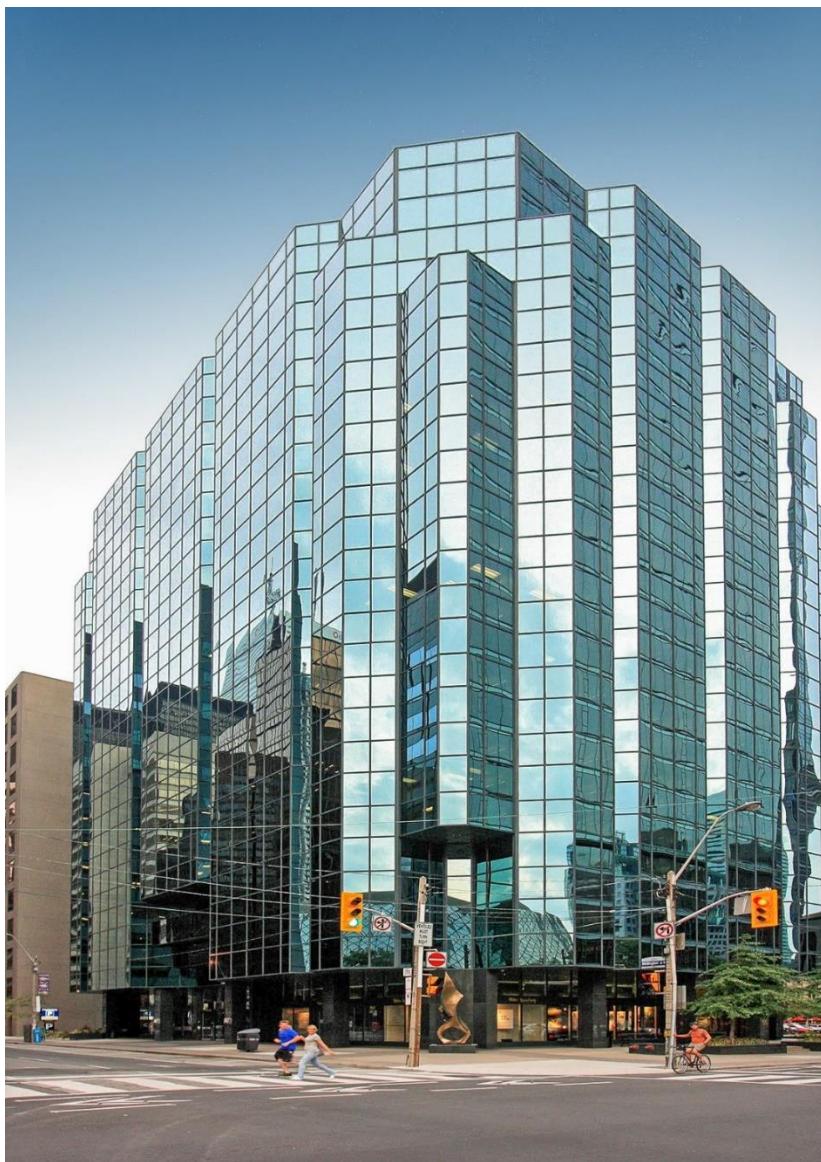




145 WELLINGTON STREET WEST

Tenant Information Guide



H&R REIT
Revised: May 20, 2022



ABOUT THIS GUIDE

H&R is pleased to provide this Tenant Information Guide (“the Guide”) for the exclusive use of the occupants of 145 Wellington Street West (“145 Wellington” or “the Building”). The Guide will help you become familiar with 145 Wellington’s features, facilities, operating procedures, and staff.

The Guide uses the term “tenant” to refer to the person(s) responsible for managing the rented suite, the term “personnel” to refer to all persons employed by the tenant, and the term “occupants” to refer to all tenants and personnel collectively.

Please keep the Guide in a convenient location, perhaps at your reception area. The Guide’s content will be updated to ensure that information remains accurate. If you are making a copy of this handbook to keep on file, please check in with the Management Office periodically to ensure you have a current version. Tenants will be notified by email should the Management Office make any major changes to the Guide.

The Management Office will be pleased to answer any questions you may have about the information contained in the Guide or about the Building. Officers at the Security Desk in the Building’s lobby (“Security”) are also pleased to answer any general questions about the Building.



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SECTION 1: THE NEW TENANT'S TO-DO LIST

Administration and Transportation

- Forward your company name, as you would like it listed on the lobby directory and on your floor (if multi-tenanted), to the Management Office.
- Complete and return the Tenant Security Procedures form, obtainable from the Management Office.
- Provide the Management Office with a dated and signed list of any personnel who require passcards to access the property outside of regular business hours. Indicate each person's permitted access levels on this list. Passcards cost \$25.00 + HST each. This cost is subject to change without notice.
- If you anticipate receiving a small volume of mail, contact the Chief Building Operator, Manny Saraiva (msaraiva@hr-reit.com), to be issued a mailbox. Then, contact Canada Post to inform them of your mailbox number. If you anticipate receiving a large volume of mail, you must discuss suite delivery with Canada Post.

Operations

- Contact a licensed plumber to schedule an annual inspection of all water feed lines and hot water tanks in your suite (see page 23).

Safety and Security

- Devise safety plans to be implemented in response to fires, earthquakes, and tornados. Ensure that personnel are made aware of these plans.
- Choose a designated assembly area for your organization to use in the event of an evacuation. Inform the Management Office of your choice, and ensure that all personnel know where the assembly area is and how to get to it.
- Assign personnel to comprise your Fire Safety Team (see page 34). Ensure they understand and consent to the roles they are expected to fill.
- Provide the Management Office with a dated and signed list of all non-ambulatory occupants and their designated workspaces within your suite. Ensure that the Management Office is kept informed of any changes to this list as soon as they occur.
- Provide the Management Office with all Material Safety Data Sheets for any WHMIS-controlled products, or any other chemicals or hazardous substances, which you are using and/or have stored on site. Ensure that the Material Safety Data Sheets include the locations of all of these products.
- Ensure that you have secured tenant's insurance that adheres to the stipulations outlined in your lease agreement.



SECTION 2: ADMINISTRATION & TRANSPORTATION

Address and Nearby Area

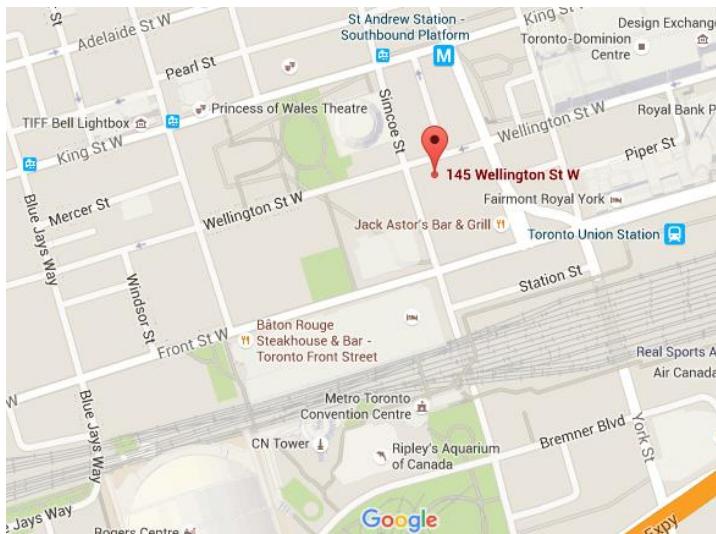
145 Wellington Street West
Toronto, Ontario

The Building comprises 14 floors.

The Building is a 10-minute walk from Union Station.

The nearest subway stops to the Building are St. Andrew Station and Union Station, both accessible stations on the Yonge-University line. Numerous TTC bus and streetcar lines include stops at Union Station, to the east of the Building, and at the Simcoe Street/King Street West intersection, to the north.

The Building is also close to transportation to Toronto Pearson International Airport and Billy Bishop Toronto City Airport. The Union Pearson Express train to Pearson leaves from Union Station (see page 10). A complimentary shuttle bus to Billy Bishop leaves from the southwest corner of the Front Street/York Street intersection, east of the Building.



Directory of Management and Operations Staff

Executive Vice President: Operations
H&R REIT

Blair Kundell
416-635-7520
bkundell@hr-reit.com

Vice President: Leasing
H&R REIT

Jennette Leyland
416-635-4764



Project Manager

H&R REIT

Garry McClean

416-635-4870

gmcclean@hr-reit.com

General Manager

145 Wellington Street West

Allison O'Hara

416-635-4867

aohara@hr-reit.com

Chief Building Operator

145 Wellington Street West

Manny Saraiva

416-977-4024 x 2

msaraiva@hr-reit.com

Building Operator

145 Wellington Street West

Mike McDowell

416-977-4024 x 2

mmcdowell@hr-reit.com

Security Desk

145 Wellington Street West

416-977-4024 x 1

145security@hr-reit.com

Emergency Numbers:

Security Desk

416-977-4024 x 1

416-977-4024 x 3 (after-hours)

Ambulance

416-392-2000

9-1-1 (emergencies only)

Fire Department

9-1-1 (emergencies only)

Police Department (52 Division)

416-808-5200

9-1-1 (emergencies only)

Toronto City Hall

3-1-1 (within city limits)

416-392-2489 (outside city limits)

416-338-0889 (TTY)

Operation and Management Offices

The Operations Office is a tenant's first point-of-contact for all Building-related needs. The Office is on site, on the 14th floor. The Operations Office's hours and contact number are:



Monday to Friday: 7:00AM to 6:00PM
Telephone Number: 416-977-4024 x 2

Additionally, the Management Office oversees all administrative, health and safety, and maintenance matters in the Building.

