

Tour Deloitte Tenant Manual



To our valued Tenant:

On behalf of the Cadillac Fairview management team, I would like to personally welcome you to Tour Deloitte.

As a Management Team, our primary focus is on creating and maintaining an environment that reflects the needs of today's business organizations. We pride ourselves on delivering a best in class experience to our tenants and their employees.

From our prime location in the heart of downtown Montreal to our leading-edge facilities and award-winning design and architecture, Cadillac Fairview provides our tenants with the best in accessibility and convenience, the best in energy efficiency and environmental sustainability and the best in quality and comfort. We are heavily invested in the details that matter most to you and your employees and have designed our building with your company's success in mind.

We look forward to working with you and your team to create a work environment that meets, and hopefully, exceeds expectations. This Tenant Manual is filled with important and practical information that will prove useful throughout your tenancy. The Cadillac Fairview Management Team is here to serve you; please contact us if there is anything we can do to assist. For all of your Tour Deloitte needs, please visit us on our website at www.deloittetower.ca.

Thank you for choosing Tour Deloitte and welcome to Montreal's premium office tower experience.



Laurent Bruneau, RPA
General Manager
Windsor Station | Tour Deloitte

Table of contents

CONTACT US..... 1

 Postale address..... 1

 Management team..... 2

 Opening hours..... 2

IMPORTANT DATES..... 3

BUILDING OVERVIEW..... 4

SITE INFORMATION..... 5

 Address..... 5

 Building features and amenities..... 5

 Location..... 6

 Standard floor layout..... 6

 Mailing address and general contact information 6

TENANT AND BUILDING SERVICES..... 7

 Directory Signage..... 7

 Emergency Response Team..... 7

 Lost and Found 7

 Office Signage..... 7

 Rental Payments..... 8

 Security Desk..... 8

 Security Pass Card Office..... 8

 Service and Maintenance Requests..... 9

 Tenant Contacts..... 10

 Tenant Mail 10

TRANSPORTATION AND PARKING..... 11

 Automated Parking Pay Stations..... 11

 Bicycle 11

 Electric Vehicle Charging Stations 11

 Hourly / Monthly Parking..... 11

 Motor Vehicle..... 11

 Parking Facility 12

 Parking Security..... 12

 Public Transit..... 12

CONSTRUCTION ACTIVITIES.....	13
Activities Impacting Common Areas.....	13
Contractor Selection Criteria	13
Contractor Storage	14
Construction Permit.....	14
Modification to Tenant Premises.....	14
Renovation and Design Changes	14
Service Permit.....	14
Tenant Leasehold Improvement Manual / Construction Manual	15
HOUSEKEEPING.....	16
Cleaning Schedule.....	16
Washrooms (common areas)	16
Periodic Nightly Cleaning Services	17
Green Cleaning.....	17
Housekeeping Concerns / Feedback.....	18
Housekeeping Contractor Selection Criteria.....	18
Pest Control.....	18
Special Services.....	19
Window Cleaning	19
WASTE MANAGEMENT PROGRAM.....	20
Garbage	20
Garbage Removal/Construction Waste and Refuse	20
Recycling Program.....	20
Special recoverable materials	22
Composting program.....	22
OPERATIONS	23
Building Systems - Hours of Operation.....	23
Deliveries and Loading Dock.....	23
Loading Dock Height and Length Restrictions:	24
Energy Management Advisory Service.....	24
Heating, Ventilation and Air conditioning (HVAC).....	24
Lighting.....	25
Locks and Keys	25

