

CF SHERWAY GARDENS CONTACT NUMBERS

Security 24/7 & Operations

(416) 621-1140

Guest Services

(416) 621-1070

Management Office

T: (416) 621-1071

F: (416) 620-7918

Sissi Zheng, Operations Manager

(416) 621-1071 x127040

sissi.zheng@cadillacfairview.com

Brett Antonucci, Operations Supervisor

(416) 621-1071 x 127052

Brett.antonucci@cadillacfairview.com

Pat Furfaro, Operations Supervisor

(416) 621-1071 x127198

Pat.furfaro@cadillacfairview.com

Dayne Charbon, Manager, Security & Life Safety

(416) 621-1071 x127050

Dayne.Charbon2@cadillacfairview.com

Tania Costa, Guest Services Supervisor

(416) 621-1071 x127021

tania.costa@cadillacfairview.com

Shreyanka Parmar, Marketing Coordinator

(416) 621-1071 x127020

Shreyanka.parmar@cadillacfairview.com

Meredith Blake Marketing Manager

meredith.blake@cadillacfairview.com

Verena Matsugu, Property Manager

(416) 621-1071 x127022

verena.matsugu@cadillacfairview.com

Liem Vu, General Manager

(416) 621-1071 x127010

liem.vu@cadillacfairview.com

Last Updated and Reviewed: December 2023

MAILING ADDRESS

All mail addressed to your store should include the store name **and** box number.

Mail should be addressed as follows:

Your Store Name
CF Sherway Gardens
25 The West Mall, Box # _____
Etobicoke, Ontario
M9C 1B8

Each store is provided with a mailbox, located by the CF Sherway Gardens Management Office (located in the corridor neighbouring Aldo and Honey). Your applicable box number and a key can be obtained by visiting the Security Office. Once confirmed, this information must be included in your mailing address.

Lost keys should be reported immediately to the Security & Life Safety Manager. Any costs related to the loss of keys become the responsibility of the individual tenant.

If you do not have a designated mailbox or are unsure what your current mailbox number is, please contact joseph.sim@cadillacfairview.com and we will ensure a mailbox and key is provided.

CF SHERWAY GARDENS REGULAR HOURS

Monday to Saturday: 10:00 a.m. - 9:00 p.m.

Sunday: 10:00 a.m. - 6:00 p.m.

The exterior mall doors are open weekdays from 8:00 a.m. until 10:00 p.m.

On Saturday the mall doors are open from 8:00 a.m. to 10:00 p.m., and Sunday from 9:00 a.m. until 7:00 p.m..

Extended holiday hours are in effect in November/December and all stores will be notified of the designated hours. For more information regarding holiday hours and all statutory holidays please visit cfsherwaygardens.com.

STATUTORY HOLIDAYS

The following days are designated in the Province of Ontario and the shopping centre will be closed:

New Year's Day
Family Day
Good Friday
Easter Sunday
Victoria Day
Canada Day
Labour Day
Thanksgiving Day
Christmas Day

AFTER HOURS ACCESS

Access to the shopping centre before or after hours can only be gained using Door #3.

If any staff member is planning on staying **more than one hour** after store closing, or arriving prior to centre hours, a “Tenant After Hours Access Form” must be completed by a store manager. This form is available from the Management Office or Security Office, and must be submitted for approval to the Operations Manager **a minimum of three (3) business days prior** to the start of work.

If you are planning a “Special Event” that will require your store to be open for business outside normal shopping hours, the same “Tenant After Hours Access Form” must be completed by the store manager. This information must be submitted to the Management Office at least three (3) business days prior to the planned event for approval and to organise Security coverage. Any additional security cost for special events is the responsibility of the individual tenant.

Contractor After Hours Access Forms: Requests for store renovations, improvements, alterations and cleaning by outside contractors must be submitted for approval to the Operations Manager at least three (3) business days prior to start of work.

PARKING

CF Sherway Gardens welcomes approximately 10 million customers annually and one of our most desirable features is our access from three major highways.

PARKING NAVIGATION

CF Sherway Gardens has implemented Parking Navigation in its parking decks. The system is similar to what is currently at the airport, in that it identifies the parking stall with either a green light for vacant or red light for occupied. The system also provides the available parking stall count to guests as they enter the parking deck.

ELECTRIC VEHICLE CHARGING STATIONS

EV charging stations installed in the Hudson Bay Parkade (P2 level), located on the ground level, beside Cactus Club Cafe. In addition to standard EV charging, Tesla vehicle charging locations are located in the outer northeast section of our parking lots. Customers will be given the ability to park and charge their car at this location while they shop.

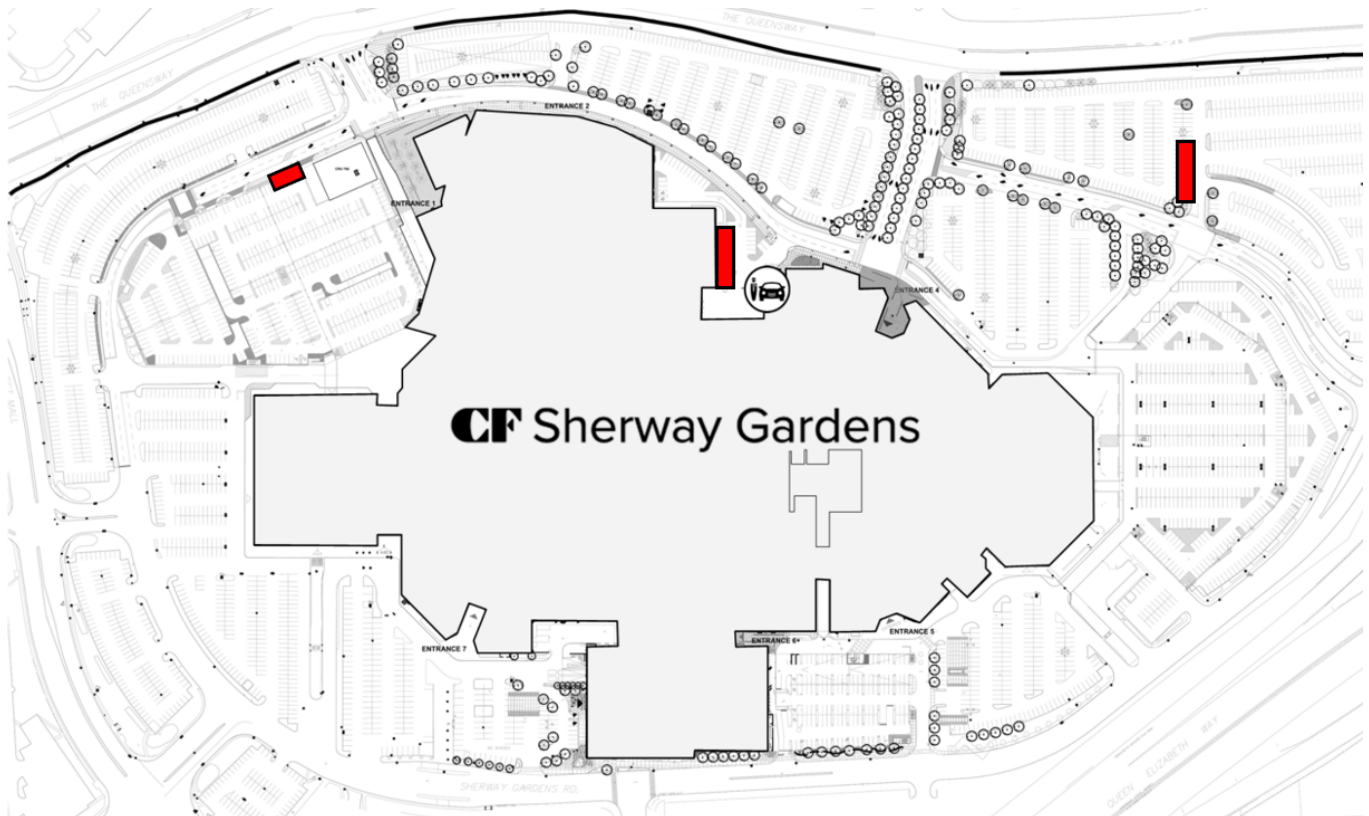
VALET PARKING

CF Sherway Gardens has 1 Valet Parking location located on the north side of the shopping centre between Door 3 and Joey. Cost for Valet Parking is \$20.00. Guests can simply drop off their cars Valet by Gatsby will take care of the rest, giving guests more time to shop!

Valet Parking Hours of Operation:

Monday-Saturday: 12:00 p.m. - 6:00 p.m.

Sunday: 1:00 p.m. - 5:00 p.m.