Security (416-977-4024 x 1) may be able to provide interim assistance outside of regular business hours.

Statutory Holidays

Designated statutory holidays observed at 145 Wellington Street West are:

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

Transportation Options

The PRESTO Card

PRESTO is an electronic, reloadable fare card that makes paying transit fare quicker and easier. The PRESTO system calculates the appropriate fare for your trip and deducts it from the balance that you have loaded, at a station or online, to your card. Often, PRESTO fares are lower than standard fares. To learn more, and to order or load a PRESTO card, visit www.prestocard.ca.

GO Transit

GO Transit operates Ontario's interregional train and bus services. GO Transit services are based at Union Station.

GO Transit vehicles accept payment in tickets, day passes, and PRESTO. Discounted rates are available for seniors, students, children, groups, and support persons. Fares vary depending on the distance of travel.

For the most up-to-date information on GO Transit fares, routes, schedules, and services, consult one of the following official resources:

- Website:** www.gotransit.com (mobile-friendly)
- Twitter:** @GOTransit
- Local Phone:** 416-869-3200
- Toll-Free Phone:** 1-888-GET-ON-GO (1-888-438-6646)
- TTY:** 1-800-387-3652



Automated information is available 24/7; operator-assisted service is available from 7:00AM to 11:00PM on weekdays and from 8:00AM and 9:00PM on weekends and holidays.

Taxi Services

Toronto is serviced by many certified taxi companies. Some of these companies include:

Beck Taxi	416-751-5555	www.becktaxi.com
City Taxi	416-740-2222	www.citytaxitoronto.com
Co-op Cabs	416-504-2667	www.co-opcabs.com
Crown Taxi	416-240-0000	www.crowntaxi.com
Diamond Taxi	416-366-6868	www.diamondtaxi.ca
Imperial Taxi	416-603-1600	www.imperialtaxi.ca
Royal Taxi	416-777-9222	www.royaltaxi.ca

Toronto is also serviced by Uber (www.uber.com). To use Uber, download the Uber app, which is free for Android, iOS, and WP.

TTC (Toronto Transit Commission)

The TTC operates Toronto's subway, bus, streetcar, and paratransit systems.

TTC vehicles accept payment in cash, tickets, tokens, PRESTO, and weekly and monthly passes. Discounted rates are available for seniors, students, children, groups, and support persons.

For the most up-to-date information on TTC fares, routes, schedules, and services, consult one of the following official resources:

- Website:** www.ttc.ca
- Twitter:** @TTCnotices
- App:** "Transit App", free for Android and iOS
- Local Phone:** 416-393-4636
- Toll-Free Phone:** 1-866-642-9882
- TTY:** 416-481-2523

Automated information is available 24/7; operator-assisted service and TTY Hearing Impaired Services are available from 8:00AM to 6:00PM daily, except on statutory holidays.

Union Pearson Express (Union Station)

The Union Pearson Express (UP Express) train runs regularly between Toronto Union Station and Toronto Pearson International Airport.



UP Express accepts payment in tickets and PRESTO. Discounted rates are available for seniors, students, children, and support persons.

For the most up-to-date information on UP Express fares, schedules, and services, consult one of the following official resources:

Website: www.upexpress.com

Twitter: @UPexpress

App: "UP Express Mobile App", free for Android, BlackBerry, iOS, and WP

Local Phone: 416-869-3300

Toll-Free Phone: 1-844-GET-ON-UP (1-844-438-6687)

TTY: 1-800-387-3652

Automated information is available 24/7; operator-assisted service is available from 7:00AM to 11:00PM on weekdays and from 8:00AM to 9:00PM on weekends and holidays.



SECTION 3: ENVIRONMENTAL INITIATIVES

Cigarette Waste Recycling

The Management Office hopes to divert cigarette waste from dumpsters and landfills with a cigarette waste recycling program, made possible by TerraCycle. All waste collected at the Building is sent to a facility that recycles it into a variety of industrial products such as plastic pallets; any remaining tobacco is reworked into tobacco composting. Smokers are expected to use the receptacles provided, rather than dispose of their cigarette waste in the planter boxes or on the ground.

For more information about the cigarette waste recycling program, visit www.terracycle.ca.

Indoor Environmental Quality

All makeup air and compartment unit filters (MERV 13) are inspected by the Operations team on a quarterly basis to verify their condition. As per the manufacturer's recommendation, all filters are replaced semi-annually or earlier as needed.

An annual Indoor Air Quality test is conducted by a third-party consultant. This test measures tenant and common areas of the Building for temperature, relative humidity, CO, CO₂, and respirable suspended particulates. The consultant also provides visual evaluations of the Building's HVAC systems.

LEED Platinum Status

The Canada Green Building Council has awarded the Building Platinum status under the Leadership in Energy and Environmental Design (LEED®) Canada Rating System for Existing Buildings. The Building's most recent scorecard is included on the following page.



LEED® Canada EB:O&M 2009

GREEN BUILDING RATING SYSTEM



Building with purpose

145 Wellington Street West

Recertification

CaGBC EB:O&M Project # 18176

December 10, 2021

82 Points Awarded		Platinum Rating Achieved			Possible Points: 110
		Certified 40-49 points	Silver 50-59 points	Gold 60-79 points	Platinum 80-110 points
22	Sustainable Sites	Possible Points	26		
4	Credit 1 LEED Certified Design and Construction		4		
1	Credit 2 Building Exterior and Hardscape Management Plan		1		
	Credit 3 Integrated Pest Management, Erosion Control, and Landscape Management		1		
15	Credit 4 Alternative Commuting Transportation		3 to 15		
	Credit 5 Site Development: Protect or Restore Open Habitat		1		
	Credit 6 Stormwater Quantity Control		1		
1	Credit 7.1 Heat Island Reduction: Non-Roof		1		
	Credit 7.2 Heat Island Reduction: Roof		1		
1	Credit 8 Light Pollution Reduction		1		
6	Water Efficiency	Possible Points	14		
Y	Prereq 1 Water Metering & Min Indoor Plumbing Fixture & Fitting Efficiency	Required			
1	Credit 1.1 Water Performance Management		1		
1	Credit 1.2 Water Performance Management		1		
3	Credit 2 Additional Indoor Plumbing Fixture & Fitting Efficiency		1 to 5		
	Credit 3 Water Efficient Landscaping		1 to 5		
1	Credit 4.1 Cooling Tower Water Mgmt: Chemical Management		1		
	Credit 4.2 Cooling Tower Water Mgmt: Non-potable Water source Use		1		
30	Energy & Atmosphere	Possible Points	35		
Y	Prereq 1 Energy Efficiency Best Management Practices	Required			
Y	Prereq 2 Minimum Energy Efficiency Performance	Required			
Y	Prereq 3 Refrigerant Management: Ozone Protection	Required			
1	Credit 1 Optimize Energy Efficiency Performance		1 to 18		
2	Credit 2.1 Existing Building Commissioning: Investigation and Analysis		2		
2	Credit 2.2 Existing Building Commissioning: Implementation		2		
2	Credit 2.3 Existing Building Commissioning: Ongoing Commissioning		2		
	Credit 3.1 Performance Measurement: Building Automation System		1		
1	Credit 3.2 Performance Measurement: System-Level Metering		1		
1	Credit 3.3 Performance Measurement: System-Level Metering		1		
6	Credit 4 On-Site and Off-Site Renewable Energy		1 to 6		
1	Credit 5 Enhanced Refrigerant Management		1		
1	Credit 6 Emissions Reduction Reporting		1		
5	Materials & Resources	Possible Points	10		
Y	Prereq 1 Sustainable Purchasing Policy				Required
Y	Prereq 2 Solid Waste Management Policy				Required
	Credit 1 Sustainable Purchasing: Ongoing Consumables				1
	Credit 2.1 Sustainable Purchasing: Durable Goods - Electric-Powered Equipment				1
	Credit 2.2 Sustainable Purchasing: Durable Goods - Furniture				1
	Credit 3 Sustainable Purchasing: Facility Alterations and Additions				1
1	Credit 4 Sustainable Purchasing: Reduced Mercury in Lamps				1
1	Credit 5 Sustainable Purchasing: Food				1
1	Credit 6 Solid Waste Management: Waste Stream Audit				1
1	Credit 7 Solid Waste Management: Ongoing Consumables				1
1	Credit 8 Solid Waste Management: Durable Goods				1
	Credit 9 Solid Waste Management: Facility Alterations and Additions				1
9	Indoor Environmental Quality	Possible Points	15		
Y	Prereq 1 Minimum IAQ Performance				Required
Y	Prereq 2 Environmental Tobacco Smoke (ETS) Control				Required
Y	Prereq 3 Green Cleaning Policy				Required
1	Credit 1.1 IAQ Best Management Practices: IAQ Management Program				1
	Credit 1.2 IAQ Best Management Practices: Outdoor Air Delivery Monitoring				1
	Credit 1.3 IAQ Best Management Practices: Increased Ventilation				1
1	Credit 1.4 IAQ Best Management Practices: Reduce Particulates in Air Distribution				1
1	Credit 1.5 IAQ Best Mgmt Practices: IAQ Mgmt for Facility Alterations and Additions				1
1	Credit 2.1 Occupant Comfort: Occupant Survey				1
	Credit 2.2 Controllability of Systems: Lighting				1
	Credit 2.3 Occupant Comfort: Thermal Comfort Monitoring				1
1	Credit 2.4 Daylight and Views				1
1	Credit 3.1 Green Cleaning: High-Performance Cleaning Program				1
2	Credit 3.2 Green Cleaning: Custodial Effectiveness Assessment				1
1	Credit 3.3 Green Cleaning: Purchase of Sustainable Cleaning Products and Materials				1
1	Credit 3.4 Green Cleaning: Sustainable Cleaning Equipment				1
1	Credit 3.5 Green Cleaning: Indoor Chemical & Pollutant Source Control				1
1	Credit 3.6 Green Cleaning: Indoor Integrated Pest Management				1
6	Innovation in Operations	Possible Points	6		
1	Credit 1.1 Innovation in Operations:	Exemplary Performance: Heat Island Reduction: Non-Roof			1
1	Credit 1.2 Innovation in Operations:	Exemplary Performance: On-Site and Off-Site Renewable Energy			1
1	Credit 1.3 Innovation in Operations:	Exemplary Performance: Green Cleaning: Custodial Effectiveness Assessment			1
1	Credit 1.4 Innovation in Operations:	Building Infrared Scan			1
1	Credit 2 LEED Accredited Professional				1
1	Credit 3 Documenting Sustainable Building Cost Impacts				1
4	Regional Priority	Possible Points	4		
1	Credit 1.1 Regional Priority:	Heat Island Reduction: Non-Roof			1
1	Credit 1.2 Regional Priority:	Light Pollution Reduction			1
1	Credit 1.3 Regional Priority:	Optimize Energy Efficiency Performance			1
1	Credit 1.4 Regional Priority:	On-site and Off-site Renewable Energy			1