Mechanical Equipment Maintenance Program	25
Plumbing.....	25
Telecommunications	26
Tenant utility metering.....	26
Walls and paint.....	26
POLICIES AND PROCEDURES.....	27
Acceptable use of the premises.....	27
Alterations to the building / premises.....	27
Animals.....	27
Bicycles/rollerblades/skateboards.....	28
Housekeeping.....	28
Moving	28
No-Smoking Policy.....	29
Signs and advertising	30
Tenant insurance requirement.....	30
Windows	30
Access cards.....	31
Procedure access card request.....	31
Service Request.....	33
Reference guide for CF CONNECT web portal	35
What are the hours of coverage?.....	37
SECURITY AND LIFE-SAFETY	40
Security access pass cards / after-hours access.....	40
Suspicious Activity	41
Workplace violence	42
Emergency procedures.....	43
SECURITY MEDICAL EMERGENCIES AND FIRST AID.....	44
SECURITY FIRE AND LIFE-SAFETY	46
Evacuation procedures.....	46
Emergency Exits	47
Emergency Fire Phones.....	47
Evacuation Wardens	47
Evacuation – Stairwells and Crossover Floors.....	47

Evacuation Drills	50
Life Safety Inspections	50
Tenants' responsibilities - Emergency Response Team	50
Roles and responsibilities	50
Persons with reduced mobility.....	51
SECURITY BOMB ALERT / TERRORIST THREATS	52
Procedure in case of bomb alert.....	52
Actions to take if you receive a bomb threat over the phone.....	52
Phone Procedure.....	53
Bomb alert.....	54
Actions to take in case of explosion.....	54
SECURITY POWER FAILURE	55
Extended power failure.....	55
Procedure in case of power failure	55
SECURITY EARTHQUAKE	56
Procedure in case of earthquake.....	56
SECURITY DEMONSTRATION OR OCCUPATION OF THE PREMISES	57
Procedure in case of demonstration or occupation of the premises.....	57
In case of occupation of the premises	57
SECURITY ACTIVE SHOOTER	58
Procedure in case of an active shooter	58

CONTACT US

Administrative office

Monday to Friday, from 9 am to 5 pm
T: 514-866-1190 ext. 0
F : 514-395-5168
Website : www.cadillacfairview.com

Service requests CF CONNECT

1-800-665-1000
cfconnect@cadillacfairview.com
cfconnect.cadillacfairview.com

Salle des pas perdus

514-395-5145

Security (24 hours)

514-866-1190 General
514-866-1654 **Emergency**

Postale adress

Black Property Holdings L.P.
1100, avenue des Canadiens-de-Montréal, suite A5
Montréal, (Québec) H3B 2S2

Management team

Led by the General Manager, the Tour Deloitte management team is comprised of real estate professionals who strive to consistently exceed tenant and business partner service expectations. To help our tenants achieve business excellence, each management team member has been carefully selected for his or her experience and expertise in property management, operations and maintenance, security, tenant relations and accounting.

Laurent Bruneau General Manager	514-395-5166 laurent.bruneau@cadillacfairview.com
Kleevens Jeanlouis Security and Life Safety Manager	514-395-5142 kleevens.jeanlouis@cadillacfairview.com
Susan Voeung Tenant relations Manager	514-395-5145 susan.voeung@cadillacfairview.com
Simon Paquet Operations Manager	514-395-5141 simon.paquet@cadillacfairview.com
Elliott Parsons Operations supervisor	514-395-5129 elliott.parsons@cadillacfairview.com
Julie Labib Administrative Assistant	514-395-5164 julie.labib@cadillacfairview.com
Abdullah Abbasi Comptable	416-869-2288 abdullah.abbasi@cadillacfairview.com

Opening hours

The opening hours for Tour Deloitte are the following:

Monday to Friday	5:30 am to 11:00 pm
Saturday and Sunday	8:00 am to 9:00 pm

The administrative office hours are the following:

Monday to Friday	9:00 am to 5:00 pm
Saturday	Closed
Sunday	Closed

IMPORTANT DATES

Tour Deloitte is open to the public from 8:00 am to 9:00 pm on Statutory Holidays. The following Statutory Holidays are observed:

HOLIDAY / EVENT	STATUT
New Year's Day	Close
Good Friday	Close
Victoria Day	Close
National Holiday	Close
Canada Day	Close
Labour Day	Close
Thanksgiving	Close
Christmas	Close
Day After Christmas Day	Close

Please note that all building systems – lighting, HVAC, security and elevators – operate on an after-hours schedule during Statutory Holidays. The Management Office and Shipping & Receiving are closed on Statutory Holidays. Operations and Security staff operate on a holiday schedule.

