

# Introduction

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## **Welcome To Toronto Eaton Centre**

**On behalf of Cadillac Fairview, we welcome you to Toronto Eaton Centre. We are pleased to provide you with this Toronto Eaton Centre manual to assist you in becoming familiar with the buildings' features, facilities, and operating procedures, and the staff who manage and maintain it.**

We are proud you have chosen Toronto Eaton Centre as your workplace and look forward to a long and mutually beneficial relationship. Cadillac Fairview has an enthusiastic desire to provide you with a professional, positive business environment. We are committed to anticipating and meeting your needs and ensuring your tenancy in our property is a satisfying experience.

We strongly encourage you and your staff to familiarize yourself with the services and operations of Toronto Eaton Centre and we hope you find this manual helpful and informative. Please retain this manual for future reference as it will be amended and updated from time to time. Please note that the information contained in this manual is general in nature and may differ from your lease. In all cases, the lease takes precedence over the manual.

Our property management team will be pleased to answer and clarify any questions you may have concerning the information contained in the manual or about the building. We welcome your comments and encourage you to discuss with us any suggestions as to how we may improve our services.



**TORONTO  
EATON CENTRE**

## **ABOUT TORONTO EATON CENTRE**

Stretching two full city blocks, Toronto Eaton Centre is a landmark and today, one of Canada's best-known mixed-use facilities welcoming approximately 30 million visitors annually. The six-storey glass ceiling structure originated from one man's dream to revolutionize the Canadian retail industry.

Timothy Eaton was born and raised in Northern Ireland and immigrated to Canada in 1854. He later ended up in Toronto, where he opened his first store in 1869. His four-storey flagship department store at the corner of Queen and Yonge Streets, would be built in 1883.

In the 1960's Eaton's partnered with Fairview and TD Bank to create what would become known as the Eaton Centre. Eaton's department store moved to the corner of Yonge and Dundas and their competitor, Simpsons, opened at Yonge and Queen. Today, these stores have been replaced by Sears (Eaton's) and The Bay (Simpsons). Although the completed Centre did not turn out to be a perfect rectangle as planned, it undoubtedly became a unique and interesting downtown landscape. Zigzagging around historical sites such as Old City Hall and the Church of the Holy Trinity, Toronto Eaton Centre has indeed woven itself into the urban fabric of Toronto!

Today, Toronto Eaton Centre remains the focal point of downtown Toronto. It is a city landmark unlike any other, where people from all walks of life can gather under one roof. Rudy Adlaf, Cadillac Fairview's Senior Vice President for Architecture and Design once said "Toronto Eaton Centre is classic in its simplicity." And a classic it will remain.

Toronto Eaton Centre is owned and managed by Cadillac Fairview. A well-known landmark in the heart of downtown Toronto, Toronto Eaton Centre is one of North

America's premier mixed-use facilities. With over 1.5 million square feet of retail space, 250 shops and services including leading national and international brand retailers, Toronto Eaton Centre continues to be one of the largest shopping centres in Canada. There are three office towers in the centre providing approximately 1.9 million square feet of prime office space: The Cadillac Fairview Tower (20 Queen Street West), 250 Yonge (250 Yonge Street) and 1 Dundas (1 Dundas Street West). In addition, the Galleria offices provide 2 levels of interior Centre office space. All office towers have excellent views of the city and are connected to the shopping centre, as well as Toronto's world famous underground PATH system that spans 27 kilometers with links to the key city landmarks including Union Station, Air Canada Centre and Rogers Centre. Toronto Eaton Centre is also connected to the Marriott Eaton Centre Hotel, a 435 luxury hotel.

## **TORONTO EATON CENTRE ACCESSIBILITY**

Toronto Eaton Centre is conveniently located in the heart of downtown Toronto. Travel to and from the Centre by taxi is easy, with taxi services conveniently located at the Marriott Eaton Centre Hotel at 525 Bay Street. There is also excellent access to Toronto Eaton Centre via public transit. Major routes are located on Yonge, Queen, Bay and Dundas Streets with several transit stops adjacent to the retail centre. Toronto's Subway transit system is directly connected to the shopping centre with convenient stations at Queen and Dundas Street.

## **TORONTO EATON CENTRE FACTS**

<b>Gross Leaseable Area:</b>	4,486,088 square feet
<b>Number of Retail Stores and Services:</b>	250
<b>Number of Office Tenancies:</b>	120
<b>Number of Office and Retail Tenant Employees:</b>	Approximately 15,000
<b>Property Openings:</b>	Galleria retail area 1977 1 Dundas – 1977 The Cadillac Fairview Tower (20 Queen) – 1979 250 Yonge – 1991 Level 1 Expansion – 2000 North retail centre – 2006
<b>Ownership:</b>	Ontrea Inc.
<b>Manager:</b>	Toronto Eaton Centre Leaseholds Limited

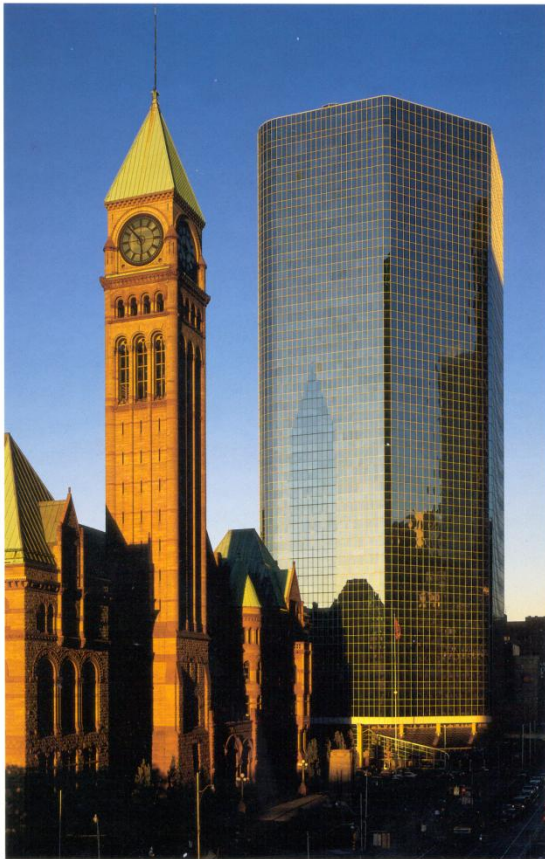
## **CADILLAC FAIRVIEW TOWER**

**LOCATED AT 20 QUEEN STREET WEST**

**CLASS A BUILDING**

**BUILT IN 1979**

**CONSISTS OF 36 FLOORS OF OFFICE SPACE**



- Main lobby connection to Toronto Eaton Centre with over 250 shops and services and direct interior access to TTC subway.
- Excellent parking availability of one stall per 3,500 square feet leased.
- 15 high speed elevators (3 elevators servicing the low rise and 9 elevators servicing the high rise).
- 24-hour Service Centre.
- In-house security staff available 24 hours a day.
- 100 lbs floor loading capacity.
- Storage space is available.
- HVAC system consists of fresh air fans, perimeter induction system and compartment fans on every floor. Upgraded in 2007.
- Fresh air capacity meets or exceeds ASHRAE standards.
- 24-hour per day manned security, video security monitoring and fully programmable encoded card access system.
- Fibre optics services available from a variety of providers.
- Building Rentable Area: 674,199 square feet.
- Typical Floor Plate Area: 17,600 square feet (floors 6 - 36).
- Typical Floor Plate Area: 41,000 square feet (floors 2 – 5).
- 3 Freight Elevators.

## **250 YONGE**

**LOCATED AT 250 YONGE STREET**

**CLASS A BUILDING**

**BUILT IN 1991**

**CONSISTS OF 35 FLOORS OF OFFICE SPACE**



- Main lobby connection to Toronto Eaton Centre with over 250 shops and services and direct interior access to TTC subway.
- Excellent parking availability of one stall per 3,500 square feet leased.
- 17 high speed elevators (including a freight elevator), all elevators technically upgraded in 2005.
- 24-hour Service Centre.
- In-house security staff available 24 hours a day.
- 100 lbs floor loading capacity.
- Storage space is available.
- HVAC system includes multi zone heating convection system with individual controls and a variable air volume interior air system.
- Fresh air capacity meets or exceeds ASHRAE standards.
- 24-hour per day manned security, video security monitoring and fully programmable encoded card access system.
- Fibre optics services available from a variety of providers.
- Building Rentable Area: 716,432 square feet.
- Typical Floor Plate Area: 23,000 square feet.

## **1 DUNDAS**

**LOCATED AT 1 DUNDAS STREET WEST**

**CLASS A BUILDING**

**BUILT IN 1977**

**CONSISTS OF 29 FLOORS OF OFFICE SPACE**



- Main lobby connected to Toronto Eaton Centre with over 250 shops and services and direct interior access to TTC subway.
- Excellent parking availability of one stall per 3,500 square feet leased.
- 12 high speed elevators (including two freight elevators). Elevator modernization program underway; scheduled for completion in 2008.
- 24-hour Service Centre.
- In house security staff available 24 hours a day.
- 70 lbs floor loading capacity.
- Storage space is available.
- HVAC system includes multi zone perimeter induction system with individual controls and constant volume interior system.
- 24-hour per day manned security, video security monitoring and fully programmable encoded card access system.
- Fibre optics services available from a variety of providers.
- Building Rentable Area: 450,354 square feet.
- Typical Floor Plate Area: 17,400 square feet.

## **220 YONGE GALLERIA**

**LOCATED INSIDE TORONTO EATON CENTRE**

**BUILT IN 1977**

**CONSISTS OF 2 FLOORS OF OFFICE SPACE**



- Rentable area : 55,195 square feet.
- Typical floor plate area: 27, 500.
- 75 lbs floor loading capacity.
- In house security available 24 hours a day.
- 24 hour security.
- 24 hour Service Centre.
- Parking.
- Connected to Toronto Eaton Centre with over 250 shops & services and direct interior access to the subway.
- 2 elevators.
- 1 freight elevator.
- Fibre optics services available from a variety of service providers.

## Cadillac Fairview Overview

 Cadillac Fairview is one of North America's largest investors, owners and managers of commercial real estate. For over 50 years Cadillac Fairview has been leading the way in commercial real estate with innovative design, development and management.

An enthusiastic desire to understand and meet the needs of our retail and office tenants drives the Cadillac Fairview team to create exciting shopping venues and professional, hassle-free business environments. A continued focus on anticipating and satisfying the evolving needs of our retail and office customers defines the Cadillac Fairview approach to developing and enhancing relationships.

Cadillac Fairview focuses on high quality retail centres and office properties in Canada and the United States and also oversees equity investments in real estate companies and international investment funds. With a portfolio valued at over \$15 billion, Cadillac Fairview and its affiliates own and manage over 100 properties, including some of Canada's landmark developments such as Pacific Centre (Vancouver), Toronto Eaton Centre, Sherway Gardens, Toronto-Dominion Centre, and Le Carrefour Laval (Quebec).

Cadillac Fairview is wholly owned by the Ontario Teacher's Pension Plan Board, which invests to secure the retirement income of 300,000 active and retired teachers in Ontario.

## TORONTO EATON CENTRE AWARDS & ACCOMPLISHMENTS

### BOMA Awards



Toronto Eaton Centre is a member of BOMA (Building Owners and Managers Association of Toronto). Founded in 1907 as the National Association of Buildings Owners and Managers, BOMA International assumed its present name in 1965. Today, BOMA's 16,500 member owners manage more than 9 billion square feet of commercial properties in North America alone. Toronto Eaton Centre is an active member of this association and has been recognized by BOMA with several prestigious management and environmental awards.