Due to our ongoing commitments to providing the best in environment building systems and practices; in 2021 145 Wellington Street West applied for and was awarded LEED Platinum status.



Recycling Programs

The Building's recycling programs serve to help protect the environment, as well as to reduce the Building's operating costs.

Recycling is collected regularly by the Building's housekeeping staff.

Batteries

The Management Office employs a third party to collect battery waste from the Building, and to ensure that battery waste is properly disposed of.

Occupants may bring their depleted batteries to Security for proper disposal, free of charge.

Broken Glass and Sharp Objects

Each tenant is given a collapsible carton to be used for the disposal of broken glass and sharp objects. This carton is clearly labelled. It is the tenant's responsibility to determine where this carton is placed in the suite; the kitchen may be the most convenient location.

All objects put in the assigned carton should be placed in plastic bags. When a bag has been placed in the assigned carton, notify Security (416-977-4024 x 1) or file a tenant service request (see page 51) for immediate pick-up.

Under no circumstance should broken glass or a sharp object be put into any receptacle other than the assigned carton.

Cardboard Boxes

To dispose of cardboard boxes, break them down and leave them in a designated area within your premises as discussed with the Chief Building Operator. Boxes found in their original form will be left on the floor.

Paper, Glass, Cans, and Plastic

Tenants are provided with recycling bins to collect paper, unbroken glass, cans, and plastic. Larger bins for recycling paper are also available upon request; tenants may find that these bins are more suitable for collecting waste from photocopy rooms. Signage should indicate which bins are to be used for each material. The Management Office is pleased to provide signage upon request. Samples of some available signs are included on the following pages.



DESKSIDE RECYCLING MIXED PAPER ONLY



NON-RECYCLABLE WASTE



PLASTIC/METAL/GLASS RECYCLING





A good rule to follow; if it's made of paper, it's recyclable. Examples of paper products that can be recycled:

- Fax paper, photocopies, shredded paper, and laser printout paper
- Inter-office envelopes and window envelopes
- Post-it-notes and pressure sensitive stickers
- Magazines, newspapers, phone books, and catalogues
- Coated paper, brown Kraft paper, and file folders

Please note that the following items are NOT recyclable:

- Aluminum foil wrap and plastic food wrap
- Plastic grocery bags, Styrofoam containers, and waxed cardboard (such as milk cartons)
- Rubber bands, paper clips, and carbon
- Food waste

Paper Towels

All paper towels collected from the washrooms are recycled, unless they have been contaminated by a liquid other than water. Accordingly, please ensure that occupants put only used paper towels in the washrooms' disposal bins.

Writing Instruments

A writing instrument recycling bin is kept at Security. The depleted writing instruments are collected by TerraCycle, which recycles them into items such as park benches and waste bins.

Items accepted in the writing instrument recycling bin include:

1. Any brand of pens and pen caps
2. Any brand of mechanical pencils
3. Any brand of markers and marker caps
4. Any brand of highlighters and highlighter caps
5. Any brand of permanent markers and permanent marker caps

A poster of accepted writing instrument waste is included below. The Management Office is happy to provide physical copies of this poster upon request.



For more information about the pen and pencil recycling program, visit www.terracycle.ca.

Safe Flight Program

Each year in Canada, approximately ten million night-migrating birds needlessly meet their demise by colliding with office towers and tall structures. Confused by artificial light and unable to see glass, these birds fall victim at an alarming rate, particularly during peak migration times (from April to June and from August to October).

In a nation-wide initiative to help reduce the number of migratory bird casualties in urban centers, H&R has implemented the Safe Flight Program. We ask all occupants of the Building to join us in this effort by complying with the following procedures when possible:

- Turn office lights off when not required.
- Keep window coverings fully extended downward at all times.
- Do not place plants directly in front of windows.
- Use internal office space when working late.

For more information about the Safe Flight Program, visit www.flap.org.



Waste Diversion

The Building has a waste diversion rate. A Building-wide waste audit is conducted annually with a third party in compliance with Ministry of Environment protocols.

Occupants are encouraged to participate in the Building's recycling programs to further improve the waste diversion rate.

Tenants should notify the Management Office of any independent recycling programs they have in place, and provide relevant information that could be included in the Building's monthly diversion reports.

We also encourage each tenant to speak with their suppliers and delivery contractors to eliminate waste from being left for the building to dispose of (which unnecessarily increases the operating costs). H&R requires any contractor delivering materials on a skid to either take back that skid or another prior to departure. So too should be the case with large deliveries of computer equipment and other such materials. The contract for the purchase and installation of the goods should also include the removal of all packaging material by the supplier.



SECTION 4: HOUSEKEEPING

Broken Glass and Sharp Objects

Each tenant is given a collapsible carton to be used for the disposal of broken glass and sharp objects. This carton is clearly labelled. It is the tenant's responsibility to determine where this carton is placed in the suite; the kitchen may be the most convenient location.

All objects put in the assigned carton should be placed in plastic bags. When a bag has been placed in the assigned carton, notify Security (416-977-4024 x 1) or file a tenant service request (see page 51) for immediate pick-up.

Under no circumstance should broken glass or a sharp object be put into any receptacle other than the assigned carton.

Green Cleaning Program

The Building has implemented a High-Performance Green Cleaning Program to reduce occupants' exposure to potentially hazardous chemical, biological, and particle contaminants. For details on any products used, contact Manny Saraiva, Chief Building Operator (msaraiva@hr-reit.com).

Large-Volume/Furniture and Appliance Disposal

It is the tenant's responsibility to ensure that furniture/appliance and large volumes of waste/recyclables are disposed of properly. The Management Office offers a disposal service on a chargeable basis. Quotes may be obtained from Manny Saraiva, Chief Building Operator (msavaira@hr-reit.com).

Regular Cleaning Services

The Building's housekeeping team regularly cleans the Building's common areas and individual suites. During the Covid19 Pandemic housekeeping staff have increased cleaning/sanitization of all common area washrooms, hallways, elevators and elevator call buttons, etc. The team is also responsible for stocking the washrooms and emptying waste and recycling receptacles. For the most up-to-date details on the regular cleaning services provided, contact Manny Saraiva, Chief Building Operator (msaraiva@hr-reit.com).

Special Cleaning Services

In addition to the Building's regular cleaning services, special housekeeping services are available. These include, but are not limited to: appliance cleaning; loading and unloading



dishwashers; and supplying and stocking paper towels in kitchens. Special cleaning services are contracted on a chargeable basis. Quotes may be obtained from Manny Saraiva, Chief Building Operator (msaraiva@hr-reit.com).

Window Cleaning

Exterior windows are cleaned three times per year. Interior windows are cleaned as needed. Tenants will be notified in writing of any exterior or interior window cleaning in advance, and will be provided with instruction for any necessary action so that cleaning can be undergone quickly and efficiently.



SECTION 5: OPERATIONS

After-Hours Lighting

Scheduled lighting control changes must be requested via Angus Anywhere by the tenant contact (24hrs prior), by noon on a Friday for weekend coverage. If after-hours lighting is needed only temporarily, occupants may use the light switch controller on the relevant floor to override scheduled lighting controls for two hours at a time. Each floor's controller is located in the common elevator corridor, on either the north or south side. To turn the lights on, simply press the labelled button on the controller.

Cable and Satellite Services

The Building is outfitted for both cable and satellite services. Should a tenant wish to use cable or satellite services, the tenant must contact Garry McClean (gmclean@hr-reit.com) to negotiate setup. Any costs incurred during setup are at the tenant's expense.

Elevators

There are 5 elevators in the Building. Always ensure that elevators are level before entering or exiting. Never obstruct the functioning of elevator doors by using arms, legs, briefcases, umbrellas, etc. to interrupt the closing of doors; always use the elevators' open/close buttons to perform these functions.

In the event of a Building evacuation, do not use the elevators.