BUILDING OVERVIEW

Tour Deloitte is Montreal's premier contemporary Office Tower. Constructed between 2013 and 2015, Tour Deloitte has raised the bar in office development, setting new standards for style, comfort, efficiency, accessibility and convenience.

With 26 stories high, Tour Deloitte figures prominently along the downtown Montreal skyline. Ideally situated between two area landmarks, Gare Windsor and the Bell Centre, Tour Deloitte is at the heart of a rapidly transforming community with commercial, residential and entertainment venues integrated into a vibrant urban landscape.

With state-of-the-art design and building systems, Tour Deloitte proudly holds the title of Montreal's first LEED® Platinum certified office development. Tour Deloitte is significantly more energy efficient than comparable buildings and provides a healthier and more comfortable environment for you and your team. This translates to reduced absenteeism, increased productivity and lower energy costs compared to older buildings in the downtown core.

The site is within close proximity to the city's traditional office towers, features direct access to Montreal's extensive underground network and offers unprecedented convenience for commuters travelling via metro, train, bicycle or car.

Encompassing approximately 495,000 square feet of office space, the typical floor plate comprises 22,300 square feet of remarkably efficient space which accommodates up to one person per 144 square feet. With a minimum column spacing of 30 feet and 5 feet planning modules, Tour Deloitte offers maximum flexibility to accommodate a variety of office layouts.

Tour Deloitte is home to forward-thinking business leaders like you who understand that space that is more flexible, more comfortable and more sustainable makes for teams that are more productive.

SITE INFORMATION

Address

Tour Deloitte
1190 avenue des Canadiens-de-Montreal
Montreal, Quebec
H3B 0G7

Building features and amenities

- 22 floors of office space
- 495,000 square feet of rentable office space
- 20,000 square feet of rentable retail space
- Located in the heart of downtown Montréal's Quartier de l'innovation and steps away from major downtown hotels
- Modern under-floor heating and ventilation systems
- Clear and full window height; dual pane clear insulated units with a low "E" coating
- Indoor below ground parking facility, featuring 236 parking spots on 3 levels, including 7 charging stations for electric vehicles
- 197 bicycle parking spaces with shower and change room facility
- Barrier-free access at all entrances
- 10 passenger elevators providing service to various levels of the building and 2 shuttle elevators serving the parking facility; all elevators are equipped with Emergency Call buttons which will connect you to Security Staff 24-hours a day in case of emergency
- 1 service elevator designated for moving freight and other large parcels – for additional details, please see Deliveries and Loading Dock information covered on page 22 of this manual
- Courtyard – outdoor green space situated between Tour Deloitte and Windsor Station which features a reflecting pond and converts to a skating rink in the winter
- Montreal underground network access (RÉSO) – direct connection to 30 km of underground walkways to shopping, metro and other businesses located in the downtown core
- Within 5 minutes walking distance via the underground network to AMT commuter rail stations, Central Station, two metro stations (Lucien-L'Allier and Bonaventure), and South Shore commuter bus terminal. The building is also located close to the highway, and bicycle paths
- Card access system, closed circuit television (CCTV) system, 24/7 manned security

Location

Bordered by Peel Street (north-west), Saint-Antoine Street (south-west), De la Montagne Street (south-east) and the Avenue des Canadiens-de-Montreal (north-east), Tour Deloitte is centrally located in downtown Montreal and is directly adjacent to both the Bell Centre and Gare Windsor.

