeted areas, is available by calling the Property Management Office. Special cleaning services are chargeable

These include:

- Carpet and upholstery cleaning
- Partition glass cleaning
- Floor refinishing and wall washing

Special Cleaning Services (Continued)

- Computer cleaning
- Private washroom cleaning
- Kitchen services (nightly loading of dishwashers, cleaning of refrigerators or microwaves)
- Furniture polishing
- Metal restoration
- Emergency service (spills, carpet stain removal)
- Fire and flood restoration.

Window Cleaning

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

Recycling Program

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

Do not store any shoes or personal items in, or on top of the blue recycling or waste containers.

Paper

- All paper e.g. e.g. magazines, newspaper, photocopy paper, envelopes

Cardboard

- Flattened boxes

Mixed Container Recycling

- Paper cups
- Plastic containers (except #6 type)
- Glass bottles and jars
- Aluminum and metal cans
- Food containers (only if clean)

Organic

- Paper towels and tissues
- Coffee grinds
- Food scraps.
- Paper plates

Waste

- Plastic bags and wrap
- Aluminum foil
- Soiled food containers

Recycling Program (Continued)

Each office workstation and/or desk will be supplied a blue deskside paper recycling bin. Larger blue containers will be provided for areas that generate large volumes of recyclable paper. Organic collection bins and mixed container recycling bins are supplied to kitchen and lunchrooms for organic material and bottle/can/plastic/coffee cup recycling respectively. Please contact 310-SERV to obtain additional recyclable containers on a chargeable basis. Do not store any shoes or personal items in, or on top of the blue recycling or waste containers. Separate paper and stationery from other recyclable materials, such as bottles and cans. Please use the appropriate recycling containers, as supplied by Housekeeping.

The Housekeeping Staff will remove the contents from all blue recycling and organic material containers in office premises each night to complete the process. Flattened cardboard should be stored in a designated area. Housekeeping will pick up all cardboard on a nightly basis from Office Tenants. Retail Tenants should contact 310-SERV to arrange pick up of cardboard. If you accumulate a large number of cartons or boxes during business hours, please call 310-SERV. These items will be picked up and removed accordingly.

Organic waste should be kept in the containers provided and will be picked up from Retail Tenants in the food court. All Retail Tenants should take recycling material directly to the Retail Loading Dock.

Electronic-Waste Program

Electronic waste (or e-waste) refers to consumer and business electronic equipment that contains hazardous waste or sensitive information and can be diverted from landfill. As part of our commitment to the environment, we have partnered with Artex Environmental Corp. as part of the Ontario Electronic Stewardship (OES) program. Artex ensures that e-waste is treated securely and ethically. Material is destroyed and recycled using "Best in Class" environmentally sound recycling practices. No devices or components are resold, reused, put in landfill or relocated to developing countries.

100% secure data destruction is available as an additional service if you require a higher level of security and reporting. Bonded staff will pick up the e-waste, hard drives can be shredded, serial numbers can be recorded on Certificate of Destructions and videotaping or personal attendance of material destruction is available, as an additional service

E-waste consists of the following items:

- Computers and peripherals (cables and cords), laptops, monitors, keyboards, hard drives
- Copiers
- VCR's
- Fax machines
- Cell phones, telephones, pagers and PDAs
- Printers and scanners
- Televisions
- Stereo and video equipment
- Shredders
- Radios

Electronic-Waste Program (Continued)

When you recycle your electronics, protect your privacy by clearing all personal information from computers, cell phones and electronics prior to drop off. Ensure all memory storage areas have been cleared of private information. To find out how consult manufacturers' websites or electronic owners' manuals, download software from the internet or ask an expert.

Some items are **excluded** from the electronic waste, such as:

- Household and kitchen appliances
- Refrigerators
- Stoves, ovens, microwaves
- Air conditioners
- Vacuums
- Toasters, blenders etc.

Please visit www.recycleyourelectronics.ca or www.ontarioelectronicstewardship.ca for more information.

To have your E-waste items picked up, please contact **310-SERV**, request **Cleaning - Recycling and Computers** and notify the service centre representative of the location of the pickup. Charges may apply for special request items.

Hudson's Bay Centre 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 **Manager, Operations, Building Services** at **416-963-4854**.

Call 310-SERV to arrange a pickup of household type batteries. These will be properly disposed of. Please make your own arrangements to dispose of large batteries, such as UPS batteries. Contact your printer cartridge supplier to see if they will recycle used toner cartridges.

Shredding

Confidential and secure shredding is provided onsite or offsite. Contact Michael Glyn Williams of Wasteco at (416) 833-0900 to arrange service.

Pest Control

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

Retail Tenants who serve food are inspected twice per month. Other retail Tenants are inspected upon request.

Pest control involves a seven step process, of which only one step involves the application of pesticides. Although “inspect and identify” is always the first step in an integrated program, the other steps may be taken in varying order according to the situation and environmental factors.

Certain steps might be repeated at multiple points in the process; for example, monitoring might occur at the beginning, middle and end of the process.