During a power failure, selected elevators will resort to emergency (generator) power.

Heating, Ventilation, and Air Conditioning (HVAC)

HVAC is provided throughout the Complex as follows:

Monday to Friday: 8:00AM to 6:00PM (excluding statutory holidays)

HVAC required outside of these hours can be provided, with a four-hour minimum charge, at the tenant's expense. The hourly rate for additional HVAC is reviewed by the Complex's energy consultant annually and revised accordingly. For the current rate, contact Manny Saraiva, Chief Building Operator (msaraiva@hr-reit.com).

Tenant contact must submit a request for after-hour lighting and/or HVAC through the Angus Anywhere tenant services system, at least 24 hours in advance during business hours, by 3pm if the request is for the following business day, by noon on a Friday for weekend coverage. **No requests are accepted on weekends.** For holidays that fall on a



Monday, requests must be received by noon on the Friday prior to allow adequate time for programming. **Last-minute requests will not be accepted.**

Light Bulbs and the Lighting Chargeback

Tenants are charged the cost of each light bulb plus administrative costs as allocated per the Lease Agreement, and/or ballast changed within their suites.

The Operations team disposes of burnt-out light bulbs through a third-party contractor, who ensures that the bulbs are properly recycled.

Plumbing

Each tenant is responsible for hiring a licensed plumber to conduct an annual inspection of all water feed lines for coffee/beverage machines, medical equipment, hot water tanks, etc. in his or her respective suite. A copy of the plumber's report must be forwarded to the Management Office.

In addition, shut-off valves should be installed in close proximity to the equipment. Replacement of hot water tanks in particular should be done prior to the manufacturer's suggested replacement date. Hot water tanks must be inspected annually.

Power Failure

In the event of a major power failure, information and updates will be conveyed via email to tenant contacts, or over the Building's voice communication system, if need be. Security (416-977-4024 x 1) can also provide updates.

During a power failure, an emergency generator will automatically operate life safety equipment, such as lights in stairwells and common areas. Selected elevators will also resort to emergency (generator) power.

During a power failure, turn off as much equipment as possible to minimize disruption and damage once power is restored.

Scheduled Lighting Controls

Lighting is automatically controlled by a Building Automation System (BAS). Precise lighting times may vary between floors and suites.

Exterior lighting is switched on at 6:00PM each evening, until 7:00AM the next morning. These times may be adjusted to accommodate seasonal changes in daylight hours.



Telephone and Internet Services

Companies that provide telephone and Internet service to the Building:

Zayo Group : www.zayo.com
Telus: www.telus.com
Bell: www.bell.ca
Cogeco: www.cogeco.ca
Rogers: www.rogers.com

Tenants must arrange their own telephone and Internet services by contacting one of these service providers directly. Any costs incurred during setup are at the tenant's expense. Tenants are solely responsible for any charges issued/billed by their service providers.

For further information regarding telephone and Internet services and procedures, please contact Garry McClean at gmclean@hr-reit.com.

Utility Service Room Access

Access to a floor's mechanical, electrical, and telephone rooms is not permitted except by prior arrangement, and then only for specific authorized purposes. A written request to access any of these rooms must be made at least 48 hours prior to the required access date. No tenant equipment is permitted in these rooms without prior written approval from the Management Office. All parties entering these rooms must provide copies of all applicable industry certifications, WSIB coverage, and insurance coverage prior to authorization being given.

The Management Office reserves the right to deny entry to any mechanical, electrical, or telephone room.



SECTION 6: RULES AND REGULATIONS

After-Hours Entry

Occupants must use their pre-issued passcards (see page 36) to enter the Building outside of regular business hours on weekdays, and any time on weekends and holidays. Outside of regular business hours, occupants may use the main entrance or parking entrance to enter and exit the Building.

Alterations and Remodeling

All alterations, renovations, construction, installations and refurbishment to a suite must be reviewed and approved in writing by H&R's Leaseholds Department at least four weeks prior to the commencement of any work. All work must adhere to the guidelines outlined in the Building's "Rules and Regulation for Construction" document – an up-to-date copy of this document may be obtained from the Management Office.

For any proposed work, tenants are required to submit:

- Three complete sets of working drawings including architectural, mechanical, and electrical specifications detailing all changes.
- The names and telephone numbers of the design firm, general contractor, and all sub-trades.
- A copy of the Building Permit Application with the actual permit to follow.
- A copy of the Electrical Permit Application with the actual Electrical Safety Authority permit to follow.
- A Certificate of Insurance from the general contractor.
- A WSIB Certificate.
- A copy of the HVAC Permit Application with the actual permit to follow.

For any clarification about alterations and remodeling, please contact the Management Office. Always contact the Management Office if you are unsure if your planned work is permitted.

Nothing may be affixed to window perimeters, hung from T-bar ceilings or sprinkler heads, or affixed to or hung from any other Building equipment. Nothing (including flags, posters, photographs, and other decorations) may be affixed, in any way, to the window panes. Window panes may not be written or drawn on.



Bicycle Regulations

The Building has bicycle racks for occupants' exclusive use on the P1 level of the parking garage, at the bottom of the entrance ramp and before entering P-1 parking elevator vestibule. All bicycles parked at these racks must be registered with Security Desk each year, and bear the assigned bicycle tag below the handlebars (see page 45).

Cyclists may access the bicycle parking pad via the parking garage entrance ramp. When entering the garage, cyclists **must walk** their bicycles up and down the south wall of the entrance ramp: when descending, this is the left side; when ascending, the right. Cyclists must always be cautious of pedestrians and vehicles when entering and leaving the site.

Occupants should ensure that their bicycles are securely fastened to designated racks only. Bicycles chained/locked/secured to other Building fixtures will be removed at their owners' expense. Bicycles or locks left at the Building overnight will be removed. Fees will be charged for the removal and holding of a bike (\$10.00 removal charge; \$5.00/day storage charge). Bicycle owners will not be reimbursed for locks that are cut off in the removal process.

The Management Office, H&R REIT, Indigo, and Paragon Protection Ltd. are not responsible for any loss or damage to bicycles or bicycle accessories incurred on the property.

Loading Dock Regulations

To provide efficient, expedient service in the loading dock, the following regulations apply:

- The maximum parking time permitted in the dock area is 15 minutes. If additional time is required, the delivery vehicle must be removed from the loading dock and parked outside the Building.
- Parking in the loading dock for any purpose other than loading or unloading is prohibited.
- Drivers are not permitted to leave their vehicle motors running.
- Keys are not to be left in the delivery vehicle.
- Drivers are required to sign in and out with Security.
- Only one delivery vehicle is permitted to park in the loading dock at one time. If multiple vehicles arrive at the loading dock as part of one delivery job, the additional vehicles must park elsewhere as they await their turns at the loading dock.
- Skids and pump trucks are not permitted in the Building; only Building-approved dollies and carts with rubber coasters are permitted inside.



No garbage is to be disposed of in the loading dock prior to obtaining approval from the Management Office or Security. Depending on the materials being disposed of, a disposal fee may be applied.

Tenants are expected to work with their suppliers to load their trucks with empty boxes, skids, etc. before the trucks depart, or to remove these objects from the loading dock immediately after the delivery.

Pets and Service Animals

Pets, with the exception of service animals, are not permitted in the Building. The Management Office and Security adhere to Ontario's *Accessibility for Ontarians with Disabilities Act, 2005*, which states that "an animal is a service animal for a person with a disability: (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability."

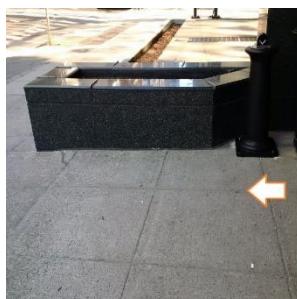
If you enter the Building with a service animal, please check in with Security immediately upon arrival.

Rollerblades and Boards

Rollerblades and boards of any kind are not to be used inside the Building or on the Building's exterior; including but not limited to steps, railings, planters, or seating areas.

Smoking Policy

Smoking and vaping, is not permitted under Government By-Law in any area of the Building including, but not limited to, the lobby, corridors, reception areas, stairwells, washrooms, elevators, loading dock, the overhang around the Building and the parking garage. Ashtrays have been provided in the designated smoking areas of the building exterior in accordance with Government smoking by-laws. This area is on the northeast side of the property, nine meters from the main entrance, on the outer edge of the canopy near the planter. Below is a photo of the designated smoking area.





Smoking refers to the smoking or holding of lighted tobacco or cannabis (medical and recreational); and Vaping refers to inhaling or exhaling vapour from an electronic cigarette, or holding an activated electronic cigarette, whether or not the vapour contacts nicotine.

Please refer to the Smoke-Free Ontario Act, 2017 for how the Act Affects: Enclosed Public Spaces and Toronto Public Health Q & A (New Smoking Ban at Building Entrances and Exits in Toronto) for full details on the ban.

Please use designated ashtrays, rather than the planter boxes or the ground, to extinguish any cigarette/cigar butts. The Management Office hopes to divert cigarette waste from dumpsters and landfills with its cigarette waste recycling program (see page 12).

Solicitation

Outside solicitation is not permitted inside or outside the Building. Please notify Security or the Operations Office immediately if you notice a solicitor, peddler, or uninvited salesperson at the Building. Report as much specific information about the person's appearance and behaviour as possible. Security will locate the person and escort him or her off the premises.