Standard floor layout

- Approximately 22,300 square feet
- Ceiling heights: 9 feet (from raised floor to finished ceiling)
- Bay size: +30 feet (typical)
- Window size: 5 feet wide
- Floor loading: 100 pounds per square foot (live load) including 20 pounds per square foot partition load. Each floor features an area of 970 square feet designed for a high density filing load (175 pounds per square foot)
- Core to window depth: 40 feet to 52 feet
- Raised floor height: 18 inches

Mailing address and general contact information

The Tour Deloitte Management Office is located in Gare Windsor, Suite A5. The Management Office is open Monday through Friday from 9 am to 5 pm and is closed on all Statutory Holidays.

Black Property Holdings LP
1100 avenue des Canadiens-de-Montréal, Suite A5
Montreal, Quebec H3B 2S2

Telephone: 514-866-1190, ext. 0
Fax: 514-395-5168
Email: tourdelloitte@cadillacfairview.com
Internet: www.cadillacfairview.com

TENANT AND BUILDING SERVICES

Directory Signage

Tour Deloitte features interactive electronic directories located on the main lobby (L4). Tenants requiring new directory signs or changes to existing signs should forward their requirements in writing to our service centre CF CONNECT at cfconnect@cadillacfairview.com. Tenants should provide exact details of how they wish the new sign to appear, including correct spelling and capitalization.

Emergency Response Team

Tour Deloitte has a specially trained Emergency Response Team (ERT) who is equipped with skills and training to provide first aid to individuals experiencing health-related emergencies. To contact the Emergency Response Team, please call 514-866-1190 ext. 3

Lost and Found

Inquiries about lost and found items should be directed to the Security Desk. You may visit the Security Desk in person in the Main Lobby (L4) or contact them by phone at 514-866-1190 ext. 3.

Office Signage

Building signage in the main lobby, elevator lobby and tenant premise entrances – unless otherwise arranged with Tour Deloitte management – is standardized and not subject to change. No other signs will be installed, placed or affixed in the lobbies unless authorized by Tour Deloitte management. To request additional signage, please forward your requirements in writing to our service centre CF CONNECT at cfconnect@cadillacfairview.com with exact wording as signs will be ordered as submitted. The tenant is responsible for any costs incurred by Tour Deloitte related to the provision of additional tenant signage.

Rental Payments

All tenants receive an initial Rent Notice detailing monthly rental charges and providing payment instructions. Revised rental notices will be sent in the event there are new charges or changes to existing charges (e.g. changes due to area recertification, addition of re-lamping charges, etc.). We recommend that tenants use electronic funds transfer (EFT) to ensure rent payments are received in a timely manner. As per the Lease Agreement, rental payments are due on or before the first day of each month and should be made payable to:

Black Property Holdings L.P.
c/o the Cadillac Fairview Corporation Limited
Attention: Deloitte Revenue Coordinator
1100 avenue des Canadiens-de-Montreal, Suite A5
Montreal, Québec H3B 2S2

All questions regarding rental payment details should be directed Tour Deloitte Management Office, 514-866-1190 ext. 0.

Security Desk

Staffed 24 hours a day, 365 days a year, the Security and Life Safety Department is committed to the safety and security of Tour Deloitte's tenants. Security staff are monitoring closed-circuit television (CCTV) cameras to ensure the comfort and safety of you and your guests. Tour Deloitte has Security staff stationed in the main lobby 24/7 who are responsible for greeting tenants and their guests, helping visitors locate tenants, directing any concerns regarding building operations and responding to any security-related incidents. For more information, please contact: Security Manager at 514-395-5167.

Security Pass Card Office

Physical access throughout Tour Deloitte is controlled electronically using Security pass cards which grant users appropriate access rights to the building as determined by the associated tenant organization. To request a pass card, please contact CF CONNECT at 1-800-665-1000 or via email at cfconnect@cadillacfairview.com. Additional information about physical access controls, security pass cards and visitor pass cards is covered in the Security and Life-Safety section of the manual on pages 30.