Seven Steps of EcoSensitive Pest Prevention:

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

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

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

Central Building Services

Heating, Ventilating and Air Conditioning (HVAC)

Central Operations

Heating and air conditioning are normally provided between the hours of 7:30 a.m. and 6:30 p.m., Monday to Friday, and upon request from 9:00 a.m. to 1:00 p.m. on Saturday (excluding holidays). To ensure your premises are comfortable, the systems are in operation well in advance before the start of each day.

310-SERV (Service and Maintenance Requests)

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

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

Temperature Control

Requests for temperature adjustments within your premises should be directed to the Service Centre at 310-SERV or 310-7378 and an operator will be dispatched immediately.

After Hours Requests

Requests for after-hour air conditioning must be in writing and authorized by the Tenant Representative and directed to the Property Management Office. Please provide 48 hours notice for processing same. Charges will be invoiced for service hours beyond those provided for in your Lease. Refer to *Financial Requirements* of 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 Office Tower at 2 Bloor Street East has two main elevator banks. The low rise elevators service the Plaza Level to 21st floor, along with a service elevator. The high rise elevators service the 21st to 35th floors from the Plaza Level.

All elevators are equipped with security card readers providing access after normal business hours. The reader is located on the bottom right hand side of the elevator panel,

There is a barrier free access elevator near the Bloor Street Street Level entrance, servicing Concourse to Plaza Level.

There are three elevators servicing Hudson's Bay, from Plaza Level.

Elevators (Continued)

The Asquith above ground garage is serviced by three elevator banks. There are three elevators in the north end of the parking structure that service the Ground to P7 Levels, and exit onto Asquith Avenue, west of the Food Court. There is another elevator in the south end that services the P3 to P5 Levels, as well as the Health Club, and exits onto the Plaza Level adjacent to the Food Court escalators, with an exit onto Park Road. The third set of elevators, on the east side, are for exclusive use by 8 Park Condominium residents and Health Club patrons.

The Bloor underground garage is serviced by two elevators from the Marriott entrance on Concourse to B3 Level.

Escalators

There are 2 sets of escalators. The Food Court escalators service Concourse to Plaza Level, adjacent to the south parking elevators. The Office Tower elevators service Concourse to Plaza Level,

There is also an escalator at the tunnel to 2 Bloor Street West, providing access to the Concourse Level from the tunnel under Yonge Street.

Fire Alarms and Power Failure

Please remember that the elevators must *not* be used during a fire alarm condition and are for the fire department use only. Please exit via the nearest stairwell. There are two stairwells in the Office Tower, with crossover floors on the 4th, 7th, 11th, 18th, 23rd, 28th and 33rd floors.

Emergency power is supplied to each elevator during a power failure. If power is lost, each home to the ground floor one at a time to allow the occupants to disembark.

Entrapments

In the event that you experience any problems in the elevator you are riding in, stay calm. Call the main Security Desk with the help button, which will initiate two way communications. Assistance will be provided immediately by Security personnel. Security can contact your employer and advise them of your delay. The elevator technician will investigate the issue and expedite your release from the elevator. After business hours there may be a delay in response time from the elevator technician. When the doors open, a Security Guard will greet you and complete a report.

Lighting

Lighting for after hours and weekends is controlled by the Lighting Control System. Pass code and zone codes are provided by Engineering when furniture layout plans have been provided. To turn the lights on after hours, call (416) 927-0656. After the beep, enter the six digit Lighting Code. After the next beep, enter the four digit Pass Code and enter “# *” to activate lights or “# #” to turn off lights. Telephone decals with important telephone numbers, including lighting information, are available from the Property Management Office.

Once activated, your lights will turn on for 2 hours and as a warning, the lights will blink 5 minutes prior to turning off. It is not necessary to call the lighting control system to turn the lights off.

Lighting (Continued)

Light and Ballast Replacements

Building standard fluorescent tubes and ballasts are replaced at no charge, as this expense is included in the Operating Costs. Non-standard lights and ballasts should be purchased and stored by the individual Tenant. There will be no labour charged for the replacement of non-standard lights providing:

- Reasonable access is available, and
- The Management Office is released for any liability with respect to any fixture damage resulting for the work performed.

The Management Office will assist in providing a preferred electrical contractor for all specialty ballast repairs/replacements.

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 in conjunction with “Lights Outs Toronto”, a city wide environmental initiative. More information is available from www.flap.org. We ask all 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 using an overhead system at 208/120 volts. All wiring is to be in conduit and in conformance with applicable codes. All electrical equipment must be grounded (e.g. three prong plugs). All tenant hydro use is metered.

No Tenant equipment installation and no regular access are permitted to the building telephone, mechanical or electrical rooms.

Utility Service Access

Access to building mechanical, electrical or telephone rooms is 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 - Telephone, Data Rogers Cable - Cable TV, Data
- Shared Technologies – Telephone, Data
- Allstream - Telephone, Data
- Cogent - Data

As you may well imagine, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Before formalizing any agreement with any of these types of service providers, please contact the Property Management Office for further direction.

Preventative Maintenance

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

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

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

Service and cleaning of ecologizers are the responsibility of the tenant.

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.