BOMA Awards:

- 2001** BOMA Office Building Of The Year Award  
1 Dundas Office Tower
- 2002** BOMA Earth Award  
Toronto Eaton Centre Complex
- 2003** BOMA Pinnacle Award (Customer Service)  
Toronto Eaton Centre Complex
- 2006** BOMA Go Green Plus Certification  
250 Yonge Office Tower
- 2007** BOMA BEST Earth Award  
Cadillac Fairview Tower
- 2008** BOMA BEST Earth Award  
1 Dundas Office Tower
- 2008** BOMA BEST Renovated Building of the Year  
Cadillac Fairview Tower
- 2008** BOMA Pinnacle Award (Customer Service)  
Toronto Eaton Centre Complex

### **Cadillac Fairview Awards**



Cadillac Fairview Corporation regularly acknowledges the achievements of properties throughout its portfolio of commercial real estate assets.

Under the SMILE program individual properties are recognized for their innovation, teamwork, customer service and other key areas of our operations. In 2003 Toronto Eaton Centre received the “Property Team Award” and in 2006 took home the prestigious SMILE Award for its commitment to customer service. More than just a recognition program, the goal of SMILE is to shape the culture of Cadillac Fairview into one that is the envy of the industry.

We encourage tenants to share their positive and negative experiences with our management office in order for us to celebrate individual and team successes and also to make necessary improvements.

# Management Team

MANAGEMENT TEAM & OFFICE

B:1

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MANAGEMENT TEAM &  
CONTACT NUMBERS

B:2

- Security
- Services
- Management



## Management Team

Our management staff is a team of professionals who strive to exceed your service expectations and meet the needs of all our business partners and tenants. To continually provide exceptional service to you, our tenants, each member of the team has been carefully selected for his or her experience and expertise in customer service, tenant relations, marketing, property operations and leasing.

Feel free to call with any questions, routine service requests or special projects. We look forward to working with you to accommodate any needs you may have.

### Management Office

The Toronto Eaton Centre Management Office is conveniently located within the Toronto Eaton Centre complex. You can reach the the Management Office as follows:

P.O. Box 511, Toronto Eaton Centre  
Suite 110, 220 Yonge Street  
Toronto, ON, M5B 2H1  
T : 416.598.8700  
F: 416.598.8762  
[www.torontoeatoncentre.com](http://www.torontoeatoncentre.com)

## MANAGEMENT TEAM & CONTACT NUMBERS

If you have any service needs or questions we would encourage you to call the Service Centre to talk to one of our Service Centre Representatives. However, there may be times when you need to contact other Cadillac Fairview staff directly to answer a specific question. A current telephone listing and brief description of personnel and their responsibilities follows:

DEPARTMENT	POSITION/DUTIES	NAME	TELEPHONE/FAX/E-MAIL
<b>Security</b>	<b>Security Command Centre</b> <i>(24 Hours ) Lost and Found.</i>		T : 416.598.8547 F : 416.598.8221 E : tecsecdisp@cadillacfairview.com
<b>Services</b>	<b>Service Centre</b> <i>All maintenance calls, general operational inquiries, and after hours HVAC and suite access requests.</i>		T : 416.598.8738 F : 416.598.8268 E : tecservice@cadillacfairview.com
<b>General Management</b>	<b>General Manager</b> <i>Oversees entire Toronto Eaton Centre complex.</i>	Susan Allen	T: 416.598.8326 F: 416.598.8762 E: allens@cadillacfairview.com
	<b>Property Manager - Retail</b> <i>Oversees Toronto Eaton Centre - Retail</i>	Brian O'Hoski	T: 416.598.8340 F: 416.598.8762 E: brian.ohoski@cadillacfairview.com
<b>Administration</b>	<b>Office Administrator</b> <i>Assists General Manager's, Retail &amp; Office</i>	TBD	T: F: 416.598.8762 E:
	<b>Receptionist</b> <i>Reception and general enquiries</i>	Manon Vardin	T: 416.598.8700 F: 416.598.8762 E: vardinm@cadillacfairview.com
<b>Leasing</b>	<b>Director, Office Leasing</b> <i>Oversees office leasing for</i>	Lawrence Barrett	T: 416.598.8442 F: 416.598.8762

DEPARTMENT	POSITION/DUTIES	NAME	TELEPHONE/FAX/E-MAIL
	<i>Toronto Eaton Centre properties.</i>		E: lawrence.barrett@cadillacfairview.com
	<b>Office Leasing Administrator</b> <i>Assists Office Leasing Department. Storage Rooms.</i>	TBD	T: F: 416.598.8762 E:
<b>Operations</b>	<b>Senior Operations Manager</b> <i>Oversees Building Operations</i>	Peter Zalewski	T: 416.598.8727 F: 416.598.8762 E: zalewskip@cadillacfairview.com
	<b>Operations Manager, HVAC</b> <i>Manages building control centre and maintenance department.</i>	David Willott	T: 416.598.8484 F: 416.598.8762 E: david.willott@cadillacfairview.com
	<b>Operations Manager</b> <i>Oversees the building's power and electrical systems.</i>	Frank Bertuzzi	T: 416.598.8249 F: 416.598.8762 E: frank.bertuzzi@cadillacfairview.com
	<b>Operations Manager - Maintenance</b> <i>Oversees receiving area, Loading Dock, Painting and General maintenance staff.</i>	Gayah Badal	T: 416.598.8723 F: 416.598.8762 E : gayah.badal@cadillacfairview.com
	<b>Administrative Assistant, Operations</b> <i>Assists Senior Manager Operations, Manager, Operations</i>	Sandra Cole-Mayers	T: 416.598.8396 F: 416.598.8762 E: sandra.colemayers@cadillacfairview.com
<b>Tenant Relations</b>	<b>Manager, Tenant Relations</b> <i>Manages tenant visitation and orientation program, tenant concerns.</i>	Patrick Nurse	T: 416.598.8639 F: 416.598.8762 E: nursep@cadillacfairview.com
<b>Project Management</b>	<b>Senior Manager, Tenant Projects</b> <i>Manages tenant coordination and project management.</i>	Marifel Lee	T: 416.598.8635 F: 416.599.8762 E: marifel.lee@cadillacfairview.com

DEPARTMENT	POSITION/DUTIES	NAME	TELEPHONE/FAX/E-MAIL
	<b>Administration, Tenant Projects</b> <i>Assists Manager, Tenant Projects and Project Coordinator, Tenant Signage.</i>	Bruno Da Silva	T: 416.598.8409 F: 416.598.8762 E: bruno.dasilva@cadillacfairview.com
<b>Security and Life Safety</b>	<b>Senior Manager, Security and Life Safety</b> <i>Oversees security department, manages fire drills, vandalism and theft, accidents, loss prevention, and emergency procedures.</i>	Roy Manias	T: 416.598.8292 F: 416.598.8762 E: roy.manias@cadillacfairview.com
	<b>Manager, Security</b> <i>Oversees security staff, coordinates security system requests and tenant security issues.</i>	Andy Norbert	T: 416.598.8564 F: 416.598.8762 E: norberta@cadillacfairview.com
	<b>Manager Fire and Life Safety</b> <i>Manages fire drills, all Fire and Life Safety Programs, Health and Safety, CPR/First Aid Training.</i>	Jason Reid	T: 416.598.8347 F: 416.598.8762 E : jason.reid@cadillacfairview.com
<b>Accounting</b>	<b>Accounting Manager</b> <i>Manages Accounting department and staff.</i>	Gary Unitas	T: 416.598.8233 F: 416.598.8762 E: unitasg@cadillacfairview.com
	<b>Office Senior Property Accountant</b> <i>Responsible for office financial reporting and analysis.</i>	Mary Scholtes	T: 416.598.8382 F: 416.598.8762 E: scholtesm@cadillacfairview.com
	<b>Office Revenue Coordinator</b> <i>Processes and coordinates office tenant rent.</i>	May Stanley	T: 416.598.8234 F: 416.598.8762 E: stanleym@cadillacfairview.com
	<b>Accounts Payable</b> <i>Administrator, Processes accounts payable.</i>	Grant Lorenz	T: 416.598.8281 F: 416.598.8762 E: lorenzg@cadillacfairview.com

DEPARTMENT	POSITION/DUTIES	NAME	TELEPHONE/FAX/E-MAIL
<b>Service Centre</b>	<b>Service Centre Supervisor</b> <i>Oversees Service Centre, Coordinates Conference Suites Bookings.</i>	Zabrina Nunes	T: 416.598.8252 F: 416.598.8268 E: zabrina.nunes@cadillacfairview.com
	<b>Service Centre Representative</b> <i>Coordinates tenant service requests. Coordinates Conference Suites Bookings.</i>	TBD	T: F: 416.598.8268 E:
	<b>Service Centre Representative</b> <i>Coordinates tenant service requests. Coordinates Conference Suites Bookings.</i>	Rehnee Fraser	T: 416.598.8419 F: 416.598.8268 E: rehnee.fraser@cadillacfairview.com
<b>Marketing</b>	<b>Senior Marketing Director,</b> <i>Oversees advertising, communications, public relations, and promotion of retail and office complex, general concerns.</i>	TBD	T: 416.598. F: 416.598.8762 E:
	<b>Marketing Coordinator,</b> <i>Coordinates marketing for retail and office complex, organizes retail and office promotions and events.</i>	Lorie Brodie	T: 416.598.8631 F: 416.598.8762 E: lorie.brodie@cadillacfairview.com
<b>Guest Services</b>	<b>Manager, Guest Services Supervisor</b> <i>Oversees Guest Services Desk in Shopping Centre, Shop! Card Orders, Gift Cards, General Shopping Centre Inquiries.</i>	TBD	T: F: 416.598.8762 E:

## General Information

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## General Information

### TENANT CONTACTS

Tenants are requested to designate employee(s) to liaise with Toronto Eaton Centre management staff on specific areas of building operations. Generally this individual is a Facility/Office Manager. These representatives are the link between the tenant and building management. Depending on the number of contacts representing the tenant, each person can be accountable for one or all of the following types of communication. The various areas of representative responsibility are as follows:

- Coordinating tenant service requests.
- Receiving all building communications.
- Coordinating special services and requests.
- Coordinating tenant moves, construction, and renovations.
- Other general administrative items related to occupancy in Toronto Eaton Centre.
- Providing a prioritized list of 2 to 4 telephone numbers for daytime and after hours' emergencies.
- Coordinating security related operations; Fire Warden Program; Coordinating life safety operations, including fire drills and emergency procedures; Obtaining security access cards.

## **SERVICE CENTRE**

We encourage you to direct all service requests, inquiries, or concerns regarding building/property maintenance to our Service Centre at 416.598.8738. This single contact system was designed with the tenant in mind to simplify and expedite response to tenant requests. This includes quick response times to service requests and maintaining open communication with our tenants to apprise them of any necessary details. Our goal is to respond to your needs within 24 hours. If we are not able to complete your service request within a 24 hour period we will provide you with an estimated date and time of completion. Our Service Centre Representatives would be happy to assist you during business hours. Business hours are 8 a.m. to 5 p.m., Monday to Friday, holidays excluded.

On weekends and after hours, our 24 hour Building Control Centre staff are available to answer your calls.

### **Our Service Centre can be contacted by:**

T: 416.598.8738

F: 416.598.8268

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

The Service Centre is located at: Suite 122,  
220 Yonge Street Toronto, ON, M5B 2H1

## **What Is A Service Request?**

### **Any maintenance related item, such as:**

- Lights burnt out.
- Temperature too hot/too cold.
- Special request cleaning.
- Washroom supply replenishment.
- Water leaks.
- General inquiries.

Many service requests are included as part of normal rent, but some requests may be chargeable to the tenant. In these cases, tenant authorization is required in advance of the work commencing.

Everyone is invited to come and meet our staff and review the work orders we have generated for your company. Also, if you are dissatisfied with any aspect of our operations or have suggestions for new services or amenities, please contact our Service Centre Supervisor at 416.598.8419. We welcome the opportunity to improve our service.