Service and Maintenance Requests

Our Maintenance Department is open Monday to Friday from 9 am to 5 pm (excluding Statutory Holidays). To schedule an appointment, please contact our service centre CF CONNECT by phone at 1-800-665-1000 or by email at cfconnect@cadillacfairview.com. Most routine service and maintenance requests are free of charge as they are included as part of your normal monthly rental package. However, certain requests for non-routine items may be billable to the tenant. In these cases, tenant authorization is required prior to the work being completed. We endeavour to complete all service requests in a timely manner. If we are not able to complete your service request on the same day, we will provide you with an estimated date of completion.

Tenant Contacts

Each tenant is required to designate one or more employees to act as the Tour Deloitte Management Office's point of contact for the following four areas:

1. **Administrative contacts** will be responsible for:
 - Coordinating tenant maintenance and cleaning requests
 - Coordinating special requests for services and procedures
 - Coordinating tenant moves, office construction and renovation
 - Other general administrative items related to occupancy in Tour Deloitte
2. **Security and Life Safety contacts** will be responsible for:
 - Providing a list of home phone numbers (a minimum of six people) in order of priority for after-hour emergencies
 - Coordinating all security operations related to the tenant occupancy in Tour Deloitte
 - The Fire Warden Program
 - Coordinating life-safety operations, including fire drills and emergency procedures
3. **Leasing contacts** will be responsible for:
 - Lease renewals
 - Other legal matters regarding the Leased Premises

Tenant Mail

Each tenant is allocated to a post office box number and a post office box key directly from the Tour Deloitte Management Office. The post office box is located on L1 near the elevators. Please ensure that the following address format is used:

Tenant Name
1190 avenue des Canadiens-de-Montreal
Suite Number
Tour Deloitte
Montreal, Québec
H3B 0G7

TRANSPORTATION AND PARKING

Automated Parking Pay Stations

There are two fully automated, conveniently located pay stations: one in the main lobby on level L4 and another near the elevator lobby on parking level S1. Please ensure that you take your ticket with you and process your payment at one of the pay stations prior to returning to your vehicle.

Bicycle

Tenants enjoy exclusive access to our bicycle facility. The facility features 197 bicycle racks, showers and day lockers. Located on level S1 and accessible via the parking garage, this secure bicycle facility is accessible only by pass card. To request access to the bicycle facility, please contact our service centre CF CONNECT at 1-800-665-1000 or by email at cfconnect@cadillacfairview.com. Please note that the bicycle facility is not to be used for long-term bicycle storage.

Electric Vehicle Charging Stations

In keeping with our commitment to social responsibility and environmental stewardship, our parking facilities are equipped with 8 electric vehicle charging stations located on level S1. The service is provided by AddEnergie.

Hourly / Monthly Parking

The Parking Rates are \$3 each 20 minutes, 12 hours for a maximum of \$20 and 24 hours for a maximum of \$22. The parking facility provides a limited number of non-reserved monthly parking spaces. Please contact Sami Assaf at 514 875 5626 ext. 43309 or visit the Parking Office on parking level S1, Monday to Friday from 7 am to 9 pm for more details.

Motor Vehicle

With its central location, Tour Deloitte is easily accessible via highways 10 and 720.

Parking Facility

Tour Deloitte features an underground parking facility equipped with 236 parking spots on three levels. The garage is accessible from 1115 St-Antoine Ouest and open 24 hours a day, 7 days a week. The parking facility is managed by Impark. The office is located in S1 and is open Monday to Friday from 7 am to 9 pm. Please contact Sami Assaf at 514-939-0390 if you have any questions. The parking facility is accessible from the main building by the elevator.