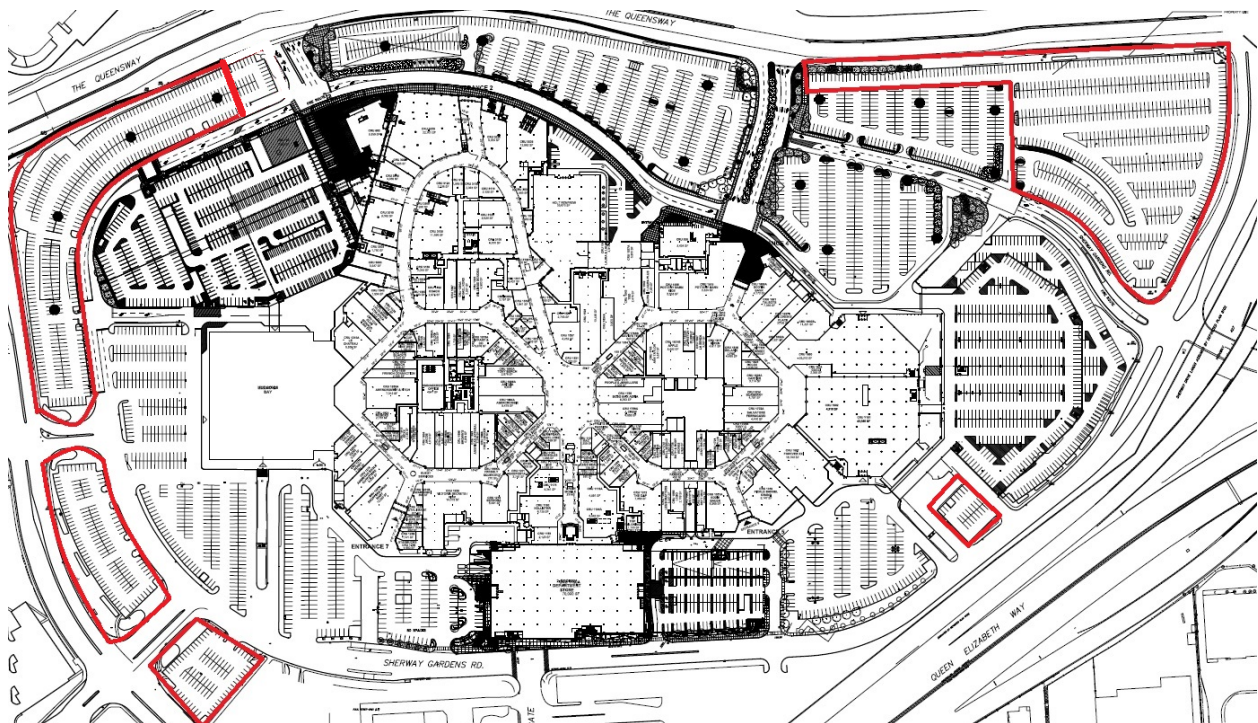
EMPLOYEE PARKING

As a courtesy to customers, **all shopping centre and store staff are required to park in the designated employee parking area.** Employees are permitted to park in the north east outer lot and the north west lot adjacent to the Queensway. Failure to comply with the staff parking regulations may result in a parking ticket being issued to you, notification to your head office or being towed. Please see the map below for our designated employee parking locations.

Truck/service courts are for delivery vehicles only. Non-delivery vehicles will be subject to tagging and towing.

It is very important to ensure that the parking spaces closest to the shopping entrances are available for customer use. Your cooperation is appreciated.

If you have a disability or special circumstances which require you to park closer to the mall, please contact one of our Security Supervisors in the security office at **(416) 621-1140.**



SECURITY AND LIFE SAFETY

INTRODUCTION

At CF Sherway Gardens we are committed to providing a safe and secure environment to all guests and staff. This Security and Life Safety section is provided to acquaint you with the variety of services we provide and give you an overview of emergency procedures. It is recommended that the managers of each store review this manual and communicate it to your employees.

Your safety is our priority and your feedback is critical to our success. If you have any comments, questions or concerns, please feel free to contact us or visit us at the Security Office located by Door 3.

KEY CONTACT INFORMATION:

MANAGER, SECURITY & LIFE SAFETY

Dayne Charbon

(416) 621-1071 x127050

Dayne.Charbon2@cadillacfairview.com

SECURITY SUPERVISOR

Joseph Sim

(416) 621-1071 x127501

Joseph.Sim@cadillacfairview.com

SECURITY OFFICE

Located near Entrance #3

(416) 621-1140

shwsecurity@cadillacfairview.com

OTHER IMPORTANT CONTACT INFORMATION:

Toronto Police Service (22 Division)

(416) 808-2200

Toronto Fire Services (Station 432)

(416) 392-2489

Toronto Emergency Medical Services

(416) 392-2000

Trillium Health Centre

(905) 848-7100

SERVICES PROVIDED

GENERAL OVERVIEW

Our security team is on duty 24 hours a day, 7 days a week, and 365 days a year. Guards are assigned to patrol and monitor the common areas, attend to calls for assistance, respond to emergencies and enforce centre regulations. The security office is located just a few steps inside of Door 3.

You and your staff are the extra eyes of the Security Department. If suspicious activity is witnessed and you feel the staff and/or guests are at risk, please report it to Security immediately. A guard will be dispatched and the situation will be assessed. You should always feel comfortable reporting your observations to Security no matter how trivial you may think it is. Sometimes small pieces of information are vital to something larger. ***If you see something, say something!***

FIRST AID

All Security Guards are trained and certified in First Aid, CPR and the use of an AED (Automated External Defibrillator). Additionally, we are equipped to deploy oxygen where the need arises. The Security Office, Food Court and the Guest Services Kiosk at Door 7 are equipped with an AED. With any medical emergency such as fainting, seizures, or loss of consciousness you should call **9-1-1** first and then call Security at **(416)621-1140**. Provide our dispatcher with as much information as you can so the appropriate level of response can be sent.

ASSISTANCE WITH CAR BOOSTS

Our Mobile Security Unit is available to assist with vehicle boosts should it be required. If you or a guest requires a boost, call the Security Office advising of the location and vehicle information and our mobile unit will be dispatched.

SECURITY WALKING AND VEHICLE ESCORTS

At any time, seven days a week, you may call Security to request an escort to any destination on CF Sherway Gardens property. A Security Guard or our Security vehicle will be dispatched to your location and will drop you to your final destination. It is recommended that you request the escort at least 15 minutes prior to the intended departure time to minimize a delay in response.

CLOSED CIRCUIT TELEVISION (CCTV)

The CF Sherway Gardens CCTV system monitors common areas, including entrances, exterior parking lots, truck courts, loading docks and parking decks. The footage will monitor the safety of our guests and retailers but also can identify details of disturbances. Due to privacy laws, the footage cannot be shared, however, if you feel that CCTV footage would prove useful in a loss prevention or injury case, please contact our Security & Life Safety Manager.

MASS INCIDENT NOTIFICATION SYSTEM

CF Sherway Gardens is equipped with a mass incident notification system called MIR3. MIR3 makes it easy to send essential notifications or alerts to the retailers in our community. These notifications can come in the form of an automated phone call or email. MIR3 has become invaluable for providing notifications when significant incidents occur as well as helpful alerts when some of our services become temporarily unavailable.

INCIDENT REPORTS

Our Security team generates an incident report in most situations. These reports are for internal Cadillac Fairview purposes only and are not generally shared. Cadillac Fairview has a comprehensive privacy policy which covers the issuance of our internal reports. Should you believe that a copy of an incident report is critical to a matter involving you, please contact our Security & Life Safety Manager.

IN-STORE SECURITY

The responsibility of Security within your store falls with your loss prevention department or corporate policy. Our Security Guards are restricted from making arrests on behalf of tenants for situations such as shoplifting, fraud, and other criminal acts. However, we certainly will attend your store to assist with “keeping the peace” until the Police arrive if store personnel are detaining or arresting an individual. During high volume sales or events, you should plan to increase your security levels accordingly. CF Sherway Gardens Security may not be available for internal assistance in last minute situations, as they are on organized patrols of the shopping centre. If you are planning an event that is going to take place outside of normal business hours you may be required to hire additional security.

SECURITY AND CENTRE OPERATIONS

LEASE LINE ENFORCEMENT

As per your store's lease agreement, merchandise, signs, and advertisements cannot be placed outside of the closure line of your storefront. The Security Department enforces this policy.

Please note: Handwritten signs are not permitted. Signs and banners cannot be suspended from store bulkheads.

EARLY MORNING ACCESS

Store employees who require access to the mall prior to 8:00 a.m. (9:00 a.m. on Sundays) can do so through Door 3 (North side).

AFTER-HOURS ACCESS

Should store employees be required to work later hours/overnight for reasons such as conducting inventory or you have a contractor conducting work inside your store, you must complete and submit an After Hours Access Request Form in advance. Your request will be reviewed and a formal response provided upon approval. Please be advised that in the case of contractor work, proof of appropriate insurance and WSIB will be requested. The sample form below can be acquired at the Management Office

or the Security Office. If you have any questions regarding filling in the form please contact the Security team.