## **ACCOUNTING**

Financial information, including rent letters and invoices, will be sent to the accounting contact. Refer to Section C:4 Financial Requirements.

## **BUILDING HOURS OF OPERATION**

### **Shipping & Receiving**

All Shipping and Receiving areas are open 24 hours a day, 7 days per week. Security is also on-site 24 hours a day, 7 days a week to monitor vehicles entering/exiting the receiving area.

### **Toronto Eaton Centre Retail**

Toronto Eaton Centre stores and services are open as detailed below:

Monday to Friday: 10:00 a.m. – 9:00 p.m.

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Saturday: 9:30 a.m. – 7:00 pm

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Sunday: 11:00 a.m. – 6:00 p.m.

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Please contact building management for holiday hours.

### **Office Building Entrances**

The office tower lobby doors are open Monday through Friday as follows:

1 Dundas 7:00 a.m. – 6:00 p.m.

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250 Yonge 7:00 a.m. – 6:00 p.m.

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Cadillac Fairview Tower 7:00 a.m. – 6:00 p.m.

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Galleria Offices 7:00 a.m. – 6:00 p.m.

Office towers are generally closed during holidays. Access to an office after hours or on holidays is only possible with an access card. Some offices are set up on an intercom system; please contact the Security Command Centre, at 416.598.8547 for more information.

### **Management Office**

The Toronto Eaton Centre Management Office is open from 9:00 a.m. to 5:00 p.m. Monday to Friday, holidays excluded. Any after hours emergencies can be directed to the Security Command Centre at 416.598.8547.

### **Statutory Holidays**

The following statutory holidays are observed throughout the calendar year in Toronto Eaton Centre office buildings. All systems including lighting, HVAC, security, and elevators will operate on an after hours schedule. Some building departments will be closed on statutory holidays. Building Operations and security staff will operate on a holiday schedule.

#### **Holidays Observed**

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

## **FINANCIAL REQUIREMENTS**

### **Rent Payments**

For all fixed charges including rent, operating costs, and property taxes you will receive a Rental Notification Letter at the beginning of your lease. This is the amount that you will be required to pay monthly. You will not receive a monthly invoice. Should your rental charges change during the year, you will receive a revised Rental Notification Letter indicating the changes and your new monthly rental charges.

Rental payments are due on or before the first day of each month as per the lease agreement. We recommend that all tenants provide post-dated cheques, or more conveniently, utilize electronic transfer of funds. All payments should be made payable to: "Toronto Eaton Centre Leaseholds Limited". For further information on rental payment, please call the Accounting Manager at 416.598.8233.

All annual adjustments to operating costs and realty tax pre-payments are implemented on November 1<sup>st</sup> of each year. You will be notified by mail well in advance of these adjustments so you may process your monthly rental payment correctly.

Subsequent to our October 31<sup>st</sup> year end, a final reconciliation is prepared for both operating costs and realty taxes, which is then sent out to tenants.

### **Other Invoices**

A separate invoice will be issued for maintenance requests, miscellaneous services provided by outside suppliers (i.e. – door and lock repair, plumbing, or electrical work) if coordinated through the Toronto Eaton Centre Management Office. An administration fee will be applied to all such charges. Please ensure that the remittance copy is included with your payment.

## INSURANCE REQUIREMENTS

At the commencement of your lease and the beginning of each new insurance period, we require written confirmation that insurance coverage is in place according to your lease agreement. Please have your insurance company issue a certificate of insurance to our Toronto Eaton Centre Management Office. The certificate should include the following requirements (please refer to your lease agreement for the insurance requirements specific to your lease):

- \$5 million per occurrence of comprehensive general liability insurance;
- All risks property insurance in an amount equal to one hundred percent (100%) of the full replacement cost

insuring all property owned by the tenant, or for which the tenant is legally liable, including tenant's inventory, furniture and movable equipment;

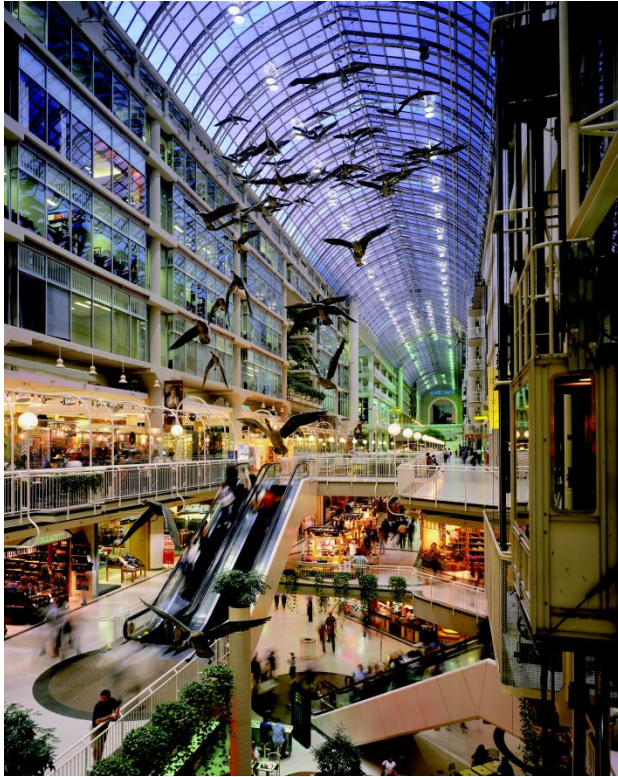
- Business interruption insurance;
- Thirty days written notice of cancellation, termination or adverse material change in the coverage;
- Policy must contain a cross-liability and severability of interests clause and;
- The following parties as additional insureds (dependent on office tower). (The correct spelling of these names is crucial):

	<b>CADILLAC FAIRVIEW TOWER</b>	<b>250 YONGE</b>	<b>1 DUNDAS</b>	<b>RETAIL SHOPPING CENTRE/ 220 YONGE</b>
Additional Insureds	The Cadillac Fairview Corporation Limited	The Cadillac Fairview Corporation Limited	The Cadillac Fairview Corporation Limited	The Cadillac Fairview Corporation Limited
	CF/TEC Acquisition Limited Ontrea/TEC Acquisition Limited	CF/TEC Acquisition Limited Ontrea/TEC Acquisition Limited	CF/TEC Acquisition Limited Ontrea/TEC Acquisition Limited	CF/TEC Acquisition Limited Ontrea/TEC Acquisition Limited
	Ontrea Inc.	Ontrea Inc.	Ontrea Inc.	Ontrea Inc.
	TEC Leaseholds Limited CF/TEC Holdings Inc., Ontrea/TEC Holdings Inc.	TEC Leaseholds Limited CF/TEC Holdings Inc., Ontrea/TEC Holdings Inc.	TEC Leaseholds Limited CF/TEC Holdings Inc., Ontrea/TEC Holdings Inc.	TEC Leaseholds Limited CF/TEC Holdings Inc., Ontrea/TEC Holdings Inc.

For further information on office insurance, please contact the Office Administrator at 416.598.8605.

# Building Features & Facilities

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<b>HANDICAP ACCESS</b>	D:6



## **Building Features & Facilities**

### **PARKING LOCATIONS**

Toronto Eaton Centre has two parking facilities:  
Yonge Parkade: A five level Parkade adjacent to the 250 Yonge Office Building and Bay Dundas Parkade adjacent to the 1 Dundas Office Building. Combined there are 1406 stalls. There is one entrance to the Yonge Parkade accessible from Shuter Street and one entrance to the Bay Dundas Parkade accessible from Bay Street. The Parkades are managed by Cadillac Fairview Corporation Limited.

## PARKING HOURS OF OPERATION & ACCESS

The Toronto Eaton Centre's two Parkades are open to tenants and the public 24 hours a day, 7 days a week.

The Parkades provide a limited number of both reserved and non-reserved monthly parking spaces.

For monthly parking in the Yonge and Bay Dundas Parkades, please contact:

Parking Administrator  
 Suite 110, 220 Yonge Street  
 Toronto, ON  
 T: 416.598.8685  
 E: [tecparking@cadillacfairview.com](mailto:tecparking@cadillacfairview.com)

## PAYMENT OPTIONS

- Tenants can be invoiced for monthly parking charges through their company or utilizing pre-authorized payments.
- Monthly parking for individual employees is paid through pre-authorized payments.

## PARKING RATES

Hourly, Daily, and Monthly Parking Rates –  
 Yonge and Bay Dundas Parkades

PARKADE	DAILY (MONDAY-FRIDAY)	EVENINGS (MONDAY-FRIDAY)	WEEKENDS/ HOLIDAYS	MONTHLY
Yonge Parkade	\$3.00 each ½ hour or less	\$3.00 each ½ hour or less	\$3.00 each ½ hour or less	Random: \$305.00
	\$18.00 max (entering 6:00a.m. exiting before 6:30p.m.)	\$12.00 max (entering after 6:30p.m. exiting before 6:00a.m.)	Saturday \$8.00 max (exiting before 7:30p.m.) \$8.00 max (entering after 7:30p.m.) Sunday/Holidays \$8.00 max	Reserved: \$410.00
Bay Dundas Parkade	\$3.00 each ½ hour or less	\$3.00 each ½ hour or less	\$3.00 each ½ hour or less	Random: \$270.00
	\$15.00 max (entering 6:00a.m. exiting before 6:30p.m.)	\$8.00 max (entering after 6:30p.m. exiting before 6:00a.m.)	Saturday/Sunday/Holidays \$6.00 daily max	Reserved: \$400.00

\*Rates subject to change.

•Rates effective April 2008.

## LOADING DOCK

All Shipping and Receiving areas are open 24 hours a day, 7 days a week. Security staff is on-site monitoring vehicles entering and exiting the receiving area. The height clearance for the dock is 13 feet 6 inches and can accommodate tractor trailers up to 53 feet in length.

### Locations

All deliveries and shipments, with the exception of envelopes and/or small packages that will fit on a two-wheel dolly must be delivered through the appropriate Toronto Eaton Centre loading dock.

**The Loading Dock is located at 491 Bay Street.**

LOADING DOCK	OFFICE TOWERS	ACCESS	CONTACT NUMBER
North Area	Servicing 1 Dundas Office Building, Ryerson University, Marriott Hotel, Sears and North retail shopping centre.	Access off Bay Street (North of Queen Street, south of Dundas Street)	416.598.8792
South Dock	Servicing 250 Yonge, 20 Queen, Retail shopping centre.	Access off Bay Street (North of Queen Street, south of Dundas Street)	416.598.2057

*Please note that there is a 45-minute parking restriction in all loading zones. Vehicles parked for more than 45 minutes are required to pay at the automated parking machine and display their ticket inside the vehicle. Unauthorized vehicles will be towed at the owner's expense.*

*The loading docks are equipped with load levelers for trucks.*

## DELIVERIES TO SHOPPING CENTRE & OFFICE BUILDINGS

Large and cumbersome deliveries including construction materials, furniture, photo copiers, etc; are not permitted through the common areas of the shopping centre or office building lobbies. Anyone found bringing these types of materials through these areas will be stopped by Security or Concierge Staff and instructed to use the rear corridors and receiving areas.

All dollies or carts used in the Toronto Eaton Centre complex must be equipped with non-marking rubber or plastic wheels and must not create excessive noise.

## STORAGE ROOMS

A limited number of storage rooms of various sizes are available for short or long term lease at Toronto Eaton Centre. Most storage spaces are located in the Receiving Area corridors of Toronto Eaton Centre. If you require permanent or temporary storage please contact the Retail Property Manager at 416.598.8340

## MAILBOX

When moving into Toronto Eaton Centre each tenant is assigned a Post Office Box by the Service Centre in order to receive mail. The PO Box number should be used on all mail addressed to the tenants. Tenants receive a key to their assigned Post Office Box directly from the Service Centre. For more information contact the Service Centre at (416) 598-8738.