Parking Security

The parking facilities are equipped with highly visible security alert stations. **In the case of an emergency, please proceed directly to the nearest station and press the blue button.** A strobe and horn will activate and an alarm will ring in the Security Office. Security will be dispatched to your location immediately. As a heightened security precaution, please be advised that your car may be subject to a search on entry on dates when there are events being hosted at the Bell Centre.

Public Transit

Tenants of Tour Deloitte enjoy the convenience of being linked directly to the city's extensive underground passageway (RÉSO) as well as two metro stations - Lucien-L'Allier and Bonaventure. The site is also within easy walking distance of two of the city's main commuter hubs - Gare Lucien L'Allier and Gare Centrale.

For details on transit schedules and maps, please visit the following websites:

Bus

- Société de Transport de Montreal - <http://www.stm.info/en/info/networks/bus>
- Société de Transport de Laval - <http://www.stl.laval.qc.ca/>

Metro

- Société de Transport de Montreal - <http://www.stm.info/en/info/networks/metro>

Train

- Réseau de transport métropolitain - <https://www.amt.qc.ca/en>
- Via Rail - <http://www.viarail.ca/en>

CONSTRUCTION ACTIVITIES

Activities Impacting Common Areas

Building management must approve all tenant activities affecting Tour Deloitte common areas. Any construction work must be enclosed by eight-foot-high hoarding and must not obstruct tenant access. Tenants should consult the Tenant Leasehold Improvement Manual for full details. Any renovations should be cleared with the Tour Deloitte Management Office prior to the beginning of the work. Non-construction activities that will affect common areas should also be cleared in advance with the Tour Deloitte Management Office.

Contractor Selection Criteria

All contractors and their employees or subcontractors working in Tour Deloitte must employ contractors whose union affiliation is compatible with that of the Landlord's contractors, and all subcontractors and personnel required to carry out work on site must also have compatible union affiliation. The tenant will be held fully responsible for the costs and/or damages that may result from its contractors' failure to comply with this requirement. A list of approved contractors is available at the Tour Deloitte Management Office 514-866-1190 ext. 0. Contractors working in Tour Deloitte must wear a Contractor Identification badge that is fully visible at all times. This badge verifies that work being conducted has been authorized. These badges must be obtained prior to beginning work. They can be picked up at the loading dock office located on the ground floor. For more information, contact the Loading Dock Office at 514-866-1190 ext. 3.

Contractor Storage

Contractors are to contact the Tour Deloitte Management Office to arrange for the storage of any tools, building materials or equipment for which there is not sufficient room in the tenant's premises. Contractors are prohibited from storing tools, equipment or building materials in any of the common areas, mechanical rooms or riser rooms. Any unauthorized material found in these areas will be removed from the owner's expense.

Construction Permit

The tenant must also obtain a Tour Deloitte Construction Permit at least three business days prior to the beginning of any construction work. This permit is issued once the Project Manager has approved submitted drawings.

Modification to Tenant Premises

The Tour Deloitte Management Office must approve all changes to the leased premises prior to the beginning of work. For full details, tenants should consult the Tenant Leasehold Improvement Manual or call the Tour Deloitte Management Office 514-866-1190 ext. 0. The Tour Deloitte Management Office issues work permits for each job. Without this permit number, neither contractors nor construction materials will be allowed into the building.

Renovation and Design Changes

The Tour Deloitte Project Management Department supervises all tenant construction and renovation work. All construction, including wiring and the installation of partitions, requires approval from the Tour Deloitte Project Manager. For details on renovations and construction specification, tenants should consult the Tenant Leasehold Improvement Manual available. If you are contemplating renovations or other design changes, please contact the General Manager at 514-395-5166.

Service Permit

Tenants must obtain a Tour Deloitte Service Permit for all cosmetic work (painting, wallpapering, furniture refinishing, etc.) that can be done in less than an eight-hour work shift. Minor work, such as relocating telephone or wall outlets, is also included in this category.