CF Sherway Gardens
 TENANT CONTRACTOR
AFTER HOURS ACCESS REQUEST

STORE: _____
STORE MANAGER: _____
MANAGERS SIGNATURE: _____
CONTRACTOR COMPANY: _____
CONTRACTOR CONTACT: _____ TELEPHONE: _____

REQUEST FOR ACCESS AS FOLLOWS: _____
DATE: _____ START TIME: _____ # OF HOURS: _____
REASON FOR ACCESS: _____

NAME OF PERSON(S) WORKING: _____ VEHICLE INFO (color, Make, Model, Plate #) _____

TENANT PLEASE NOTE:

- ALL PERSONS COMING IN OR OUT OF THE SHOPPING CENTRE OUTSIDE OF REGULAR HOURS MUST USE ENTRANCE #3. IF YOU REQUIRE ADDITIONAL DOOR(S) FOR ACCESS, MAIL SECURITY MUST BE BOOKED AT THE TENANTS EXPENSE.
- ALL PERSONS MUST SIGN IN/OUT AT THE SECURITY OFFICE.
- A COPY OF THIS FORM MUST BE POSTED AT THE TENANT LOCATION.
- TENANT REQUESTS FOR AFTER HOURS ACCESS MUST BE MADE A MINIMUM OF 24 HOURS IN ADVANCE TO MAIL MANAGEMENT.

CONTRACTORS PLEASE NOTE:

- REQUESTS FOR STORE RENOVATIONS, IMPROVEMENTS/ALTERATIONS AND CLEANING BY OUTSIDE CONTRACTORS MUST BE SUBMITTED FOR APPROVAL TO THE OPERATIONS MANAGER A MINIMUM OF FIVE (5) WORKING DAYS PRIOR TO THE WORK START DATE.
- ATTACHED TO THIS FORM, CONTRACTORS MUST PROVIDE PROOF OF INSURANCE (Showing "The Cadillac Fairview Corporation Limited, Centre Inc." as additionally insured), WSIB CERTIFICATE AND (as required) MSDS TO OBTAIN ACCESS AND AFTER HOURS APPROVAL.
- ALL PERSONS COMING IN OR OUT OF THE SHOPPING CENTRE OUTSIDE OF REGULAR HOURS MUST USE ENTRANCE #3. IF YOU REQUIRE ADDITIONAL DOOR(S) FOR ACCESS, MAIL SECURITY MUST BE BOOKED AT THE CONTRACTORS EXPENSE.
- A COPY OF THIS FORM MUST BE POSTED AT THE WORK LOCATION

IF SECURITY COVERAGE IS NEEDED, PLEASE CONTACT SHERWAY GARDENS SECURITY (416) 621-1540.

REQUEST APPROVED BY: _____ DATE: _____
Tenant - White Security - Yellow

STORE KEYS

The CF Sherway Gardens Management Staff and the Security Department **do not** have keys to any of the stores or leased spaces. Additionally tenants are responsible for ensuring their space is secure. Security cannot perform closing procedures on behalf of a tenant.

TENANT ALARMS

With respect to tenant alarms, Security will conduct a visual perimeter inspection, and report their findings to the Store Manager or Emergency Contact designate. As per Cadillac Fairview policy, Security cannot enter the space to perform an interior check.

FOUND PROPERTY

Should a customer leave an item in your store, please call Guest Services or Security with a description of the item found. Following your phone call, deliver the item as soon as possible to the Guest Services Desk located at Door 7 or contact Security to have the item picked up. It will be logged into our Lost and Found inventory and handled from there. Please be advised that our Security and Guest Services Representatives are only to accept Lost & Found items on the same day they are found in store.

TENANT SAFETY INSPECTIONS

Cadillac Fairview's corporate and insurance direction requires us to inspect each retail space at least every 6 months. Food use spaces are inspected every 3 months. The specific intent of these inspections is to identify any safety conditions which may exist and adversely affect CF Sherway Gardens, ensure compliance with building/fire codes and review general emergency preparedness. Upon completion, a copy of the inspection is left with the store. Identified deficiencies are assigned a scheduled follow-up time when Security will return. If you have any comments or questions about the results of your inspections, please contact the Security & Life Safety Manager.

NON-SMOKING POLICY

As mandated by the Ministry of Health and to ensure an elevated shopping experience for our customers, Security enforces the restriction of smoking within 9 meters of CF Sherway Gardens entrances. We ask for your cooperation in making sure all staff are aware of this policy and encouraged to smoke as far away from the entrance as possible to keep our entrances and walkways smoke-free.

EMERGENCY SITUATIONS

Emergency situations can arise at any time and without prior warning. While CF Sherway Gardens Management has developed plans to manage various types of emergencies as it relates to CF Sherway Gardens as a whole, these plans do not include how your specific store will operate during such emergencies. Therefore it is critically important that you develop, implement and train your staff on your company's emergency procedures, such as power outages, shelter-in-place, bomb threats, evacuation, etc.

In emergency situations, announcements will be made via the public address system. Please pay attention to and follow the instructions provided as quickly as possible. During emergencies, Security receives a higher than normal call volume. While we endeavour to take all calls, our priority focus will be on communicating with local authorities and emergency responders.

EVACUATION, MUSTER POINTS & FIRE ROUTES

CF SHERWAY GARDENS EMERGENCY EVACUATION AND MUSTER MAP

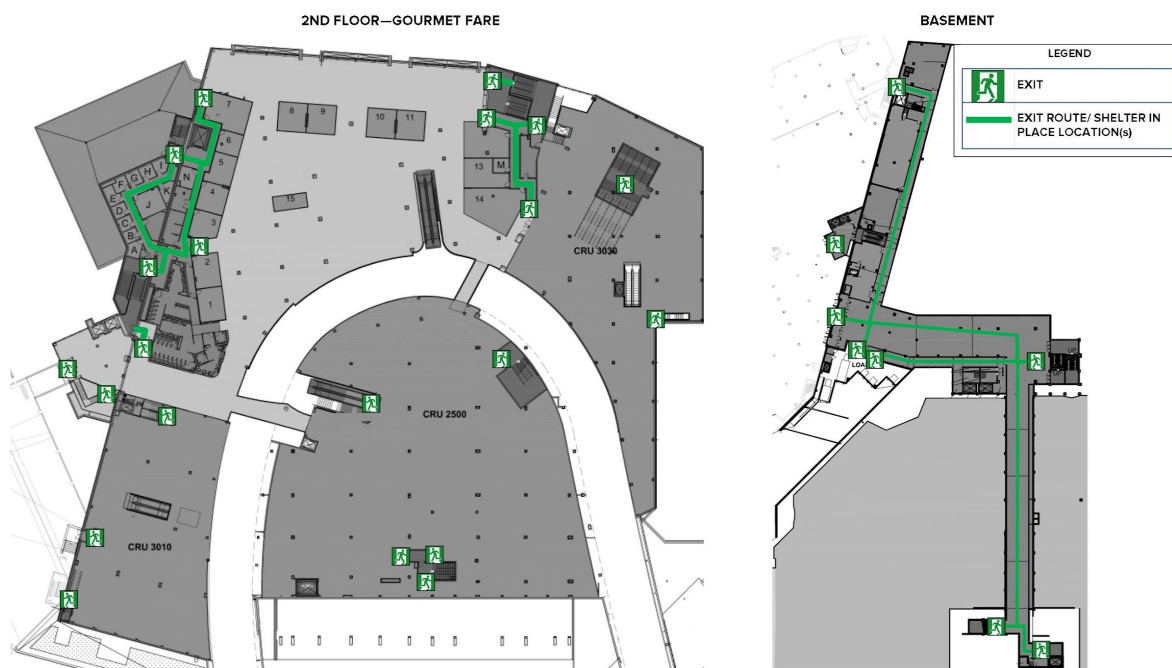
GROUND FLOOR



CF SHERWAY GARDENS SECURITY - (416) 621-1140

UPDATED: April 2018

CF SHERWAY GARDENS EMERGENCY EVACUATION AND MUSTER MAP



CF SHERWAY GARDENS SECURITY—(416) 621-1140

UPDATED: April 2018

LOST CHILDREN

If a lost child is **reported to you**, do the following:

- Call Security at **(416) 621-1140** immediately. Provide as much detail as possible (including name, age, hair and eye colour, approximate weight, height, etc.) and Security will be dispatched.
- Request that the person reporting the lost child remain at your location until Security arrives to speak to them.
- Discreetly advise all store employees and seek their assistance with checking change rooms (if applicable) and monitor the entrance/exits.
- If the parent/guardian and child are reunited before security arrives, call security back and provide an update.
- If the child is found with anyone other than their parent/guardian, make attempts to stall the person from leaving the area before Security arrives if it is safe to do so.