The following format is recommended for tenant mail addressing of stationary:

Tenant or Company name  
Street Address  
Name of Office Building  
PO Box #  
Toronto, ON, Postal Code

## ELEVATORS

The following is a list of elevators by building at Toronto Eaton Centre:

TOWER	PASSENGER ELEVATORS	FREIGHT ELEVATORS
The Cadillac Fairview Tower (20 Queen)	15	Includes 3 freight elevators
250 Yonge	16	1
1 Dundas	12	Includes 2 freight elevators
Galleria Offices	2	1

### Passenger Elevators

Elevators are controlled by security card access, after normal business hours. Passenger elevators are not to be used to transport heavy goods or bicycles.

### Freight Elevators

Every building is equipped with designated freight elevator(s). The freight elevators are to be used for tenant move-ins and outs, and delivery of large parcels and equipment.

### **Freight Elevator Bookings**

Large and cumbersome deliveries including construction materials, office furniture, photocopiers, etc are not permitted through the office building lobbies or in the passenger elevators. Anyone found bringing these types of materials through the lobby will be stopped by the Lobby Representative and instructed to use the freight elevator/loading dock facilities. It is recommended to make a freight elevator booking at least one week in advance. Please contact the Service Centre at 416.598.8738 for more details.

### **Freight Elevator Availability**

#### **RESERVING THE FREIGHT ELEVATOR**

Monday to Friday	6:30 p.m. - 6:30 a.m.	Can be reserved for major deliveries
Saturdays, Sundays, & Holidays	All day	Can be reserved for major deliveries

Tenants must provide at least one week's written notice prior to the date and time of the scheduled move or delivery. All freight elevator arrangements must be coordinated through the Service Centre at 416.598.8738 and are subject to a first come first serve basis. Should an emergency arise whereby you require the elevator without having made a booking, we will endeavour to assist you as much as possible. However, there may be days when it will not be possible to accommodate your request.

Please note that there is a 45-minute parking restriction in all loading zones. Vehicles parked for more than 45 minutes must pay for a ticket at the parking machine. Unauthorized vehicles will be towed at the vehicle owner's expense.

- In the case of moves, your moving contractor will be responsible for any damage to the building incurred during the move. To avoid any unnecessary damage:
- Pad or otherwise protect all entrances, doorways, and walls affected by the move;
- Cover all floors traversed during the move with appropriate material.
- Do not block any fire corridor, exit door, elevator, lobby, or hallway with any materials.

## HANDICAP ACCESS

Barrier free access is available to all buildings and parkades. Washrooms on many floors are designed to accommodate special accessibility requirements. Listed below are the entrance routes to the shopping centre, office buildings and specialty designed handicap washrooms for the physically challenged.

OFFICE TOWER	HANDICAPPED ACCESS	HANDICAPPED WASHROOMS
1 Dundas	Main Lobby – Access to office tower / retail centre	On the 11 <sup>th</sup> floor
250 Yonge	Main lobby – Access to office tower/ retail centre	On the 20 <sup>th</sup> , 31 <sup>st</sup> , 33 <sup>rd</sup> floors
Cadillac Fairview Tower	Main Lobby – Access to office tower/retail centre	On the 23 <sup>rd</sup> floor
Galleria Offices (220 Yonge Street)	Yonge Street – (beside Roots). Centre mall parking elevators to P1. Bridge to Indigo and Lenscrafters. Glass elevators outside Mr. Greenjeans Restaurant.	n/a
Shopping Centre	Handicapped Access	Handicapped Washrooms
South Mall	Level 1 – Queen Subway Entrance	South Food Court East
	Level 1 – Queen Subway Entrance	South Food Court West
	Level 2 – Street Level Queen	West side (Bebe Sport)
North Mall	Level 1 – Dundas Subway Entrance	West side (Old Navy)

# Services

LOBBY REPRESENTATIVE DESK E:1

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GUEST SERVICE DESK E:1

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LOST & FOUND E:1

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FULL SERVICE POSTAL FACILITY E:2

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COURTESY UMBRELLAS E:2

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BICYCLE PARKING E:2

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THRIFTY CAR RENTAL E:2

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AUTO GROOM E:2

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ESERVUS E:2

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CAPTIVATE ELEVATOR SCREENS E:2

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CONFERENCE SUITES E:3

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WEBSITE E:4

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CENTRE PERSPECTIVE NEWSLETTER E:4

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TENANT EVENTS E:4

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SHOPICARD CADILLAC FAIRVIEW GIFT CARD E:4



## Services

### LOBBY REPRESENTATIVE DESKS

The Lobby Representatives are available Monday to Friday as follows:

#### MONDAY TO FRIDAY

1 Dundas	8:00 a.m. – 4:30 p.m.
250 Yonge	8:00 a.m. – 4:30 p.m.
Cadillac Fairview Tower	8:00 a.m. – 4:30 p.m.

### GUEST SERVICES DESK (SHOPPING CENTRE)

The Guest Services Representatives are available

Monday to Friday:	10:00 a.m. – 9:00 p.m.
Saturday:	9:30 a.m. – 7:00 p.m.
Sunday	11:00 a.m. – 6:00 p.m.

### LOST & FOUND

Lobby Representatives work with Security when dealing with all lost and found items/inquiries. All items are recorded and, at the end of the day, are picked up by security and taken to their Security Office

Returned items are kept in the Security Office for one month. Items that are not claimed are then donated to a local downtown charity - "St. Vincent's Paul Society" at St. Michael's Cathedral.

### **Telephone**

A courtesy telephone is available at the Lobby Representative's desk in all Toronto Eaton Centre Office Buildings and can be used to place local calls only. Out of courtesy, tenants must adhere to a 3 minute time limitation.

### **FULL SERVICE POSTAL FACILITY**

There is a full service postal outlet inside Shoppers Drug Mart located on level 1 of the shopping centre.

### **COURTESY UMBRELLAS**

Courtesy umbrellas are available for loan to tenants at the building lobby desks.

### **BICYCLE PARKING**

For those who ride a bicycle to Toronto Eaton Centre, please note that bicycles are not permitted in the office tower elevators. Bicycle racks are located at Bay Dundas Parkade, P1 level.

### **THRIFTY CAR RENTAL**

Conveniently located on P5 of the Yonge Parkade, THRIFTY CAR RENTAL offers a variety of vehicles from Sub-compact to luxury cars and SUV's. Toronto Eaton Centre tenants receive a favorable rate when renting from this location. For more information call 416.591.0861

### **AUTO GROOM**

Conveniently located on P2 of the Yonge Parkade, Auto Groom offers a variety of complete car care services including professional detailing and interior/exterior cleaning. For more information call 416.622.1943

### **ESERVUS**

Cadillac Fairview has partnered with Eservus, an online concierge service to provide an exciting entertainment service for Cadillac Fairview tenants. Eservus gives tenants the best experiences Toronto has to offer! Eservus can find and book all kinds of services, such as:

- Sports, movie, and performing arts tickets — last minute and hard-to-find.
- Attractions and sightseeing tickets — for the most sought-after local attractions.
- Accommodations — for local, regional, national, and international destinations.

Using Eservus is easy and convenient. Eservus tickets and service options may be viewed on the Eservus website at [www.eservus.com](http://www.eservus.com) and may be ordered via e-mail at [request@eservus.com](mailto:request@eservus.com) or by telephone at 416.598.8888 or in person at 144 Front Street West, Suite #450 (just west of University Avenue), Toronto, Ontario, M5J 2L7. Tickets are delivered directly to the Toronto Eaton Centre within 48 business hours of your order.

### **CAPTIVATE ELEVATOR SCREENS**

Captivate screens are in Toronto Eaton Centre office building elevators. These screens communicate interesting and valuable content from the outside world throughout the day, while at the same time providing building management with the ability to focus messages specifically on site related issues. The Captivate Network content ranges from real time news, weather and traffic reports to entertainment and trivia. Information is

specifically tailored to the local market with national and international news as well. The content is generated by journalists based in Toronto, using local sources and major news wire services.

For more information on Captivate Network services please call 416.861.8319 ext.222.

## CONFERENCE SUITES

Toronto Eaton Centre Conference Suites are conveniently located on the 6<sup>th</sup> floor at 250 Yonge. Suites are available to tenants at reasonable rates.

### Equipment

The “Trinity Suite” includes comes complete with audiovisual equipment including a ceiling mounted LCD projector, retractable screen, , laptop plug-in, broadband internet access, cable TV connection, DVD/VCR player, and portable microphones.

### Set Ups

The Meeting Room can accommodate up to 50 attendees in various configurations.

### RENTAL RATES

<b>Trinity Suite (6<sup>th</sup> Floor)</b>	Full day	\$300
(Training Room seats up to 50 people)	1/2 day	\$200

*\*Rental rates include price of meeting space and audiovisual equipment.*

*\*Full day rental rates are for meetings booked for greater than 4 hours; 1/2 day rental rates are for meetings booked for 4 hours or less. Rates are subject to change.*

*\*Additional chairs, tables and other amenities are available for rent.*

### Catering

The Meeting Room provides you with the flexibility to use your preferred caterer. Toronto Eaton Centre has an assortment of restaurants and cafes that would be happy to provide catering.

Please visit [www.tectowers.com](http://www.tectowers.com) for more information. Cadillac Fairview is also pleased to suggest the following catering companies for your next function:

Cuisine	416.349.7111 ext. 5200
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Baroli Cafe	416.595.5551
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Richtree	416.351.8783
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Jugo Juice	416.977.8228
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Druxys	416.979.9747
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## Information & Bookings

Conference Suites should be reserved in advance. Organizations booking Conference Suites must complete and sign, as the responsible party, the Conference Suite Rental Agreement before the room will be reserved. For further information regarding Conference Suites or to make a booking, please contact the Service Centre at 416.598.8738 or [tecservice@cadillacfairview.com](mailto:tecservice@cadillacfairview.com).

## WEBSITE

Please visit us on the internet at [www.torontoeatoncentre.com](http://www.torontoeatoncentre.com) or [www.tectowers.com](http://www.tectowers.com) and click on the Tenant Services section on the left-hand side of the website. There, you will find information on leasing and property operations, or learn about the building history or services. There is also a complete list of tenants included on the website.

## CENTRE PERSPECTIVE NEWSLETTER

Centre Perspective is an interesting and informative newsletter that is published quarterly specifically for Cadillac Fairview office tenants. It features articles on Cadillac Fairview retail and office tenants, events, programs, operations, and entertainment and community events.

## TENANT EVENTS

Throughout the year, Cadillac Fairview offers several events for tenants such as holiday receptions, lunch-and-learn series, etc. Tenants are encouraged to join in these events and meet fellow tenants and participate in the fun. Watch for tenant notices regarding these events.

## SHOP!CARD CADILLAC FAIRVIEW GIFT CARD



The shop! card is available exclusively at Cadillac Fairview shopping centres. With the shop! card, you can give your employees and clients the gifts

they've always wanted. The shop! card can be redeemed for just about anything at over 4,000 fine stores in over 29 of the most renowned shopping centres across Canada, including Toronto Eaton Centre, Sherway Gardens and Fairview Mall.

Some national store chains offer gift cards that can be redeemed at any of their locations across Canada. However, you still have to shop at their stores. The shop! card, however, is Canada's first retail centre-based gift card program. So you can shop at most of the stores located in most Cadillac Fairview shopping centres. No other card offers you this much flexibility. Your balance can be checked online at [www.shops.ca](http://www.shops.ca), or by phone at 1.800.755.8608.

Available in denominations from \$10 to \$500, the shop! card may be redeemed at one store or at many stores. After each purchase, the amount will be deducted from the balance. The shop! card can then be used at other retailers - even at other Cadillac Fairview shopping centres - until the entire balance has been spent.