Use of Lobby

The following is not permitted in the lobby:

- Social and Charitable events
- Scavenger Hunts
- Sales of any kind

With respect to photography and video filming, a request must be submitted at least one week in advance to the management office providing full details (reason why, number of people to be photographed, length of photography session) for review and approval.

Please note photography will not be permitted during peak busy periods under any circumstance and video recording will only be permitted after hours.

Washrooms

Washrooms may not be used for any purpose other than that for which they were constructed. Tenants are responsible for any damages resulting from the misuse of washrooms on their floor(s).



Windows and Window Coverings

Window coverings must be fully extended downwards at all times to ensure that the Building's HVAC equipment operates effectively. No curtains, blinds, or other window coverings may be installed by the tenant without prior written consent from the Management Office. Window coverings that are installed must comply with the uniform scheme of the Building. Please direct any questions on window coverings to Garry McClean (gmclean@hr-reit.com).

Occupants may not install or operate any window coverings that interfere with the exterior appearance or climate control system of the Building. Occupants may not interfere with or remove any base building window coverings installed on the Building's perimeter windows.

Nothing may be affixed to window perimeters, hung from T-bar ceilings or sprinkler heads, or affixed to or hung from any other Building equipment. Nothing (including flags, posters, photographs, and other decorations) may be affixed, in any way, to the window panes. Window panes may not be written or drawn on.



SECTION 7: SAFETY AND SECURITY

After-Hours Security Check-Ups

If an occupant is working alone after business hours, he or she is encouraged to advise Security (416-977-4024 x 1). Security is available to make periodic telephone contact until the occupant leaves the Building, or escort individuals to the garage; if so desired.

Designated Assembly Areas

Each tenant is responsible for choosing a designated assembly area outside of the Building, where all personnel can meet in the case of an evacuation. All personnel should know where their designated assembly area is and how to get to it.

When using the stairwells during a Building evacuation, occupants must not bring any food, beverages, laptops, briefcases or bags, or any other items that may take up additional space or cause injury if dropped. When evacuating, occupants should remain aware of their surroundings at all times; mobile devices should not be used while in the process of evacuating unless communicating with Emergency Services (9-1-1).

Earthquake Safety

The seismic activity level in Southern Ontario is relatively low. Nevertheless, earthquakes with a magnitude 5.0 or greater have been experienced here, and tenants should ensure that preparations for an earthquake have been made.

Tenants should designate an area of refuge for personnel to use in the event of an earthquake. Ideally, flashlights, first aid supplies, and two (or more) battery-powered radios should be kept in the area or otherwise close at hand.

Some ways to be prepared for an earthquake include:

- Securely attaching tall objects and shelves to walls.
- Hanging heavy pictures and large mirrors in locations where, if they fell, they would not injure persons located nearby. Consider bolting or screwing them to the wall.
- Storing heavy or breakable items on low-height shelves, preferably in cabinets equipped with latched doors.
- Installing strong latches or bolts on filing cabinets.
- Putting anti-skid pads under computers and other business equipment.



During an earthquake:

- Remain calm.
- Take shelter in your designated area of refuge or on the lowest level of the Building that you can safely reach. Hallways, corners, and archways are also sensible places to seek refuge.
- Remain in the Building until the shaking stops.
- Stay away from elevators, windows, and exterior walls.
- Take shelter under sturdy furniture and use your hands and arms to protect your head and neck from falling debris.
- Be aware that fire alarms and sprinklers may be triggered by the earthquake.

After an earthquake:

- Be prepared for aftershocks.
- Check for injuries, fire, power failures, or other situations requiring emergency response. Notify the Management Office or 9-1-1 as needed. Report any damage (e.g. broken windows, leaks, structural damage) to the Management Office.
- Listen for and follow any instructions given to you by the Management Office or Emergency Services.
- Use telephones only for emergency calls.
- Do not flush toilets if you suspect that sewer lines or Building pipes have burst.
- Stay clear of tall cabinets, whose contents may have shifted, and heavy wall hangings that may have come loose during the earthquake.

The Management Office can provide a more detailed earthquake emergency handout upon request.

Emergency Procedures

Tenants are responsible for ensuring that all of their personnel are made aware of the Building's emergency procedures. Any emergency procedure documents provided to tenants by the Management Office should be distributed to all personnel.

The Management Office keeps a list of non-ambulatory occupants and their designated workspaces at the Security Desk in the main lobby. Please provide the Management Office with this information as soon as you settle into your tenancy, and ensure that the Management Office is kept informed of any changes to this list as soon as they occur.

If you need to call 9-1-1 for an emergency occurring in your suite please inform Security immediately so they can prepare to meet and assist Emergency Services when they arrive on site. To contact Security, call 416-977-4024 x 1.



Fire Drills

Each year, in compliance with Government Fire Codes, the Operations team conducts one Building-wide fire drill, one Building-wide fire alarm system inspection, and one fire safety training seminar for occupants. The annual fire drill involves the training of all members of Fire Safety Teams (see page 34) in their respective roles. This drill involves evacuation of the entire Building, which provides training for Fire Safety Teams in managing an evacuation with occupants, and gives occupants training in safely evacuating the Building.

When using the stairwells during a Building evacuation, occupants must not bring any food, beverages, laptops, briefcases or bags, or any other items that may take up additional space or cause injury if dropped. When evacuating, occupants should remain aware of their surroundings at all times; mobile devices should not be used while in the process of evacuating unless communicating with Emergency Services (9-1-1).

Notification of the annual fire drill will be provided by Management Office.

Fire Safety

Tenants are responsible for ensuring that their personnel have been trained to react appropriately to fire alarms and/or fires in the Building. Tenants are responsible for fire safety within their suites. All fires, regardless of size, and even if they have been extinguished, must be reported to Security (416-977-4024 x 1).

Any attempts by tenants to extinguish a fire should only be made after 9-1-1 has been called, occupants instructed to evacuate and only by those who have received certified training. Fighting the fire is always a voluntary act. Upon leaving the area confine the fire and smoke by closing all doors; if possible. To repeat: **only after ensuring that the fire alarm has been raised should an attempt be made to extinguish the fire, and only then by a person properly trained and familiar with extinguisher operation.** If the fire cannot be easily extinguished, leave the area and confine fire and smoke by closing all doors; if possible.

Fire Alarm System

All fire alarms should be taken seriously. The Building is equipped with a Fire Plan that has been approved by the Toronto Fire Department and is compliant with all City of Toronto Building and Fire Codes.

The Building fire alarm system consists of the following equipment:

- Single-stage alarm tone: a repeated “BONG” sound
- Voice communication system, including firefighter phones on each floor
- Manual pull stations (at all exits and stairwell exits, and beside magnetically-locked doors)



- Sprinkler system
- Fire hose cabinets
- Standpipe system
- Electromagnetic locking devices
- Smoke control system
- Heat and smoke detectors
- Smoke control system
- Central Alarm Control Facility
- Emergency power system

The fire alarm system is regularly inspected and maintained by Building Management team.

In the case of an evacuation, occupants should use the nearest exit stairs, **and not the elevators**, to meet at the designated assembly location away from the Building. An announcement over the voice communication system may be made to provide detailed instructions. However, any occupant who wishes can evacuate immediately if the Building's fire alarm sounds. If no announcement is heard after one minute, occupants should evacuate the building.

If your nearest exit stairwell is considered unsafe for evacuation, use one of the Building's crossover floors to get to another stairwell. The crossover floors are 2, 6, 10 and 14.

Fire Prevention

The best way to fight fire is to prevent it from happening in the first place. Fire prevention is everyone's responsibility.

Below are some general fire prevention measures:

- Keep all hallways, aisles, and corridors free from obstructions.
- Ensure that all fire doors remain closed at all times. They should never be propped open.
- Do not hang anything from a sprinkler head.
- Disconnect all electrical appliances with heating elements (e.g. coffee maker) at the end of each workday.
- Replace all electrical wiring that is defective, frayed, or cracked.
- Avoid using extension cords whenever possible.
- Do not cover or obstruct circuit breaker panels with stored material.
- Do not store material near or touching an electrical outlet.
- Do not store hazardous, reactive, or unstable chemicals and substances in storage rooms used for ordinary combustible materials.
- Do not use portable heaters or fans.



The above list is not comprehensive, and is intended to serve only as a preliminary guideline for measures occupants can take to prevent fires from starting and/or growing. More information is available on the Toronto Fire Services website (www.toronto.ca/fire).

Fire Safety Team

Tenants are responsible under the City of Toronto Fire Code for assigning personnel to fill the Fire Safety Team positions listed below. However, regard for personal safety is paramount. Anyone fulfilling the duties of any of these positions should not do so if he or she will be put at risk.

Tenants must determine the appropriate number of Fire Safety Team members required for their suite, depending on their suite's size and the number of personnel. For example, if Searchers cannot complete their evacuation duties in less than 60 seconds, tenants should consider adding more Searchers for their suite.

Tenants should assign alternates for each position to ensure adequate safety coverage in the event of any team member's absence.

- Team Leader(s)
- Searchers
- Exit Monitors

Team Leader(s) coordinate the Searchers' and Exit Monitors' activities within their designated area, department, or floor.

Searchers search all areas during an emergency (e.g. washrooms, break rooms, storage rooms, copier/mail rooms, meeting rooms, etc.). The primary goal of the search is to ensure that all occupants are aware of how they should be reacting to the fire alarm signal. Searchers are not responsible for ensuring that all occupants evacuate, but should make note of those who do not evacuate so the Management Office and Emergency Services can be informed.