If **you find a lost child**, do the following:

- Immediately contact security at **(416) 621-1140**.
- Do your best to comfort the child and let them know you will help in finding their parents.
- Where possible, attempt to get as much information as you can regarding their name, parent/guardian name, where they last recall seeing their parent/guardian, etc.
- Assign a store employee to remain with the child at all times and do your best not to let them leave your site until Security arrives.
- If the parent/guardian and child are reunited before security arrival, call security back and provide an update.

POWER OUTAGES

Should CF Sherway Gardens experience a power outage, it is our goal to quickly determine the cause of the issue and how quickly it can be rectified. Not all power outages are central to the mall; power losses to other nearby areas do occur which can affect the centre.

Our focus will be on attending to any persons that are at immediate risk caused by the power outage and confirming the cause. Please refer to your store's response plan; however as a guide please see below:

- Check to ensure that no one in your store is injured. If there is an injury, contact Security at **(416) 621-1140**.
- Conduct a check of your change rooms (if applicable) to ensure no one is inside.
- Direct customers out of your store if it is safe to do so. Prohibit new customers to enter your store in the event there is a need to evacuate.
- If an evacuation is necessary, follow directions provided through public address announcements and our Social Media Channels.
- Should an outage be expected to exceed 4 hours, an evacuation of the property may be ordered.

BOMB THREATS

In the event that your store receives a bomb threat, remain calm. Do your best to make note of things such as the caller's tone of voice, exact wording, background noises, etc. The use of a bomb threat checklist will aid you in collecting as much detail from the caller and is encouraged. Then:

- Immediately call the Police at **911** and then notify Security at **(416) 621-1140**.
- If it is safe to do so, conduct a VISUAL search for anything that looks out of the ordinary. **DO NOT** touch anything you deem suspicious.
- If you find anything suspicious, leave the store immediately and provide an update to **911**.
- Close, but do not lock your store gate so that emergency responders can attend without delay.

THEFT AND FRAUD

SHOPLIFTING

In the event your staff observes a shoplifter in the act of committing a theft, the Toronto Police should be contacted at **(416) 808-2200**. Security should then be contacted at **(416) 621-1140**. You must witness the crime in progress, maintain visual contact of the suspect and allow them to leave the store in order to detain anyone. Arrests cannot be made if you only suspect someone of shoplifting. Security will stand by in order to assist the store personnel and shoppers until Police arrive, however, cannot legally make arrests on behalf of someone else. Please refer to your corporate policy on detaining shoplifters.

STOLEN CREDIT CARDS AND COUNTERFEIT FUNDS

If you have a confirmed stolen credit card or counterfeit money while the customer is still present, retain the card and/or cash. If safe to do so, try to stall the individual and call the Police at **911**.

If you discover the fraud and the customer have already left the store, contact the police at **(416) 808-2200**. Security should then be contacted at **(416) 621-1140**.

FIRE SAFETY

FIRE

If you discover a fire in your store or the mall common area, activate the nearest pull station from a safe location. Call the fire department at **911** and then notify Security at **(416) 621-1140**. Provide as much detail as possible, including your name, store name, the location of the fire, the cause of the fire (if known) and any other pertinent information.

If the fire is small enough and it is safe to do so, you may attempt to use an extinguisher if one is accessible. Remember the P-A-S-S acronym; **P**ull the pin – **A**im at the base of the fire – **S**queeze the trigger – **S**weep from side to side. Always remember that there is no obligation for you to attempt to extinguish a fire. Your safety comes first.

As a point of reference, property staff will respond to all fire related incidents as they develop. During the investigation, we will identify whether it is false or real. At which point we will provide updates to our tenants through the PA System. Our fire program is a 2-staged system.

- **First Stage - Intermittent tones** (Property staff are investigating the cause of the incident)
- **Second Stage - Constant tones** (Property staff have determined there is a real fire related incident and evacuating the centre)

It is important to pay attention to the emergency announcements and follow the direction of property staff during an emergency.

If an alarm is investigated and determined to be false and/ or caused by or in respect to the tenant, the landlord will issue an invoice (chargeback) for false alarm responses.

FIRE DRILLS

CF Sherway Gardens conducts an annual fire drill. Under legislation, you are obligated to conduct a fire drill for your premise annually. Participation in the mall fire drill is a good way for you to meet this obligation. We will communicate the date in advance so your store can make preparations to participate.

FIRE RELATED EQUIPMENT

Proper care and control of fire safety equipment are critical to minimising fire-related risks. It is important that you properly maintain the equipment you have in your space. There are a variety of legislative codes and guidelines that pertain to fire safety equipment. The following information is provided as a guide to help you understand why we check what we inspect.

ONTARIO FIRE CODE SECTION 6.2.7.2 “Portable extinguishers shall be inspected monthly”.



Monthly Fire Extinguisher Inspection

- 1) Visually Inspect that the Fire Extinguisher is hung on the wall and not blocked or obstructed.
- 2) Ensure that the Fire Extinguisher’s safety pin is in place.
- 3) Visually inspect that the Fire Extinguisher is charged by observing that the yellow needle is within the green zone of the fire extinguisher gauge.
- 4) Visually inspect that the label on the Fire Extinguisher is clean, clear and readable.
- 5) Visually inspect that there is no damage or obstructions to the hose and nozzle.
- 6) Ensure that there is a tag on the Fire Extinguisher. If all points have been accounted for with no discrepancies found, initial the tag in the corresponding month.

Please Note: You must have your Fire Extinguisher inspected annually by your certified fire equipment contractor.

Ontario Fire Code Section 6.2.7.4. (1) “Each portable extinguisher shall have a tag securely attached to it showing the maintenance or recharge date, the servicing agency and the signature of the person who performed the service.”

NFPA 10 1.5.3 “Fire extinguishers shall be conspicuously located where they will be readily accessible and immediately available in the event of a fire. Preferably, they shall be located along normal paths of travel, including exits from areas”.

Ontario Fire Code Section 3.3.2.3. (1) “The clearance between sprinkler head deflectors and the top of any storage shall not be less than 457 mm”

NFPA 96, “Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations” outlines the requirements for the testing and maintenance of kitchen fire suppression systems. Your cooking equipment must be inspected and tested by your certified contractor every six (6) months. Your equipment should be tagged to indicate when it was inspected. Where applicable our tenant inspection will be looking at this. We may ask for documentation to certify that it has been maintained according to code.

SOLICITATION

Outside business operators occasionally visit stores within CF Sherway Gardens offering deals or discounts. To maintain a high standard, **solicitation of any kind is not permitted on CF Sherway Gardens property** without authorization by CF Sherway Gardens Management. This includes the interior common area, store visits, and parking lots. If you witness people handing out literature, making sales attempts in your store or placing flyers on car windshields please report them to Security.

The Marketing Department offers temporary locations for charities and non-profit organizations throughout the year. Requests should be directed to the Marketing Department. Unauthorized fundraising or solicitation is not permitted.

TENANT RESPONSIBILITIES

RETAIL STOREFRONT GUIDELINES

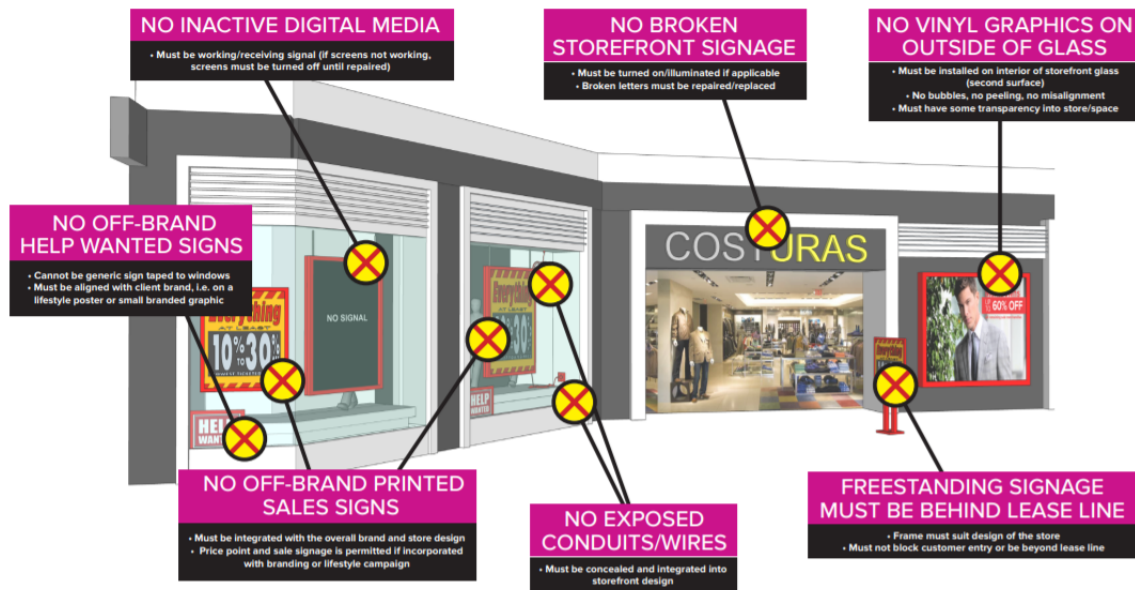
CF Sherway Gardens has established guidelines outlining what is and is not permitted within your respective storefronts. These guidelines have been established to ensure the original design criteria of our premise is maintained, and that the overall esthetic and image of the Shopping Centre is maintained to a high standard. Below are samples of guidelines for retail storefronts, Kiosks & Food Court Premises. If you plan on changing signage or other aesthetic features of your premises, it is strongly recommended that you coordinate with CF's Client Design & Delivery Team before making changes to ensure they are inline with these standards.