### shop! Card Benefits at a Glance

**Security:** Unlike gift certificates, the shop! card comes with enhanced security features to guard against loss or theft.

**Selection:** You may choose to purchase shop! cards with cash, debit card, Visa or MasterCard (for each card purchased, a processing fee of \$1.50 will be charged).

**Surprise:** Every shop! card you purchase is presented in its own attractive cardholder package. It's a tasteful and classic way to give someone such a thoughtful gift.

### **Bulk Purchasing**

For bulk purchase customers, the shop! card makes an ideal gift for clients and a welcome incentive for employees. And the more cards you order, the lower the processing fee will be per card. Orders exceeding \$3,500.00 must be paid by certified cheque or bank draft.

The gift cards are available for purchase at the Toronto Eaton Centre Guest Services desk during shopping centre hours. Guest Services is located on Level 2 beside the Centre Court fountain.

### **Card Processing Fee**

The more shop! cards you order, the lower the processing fee will be per card. The shop! card can be purchased in values of \$10 or greater. Orders exceeding \$3,500 must be paid by certified cheque or bank draft. All card processing fees are waived with any order over \$1000.

### **Cards Processing Costs**

- 1 to 25 \$1.50 Per Card
- 26 to 50 \$1.00 Per Card
- 51 to 99 \$0.75 Per Card
- More than 100 No charge

## Redemption

The shop! card is redeemable at any of these fine shopping centres:

ONTARIO	BRITISH COLUMBIA	ALBERTA	QUEBEC	NEW BRUNSWICK
<b>Toronto</b> Toronto Eaton Centre Hillcrest Mall The Promenade Toronto Dominion Centre Don Mills Shopping Centre Fairview Sherway Gardens  <b>Markham</b> Markville Shopping Centre  <b>Barrie</b> Georgian Mall  <b>Hamilton</b> Lime Ridge Mall  <b>Kitchener</b> Fairview Park  <b>London</b> Masonville Place  <b>Kingston</b> Cataraqui Town Centre	<b>Vancouver</b> Pacific Centre Waterfront Properties  <b>Richmond</b> Richmond Centre  <b>Victoria</b> The Bay Centre	<b>Calgary</b> Chinook Centre Market Mall	<b>Pointe Claire</b> Fairview Pointe Claire  <b>Montreal</b> Galeries d'Anjou  <b>St-Bruno</b> Promenades St-Bruno  <b>Laval</b> Carrefour Laval  <b>Lévis</b> Galeries Chagnon	<b>Dieppe</b> Champlain Place  <b>Saint John</b> McAllister Place  <b>Fredericton</b> Regent Mall

# Security & Life Safety

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## **Security & Life Safety**

### **SECURITY & LIFE SAFETY DEPARTMENT**

A team of highly trained security and life safety professionals are dedicated to providing you with a safe and secure environment 24 hours per day, 7 days per week.

**The Security and Life Safety Department consists of the following personnel:**

- Senior Manager, Security and Life Safety
- Manager, Security
- Manager, Fire & Life Safety
- Security Supervisors
- Security Guards
- Fire & Life Safety Supervisor
- Fire & Life Safety Inspectors

The Senior Manager of Security and Life Safety has primary responsibility for the development of the department's strategic direction, long term goals, relationships and objectives, in addition to the general management of the security function. The Manager of Security is responsible for overseeing all security systems and the daily delivery of security services and supervision of the Security Supervisors and security guards. The Manager of Fire & Life Safety is responsible for emergency management and preparedness, including Fire and Life Safety Plans, Emergency Response Plans, building fire / evacuation drills, fire protection systems, and all safety concerns on, or in relation to the property. The Fire and Life Safety Team is available to all tenants for certificate and/or awareness training in First Aid / CPR and Fire Warden Orientation.

The managers are available to meet with you to discuss security and life safety matters relating to your premises in particular or the Toronto Eaton Centre in general. All may be contacted by calling the Security Command Centre at 416.598.8547.

**As a standard, all SecurityGuards receive the following training:**

- Cadillac Fairview's Serve & Secure Program
- Site orientation
- Intervention & communications
- Standard first aid & CPR
- Customer service training
- Emergency response

**Security Staff receive additional training in the following specialized areas:**

- Automated External Defibrillator Certification
- WHIMIS Certification
- Oxygen Administration
- Fire Safety

The main role for security personnel is tenant and customer safety. Security is to maintain a comfortable and safe working environment. The security guards' second responsibility is to the landlord and accordingly is expected to monitor and protect the property of the Toronto Eaton Centre. This includes the deterrence and reporting of vandalism, ensuring the building is locked and secure in the evenings, maintaining a high profile achieved by extensive patrolling of all areas, maintaining within the property a peaceful atmosphere while being a pleasant emissary for the landlord. Each tenant is responsible for their unit's security and loss prevention strategy.

Security guards are trained to control a situation until the police, fire or ambulance authorities arrive on the scene. They can effectively provide assistance with loss and injury situations.

**Security and Life Safety Staff can provide additional assistance with your business operation by providing the following services:**

- Security and Life Safety training for office employees
- Security patrols
- Tenant emergency contact information
- Premises security tips and theft prevention
- Safe walk program

## **CONTACTING SECURITY**

The Security and Life Safety Operations Centre for the complex is located on the first floor of the Galleria Offices, Suite 122, 220 Yonge Street. Should you have any issues concerning security matters or notice any suspicious activity please call:

**Toronto Eaton Centre Security (24 hours):**  
416.598.8547

**In an Emergency**  
416.598.8547

**Police, Fire and Ambulance can be contacted in emergency situations by calling 911.**

## **SECURITY SYSTEMS**

Security operates seven days a week, 24 hours a day and we take great pride in our proactive approach to Security and Life Safety. Currently our closed circuit television systems (CCTV) are located throughout the complex. Many of the cameras are equipped with pan, tilt and zoom capabilities and are recorded on a 24 hour basis. Toronto Eaton Centre can also provide CCTV/ACMS and duress system monitoring to individual tenants. If you require additional information please contact our Senior Manager of Security and Life Safety at 416.598.8292.

### **Security Patrols**

Security guards patrol the complex while on duty, assisting tenants as required, ensuring safety standards are met, responding to property emergencies and offering customer assistance.

### **Tenant Emergency Contact Information**

We request that each tenant provide the Security Department with names and telephone numbers of “key holders” and emergency tenant contacts to call in the event of an after hours emergency or request for after hours access. The Security Department should be informed of any changes to this contact list to avoid any inconvenience and facilitate quick response.

### **MIR3**

Toronto Eaton Centre has implemented a new emergency tenant notification program. The system provides our emergency operations group with the ability to quickly communicate information to tenants in an emergency via telephone, email, fax, mobile or pager, through an automated mass notification program known as **MIR3**.

The features of this application are wide-ranging and tenants should find this program an effective and reliable method of communicating important information in an emergency. The most notable feature of the software is its ability to continuously attempt to reach tenant contacts through a variety of devices until the message has been received and acknowledged by the recipient. *Please note: Procedures for notifying individual tenants in emergency situations will not change.*

For more information on the **MIR3** program please contact our Senior Manager, Security and Life Safety at 416.598.8292.

## **ACCESS CARDS**

### **Obtaining Access Cards**

All office tenants require access cards. Applications are provided to the tenant’s security contact prior to occupancy and are also available by contacting the Access Control Centre at 416.598.8632. The applicable sections are to be completed by an authorized signatory and returned to the Access Control Centre.

### **Amending Access Cards**

If access requirements are to be amended, please contact the Access Control Centre at 416.598.8632.

### **Lost/Stolen/Terminated Access Cards**

Please notify the Access Control Centre immediately if an access card has been lost, stolen, or if an employee has resigned or been terminated. The access card will be deactivated immediately. There is a \$20.00 - \$25.00 charge for replacement cards.

## TENANT LOCKS AND ALARMS

### Locks and Keys

Locks and electronic access mechanisms, controlling entry into tenant premises, must be installed and programmed to Toronto Eaton Centre standards. Please contact the Manager of Security to discuss any related issues. Extra keys and access cards may be obtained through the Access Control Centre via company e-mail or faxed on company letterhead to 416.598.8221.

### Alarms

If you are contemplating the installation of an alarm system please discuss your needs with the Manager of Security in advance. The Manager will alert you to the particular efficiencies that stem from Toronto Eaton Centre operating an around the clock security team.

## THEFT

Report any suspected theft, no matter how small, to Toronto Eaton Centre Security immediately. You should also notify the Police Department; they may be on the trail of a thief targeting shopping centres and 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 tenants' personal belongings. Personal property insurance is the responsibility of each tenant.

## ACCIDENTS

All accidents should be reported to Toronto Eaton Centre at 416.598.8547. Toronto Eaton Centre security staff are trained in First Aid and will provide assistance when required. The following additional information will facilitate an efficient response:

- Name and address of the injured party.
- Time and location of the accident.

- Details of the accident including any action taken by those present.
- Witness names and how they may be contacted.

**Please do not attempt to move anyone who has been seriously injured.**

If you have called the Fire Department or any emergency service for any reason, please advise Security personnel immediately. Security will ensure appropriate support action is taken such as arranging to meet emergency services and escorting them to the location of the incident.

## SOLICITATION

Solicitation is prohibited in the building or on the building premises. Please notify the Security Command Centre immediately if you notice someone soliciting within the building. Report as much specific information about the person's appearance and behavior as you can. Building staff will locate the person as quickly as possible and escort him/her off the premises.

## SAFE WALK PROGRAM

Security offers a Safe Walk service to escort your staff members requiring assistance to their vehicles after hours. To take advantage of this service, contact the Security Command Centre at 416.598.8547.

## EXTRA SECURITY

You may arrange additional security for special events, construction projects, or other purposes by contacting the Manager of Security at 416.598.8564. 24 hours notice is required to obtain additional security services.

## **SMOKING**

In accordance with the Smoke Free Ontario Act which took effect on May 31, 2006, smoking inside Toronto Eaton Centre is strictly prohibited.

- The Cadillac Fairview Smoke-Free Entranceway Initiative also asks smokers to remain a minimum of 9 meters from all building entrances.
- Failure to comply with the Smoke-Free Ontario Act legislation could result in penalties or up to a \$5000.00 fine.

Please refer to the Emergency Manual for information on emergency procedures and training. Emergency Response Workshops can be scheduled in order to train your staff on the emergency procedures at Toronto Eaton Centre. The Manager of Fire and Life Safety conducts training sessions for organizations upon request. Fire drills and fire alarm tone testing are also conducted regularly to keep our tenants fluent in the evacuation procedures in case of an emergency. Again, please refer to the Tenant Emergency Response Manual for information.

## **SECURITY AND LIFE SAFETY AUDITS, SEMINARS, AND DRILLS**

Security and Life Safety Staff are available to complete physical security audits of tenant's premises and will provide suggestions to improve or enhance procedures. Seminars and training sessions can be arranged for shoplift and crime prevention, break and enter and robbery prevention. Our Fire and Life Safety team is available to conduct training in the following areas; Fire Safety, Fire Warden Training, First Aid & CPR and several other courses that can be tailored to our specific needs. Please contact the Senior Manager of Security and Life Safety at 416.598.8292 for additional information.

## **EMERGENCY PROCEDURES & TRAINING**

The Toronto Eaton Centre believes in continuously being proactive in the field of Emergency Planning & Preparedness. This approach encompasses technical upgrades, thorough testing and review of Policies & Procedures, advanced training for building staff and awareness seminars for tenants.

Cadillac Fairview has prepared a Tenant Emergency Response Manual specifically designed for tenants.

# Property Operations

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## HOUSEKEEPING — OFFICE BUILDINGS

### Contractor Housekeeping

Hurley Corporation provides housekeeping services for cleaning of office premises, and all common areas of Toronto Eaton Centre office buildings including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas.