Exit Monitors ensure that exit stairs and other exits are safe for use by occupants, and will facilitate and ensure efficient merging of evacuees from their floors into the exit stairs.

All Fire Safety Team members must be familiar with their floor areas, all exits from their floors, routes to their designated assembly locations, and the sounds of the Building's fire alarm system. All Fire Safety Team members should be familiar with the personnel in their respective areas who require assistance to evacuate, as well as any personal emergency evacuation plans in place to ensure these individuals' safety. All Team members should attend any fire safety training session provided.



Personal Emergency Evacuation Plans

Persons requiring evacuation assistance should be identified prior to emergencies, so personal emergency evaluation plans can be devised to ensure these individuals' safety.

There are many reasons why a person may require assistance to evacuate using the exit stairs. Some reasons are permanent (disability) and some may be temporary (injury, pregnancy). A person's condition may literally affect his or her ability to walk (e.g. arthritic knee), a condition may become severe as a result of having walked down stairs (e.g. asthma), or using the exit stairs may lead to a high level of distress for the person in question (e.g. severe claustrophobia).

For persons who can evacuate the Building, assistance may take any of the following forms:

- Delaying the evacuation until stairwell traffic has eased and it is easier to escort the person.
- Escorting the person to ensure that he or she does not fall and become injured while evacuating.
- Carrying the person out, which may involve the use of an evacuation chair or training in proper lifting techniques.

For persons who are unable to evacuate, the Fire Safety Team must know:

- Using 'Hold in Place' protocols. This is where a person can safely be held until Emergency Services can reach them to begin evacuation. Once the person has been brought to the safe area contact 9-1-1 to advise Emergency personnel of your location.
- The procedure for reporting the location of persons left in the Building to the Management Office and Emergency Services.

Anyone who requires assistance should feel comfortable with his or her personal emergency evacuation plan. The tenant is responsible for ensuring that all necessary personal emergency evacuation plans are in place. The Management Office is available to assist in the planning process, if requested. The tenant must notify the Management Office of any personal emergency evacuation plans as soon as the plans are devised.

Tenants should ensure that all of their personnel discuss methods of evacuating persons requiring assistance, and what action to take if a person is unable to evacuate. Detailed plans should also be devised by tenants to provide for the presence of visitors or clients who may be unable to evacuate using the exit stairs, or who may require assistance to do so.



Flammable Materials

No flammable, explosive, or dangerous materials may be stored or used in the Building, and the tenant may not do, or omit to do, anything that may in any way breach applicable laws, increase the risk of fire, or obstruct or interfere with the egress of other occupants of the Building.

Incident Reports

To record the details of any event, accident, theft, or injury that occurs on the property, incident reports must be filed. Please notify Security (416-977-4024 x 1) as soon as an incident has occurred. We appreciate your co-operation in answering any questions Security may have pertaining to the incident.

Medical Emergencies

If someone in your suite requires immediate medical assistance due to illness or injury:

1. Call 9-1-1. Provide your address, floor, and suite number. You will be asked to describe the condition of the person in distress.
2. Call Security (416-977-4024 x 1). Security will provide interim assistance and arrange for Emergency Services to arrive at your location as quickly as possible.
3. Post one person at the elevator lobby on your floor to direct Emergency Services to the person in distress.

Locksmith Services

All locks on entrance and interior office doors must be keyed to the Building's master key system. The master system, while giving each tenant the option of having different keying arrangements within its offices, provides access for the Management Office and Emergency Services for emergency, maintenance, and cleaning purposes.

Quotes for locksmith services are available from the Management Office upon request. Any costs incurred are at the tenant's expense.

Security Passcard System

The Building is equipped with a security access card system.

Security Passcards are required to gain access to the building and parking garage outside of regular business hours, on weekends and holidays. Tenants should issue passcards to personnel who regularly require after-hour access to their premises.



Tenant Contact must contact the Management office or submit an Angus Anywhere request to obtain appropriately-programmed passcards for their personnel. Passcards cost \$25.00 + HST each. This cost is subject to change without notice.

Portable Electric Heaters and Fans

Portable electric heaters and fans are not permitted for use within the Building.

Security Escorts

Any Building occupant may request a member of Security to escort him or her to the underground parking garage from 6:00PM to 11:00PM Monday to Friday, throughout the weekend and holidays. To request a Security escort, call Security (416-977-4024 x 1) or visit the Security Desk in the lobby.

Security Officer Coverage

The Security Desk is located on the ground floor in the Building's lobby. Security is staffed with one officer from 7:00AM to 11:00PM from Monday to Friday, and from 11:00PM on Friday to 7:00AM on Monday and on statutory holidays. Security officer coverage is provided by third-party security contractor Paragon Protection Ltd. All officers on site are fully trained and bonded.

To contact Building Security by phone, call 416-977-4024 x 1.

Security Tips

The Building's security system is only as effective as the people using it. Please review these security reminders to maintain safety within your own suite and throughout the Building.

- **Always pay attention to your surroundings.** Avoid distracted/inattentive behaviour such as using cellphones/electronic devices while walking; talking and not watching where you are going; taking shortcuts; or not using walkways or designated pathways.
- **Exercise caution while walking outside, and make sure to wear appropriate footwear according to weather conditions.** Weather conditions such as rain, snow, and ice are often tracked into the Building and parking garage, which may result in slippery floors. Always walk on area matting where supplied, and use handrails when ascending or descending stairs.
- **Never obstruct the functioning of elevator doors** by using arms, legs, briefcases, umbrellas, etc. to interrupt the closing of doors; always use the elevators' open/close buttons to perform these functions.



- **Do not walk on fresh air intake grills located on the northeast side of the Building's exterior.** Heels can get caught between the steel grills, which could result in serious injury.
- **Do not use the loading dock as a thoroughfare to enter and exit the building.**
- **Familiarize yourself with the building's emergency procedures, which have been separately established for fires, tornados, and earthquakes.** Know where the exit stairwells and crossover floors are located.
- **Never leave handbags on or under desks, or wallets in coats, while you are away from your desk.** Take them with you or lock them in a secure place.
- **Always keep money in a safe place.** Even if it's only the coffee fund, never leave money on or in your desk. At night, put any spare change in a safe or remove it from the Building altogether if it belongs to you personally.
- **Be careful with keys and passcards.** Always put them in a safe place and do not put spare keys for safes, etc. in desk drawers.
- **Close and lock doors in your absence.** Remember that a thief can come and go in just a couple of minutes.
- **Never assume that a stranger wandering in your premises is supposed to be there.** Never allow a stranger to piggyback through secure doors in the common areas or within your premises.
- **Don't accept that a stranger is authorized to be in the Building.** If you are uncertain check with Security or someone in authority. If the individual is authorized to be in the building or your office, building security or someone in your office will know. Never allow anyone to remove office equipment without checking with someone in authority.
- **Don't be intimidated by unscheduled visitors.** Make sure visitors are known and expected before sending them to colleagues.
- **Don't disclose confidential information to strangers.** No matter how important the stranger may seem, always report any such request for information to the appropriate authority. Only disclose information that is explicitly deemed appropriate for disclosure by your organization.
- **Don't assume that everyone is as honest as you.** Take care of your property and that of your colleagues.

Please report all safety and security issues to your Management Office, Building Management or Security Operations team immediately.

Tenant Insurance Requirements

It is solely the tenant's responsibility to secure and maintain tenant's insurance that adheres to the stipulations outlined in the lease agreement.



Theft

Report any suspected theft, no matter how small, to Security (416-977-4024 x 1) and the Toronto Police Department (416-808-5200) immediately. Personal property insurance is the responsibility of each tenant.

Threats

All threats must be taken seriously. Threats should always be reported as every threat, however received, must be assessed by someone other than the recipient(s). Threats rarely happen in isolation and Security needs to know of even the vaguest of threats to people or property.

Depending on the nature of the threat, a search of the premises may be required. A search of tenant premises cannot be performed effectively by the Management Office, Security, or Emergency Services, as they are unfamiliar with the environment and cannot readily identify items that are foreign or out of place. Occupants of the area being threatened are able to perform a more thorough search. It is recommended that members of the area's Fire Safety Team lead, and recruit other occupants to assist with, the search. Volunteers will be assisted by the Management Office, Security, and Emergency Services.

During the search, look for anything that doesn't belong, is out of the ordinary, or is out of place. Conduct the search quickly but thoroughly. Keep the search time to a maximum of 15 to 20 minutes. If an unidentified or suspicious object is found, DO NOT TOUCH IT. Report the object's location to Emergency Services 9-1-1.

Letter Threats

If after opening a letter and finding that it contains inappropriate or offensive material, place all of the letter's contents into a plastic or Ziploc bag if possible. Try to handle the material by its corners and minimize contact. Inform Emergency Services 9-1-1 if required.

If at any time you feel you are in immediate danger, call 9-1-1 and inform the police accordingly. Then, inform Security that you have called Emergency Services.

Phone Threats

In the event of a threatening phone call, it is important to properly handle the situation and gather or preserve as much information about the caller and threat as possible.

The Threatening Phone Call Checklist below should be used if you suspect you are receiving a threat. If your organization has a central switchboard, this form should be kept in a prominent place and the individuals who handle incoming calls should review it periodically. Otherwise, it should be distributed widely to personnel. If a serious threat is received, call 9-1-1



immediately. Then, inform Security (416-977-4024 x 1) that you have called Emergency Services.