Storefront signs must be lit during operating hours. For storefront signs that are operated by a timer; please ensure your sign is off after hours. All storefront signage and displays are subject to the approval of CF Sherway Gardens Management.

RETAIL STOREFRONT GUIDELINES

These guidelines are a reference for property teams and Clients to illustrate examples of unacceptable post-design additions for retail storefronts.

Random additions to storefronts detract from the aesthetics of each shop and in turn can diminish the overall appearance of the property and brand experience. Each client must ensure that the original design intent of the store is maintained and cleaned.

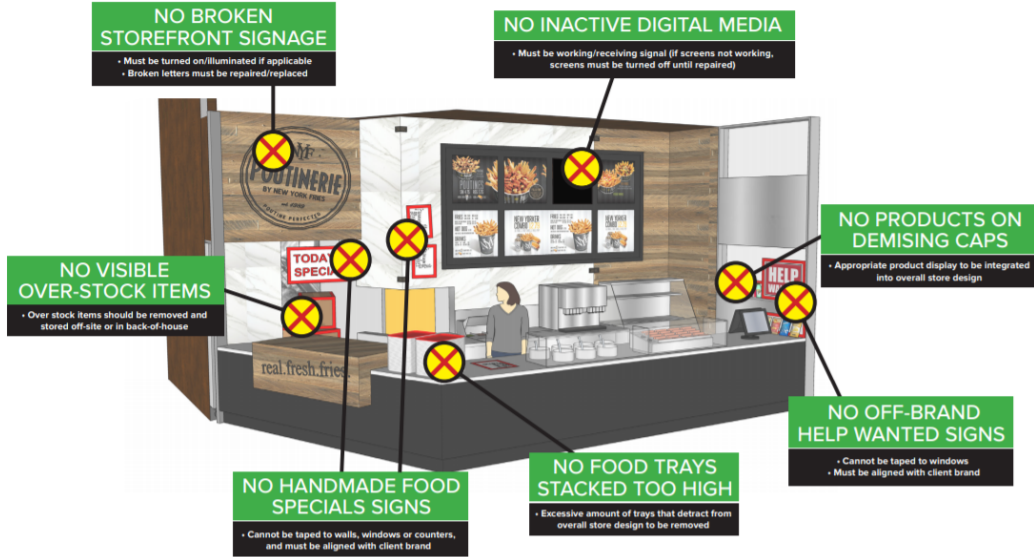


REFERENCES

Speak to your Client Design + Delivery Coordinator for reference of good storefront presentation, specifically the CF Design Criteria, Short Term Shops Criteria, Visual Media Rider and professional photography.

FOOD STOREFRONT GUIDELINES

These guidelines are a reference for property teams and Clients to illustrate examples of unacceptable post-design additions for food and dining hall storefronts. Random additions to storefronts detract from the aesthetics of each shop and in turn can diminish the overall appearance of the property and brand experience. Each client must ensure that the original design intent of the store is maintained and cleaned.



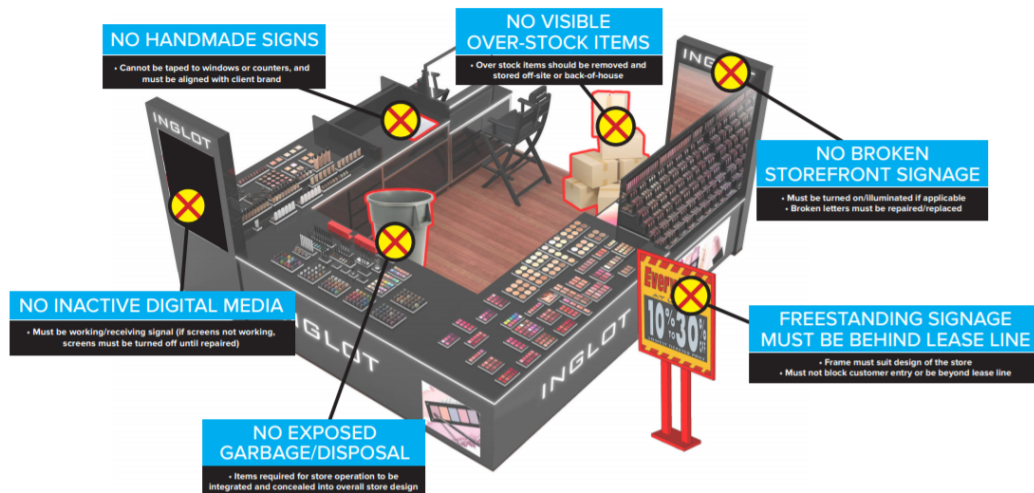
REFERENCES

Speak to your Client Design + Delivery coordinator for reference of good food and dining presentation, specifically the CF Design Criteria, Short Term Shops Criteria, Dining Hall Criteria, Visual Media Rider and professional photography.



KIOSK STOREFRONT GUIDELINES

These guidelines are a reference for property teams and Clients to illustrate examples of unacceptable post-design additions for kiosk/point retail stores. Random additions to storefronts detract from the aesthetics of each shop and in turn can diminish the overall appearance of the property and brand experience. Each client must ensure that the original design intent of the store is maintained and cleaned.



REFERENCES

Speak to your Client Design + Delivery coordinator for reference of good food and dining presentation, specifically the CF Design Criteria, Short Term Shops Criteria, Visual Media Rider and professional photography.



TENANT RESPONSIBILITIES *(Continued)*

MUSIC

As a courtesy to your neighbouring stores and to customers, you must control the level of music in your store to ensure the enjoyment of others. Music levels will be monitored and Security can instruct your store to immediately reduce music levels.

STORE LIGHTING

All light fixtures and bulbs must be functioning during mall hours. It is the responsibility of the tenant to replace burnt light bulbs.

PEST CONTROL

All stores are responsible for regular pest control within their premises. To assist the Gourmet Fare tenants, a prearranged pest control service is performed weekly. This is coordinated through the Operations Department and billed back to the tenant.

BALLOONS

Helium balloons are NOT permitted anywhere on CF Sherway Gardens property under any circumstances. Under no circumstances are any balloons to be given out to customers as a promotional item.

OPERATIONS AND MAINTENANCE

CF CONNECT

Frequently Asked Questions & Answers

Retail Clients

What is CF CONNECT?

CF CONNECT is our National Service Centre. We have evolved our processes and systems to automate and enhance access and service. You will be able to quickly and easily access CF Connect and submit requests through web, phone or email.

How do I contact CF CONNECT?

You can contact CF CONNECT, by phone, the CF CONNECT Web Portal or email:

Phone: 1-800-665-1000 (24 hours per day, 7 days a week)

Web portal: cfconnect.cadillacfairview.com (Monday to Friday, 7:00 a.m. to 10:00 p.m. EST)

Email: cfconnect@cadillacfairview.com (Monday to Friday, 7:00 a.m. to 10:00 p.m. EST)

What do I do in the event of an emergency? (E.g. Floods, Leaks, Power Outages, etc.)

For medical emergencies, please continue to call **911** first and then notify the security team at **(416) 621-1140**

For urgent service requests, please call CF CONNECT (1-800-665-1000).

Are there any changes to the services that the Property supported?

All services previously supported by the Property will continue. All requests for the supported services should be submitted directly to CF CONNECT.

To provide improved communication, you will also receive notification once your requests are completed.

What is the process for getting Telecom access requests?

If you need to request access to riser rooms or telecom (phone, internet, cable) for your service providers "Telecom Access Request" forms are available at cfconnect.cadillacfairview.com for download or through cfconnect@cadillacfairview.com. The request form will need to be completed and can be submitted through the website: cfconnect.cadillacfairview.com or by email: cfconnect@cadillacfairview.com

What is available through the CF CONNECT web portal?

The CF CONNECT web portal is available for use by all retail clients. The web portal allows you to:

1. Submit service and access requests
2. Communicate with the CF CONNECT team and ask any questions
3. See all your work orders and track the status from submission to completion.

You can request access anytime and we will create an account for you during property operating hours. Please refer to the Quick Reference Guide provided by the property management team with instructions on how to sign up. If you require a Quick Reference guide please call 1-800-665-1000 or email your request to cfconnect@cadillacfairview.com.