### General Office Cleaning Conditions Frequency Explanation

“SERVICE REQUIREMENT”	=	“ANNUAL FREQUENCY”
Five (5) Days Per Week		252
Four (4) Days Per Week		209
Three (3) Days Per Week		147
Weekly		52
Every Other Week		26
Semi-Monthly		24
Monthly		12
Bi-Monthly		6
QUARTERLY		4
SEMI-ANNUAL		2
ANNUAL		1

The above is a guide since all frequencies in the following service schedules are based on the number of times per year the task would be performed.

No work will be conducted on Statutory Holidays. These include Christmas, Boxing Day, Good Friday, New Year’s Day, Family Day, Victoria Day, Canada Day, Labour Day, Thanksgiving and Civic Holidays (ten (10) days).

### Explanation Of Specification

“A” *empty all organic and recycling containers & replace liners if necessary*- “B” 252

“A” This is the general task description.

“B” Two Hundred and Fifty Two (252) specifies the task frequency, in this case daily.

### Day Policing Staff

The following staffing levels are for policing duties only. They may be used to perform the Policing staff duties only and are not to perform work designated as “Evening Shift Duties”

#### MONDAY TO SATURDAY

NO. OF STAFF	CLASSIFICATION	HOURS PER DAY
2	Day Matron/20 Queen St. W	7
1	Day Matron/1 Dundas St. W.	7
2	Day Matron/250 Yonge St.	7
1	Day Porter/20 Queen St. W.	8
1	Day Porter/1 Dundas St. W.	8
1	Day Porter/250 Yonge St.	8

**All women’s washrooms must be policed and cleaned a minimum of two (2) times per day. The Day Matrons are not responsible for policing and cleaning any private washrooms unless special arrangements have been made.**

### Day Porter Service

The Day Porters’ duties shall include, but not be limited to:

- 1) 8:00 a.m. to 8:10 a.m. *Maintain exterior areas visible from entrance doors including: Policing for litter;. Spraying ice melter using products provided by the Corporation.*

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- 2) 8:10 a.m. to 8:50 a.m. *Maintain lobby and mailroom. Wash entrance doors. Maintain both sides of the first light of glass in main lobby in first class condition.*

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- 3) 8:50 a.m. to 9:00 a.m. *Maintain exterior areas visible from entrance doors including: Policing for litter. Spraying ice melter using products provided by the Corporation.*

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- 4) 9:00 a.m. to 11:00 a.m. *Policing and cleaning men’s washrooms.*

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- 5) 11:00 a.m. to 11:30 a.m. *Vacuum elevators.*

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- 6) 11:30 a.m. to 12:30 p.m. *Maintain main lobby and mailroom. Maintain exterior areas visible from entrance doors including: Policing for litter. Spraying ice melter using products provided by the Corporation.*

**Day Porter Service Continued**

7)	12:30 p.m. to 1:00 p.m.	<i>Lunch.</i>
8)	1:00 p.m. to 1:10 p.m.	<i>Maintain main lobby and mailroom. Maintain exterior areas visible from entrance doors, including:  Policing for litter.  Spraying ice melter using products provided by the Corporation.</i>
9)	1:10 p.m. to 3:20 p.m.	<i>Policing and cleaning men's washrooms, elevator lobbies and ashtrays.</i>
10)	3:20 p.m. to 3:30 p.m.	<i>Maintain exterior areas visible from entrance doors, including:  Policing for litter.  Spraying ice melter using products provided by the Corporation.  Perform some office cleaning, during the day including locksmith's office and fire inspector's office.  Respond to pager calls during the day.</i>

**All men's washrooms must be policed and cleaned a minimum of two (2) times per day. The day Porters are not responsible for policing and cleaning any private washrooms unless special arrangements have been made. All walk-off mats in the main lobbies must be extracted to remove excessive humidity as necessary during inclement weather months.**

**Evening Shift Duties**

The duties described in the following schedules are to be performed between the hours of 5:30 p.m. and 2:00 a.m. only.

ENTRANCE AND MAIN LOBBY	SERVICE DAYS/YEAR
Dust mop and damp mop floors using a neutral detergent, moving furniture as required to service all surfaces.	252
Pick up walk off mats from designated mechanical room and position at all entrances during the first week of November.	1
Remove walk off mats from entrances and drop off to designated mechanical room during the last week of April.	1
Strip all marble and flamed granite floors, removing all glue from walk off mats, and recoat with two (2) coats of sealer and three (3) coats of non-scuff thermoplastic finish (April).	1
<i>Note: 250 Yonge Street ONLY.</i>	
Thoroughly clean walk off mats (vacuuming and spot cleaning).	125
Extract all excessive humidity from walk off mats as necessary.	125
Burnish floors after 9:00 p.m. using the appropriate high-speed burnisher and applying restorer as required.	127

**Note: 250 Yonge Street ONLY.**

**Evening Shift Duties**  
**Continued**

Buff all floor surfaces inaccessible to a burnisher (stairs, landing and remnants not covered by walk off mats during inclement weather months) using appropriate hand-held polisher.	252	Dust and remove litter from tops of all revolving doors.	252
Recoat all floors with one coat of floor finish (bi-weekly from May to October inclusively.)	13	Remove litter from accessible tree beds. Consult with Corporation prior to moving live materials.	252
Scrub all marble and granite floors and recoat with thermoplastic finish. (August)	1	Clean and polish elevator doors as applicable.	252
Note: 250 Yonge Street ONLY.		Clean and polish all kick and push plates.	252
Strip all quarry tile floors and recoat with two (2) coats of sealer and three (3) coats of finish.	1	Clean both sides of all glass doors including frames.	252
Scrub all quarry tile floors and recoat with two (2) coats of finish.	2	Clean and polish all stainless steel surfaces including Tenant P.O. Boxes, postal drop box and fire hose cabinet.	252
NOTE: the Corporation reserves the right to substitute any and all foregoing maintenance involving thermoplastic products with requirements for vitrification or crystallization processes of equivalent cost to the contractor.		Clear counters and floors of mailrooms of materials as directed by the Corporation.	252
Dust all horizontal and vertical surfaces within 72" of floor l(including mirrors and window ledges.)	252	Vacuum all fabric furniture.	52
Spot clean all horizontal and vertical surfaces within 72" of floor (including mirrors and window ledges.)	252	Dust and clean all surfaces above 72" including sills, ledges, molding, shelves, doorframes, pictures, diffusers and vents.	52
Empty all trash receptacles and replace liners.	252	Dust and wash all wall surfaces.	4
Remove all collected trash to designated areas.	252	Clean miscellaneous lobby displays including directories.	252
		Completely clean and polish escalators including sides and rails.	252

**Evening Shift Duties  
 Continued**

Vacuum escalator threads.	252
Using escalator-cleaning equipment completely clean all escalator threads and risers.	12
Clean and polish all brass at security desk, directory board, handrails, building signage.	252
Clean and polish handrail supports facing towards upper deck as often as necessary.	52
Clean and polish handrail supports facing towards lower deck, light fixtures (wash wall and column rings), wall numerals, fire hose cabinet doors and top and bottom headers of retail entrance screens.	26
Maintain exterior areas visible from entrance doors including policing for litter and spraying ice melter (with products supplied by the Corporation) as necessary.	252
Scrub exterior areas visible from entrance doors during clement weather months.	6

**Passenger & Freight Elevators**

(Including shuttle elevators from 35th to 36th floor and from 2nd to 5th floor at 20 Queen Street West)

Completely clean and damp mop all hard surface elevators.	252
Completely clean and vacuum all carpet elevators.	252
Buff hard surface elevators.	252
Scrub and recoat hard surface elevators.	3
Strip and recoat hard surface elevators.	1
Clean all elevator carpets using the water extraction method. (Friday evening after 9:30 p.m. only)	52
Remove all stains from elevator carpets.	200
Clean and polish threshold plates (on all floors)	12
Police threshold plates for litter, debris and loose dirt.	40

**Public Washroom**

Clean and sanitize all restroom fixtures, wipe mirrors and doors, polish chrome, refill dispensers, empty trash and damp mop floors (including showers).	252
Wash all restroom partitions on both sides.	6
Dust and clean all return air vents.	12
Wash all ceramic tile walls.	2
Machine scrub all restroom floors using germicidal detergent.	6
Scrub walls of shower stalls.	4
<b>Stairs and Landings</b>	
Police stairwells from the 7th floor (inclusive) up to remove litter, spot clean all surfaces and pick up spills.	200
Dust mop, damp mop and clean stairs and landings from 7th floor (inclusive) up where necessary.	52
Damp wipe handrails, dust stringers, ledges, stair undersides and baseboards.	26
Dust mop, damp mop and clean stairs and landings from 6th floor (inclusive) down where necessary.	252
Scrub all stairs, landings and risers where necessary.	1
Spot clean all glass and bright work including trims in tenant staircases.	1
Clean and polish all bright work including trims in tenant staircases	248

Dust mop, damp mop and clean tenant staircases and landings. 4

Fully vacuum and clean tenant staircases and landings. 252

**Janitor Service Rooms, Building Maintenance / Service Offices & Security Offices**

Completely clean janitor storage rooms (including proper maintenance of brightwork on all equipment, vacuum filters, dust mops, damp mops, etc.), restrooms, lunchrooms, locker rooms and all other areas provided for cleaning, maintenance and security personnel as necessary. 52

Maintain janitor storage rooms, restrooms, lunchrooms, locker rooms and all other areas provided for cleaning personnel in clean and orderly condition. 200

**Elevator Lobbies,  
 Corridors, Other Common  
 Areas**

Dust mop with treated dust mop and damp mop using neutral detergent all hard surface floors.	252
Spot clean all walls, light switches, doors and glass.	252
Dust all high reach areas (above 72" from floor).	12
Dust all low reach areas (below 72" from floor).	26
Dust all areas within reach (24" to 72" from floor).	252
Dust fire route panels inside and outside.	4
Clean and polish wall light fixtures.	12
Using a low speed floor machine, buff all hard surface areas including trim around carpets.	248
Strip hard surface floors, recoating with three layers of finish and two layers of sealer.	1
Recoat hard surface floors with one layer of finish. (Note: all freight elevator lobbies are to be scrubbed and recoated as often as necessary.)	5
Fully vacuum all carpets from wall to wall. (Note "V" pattern must be visible on all carpets after vacuuming is completed.)	252
Using approved spotter, remove stains of less than 4" diameter and gum from carpets.	252

Completely clean and polish metal frames, push plates and kick plates. 52

Dust and clean all vents. 12

Damp wipe all balcony railings in Low Rise Galleria Offices. 12

**Office Areas**

Empty all trash receptacles as necessary. (Note: all medical waste is excluded). 252

Empty all blue desk side recycling containers as directed by Corporation (frequently to vary depending upon the nature and density of traffic. Note: This specification includes all blue recycling barrels typically located in photocopy and computer rooms, which are to be emptied together with desk side containers as necessary). 52 – 104

Remove all corrugated carton designated by tenant as waste. (Note: Quantities in excess of 20 boxes per floor are excluded from this specification and subject to extra charge.) 252

Remove all collected trash to designated compactor area and compact before 2:00 a.m. 252

Remove all materials collected from desk side recycling containers to designated areas. 104