Tenant Leasehold Improvement Manual / Construction Manual

The Director, Project Management supervises all tenant construction work being done in Tour Deloitte. The Director is also the key contact with the tenant during the preparation of the tenant's premises and the final move into the building. All renovations and tenant work after the initial move into the building becomes the responsibility of the Tour Deloitte Management Office. All work, no matter how minor, must be cleared with this office before construction begins. For full details of renovation specifications, tenants should consult the Tenant Leasehold Improvement Manual, available from the Tour Deloitte Management Office at 514-866-1190 ext. 0. The manual outlines procedures and requirements established by Cadillac Fairview for both incoming and existing tenants planning to construct or revise leasehold improvements at Tour Deloitte. Information outlining basic design specifications is included in the manual. The contents of the manual are to be read in conjunction with the governing Lease documentation and, where applicable, with any other written agreements between Cadillac Fairview and the tenant.

HOUSEKEEPING

Cleaning Schedule

Housekeeping services are offered on weekdays, excluding holidays. The following are the base building standard services:

Day Services

- Check all standard washrooms three times per day to replenish supplies.
- Empty washroom waste containers.
- Spot clean washroom fixtures and mirrors.
- Pick up litter and spot clean elevator lobbies.
- Spot clean lobby directory signage.

Night Services

- Empty waste and recycling receptacles and transport to the shipping and receiving dock for disposal. Garbage receptacles containing over 50% paper material are diverted to recycling.
- Dust surfaces, including desktops, whenever clear of documents and personal items.
- Spot clean all doors, partitions, metal work, glass, push plates, areas around light switches, doorknobs, door frames, elevator call buttons, floor directories, and fire hose cabinets.
- Damp mop to remove all spills from hard surfaces.
- Clean and damp-wipe all glass desk and tabletops.
- Vacuum carpeted traffic areas.
- Remove litter in stairwells, dust/damp mop to clean stairs and landings.

Washrooms (common areas)

- Wash and polish mirrors, dispensers, and all bright metal work.
- Wash and sanitize basins, toilet bowls, toilet seats (both sides), urinals and tiled walls near urinals.
- Dust tops of partitions and normal ledges.
- Replenish all washroom supplies.
- Spot clean and dust walls, partitions, doors, metal work, glass, push plates, light switches, doorknobs and doorframes.
- Check and replace as required sanitary napkins in disposal units.
- Sweep and wash floors.
- Remove any soap scum buildup.

Periodic Nightly Cleaning Services

Included in the standard building-cleaning package are services performed by the cleaning staff on a periodic basis. These services are not provided daily. Examples are as follows:

Weekly

- Damp-wipe handrails, dust stringers, ledges, stair undersides and baseboards in stairwells and landings.
- Clean and decalcify the urinals.
- Dust and clean all lights in passenger elevator lobbies.
- Clean and polish all bright metal work such as door hardware and frames, push plates, kick plates, lettering and other metal accessories.
- Clean and polish the interior of the fire hose cabinets including the fire extinguisher, hose racks and all other accessories.
- Fully vacuum all carpeted areas wall to wall.
- High dust and clean all surfaces above normal reach.

Bi-Weekly

- Spray buff hard surface floors to maintain a scuff-free finish.
- Dust building stairwell walls, ledges, light fixtures and lenses.
- Dust all chairs and table legs and rungs, baseboard ledges, molding and other areas below normal arm's reach.
- Using a germicidal detergent, clean and disinfect metal partitions and tile walls in washrooms.

Quarterly

- Strip and finish hard surface floors.
- Clean ceiling light fixtures, grilles and lenses.
- Scrub all perimeter exit stairwells and landings.

For details on housekeeping specifications, contact your tenant representative.

Green Cleaning

Tour Deloitte is committed to the environment and has developed a comprehensive Green Cleaning Policy. The goals of this program are to reduce exposure of building occupants, maintenance personnel and the general public to potentially hazardous chemical, biological, and particulate contaminants. These contaminants can adversely impact air quality, health, building finishes, building systems, and the environment. All practices must comply with applicable local regulatory requirements and best practices. The Green Cleaning Policy applies to the purchase, use, maintenance, and disposal of all cleaning materials and equipment.