How do I sign up for the CF CONNECT web portal?

Signing up for a CF CONNECT account is quick and easy.

1. Enter the web address into your browser: cfconnect.cadillacfairview.com
2. Click the "CREATE A TICKET" button
3. Click "Sign up here"
4. Fill in the details and submit
5. You will receive a link in your email to set your password

For further details and a screenshot walkthrough of the process, please refer to the Quick Reference Guide provided by the property management team with instructions on how to sign up. If you require a Quick Reference Guide please call 1-800-665-1000 or email your request to cfconnect@cadillacfairview.com.

What tickets can I track in CF CONNECT?

You can only see tickets submitted by the login account you use. (Retail Clients are encouraged to create ONE COMMON/SHARED LOGIN ACCOUNT for their location)

I manage all service requests for my team/department, how can I best track all service requests submitted by them?

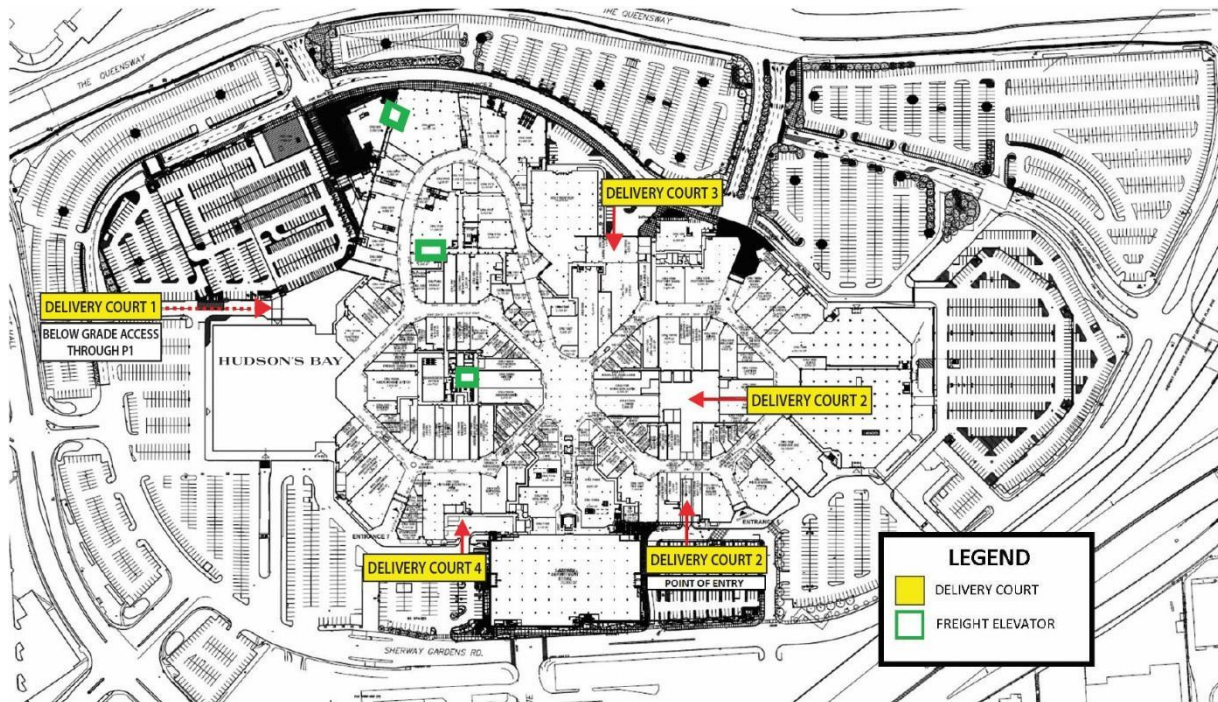
In order to have visibility to all service requests, all members who will be submitting service requests need to use the same CF CONNECT account. When signing up for CF Connect, you will need to ensure that the associated login credentials (i.e. email and password) for that account are shared amongst those members.

For any other inquiries contact us at cfconnect@cadillacfairview.com or call us at 1-800-665-1000.

TRUCK (DELIVERY) COURTS

There are 4 Truck (Delivery) Courts onsite; all shipments should be delivered through our truck (delivery) courts, back corridors, and via the service/freight elevators. Please advise your delivery services that deliveries are not permitted via the main entrances unless your store does not have a back service door. If the main entrance is used, protection must be used over walk off mats.

Please refer to the map below to determine the locations of the Truck (Delivery) Courts in proximity to your unit.



Truck (Delivery) Court 1 is available for tenants and retailers to store additional garbage or storage containers. Approval to use this option must be approved by the CF Sherway Gardens' management team.

Please note that Truck (Delivery) Court 4 has a no parking zone policy that is strictly enforced.

Truck (Delivery) Court 1 is the only delivery court that has a dock leveller present for trucks to back into when loading in.

DELIVERY COURT RESTRICTIONS

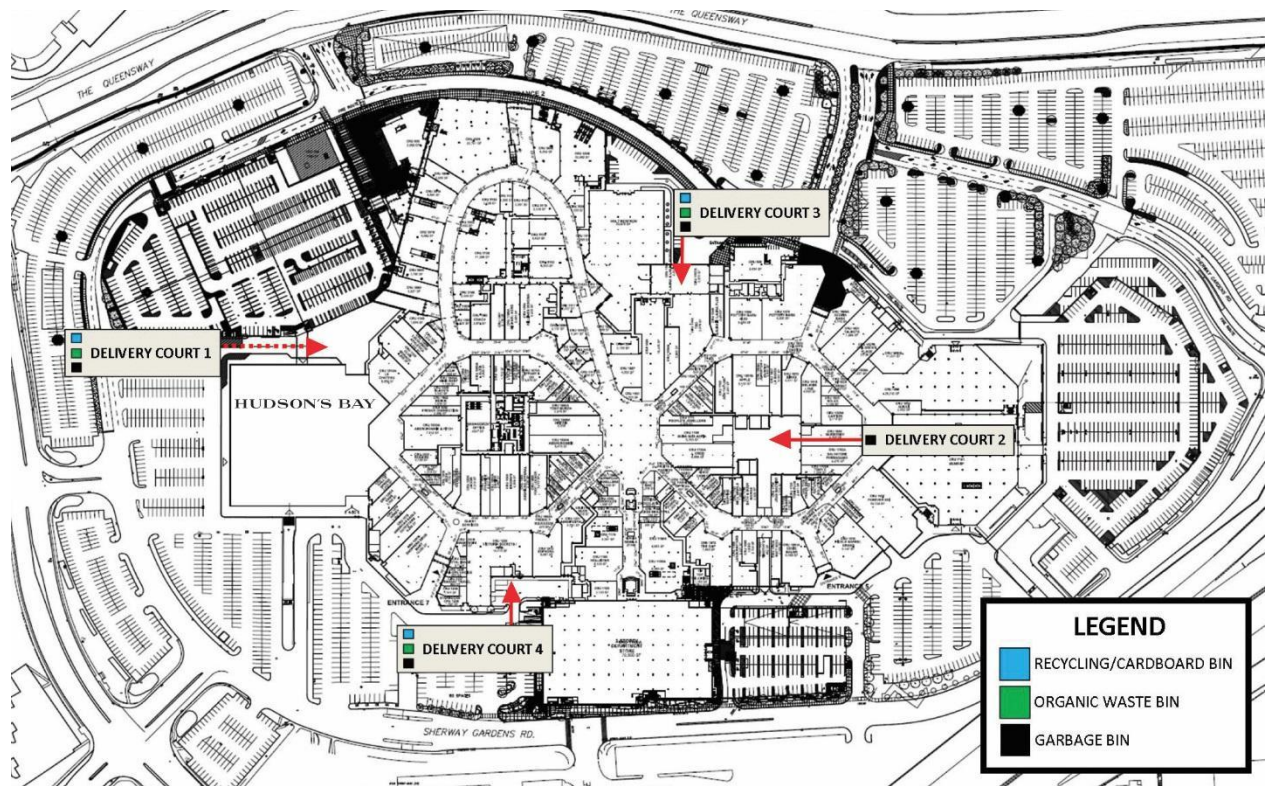
Truck (Delivery) Court 1 (located on the west side of the shopping centre by Hudson's Bay) requires a tailgate.

Truck (Delivery) Court 2 (located on the southeast side of the mall by Eatly) has a height restriction of 11' clearance.

WASTE AND RECYCLING DISPOSAL

All tenants are responsible for separating recycling from garbage as per Ontario Regulation 103/94 legislation, and your lease agreement. This is a critical part of our GREEN AT WORK™ program. As members of the community, please be responsible and separate your garbage. Please note that organics/food waste should be separated from landfill waste.

WASTE DISPOSAL PROCEDURES



For tenants with access to Truck (Delivery) Courts

Cardboard, newsprint, office paper and paper should be placed next to the cardboard compactor(s).