**Office Areas Continued**

Remove all collected corrugated carton to designated bailer area before 10:00 p.m.	252	Fully vacuum all carpeted areas including edges and corners.	52
Damp wipe waste receptacles as necessary or replace liners.	252	Using approved spotter, remove all stains of less than 4" diameter and gum.	52
Empty and damp wipe ashtrays (contents to be stored overnight in tin container).	252	Damp wipe all telephones where necessary.	52
Dust all chair and table legs and rungs, baseboards, sills, ledges, moldings and other low reach areas within 24" from floor.	26	Damp wipe all telephone earpieces and mouthpieces where necessary.	200
Dust all surfaces above normal reach (72") including moldings, shelves, doorframes, picture frames and air return vents.	12	Dust mop and spot damp mop all hard surface floors (including balconies fronting retail mall).	200
Dust all surfaces within normal reach including shelves, tables, desks, and outside of induction units.	252	Dust mop, damp mop and spray buff (using a low speed floor polisher) all hard surface floors (including balconies fronting retail mall).	52
Clean desktops, counter tops, tables, outside of induction units, and other horizontal surfaces (tenants to be requested to clear appropriate areas one night in advance).	52	Strip hard surface floors (including balconies fronting retail mall) and recoat with two layers of sealer and three layers of finish.	1
Dust all Venetian blinds.	4	Clean and polish all bright metal work such as door hardware and frames, push plates, kick plates and other metal accessories.	12
Spot clean all walls, sills, ledges, light switches, doors and outside of induction units.	252	Ensure all entrance doors are locked at all times.	252
Vacuum all fabric furniture where necessary.	6	Spot clean all mirrors.	252
Vacuum all carpeted traffic lane areas (including reception areas and meeting rooms) and remove all visible soil and litter from other areas.	200		

**Computer Rooms**

Perform all work normally required of standard office space as applicable. Do not allow staff to bring pails of water into any raised computer floor area. Do not allow staff to touch any computer equipment, even when dusting. 252

Dry scrub floor to remove stains and scuff marks. 1

**Private Kitchen Coffee Stations, Washrooms & Stairwells**

Empty all trash receptacles as necessary. 252

Empty all recycling containers; placing bottles, cans and plastics in different colour coded bags. 252

Remove all collected trash to designated compactor area and compact before 2:00 a.m. 252

Remove all collected bottles, cans and plastics to designated loading dock and/or storage room area. 252

Replace liners and damp wipe waste receptacles as necessary. 252

Empty and damp wipe ashtrays (contents to be stored overnight in tin container). 252

Dust all chair and table legs and rungs, baseboards, ledges, mouldings and other low reach areas with 24" from floor. 26

Dust all surfaces above normal reach (72") including moldings, shelves, doorframes, picture frames, large

appliances and air return vents.

Dust all surfaces within normal reach including shelves, tables, outside of induction units, sills, ledges and mouldings. 252

Dust all venetian blinds. 12

Spot clean all walls, light switches and doors. 252

Vacuum all fabric furniture as necessary. 52

Fully vacuum all carpeted areas. 252

Using approved spotter, remove all stains of less than 4" diameter and gum. 252

Dust mop and spot damp mop all hard surface floors. 200

Dust mop, damp mop and spray buff (using a low speed floor polisher) all hard surface floors. 52

Strip hard surface floors and recoat with two (2) layer of sealer and three (3) layers of finish. 1

Lay one (1) coat of floor finish on hard surface floors. 3

Clean and polish all bright metal work including door hardware and frames, push plates, kick plates and other metal accessories. 52

Wash and clean all kitchen sinks. 252

## Fitness Rooms

Spot clean all mirrors.	240
Fully clean all mirrors.	12
Empty all trash receptacles as necessary.	252
Remove all collected trash to designated compactor area and compact before 2:00 a.m.	252
Replace liners or damp wipe waste receptacles as necessary.	252
Dust all baseboards, ledges, mouldings and other low reach areas within 24" from floor.	26
Dust all surfaces above normal reach (72") including mouldings, doorframes and air return vents.	12
Dust all surfaces within normal reach including sills, ledges, mouldings and the outside of induction units.	252
Spot clean all walls, doors and light switches.	252
Using approved spotter, remove all stains of less than 4" diameter and gum.	252
Vacuum all carpeted traffic lane areas and remove all visible soil and litter from other areas.	200
Fully vacuum all carpeted areas including edges and corners.	52

**Note: All day policing tasks at 220 Yonge St. will be carried out by a day matron from either 1 Dundas St. W., 20 Queen St. W. or 250 Yonge St. (of the Corporation's choice).**

## ADDITIONAL JANITORIAL SERVICES

Hurley Corporation can provide your office with a wide range of janitorial services in addition to the regular cleaning services provided by Cadillac Fairview. These services are available periodically or can be scheduled for regular maintenance at the tenant's cost. Please contact the Service Centre at 416.598.8738 for more information on additional janitorial services

### Window Cleaning

The building's exterior windows are cleaned four times annually. The interior windows are cleaned semi-annually, during the daytime. Interior partition glass is not part of this window cleaning; it is the tenant's responsibility to maintain these areas.

## WASTE MANAGEMENT

Office recycling and organics are removed nightly, Monday through Friday, holidays excluded, provided that proper receptacles have been used or the material has been clearly labelled as "recycling".. These labels can be obtained by calling the Service Centre at 416.598.8738. Similar labels are available to clearly identify recyclable materials.

The cleaners will not remove large boxes or packing crates except by special arrangement. Please contact the Service Centre at 416.598.8738 to make arrangements for the disposal thereof.

Any contractors working in your premises will be responsible for the removal of construction debris. Where a separate disposal bin is specifically required for removal of construction debris, arrangements for parking/removal of it must be made through the Senior Manager, Tenant Projects at 416.598.8635.

Recycling and Organic materials should not be put outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal by the janitors.

Items such as furniture, computers, telephone equipment etc., are not removed by the janitors. The tenant is responsible for the removal of these items. For further assistance with these items please contact the Service Centre at 416.598.8738.

### Recycling Services (Zero Waste)

Toronto Eaton Centre office properties operates a successful recycling with a goal of recycling 95% of all office waste from landfill each year. It is mandatory for all tenants to recycle as much as possible. Small recycling (multi-material) boxes are provided free of charge for use under desk areas. **Large recycling boxes are located in central locations throughout individual tenant offices.**

The cleaners are responsible for emptying the recycling boxes as required. If you have items too large to be put in a recycling box, please attach a recycle label to the material and the cleaners will remove it. Labels can be obtained by calling the Service Centre at 416.598.8738.

### Paper Products

Toronto Eaton Centre has both an Organic and Multi-Material recycling program in place with Turtle Island. This program eliminates the need for wastebaskets and redirects them to the recycling boxes and green organic containers. The general rule of thumb to follow is "If It's Paper, Recycle It!". There is no need to sort, remove staples, paper clips, rubber bands, plastic labels, or spiral bindings. We do, however, ask that you re-use large metal fasteners and binders. Our objective with the assistance of our tenants at Toronto Eaton Centre is to achieve Zero Waste.

Two streams consisting of organic and multi-material allows everything to be recycled or composted. This includes:

- Plastics
- Food waste

- Wood / Metal
- Toner cartridges
- Carbon paper
- Styrofoam
- Binders
- Metal drink containers
- Glass containers
- Food containers
- FedEx envelopes
- Bubble wrap
- Plastic wrap
- Used tissue/paper towels

All waste is sorted at the Turtle Island recycling plant

Please remember to flatten cardboard boxes for easier removal. Separate bottles and cans.

### Shredding

Toronto Eaton Centre offers tenants' on-site confidential shredding service at a competitive price than what you may have been quoted by other companies or are currently paying. We charge \$35.00/hr\* and tenants are only invoiced for the exact amount of shredding time. A pick-up schedule can be arranged to suit your needs daily, weekly, monthly, or one time only.

Please call the Service Centre at 416.598.8738 for more information.

- *Prices & Schedules subject to change*

### CONCERNS

If you have any comments, questions, or concerns, it is important for you to let us know as soon as possible so that we can ensure you are provided with quality service. Calls should be made directly to the Service Centre at 416.598.8738.



## Operations

### HEATING, VENTILATION & AIR CONDITIONING

All temperature and air controls in the building have been pre-set for your optimum comfort so we ask that you not attempt to adjust them. Should you experience any problems with respect to temperature or air quality, please report them immediately to the Service Centre at 416.598.8738.

After hours air conditioning is available upon request by e-mailing the Service Centre at [tecservice@cadillacfairview.com](mailto:tecservice@cadillacfairview.com). All requests for after hours HVAC must be received prior to 4:00 p.m.

Heating, ventilation, and air conditioning (HVAC) is provided during building hours as follows:

**NORMAL HOURS OF AIR CONDITIONING**

BUILDING	DAYS	TIME
1 Dundas	Monday to Friday	6:30 a.m. – 6:00 p.m.
	Saturday	6:30 a.m. – 1:00 p.m.
	Sunday and statutory holidays	Available upon request at \$40.00 per hour
250 Yonge	Monday to Friday	6:30 a.m. – 6:00 p.m.
	Saturday	6:30 a.m. – 1:00 p.m.
	Sunday and statutory holidays	Available upon request at \$30.57 per hour
Cadillac Fairview Tower	Monday to Friday	6:30 a.m. – 6:00 p.m.
	Saturday	6:30 a.m. – 1:00 p.m.
	Sunday and statutory holidays	Available upon request at \$40.00 per hour
Galleria Offices (220 Yonge Street)	Monday to Friday	6:30 a.m. – 6:00 p.m.
	Saturday	6:30 a.m. – 1:00 p.m.
	Sunday and statutory holidays	Available upon request at \$40.00 per hour

**Suggestions to Improve Comfort Levels**

The following are suggestions to improve your level of comfort in your premises.

- Keep furniture at least six inches from perimeter heating units.
- Ensure air balancing is completed after changes in occupancy, partitioning, and the addition of heat generating equipment.
- Close window blinds to restrict sun loads.
- Business machines or lights not in use, should be shut off. They can generate a surprising amount of heat.

via fax at 416.598.8268 with the information noted below regarding your unit(s), in order to have one of our building engineers on site to assist in resetting your HVAC unit if requested:

- Location of A/C unit(s)
- Type of unit(s) (electrical or water)
- Unit(s) affected by domestic cold water shutdown
- Key or card access to a/c unit(s)
- Reset procedure
- Location of breaker panel

**Tenant Air Conditioning Units**

From time to time, Toronto Eaton Centre’s Operations team requires that scheduled power outages and water shutdowns take place in order to maintain equipment. This type of work can place tenants’ independent air conditioning unit(s), especially units in LAN rooms, at risk. It is important that your office provide the Service Centre

## LIGHTING CONTROL

All office buildings are equipped with a Lighting Control System for automatic control of your lighting requirements.

Lighting will be automatically turned ON and OFF on the following schedule:

Monday to Friday:	6:30 a.m. – 11:30 p.m
Saturday:	6:30 a.m. – 1:30 p.m. (call for service)
Sunday:	Lights remain off all day.

For any requirements outside of the normal schedule, tenants are to make a request through the Service Centre by calling 416.598.8738 and providing the following information:

- Floor number(s)
- Tenant name
- Name of person making the request
- Time lighting is required ON
- Time lighting is required OFF

Tenants operating outside the scheduled lighting hours can request a permanent override.

This computerized control system is expected to produce a reduction in energy consumption and benefit tenants through a reduction in operating costs.

### The floor lighting

Each building is equipped with long life fluorescent lighting

Electricians and building operators are available upon request to assist tenants who have questions about the light systems. For further information please contact the Service Centre at 416.598.8738.

## Light Replacement

Burned-out lights should be reported to the Service Centre at 416.598.8738. The Service Centre will arrange for replacement lamps and tubes to be installed by our building staff. There is a charge for replacement of non-building standard lamps and tubes.

## Energy Conservation

We invite tenants to participate in our energy conservation program by turning off lights and small appliances that are not in use and by turning on only those lights necessary for after-hours work.

## Eliminating Lights

Tenants wishing to have lights removed to accommodate special requirements should call the Service Centre at 416.598.8738 to arrange for authorized personnel to disconnect the fixture and properly tag it.