General Instructions for addressing a phone threat:

- Try to remain calm.
- Assume the situation to be real.
- Be courteous.
- Listen.
- Do not interrupt the caller.
- Notify your supervisor or Security using a prearranged signal while the caller is on the line.
- Collect the following information:

For assistance please see on the following pages a *The Threatening Telephone Call CheckList* that can be printed and used by your employees in the event such a call is received.



The Threatening Phone Call Checklist

(Page 1 of 2)

Your Name:	Date:	Time:
Record the exact words of the person placing the call:		
Questions to ask:	What is the nature of the threat (bomb, anthrax, gun attack, etc.)?	
	Where will the event take place?	
	What kind of attack is planned?	
	What form will the attack take?	
	Is there a specific time or event that will precipitate the event?	
	Why are you making this threat?	
	May I have your name and contract information?	



The Threatening Phone Call Checklist

(Page 2 of 2)

Try to determine the following (check as appropriate):

Caller's Identity:	Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Juvenile <input type="checkbox"/> Approximate Age: _____
Voice:	Loud <input type="checkbox"/> Soft <input type="checkbox"/> High pitched <input type="checkbox"/> Deep <input type="checkbox"/> Intoxicated <input type="checkbox"/> Other: _____
Accent:	Local <input type="checkbox"/> Foreign <input type="checkbox"/> Region: _____ Description: _____
Speech:	Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Slurred <input type="checkbox"/> Nasal <input type="checkbox"/>
Language:	Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Foul <input type="checkbox"/> Other: _____
Manner:	Calm <input type="checkbox"/> Angry <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Emotional <input type="checkbox"/> Righteous <input type="checkbox"/> Laughing <input type="checkbox"/> Intoxicated <input type="checkbox"/>
Background Noise:	Office machines <input type="checkbox"/> Factory machines <input type="checkbox"/> Trains <input type="checkbox"/> Animals <input type="checkbox"/> Music <input type="checkbox"/> Voices <input type="checkbox"/> Airplanes <input type="checkbox"/> Street traffic <input type="checkbox"/> Other: _____
Additional Information:	
Receiving telephone number	
Others hearing the call:	



Suspicious Packages

A suspicious package is something that arrives unexpectedly and is possibly poorly addressed with incorrect titles, incorrect addresses, missing postal codes and/or no return address or a false return address. The package could be heavier than its appearance would indicate, and it may be tied or taped up. The package might be unbalanced. It could smell of oil, almonds, or any unusual odor. It could be stained or marked.

Careful attention must be taken for any packages of this nature, especially if addressed to senior executives or high-profile figures. It is better to be safe than sorry.

If you have received or discovered a package that you are concerned about, consider the following guidelines:

1. Ascertain the ownership of the package. If it is unaccounted for, follow the procedures listed below.
2. Do not handle the package. Leave it where it is.
3. Advise everyone to leave the surrounding area.
4. Call 9-1-1 to inform Emergency Services: "We have a suspect package here at _____ . It looks like _____ ."
5. Inform Security (416-977-4024 x 1) that a suspicious package has arrived and that you have informed Emergency Services.
6. Await the arrival of Emergency Services.

Remain nearby and contactable. When Emergency Services arrive, you may be asked to assist them in identifying anything that may be of interest or in providing additional information.

Tornado Safety

Tornado season is from March to September, with June and July being the peak months. Tornados can occur at any time, but happen most frequently between 3:00PM and 9:00PM.

During tornado season, monitor local electronic media for tornado watches and warnings. Danger signs that tornados are imminent include:

- Powerful thunderstorms
- A very dark, often greenish-coloured sky
- A very large, dark, low-lying cloud, especially if rotating
- A cloud of debris
- A roaring noise similar to that of a freight train

Tornados may occur near the trailing edge of a thunderstorm and be quite visible. Tornados can also be embedded in rain and may not be visible at all.

Tenants should designate an area of refuge for personnel to use in the event of a tornado. Ideally, flashlights, first aid supplies, and two (or more) battery-powered radios should be kept in the area or otherwise close at hand.



During a tornado:

- Remain calm.
- Take shelter in your designated area of refuge or on the lowest level of the Building that you can safely reach. As a last resort, seek shelter in a stairwell. Keep the stairwell doors closed except to admit other persons seeking refuge.
- **DO NOT USE ELEVATORS** and stay away from glass doors, windows, and exterior walls.
- Get under a sturdy piece of furniture such as a heavy table and hold on to it with one hand. Use your other hand/arm to protect your head and neck from falling or flying debris.

After a tornado:

- Check for injuries, fire, power failures, or other situations requiring emergency response. Notify 9-1-1 or the Management Office as needed. Report any damage (e.g. broken windows, leaks, structural damage) to the Management Office.
- Listen for and follow any instructions given to you by the Emergency Services Management Office.
- Use telephones only for emergency calls.
- Do not flush toilets if you suspect that sewer lines or Building pipes have burst.
- Stay clear of tall cabinets, whose contents may have shifted, and heavy wall hangings that may have come loose during the tornado.



SECTION 8: SERVICES AND AMENITIES

Bicycle Registration Program

The Building has bicycle racks for occupants' exclusive use on the P1 level of the parking garage, at the bottom of the entrance ramp. All bicycles parked at these racks must be registered with the parking attendant or with Building Operations prior to being parked. The Management Office, H&R REIT, Indigo, and Paragon Protection Ltd. are not responsible for any loss or damage to bicycles or bicycle accessories incurred on the property.

Upon registration, the occupant is assigned a tag to be immediately affixed to his or her bicycle, directly below the handlebars. An alternate location is not acceptable, as the parking attendant only checks for the tag in this location. An occupant may register more than one bicycle, but must complete a separate registration form for each bicycle.

A new registration form must be completed every spring, or sooner if the information supplied to the parking attendant changes. It is the bicycle owner's responsibility to inform the parking attendant of any changes as soon as possible.

The parking attendant will remove any bicycle that is not registered and/or does not have the tag properly affixed. The parking attendant will also remove registered bikes and/or locks that are left overnight, as the Building's bicycle racks are not intended for storage purposes. Exceptions may apply due to extenuating circumstances and inclement weather, but cyclists must always be granted approval from the parking attendant before leaving a bicycle overnight. Fees will be charged for the removal and holding of a bike (\$10.00 removal charge; \$5.00/day storage charge). Bicycle owners will not be reimbursed for locks that are cut off in the removal process.

Bicycles are not permitted inside the Building under any circumstance.

Building Amenities

The building is home to Lite Bite, a café located on the ground floor and open from 6:30AM to 3:30PM.

The Building is also home to a branch of Meridian Credit Union.

Lost and Found

Lost and found items can be turned in or claimed at Security. Items will be held for 30 days. After 30 days of being held, items will be donated to a charity or discarded. The Management Office, H&R REIT, and Paragon Protection Ltd. are not responsible for the condition of any item turned in to the lost and found.



Mail Delivery

If you have a small volume of mail, contact Manny Saraiva, Chief Building Operator (msaraiva@hr-reit.com), to be issued a mailbox. Then, contact Canada Post to inform them of your mailbox number.

If you have a large volume of mail, you must discuss suite delivery with Canada Post.

Parking

Parking Garage Hours and Rates

The Building is equipped with 90 parking spaces in an underground parking garage for both occupant and visitor use. The garage is managed by Indigo. Indigo can be contacted by phone at 416-640-0211.

The garage's entrance/exit is in the laneway that is east of Simcoe Street and west of University Avenue. The maximum vehicle height permitted is 1.90 metres, or 6' 3" inches. The garage is open Monday to Friday, from 7:00AM to 5:00PM. On event nights, the garage is open until 11:00PM. The garage is open on weekends only when an event occurs; hours will be dependent upon the event.

Parking rates are charged per 30-minute, hourly, and daily intervals. Daily rates may be adjusted on event dates. Monthly passes are also available, and may be purchased from the attendant at the entrance of the parking garage. Regular rates are subject to change without notice. For the most up-to-date rate information, consult the sign at the entrance of the parking garage or call Indigo at 416-640-0211.

Availability of monthly parking spots are subject to terms outlined in either the tenant lease agreements or as agreed to with Indigo.

Parking Garage Security

Security regularly patrols the parking garage and will accompany occupants to their vehicles upon request. Please do not leave valuables (e.g. cellphones, computer equipment, passcards, keys, etc.) in your vehicle. The Management Office, H&R REIT, Indigo, and Paragon Protection Ltd. are not responsible for any damage or theft incurred in the parking garage.