All bottles, cans, and plastic pails are to be placed in **clear** garbage bags, which should then be placed in the designated blue bins, labelled "Plastic, Metal & Glass Recycling".

Organics to be placed in designated organics bins labelled "Organics Recycling Only" typically black or green bins.

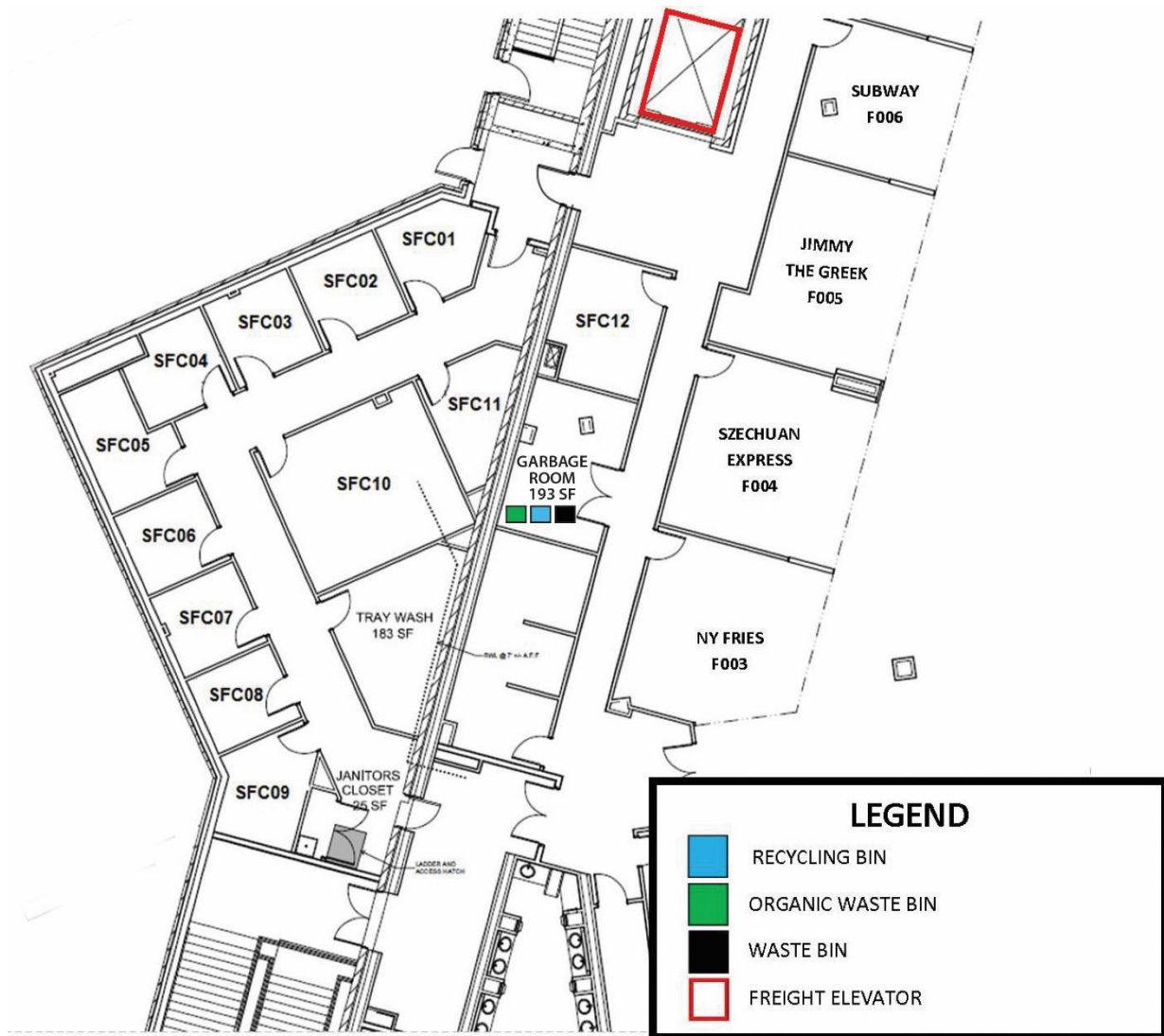
All other garbage is to be placed in **clear** garbage bags, which are then to be placed in the designated waste compactor(s).

For tenants with food waste

Green organic bins have been strategically placed in waste and recycling rooms for all food waste, including coffee grounds. Please refer to the map on the first page of the Operations and Maintenance section for your nearest location.

Gourmet Fare tenants

For those using cooking oil, please contact Security at **(416) 621-1140** to arrange access to grease bins. DO NOT leave containers by the grease bins. Please remember to keep your back door CLOSED at all times.



FIXTURES AND EQUIPMENT DISPOSAL

As per the lease terms, it is the tenant's responsibility to remove unwanted fixtures from the property. Fixtures and equipment are **not** to be left in the back corridors or Truck (Delivery) Courts.

SERVICE CORRIDORS

Service corridors are part of the shopping centre's common area and are maintained by the Custodial Staff. Corridors are designated fire exits and must be kept clear at all times for safety reasons. They are not to be used as smoking areas, as per our Non-Smoking policy (see the Security section).

RISK MANAGEMENT

Safety is a concern for all of us. If you notice a food or drink spill in the common area, please call the Security Office at **(416) 621-1140** and the Custodial Staff will be dispatched. When spills occur please protect the area until assistance arrives.

REPAIRS AND MAINTENANCE

HVAC UNITS, PLUMBING, AND ELECTRICAL ISSUES

When an HVAC (Heating, Ventilation, and Air Conditioning) problem occurs during regular store hours please contact **CF Connect**. The problem will be assessed and you will be advised on the action to be taken.

If you need to be advised on any procedure pertaining to HVAC, electrical, or plumbing please call the Management Office and they will assist in priority order.

Basic electrical, plumbing, doors, and locks are the responsibility of each store, however, please reach out to CF Connect for other minor concerns or issues.

WATER LEAKS

Water leaks should be reported immediately to CF Sherway Gardens Security at **(416) 621-1140**. The building operators will respond to calls in priority order. If a leak occurs after hours, notify Security at **(416) 621-1140**.

STOREFRONT MAINTENANCE

It is the responsibility of each store to have glass and signage cleaned on a regular basis. Several window washing companies work within the shopping centre and are available to assist tenants. Window washing must be conducted before or after mall operating hours.

CF Sherway Gardens Approved Contractors List

SECURITY AFTER HOURS - CONTACT NUMBER: (416) 621-1140

All trades working at CF Sherway Gardens MUST be union trade

<p><u>HVAC</u> Springbank Mechanical Systems Ltd. Phone Number: 1-800-387-2788</p>	<p><u>ELECTRICAL</u> Symtech Innovations Ltd. 1(888) 620-6341</p>
<p><u>HVAC controls</u> Johnson Controls 1-866-468-1484</p>	<p><u>PLUMBING</u> Smith & Long (416) 391-0443</p>
<p><u>SPRINKLERS</u> Custom Fire & Sprinkler Services Ltd. (905) 666-5558 service@customfire.ca</p>	<p><u>DOORS / GLAZING</u> Accu-Lock and Security 905-374-7075 Orders@accu-lock.com</p>
<p><u>FIRE ALARM SYSTEMS</u> Symtech Innovations Ltd. 1(888) 620-6341 Johnson Controls 1-866-468-1484</p>	<p><u>WASTE REMOVAL</u> GFL Environmental Inc. Laura Stewart (647) 226-8033</p>
<p><u>ROOFING</u> Nortek Roofing 416-236-6090</p>	<p><u>STRUCTURAL ENGINEER</u> EXP (905) 796-3200</p>
<p><u>ELECTRICAL ENGINEER</u> Hammerschlag & Joffe (416) 444-9263</p>	<p><u>LOCKSMITH</u> Accu-Lock and Security 905-374-7075 Orders@accu-lock.com</p>
<p><u>MECHANICAL ENGINEER</u> The Mitchell Partnership Inc. (TMP) (416) 499-8000</p>	

GREEN AT WORK™

As one of North America's largest owners and managers of commercial real estate, Cadillac Fairview is committed to being "Best in Class", which is evident through our approach to green initiatives. As a company, we feel it is our obligation to seek out the latest advances in green building design and operation – to lead by example. The successful execution of company-wide green initiatives is being achieved through a detailed, measurable and long-term program called GREEN AT WORK™. The premise of GREEN AT WORK™ is the idea that sustainability is both the right thing to do and the smart thing to do. We realize that our sustainable operations reduce operating costs, earn client loyalty and provide a healthier working environment for us all.