Percentage Rent (Retail)

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

Promotion Fund (Retail)

Tenants contribute towards a promotion fund that organizes sidewalk sales and special events, plus a retail website and gift guides.

Parking

All related parking charges are invoiced directly by Indigo. Contact the Parking Manager at 416-964-0731 or hbctoronto@parkindigo.com. Please see your Parking Agreement or Monthly Parking Application for details.

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 first day of each month.

Payment (Continued)

In an effort to streamline the payment process, Brookfield Properties is pleased to offer tenants three different options for making rental and invoice payments.

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

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

2. **Direct Deposit:**

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

The benefits of selecting either one of the above mentioned options are as follows:

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

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

3. **Manual Cheque Payments:**

The Management Office will accept cheques for rental payments. To ensure that correct payments are recorded in your account on a timely basis, please provide remittance slips as part of your back up. If you wish to continue issuing manual cheques, please ensure they are made payable to your landlord, as specified in your Lease.

If you want to mail your cheque, send it to the following address:

If your landlord is 6524443 Canada Inc.:

6524443 Canada Inc.
P.O. Box 44590
c/o TX4007C Postal Station A
25 The Esplanade
Toronto, ON M5W 7B1

If your landlord is 2001101 Ontario Inc.:

2001101 Ontario Inc.
Brookfield Corporate Operations
Financial Services Centre
Toronto-Dominion Centre
100 Wellington Street West, Suite 1910,
Toronto, ON M5K 1K2

For further information regarding the monthly rental schedules and general invoicing for chargeable services, please contact the Property Management Office.

Standard Additional Service Rates

Labour/Service Rates

Staff	Hourly Rate
Cleaning (regular minimum 1 hour)	\$25
Security (minimum 4 hours)	\$35
After hours air conditioning	\$60
Electrical/mechanical shutdowns	\$60
Maintenance/handyman (regular minimum 1 hour)	\$35

Other Fees

Item	Fee
Security alarm response (per occurrence)	\$35
Security building access card	\$25
Parking access card	\$25
Service elevator (after hours)	No charge
Construction washroom cleanup	\$50 day (weekdays)
Mailbox key replacement	\$10 plus \$1.90 per key
Suite key replacement	Request quote
Rekey mailbox	\$100
Replace mailbox lock	\$20
Table rental (limited quantities)	\$5 day
Chairs (limited quantities)	\$2 day
Table and chairs delivery/pick up	\$20

Overtime and holiday rates apply outside of business hours.

As per the Lease, a 15% administration fee will be charged. HST will be levied as applicable.

The Landlord reserves the right to revise rates upon 30 days notice.

Building Rules and Regulations

Building Rules and Regulations

Purpose

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

Rules and Regulations

- The Tenant shall not permit in the Premises any cooking or the use of any apparatus for the preparation of food or beverages (except for the use of coffee makers, kettles, microwave ovens or refrigerators or where the Landlord has approved of the installation of cooking facilities as part of the Tenant's Leasehold Improvements) nor the use of any electrical apparatus likely to cause an overloading of electrical circuits.
- The sidewalks, entries, passages, corridors, lobbies, elevators and staircase shall not be obstructed or used by the Tenant, his agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the offices. The Landlord reserves entire control of the Common Area and all parts of the Development and the Land employed for the common benefit of the Tenants.
- The Tenant, his agents, servants, contractors, invitees or employees, shall not bring in or take out, position, construct, install or move any safe, business machine or other heavy office equipment without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms to distribute the weight thereof. All damage done to the Development by moving or using any such heavy equipment or other office equipment or furniture shall be repaid at the expense of the Tenant.
- The moving of all heavy equipment or other office equipment or furniture shall occur between 6:00 p.m. and 8:00 a.m. or any other time consented to by the Landlord and the persons employed to move the same in and out of the Development must be acceptable to the Landlord. Safes and other heavy office equipment will be moved through the halls and corridors only upon steel bearing plates. No deliveries requiring the use of an elevator for freight purposes will be received into the Development or carried in the elevators, except during hours approved by and scheduled through the Landlord. Only elevators so designated by the Landlord shall be used for deliveries of workmen and materials, furniture and other freight. The Tenant shall pay, as Additional Rents, any costs incurred by the Landlord in connection with the moving of the Tenant's equipment, furniture, etc.
- All persons entering and leaving the Development at any time other than during Normal Business Hours shall register in the books kept by the Landlord at or near the entrance or entrances and the Landlord will have the right to prevent any person from entering or leaving the Development unless provided with a key to the premises to which such person seeks entrance and a pass in a form to be approved by the Landlord and provided at the Tenant's expense. Any persons found in the Development at such times without such keys or passes will be subject to the surveillance of the employees and agents of the Landlord. The Landlord shall be under no responsibility for failure to enforce this rule.
- The Tenant shall not place or cause to be placed any additional locks upon any doors of the Premises without the approval of the Landlord, which approval shall not be unreasonably withheld, and subject to any conditions imposed by the Landlord. Additional keys may be obtained from the Landlord at the cost of the Tenant.

Rules and Regulations (Continued)

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

Rules and Regulations (Continued)

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