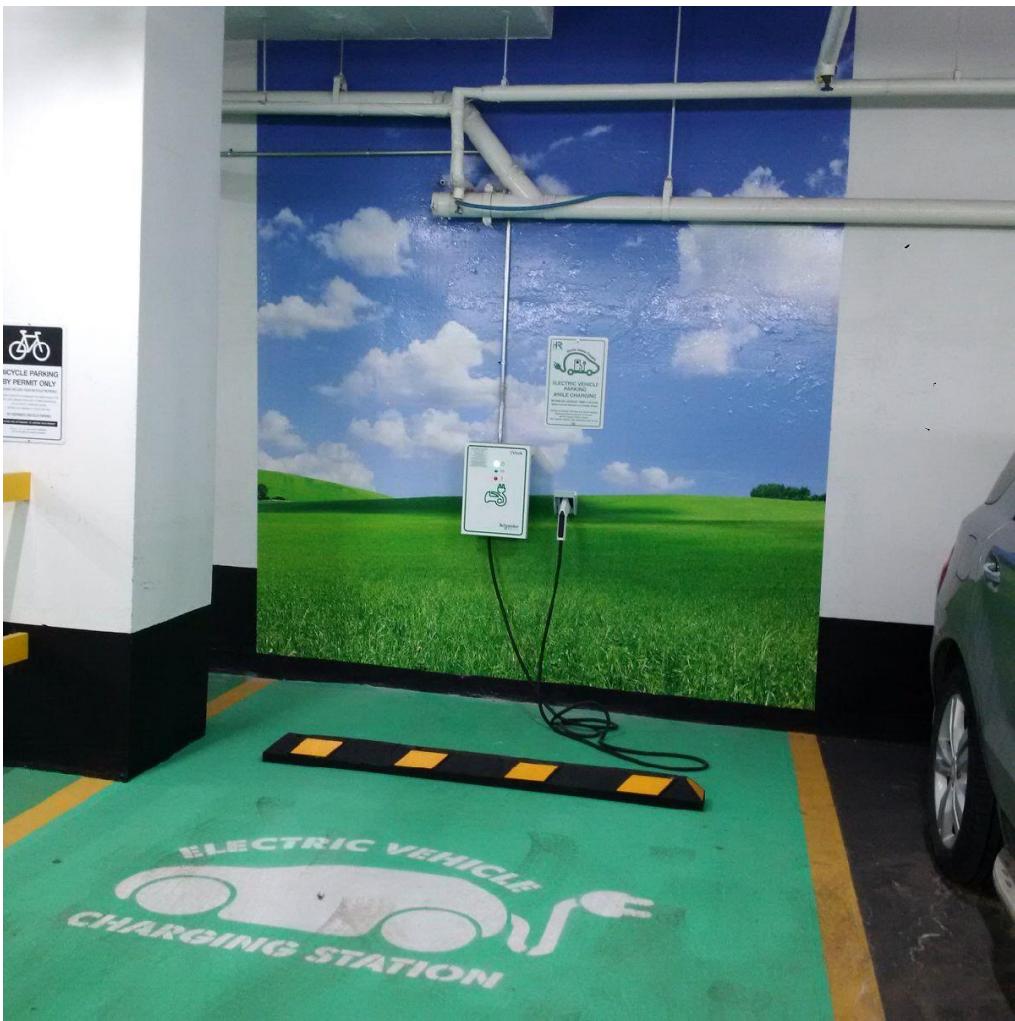
Always adhere to the posted speed limit (5 km/h) when driving in the parking garage. When walking or driving in the garage, be mindful of raised curbs and other grade differentials, which are clearly marked in yellow.



Do not use the parking garage ramp as a thoroughfare to enter and exit the building. Bicycles are excepted, and should be walked down the ramp if occupants are using the bicycle racks on the P1 level.

Electric Vehicle (EV) Charging Station

1 electric vehicle (EV) charging station, a complimentary tire air pump and a windshield washer station are available for use by paying underground garage parkers. The station is located on the P1 level at the entrance ramp next to bicycle parking (see photo below).



The procedure to use this EV station is quite simple. The driver registers with the parking attendant (full name, license plate, contact phone number and time in), the parking attendant calculates time out at 4 hours and the driver initials the registration form. The attendant will call the driver 30 minutes prior to the 4 hour expiration as a reminder to

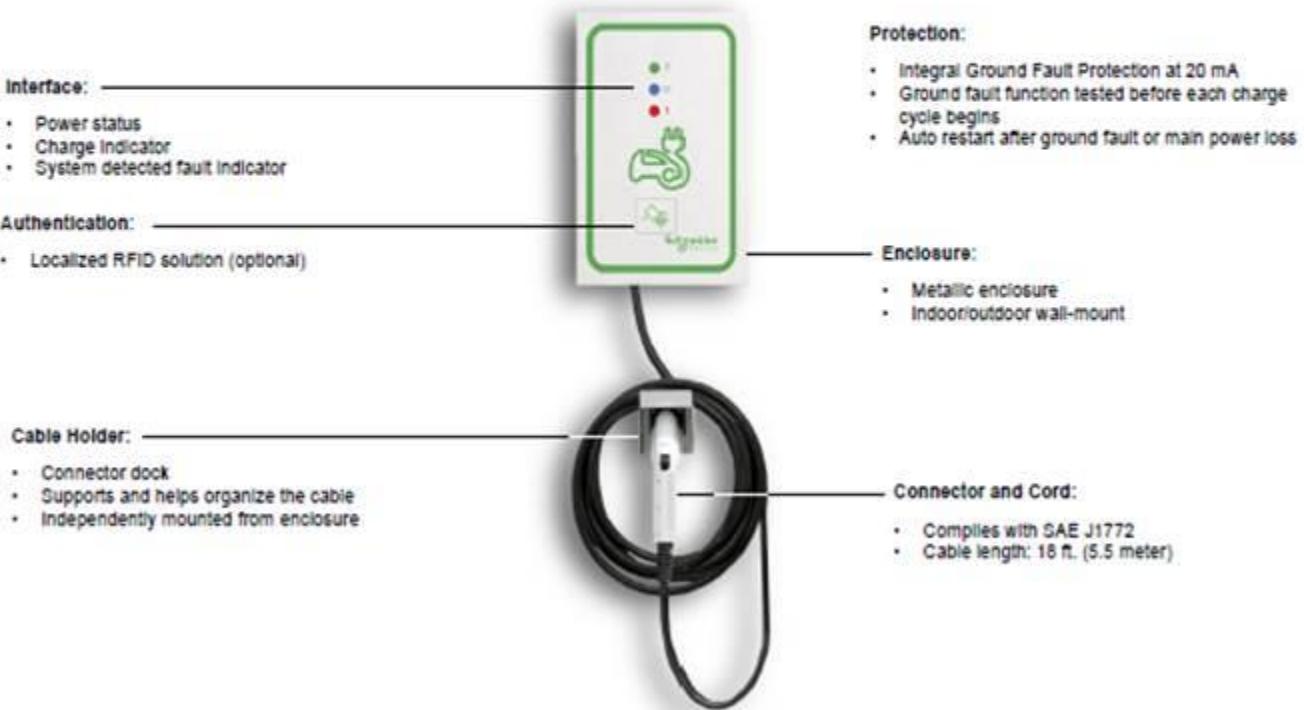


remove the vehicle. Reservations are not accepted, its first come first served and disclaimers are posted at the EV station. The use of the EV station is strictly for charging and is not intended as a daily reserved space.

Instructions for Use

Wall-Mount

Features





Mobile Car Washing Service

The Auto Groom provides tenants with a mobile car washing service for their vehicles while parked in the underground garage. Please contact Crystal at 416-622-1943 or visit www.autogroom.com for details of their full range of services and pricing.

Pest Management Program

Terminix is contracted to provide a pest control services at 145 Wellington Street West. If you encounter any pest problems, inform the Management Office immediately to arrange service.

Security Desk

The Security Desk is located in the Building's lobby. Security is staffed with one officer from 7:00AM to 11:00PM from Monday to Friday, and from 11:00PM on Friday to 7:00AM on



Monday and holidays. Security officer coverage is provided by third-party security contractor Paragon Protection Ltd. All officers on site are fully trained and bonded.

To contact Security by phone, call 416-977-4024 x 1.

More detailed information about the Building's security features is provided in Section 7 (page 30).

Signage

Tenants are not permitted to post any signage in the common areas of the Building without the written approval of the Management Office. Submit proposed professionally-crafted signs to the Management Office for approval at least one week prior to the desired posting time.

Small and Large Deliveries

The Management Office, H&R REIT, and Paragon Protection Ltd. are not responsible for any breakage, damage, theft, or personal injury caused during deliveries or moves. Tenants and their delivery firms must supply their own dollies and handcarts. Note that skids and pump trucks are not permitted in the Building; only Building-approved dollies and carts with rubber coasters are permitted inside.

Occupants must inform Security when they will be using the loading dock and/or require the use of an elevator so as to prevent scheduling conflicts with other deliveries.

Small Deliveries

The elevators are available from 9:30AM to 11:30AM and from 1:30PM to 3:30PM for small deliveries. Small deliveries entail items that can be carried or brought in with the use of a 2-wheeled dolly. Note that skids and pump trucks are not permitted in the Building; only Building-approved dollies and carts with rubber coasters are permitted inside.

If a delivery meets these parameters small, couriers will be directed to park in the loading dock perimeter spots and sign in with Security. If the delivery truck requires access to the loading bay, Security will direct through the intercom system located outside the loading dock door or at the lobby desk. Please advise your courier/delivery companies accordingly.

All couriers and delivery people must sign in with Security upon entering the Building.



Large Deliveries

There is a loading dock located on the ground floor of the Building. The maximum height of the loading bay is 4.8 metres, or 16 feet. The loading dock is open for use during regular business hours; if a tenant wishes to use the loading dock or elevators outside of regular business hours, arrangements must be made with Security.

Large deliveries (including furniture and construction material) must be done after business hours 6:00PM on weekdays, or scheduled through the Management Office for weekend access.

Note that skids and pump trucks are not permitted in the Building; only Building-approved dollies and carts with rubber coasters are permitted inside.

All drivers and delivery people must sign in with Security upon entering the Building.

Tenant Service Requests

Through the secure *Angus AnyWhere* tenant services system, occupants may submit service requests and view request status reports, with the assurance that the information they have entered remains confidential. To access the system, point your web browser to **www.ng1.angusanywhere.com/tenant/5439/Main/default.aspx**. You will be prompted to sign in using your unique username and password, provided by the Management Office.

Contact the Management Office if you have any questions about the tenant services system.