The program itself focuses on five environmental pillars:

- 1. Energy:** A key focus is on Energy Conservation and Efficiency and the incorporation of renewable energy sources, with a long term goal of net-zero emissions from buildings.
- 2. Waste Management:** Our goal is to generate zero waste by implementing a consistent and dedicated approach to waste diversion and waste minimization.
- 3. Environmental Protection:** Our goal is to eliminate adverse impacts at our properties wherever our activities, products and services interact with the environment, while ensuring compliance with governmental regulations.
- 4. Sustainable Procurement:** Wherever possible, we will utilize environmentally-friendly products, services and best management practices at all properties.
- 5. Communication:** Our comprehensive Green Communication Plan has been designed to inform, engage, educate and share green best practices with our employees and clients so that we can work together to make a difference.

At CF Sherway Gardens, we are making our operations sustainable and reducing operating costs by:

- Using a combination of sensor and timer controlled lighting
- Improving waste diversion rate by setting a target of 70% annually
- Interior and exterior LED light installation
- Energy efficient HVAC equipment supplying tenant spaces and common areas
- High efficiency filters in all air handling equipment
- Building automation system and lighting controls for improved comfort and energy savings
- Water-efficient toilets and urinals in washrooms
- Green/sustainable roof

If you have any questions regarding this initiative at CF Sherway Gardens, please direct them to the Operations Manager at **(416) 621-1071** ext 127040.

GUEST SERVICES

SHOPPER EXPERIENCE

Overview

The Shopper Experience has been elevated through a number of in-mall initiatives. Our Guest Services team (located at Door 7) strive to bring together our customers with retailers. Successful shopper experiences require the efforts of both the CF Sherway Gardens Management Team and our retailers.

Tenant Store Visits

The Guest Services team conducts tenant visits with our retail partners. This gives tenants an opportunity to voice any concerns and inform the Guest Services team of any promotion or product customers should be aware of.

Promotional Material

Tenants are invited to distribute promotional material at the Guest Services kiosk. Should you have questions on how to book promotional space please contact the Guest Services Supervisor at **(416) 621-1071**.

SERVICES

RBC ATMs

RBC ATM located at Door 7.

Postal Services

There is a full service Post Office within Shoppers Drug Mart.

Lost and Found

Please call Security at **(416) 621-1140** to report any items found in your store. All lost and found items should be brought to the Security Office at Door 3 as soon as possible. If the item is valuable, you may call for Security to retrieve it from your store. Customers should be directed to Security for assistance.

Washrooms

Washrooms are located in the Gourmet Fare, in the corridor leading to Door 3, and in the corridor near the between Aldo & Honey. Family and Accessibility Washrooms are located at the Gourmet Fare, and the corridor near the Management Office.

Nursing and Infant Changing Rooms

Nursing rooms equipped with changing tables and electrical outlets are located in all washroom locations.

Public Transit

The transit stop is located outside Door 7 across the ring road. Mississauga Transit and the TTC have bus service to CF Sherway Gardens. Wheeltrans transit operates from Doors 4 and 7.

Taxi Service

Courtesy phones for City Taxi are located at entrances 4, 5, and 7. They can be called directly at **(416) 232-2222**.

Telephones

Public payphones are located at entrances 4 and 7. They accept cash or phone cards.

Additional Services

- Strollers are available at Doors 1, 4, and 7 for \$8, with a 50 cent deposit. Cash, Visa, MasterCard and AMEX are accepted.
- Wheelchairs and walkers are available from the Security Office at Door 3 and Guest Services
- Shoppers Drug Mart offers photocopying at 10 cents per page. Fax Services are also offered at \$1 per local services and \$2 for the first page for long distance. For more details please see the Post Office in Shoppers Drug Mart as prices are subject to change.

The CF SHOP! card® Gift Cards

The Cadillac Fairview SHOP! card® is redeemable at shopping, dining, and entertainment destinations in Cadillac Fairview shopping centres across Canada. Available in flexible denominations of \$5 to \$500, Cards can be purchased online or at Guest Services in Cadillac Fairview shopping centres and office towers across Canada (excluding Waterfront Centre, Simcoe Place and Shops at Don Mills). At CF Sherway Gardens SHOP! card purchases can be made at Guest Services by Door 7. Whether you need a personal gift for a special occasion, or a business gift that says thank you, the Cadillac Fairview SHOP! card can be ordered in singles or corporate orders. For further SHOP! card inquiries, please contact Guest Services at **(416) 621-1070** or visit **www.cfshopcard.ca**.

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ACCESSIBILITY

In fulfilling our mission, CF Sherway Gardens strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. CF Sherway Gardens is committed to giving people with disabilities the same opportunity or reasonable alternative to access our goods and services and allowing them to benefit from the same or similar services, in the same place and in a similar way as other visitors.

It is the policy of CF Sherway Gardens to promote accessibility for people with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity.

CF Sherway Gardens is committed to compliance with AODA and its accessibility standards. We shall provide accessibility and accommodation for persons with disabilities through AODA's customer service standard, integrated accessibility standard and all other standards as they are developed, and in accordance with the requirements of the Ontario Human Rights Code.

Accessibility features available for use while visiting CF Sherway Gardens include:

- Elevator by Door 1
- Escalator by Gourmet Fare
- Complimentary Wheelchairs/Walkers at Security and Guest Services
- Accessibility Assist Washrooms at Door 3/Gourmet Fare/Management Office
- Wheeltrans pick up located at Doors 4 and 7
- Button-pressed automatic doors at all entrances
- Service dogs are allowed on property

MARKETING

OVERVIEW

CF Sherway Gardens is proud to offer our retail partners a number of marketing tools to support their events, sales and special promotions. All of our marketing tools are complementary and set-up in a self-serve manner. Each marketing tool speaks to a specific function, affording the opportunity of promoting your store or employment opportunity to receive the most awareness.

MARKETING CHANNELS

CF RETAIL PORTAL

As part of Cadillac Fairview's commitment to evolve and create seamless experiences for our retail partners, we are pleased to announce **an update to our [CF Retail Portal](#)**. The Retail Portal is a means for retailers to showcase deals and offers at one or more of Cadillac Fairview's shopping centre websites.

Notable improvements include:

- A redesign that is consistent with the look and feel of CF's digital brand
- An updated and enhanced user and offer approval experience and
- Enterprise-grade security

Please refer to [this](#) user guide for further information.

How to create your CF Retail Portal account

To create an account visit retailportal.cadillacfairview.com/ and click Sign Up for an Account. From there retailers can upload any and all offers that the store is running.

All retailers are encouraged to post any store promotions on the CF Sherway Gardens website using the CF Retail Portal.

CF FRONT DOOR - FOR JOB VACANCIES AND JOB POSTINGS

When surveying retail partners, one of the main concerns from our retail clients is your ability to find qualified, capable candidates. So, we have partnered with a company called Wirk'n to create CF Front Door: an innovative platform that will help connect you with qualified job seekers.

Please refer to [this](#) user guide for further information.

How to activate your CF Front Door account

- CF Front Door is on our property website under 'Job Opportunities'
- If you have any questions, please don't hesitate to contact Wirk'n by emailing them at support@wirkn.com

STORE DIRECTORY

The CF Sherway Gardens website lists each store and service available at our centre. New retail partners and services will be added automatically to our directory and space is available to customize each description. This gives shoppers extra information about everything the retailer or service has to offer.

SOCIAL MEDIA

The CF Sherway Gardens Facebook page (www.Facebook.com/CFSherwayGardens) and Instagram profile (@cfsherway) are growing communities. Our goal is to provide value to retail partners, as well as enhance our shoppers' experience. We use our social media platforms to communicate behind-the-scenes info, in-centre events, exclusive offers, expert tips, and ideas that inspire.

COMMUNICATION

In order to maintain the lines of communication between retail clients and the CF Sherway Gardens Management team and maximize the level of awareness of property policies, procedures and programming amongst retail clients, the following communication tactics will be used:

CLIENT COMMUNICATION PORTAL - ONLINE

In order to access the latest and important information regarding CF Sherway Gardens, please access our Client Communication Portal via the below QR Code.

CF Sherway Gardens Memo QR Code



RETAILER MEMOS (MARKETING UPDATES, PROPERTY UPDATES, ETC.)

Retailer Memos highlighting information related to upcoming events, hours of operation and other items of interest, will be delivered to retailers on an as needed basis. All memos will be uploaded to the Retail Communication Portal. If you would like to receive our memos via email, please contact Tania Costa at: tania.costa@cadillacfairview.com to be added to our distribution list.

BRAINSTORMING

Looking to enhance your in-store event? Create awareness for your brand? Brainstorming sessions positively impact awareness and sales for many retailers. We encourage you to keep the doors of communication open. As always, please feel welcome to contact us regarding any marketing matters. Our goal is to help our retailers strive for success, collaboration is key.

Please feel free to reach out, pass along or discuss your ideas with the CF Sherway Gardens Marketing Team:

Shreyanka Parmar, Marketing Coordinator

(416) 621-1071 x127020

Shreyanka.parmar@cadillacfairview.com