## PLUMBING

Although our maintenance staff makes regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of problems with plumbing within leased premises unless they are reported to us. Please report plumbing concerns within your leased premises including those in private washrooms to the Service Centre at 416.598.8738. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

## ELECTRICAL

Power is distributed throughout office floors at 120/208 volts (3-phase, 4-wire). All wiring is to be in cable tray/conduit and in conformance with applicable codes. It is required that tenants arrange to have all equipment fitted with three-prong plugs to make use of the building's grounding facility. No tenant equipment installation and no

regular access is permitted to the building's telephone, mechanical, or electrical rooms.

Tenants requesting electrical or water metering should contact the Service Centre at 416.598.8738 to obtain approval.

Although our maintenance staff make regular inspections of common area facilities, incorporated with checks by contract cleaners and security personnel, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems, within your leased premises to the Service Centre at 416.598.8738. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

## **TELECOMMUNICATIONS**

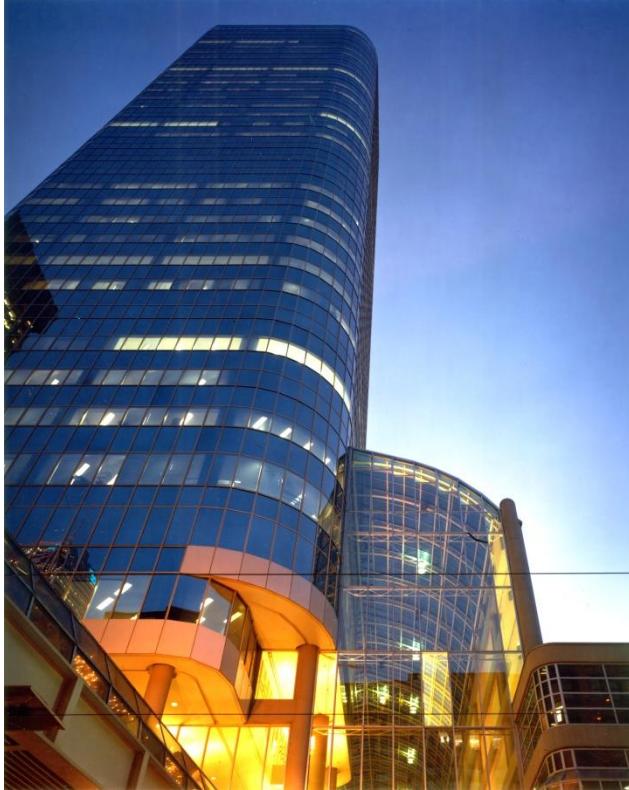
As a result of deregulation of the telecommunications industry (initiated by the CRTC), there are many competitors in the market place for fibre optics, high-speed data, local telephone and long distance service and any other related service. Cadillac Fairview will permit tenants to use any company to provide these types of services. However, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Rycom Inc. has been contracted by Cadillac Fairview to manage Toronto Eaton Centre utility/riser rooms. Therefore, before formalizing any agreement with any services providers, please contact Rycom Inc. at 905.502.6616 or 1.877.792.6687 [customercare@rycom.ca](mailto:customercare@rycom.ca).

## **ENERGY MANAGEMENT**

As a property manager, Cadillac Fairview must ensure our buildings are operating efficiently. Cadillac Fairview strives to reduce energy consumption, improve tenant comfort, and realize cost savings.

# Tenant Move In & Out/ Tenant Renovations

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## **Move In/Out And Renovations**

### **MOVING AND DELIVERIES**

Cadillac Fairview would like to ensure a safe and efficient move for you and your organization. Please refer to the section of this manual on freight elevators for more information on tenant move ins and outs.

### **ALTERATIONS AND REMODELING**

All contemplated changes to your premises must be reviewed and approved by Toronto Eaton Centre's Management Office prior to the commencement of construction. Responsibilities and procedures related to alterations or remodeling of your premises are detailed in the Tenant Leasehold Improvement Manual available from the Manager, Tenant Projects at 416.598.8635. A few key highlights from the manual are noted on the following pages.

## **BASIC REQUIREMENTS**

### **Tenants are required to submit the following to the Manager, Tenant Projects:**

- Complete drawing package, including architectural, mechanical, structural and electrical drawings. These plans will be reviewed by the Manager, Tenant Projects and are subject to any restraints and/or modifications that may be required.
- Certificate of insurance from General Contractor, naming additional insured parties as specified in the Insurance Requirements section of this manual.
- Copy of all building permits obtained from The City of Toronto.
- Copy of Notice of Project form filed with the Ontario Ministry of Labour
- Copy of all Tenant's contractors and sub-trades Clearance Certificate from the Workplace Safety Insurance Board (WSIB)
- Copy of General Contractor's Health and Safety policies
- List of Sub-trades which includes names and telephone numbers
- General Contractor to provide a deficiency deposit of \$5,000.00 (certified cheque)
- Construction schedule
- Emergency contact information of Tenant and its Contractor to be posted at the site

*Note: Before any construction commences, the Tenant or its Contractor is required to notify the Manager, Tenant Projects.*

### **In addition:**

- Suitable arrangements must be made for elevators, access, vehicles, storage, garbage removal, fire protection etc., prior to any work commencing.
- Work should be scheduled so as to minimize any inconvenience to other tenants or visitors to the complex.
- The Manager, Fire & Life Safety must clear any work or other activity, which might compromise life safety or affect any fire alarm/detection device, in advance.

- All debris and construction material is to be removed by your contractor.
- Upon completion of the project, your contractor is required to submit as-built drawings in a CAD format and a HVAC balancing report.

## **RULES AND REGULATIONS**

The following excerpt from the "Toronto Eaton Centre Work Regulations" section of the Retail Tenant Construction Guideline and/or "Contractor Work Regulation" section of the Office Tenant Leasehold Improvement Manual outlines guidelines relating to union labour, identification badges, noise, garbage removal and access and deliveries for retail and/or office buildings.

### **Union Labour**

The Tenant must employ contractors whose union affiliation is compatible with that of the Landlord's contractors, and all subcontractors; and personnel required to carry out the work on site must also have compatible union affiliation. The Tenant will be held fully responsible for the costs and other damages which may result from its contractors' failure to comply with this requirement. As part of this policy we ask that you confirm in writing that your contractor and sub-trades have union affiliation and that while working at the Toronto Eaton Centre you employ union labour ONLY. There will be no exceptions to this policy.

### **Identification Badges**

All construction personnel must wear a building identification badge at all times while they are on the site. Badges will be issued on a daily basis from the Building Control Centre and must be signed out and in at the beginning and end of each work shift. All construction personnel must have proper proof of personal ID. Contractors will be fined at the rate of \$50.00 for each badge not returned to the Building Control Centre at the end of each shift.

### Construction Odours

The contractor shall not perform work at any time which would cause odours that are deemed to be objectionable or may result in any interference with the safety, comfort or convenience of the building to the Landlord or it's occupants. Cadillac Fairview reserves the right to stop work, without recourse by either the tenant or the tenant's contractors if verified complaints are received.

### Garbage Removal

Removal of garbage and construction debris generated by work on a Tenant contract will be the total responsibility of the Tenant contractor working in any given area. Corridors, elevator lobbies and other common areas are to be kept clear of any residual debris. Should it be necessary for the Landlord's forces to remove a Tenant's garbage or debris, due to inaction by the Tenant's forces the Tenant will be invoiced for the full cost thereof.

Construction disposal bins are allowed to remain in the Receiving-loading area only during the following off-business hours:

Monday to Friday: 4:00 p.m. – 7:00 a.m

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Saturday: All hours

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Sunday & Holidays: All hours

Containers will be removed by the Landlord at the contractor's expense if left after 7:00 a.m., Monday through Friday.

Arrangements for removal of disposal bins must be made through the Manager, Tenant Projects at 416.598.8635 or the Dock Supervisor at 416.598.8408. The loading dock is not to be used as a workshop area (i.e. no welding, sawing or any other kind of construction work may be done there). Under no circumstances should the building compactor be used for construction material.

*Note: Garbage of a flammable nature (e.g. paper) must not be allowed to accumulate, but must be removed from the site as quickly as possible.*

## ACCESS AND DELIVERIES FOR OFFICE

For more information on rules and regulations please contact the Manager, Tenant Projects at 416.598.8635 to obtain a copy of the following manuals:

- Tenant Leasehold Improvement Manual — Construction Guidelines

The following excerpt from the "Rules and Regulations During Construction" section of the Tenant Leasehold Improvement Manual outlines guidelines relating to noise, odours, and contractor access.

### NOISE

Coring, drilling and other noisy work is not permitted during the period 7:00 a.m. to 6:00 p.m. Monday through Friday or at times specified by Manager, Tenant Projects. Under no circumstances will a contractor make excessive noise. The use of jack hammers, impact drills or equivalent type equipment is not permitted between normal business hours. Repeated violation of this rule will result in the Contractor being required to perform all work after 6:30 p.m.

- All demolition must be done after normal business hours.
- There will be no external noise from radios in construction areas.

Any dispute that may arise with respect to excessive noise will be resolved by the Landlord, whose decision is final. The Tenant shall immediately comply with the Landlord's decision and instructions.

## CONTRACTOR ACCESS

Cadillac Fairview has security procedures in place to ensure that the security of the complex and individual tenant's premises are not compromised. Please be aware of the following guidelines regarding contractor access:

- Tenants should forward name and contact information of their General Contractor to the Tenant Projects Department at the Toronto Eaton Centre.
- General Contractor should make available a list of sub-trades, construction schedule and any special requirements, e.g. security escort for tenant occupied space to the Administrator, Tenant Projects at 416.598.8605.
- Tenant Projects will issue an Access Authorization Memo which will inform all relevant parties of the contractors' work in Toronto Eaton Centre.
- Tenant Projects will also issue the requisite access cards for the General Contractors and sub-trades. These will be forwarded to Building Control.
- All contractors and their sub-trades are required to sign-in with Building Control located in the South Receiving Level **on a daily basis** to receive their access cards/keys as necessary
- Building Control requires contractors to present ID to obtain TEC access cards or keys while in the building.

## SUPPLIES/DELIVERIES CONSTRUCTION MATERIALS

Please refer to the Freight Elevator section for the policies relating to material delivery. After business hours a security guard may be required should delivery necessitate locked entrance doors being left open for an extended period of time. Should an officer be required for this purpose there will be a minimum 4-hour charge.

## DATA AND COMMUNICATIONS

RYCOM TPM (Telecom Property Management) Inc has been retained by Cadillac Fairview for Riser Management for Data and Communications requirements. RYCOM provides controlled secure access to the telecommunications area within the building; their areas include riser rooms, Main Telephone Room (MTR), POP Sites and roof tops. Any access to the above noted locations requires the notification and approval of RYCOM TPM. This can be arranged through RYCOM TPM Customer Care at 1.877.792.6678 or 1.877.TO.RYCOM select option 1, or [customercare@rycom.com](mailto:customercare@rycom.com), fax at 905.502.6612

Building Security typically requires tenants or contractors to provide a minimum of 24 hours notice to gain access to the riser facilities, however, 48 hours notice is required for major infrastructure upgrades. The contractor is responsible for all security escort fees associated with work carried out.

An inspection fee from RYCOM (subject to Cadillac Fairview's administration fee) is typically charged to ensure installations have been performed correctly. Tenants are advised to discuss if this fee is applicable at the time tenants make the application for access with RYCOM.

## **SIGNAGE & DIRECTORY LISTINGS**

An office building standard sign program has been established for the main lobby, elevator lobbies, and at your premises entrance, which must be adhered to.

The Administrative Assistant, Operations will send you an authorization form for your new signage. Please ensure that the “To Read” section of the form is correct and that the wording and punctuation are exactly as you would like to see them on the sign. 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 weeks from the time the signs are ordered until they are delivered to the building. Please contact the Administrative Assistant, Tenant Projects at 416.598.8695, for further details and costs (if applicable).

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

Posting of paper signage is prohibited in common areas and elevator lobbies.