Tour Deloitte provides standard office janitorial service to all tenant premises on a nightly basis. Through the Tour Deloitte Management Office, tenants may arrange for additional cleaning services, including carpet cleaning and the washing of interior glass partitions. Alternatively, tenants may hire their own contractors to carry out projects not included in the standard building-maintenance package. Tenants hiring their own contractors should ensure that such contractors observe all building regulations regarding bringing equipment into the building and security access after normal business hours. To ensure that projects proceed smoothly, we recommend tenants contact the Tour Deloitte Management Office at 514-866-1190 ext. 0 for assistance in coordinating their contract work.

Complaints and/or concerns regarding cleaning services should be directed to the Tour Deloitte Management Office.

Housekeeping Concerns / Feedback

Concerns and feedback should be directed to the appropriate tenant representative responsible to liaise with the Tour Deloitte Management Office.

Housekeeping Contractor Selection Criteria

To ensure superior and professional cleaning services, housekeeping contractors for each tower are selected via a rigid process. Contractors must meet the following criteria:

- Must support all LEED related cleaning initiatives and the contractor should be fully knowledgeable about LEED requirements.
- Proven track record of cleaning multi-tenanted towers of the same stature and size.
- Provide exceptional customer service.
- Thorough knowledge of the commercial real estate industry.
- Presentation of a strategic and innovative cleaning program
- Presentation of a quality assurance program that emphasizes continuous improvement.
- Effective supervision and employee training program
- Broad range of additional special services offered.
- Cost-effective submission.

Pest Control

Participation in the pest control program is mandatory to ensure that consistent maintenance procedures are in place. Contractor staff performs scheduled preventive maintenance inspections of tenant spaces, including kitchenettes. There is an additional charge for this service for cafeterias located within tenant premises. Tenants experiencing pest control problems should contact 514-866-1190 ext. 0. Tenants are encouraged collecting pest specimens in order to assist in determining proper treatment methods. When reporting pest sightings, please indicate the specific area.

Special Services

Our base building cleaning contractors offer a range of services not included in the standard building maintenance package. For security and efficiency reasons, it is recommended that tenants use the landlord's contractor responsible for additional cleaning services. Extra services include increased frequencies of standard building cleaning specifications, private washroom cleaning, move requirements, interior partition cleaning, furniture maintenance, etc. Tenants may hire their own special services contractor for projects not included in the standard building-cleaning package. Tenants hiring their own contractors should ensure the contractors observe all building rules and work regulations. This includes insurance coverage requirements, after-hours access, proper handling and use of hazardous materials, and rules and regulations for bringing materials and equipment into the building. It is suggested that tenants contact our service centre CF CONNECT at 1-800-665-1000 or by email at cfconnect@cadillacfairview.com for assistance in coordinating contract work.

Window Cleaning

The exterior glass above the lobby level is cleaned a minimum of two times annually (spring, summer fall - weather permitting). Interior window cleaning is performed once a year. Tenants requiring additional window cleaning services after renovations or as a result of unusual dirt conditions or who wish to have interior partitions cleaned should contact our service centre CF CONNECT at 1-800-656-1000 or cfconnect@cadillacfairview.com.

WASTE MANAGEMENT PROGRAM

Garbage

All garbage is to be disposed of in the appropriate receptacles. Please contact the Tour Deloitte Management Office if you require additional garbage receptacles for your office area. Contract cleaners remove garbage materials each night, Monday through Friday, provided that proper receptacles have been used. The cleaners will not remove large accumulations of garbage. There is an extra charge for accumulated garbage removal. Please contact the Tour Deloitte Management Office for more details at 514-866-1190 ext. 0.

Garbage Removal/Construction Waste and Refuse

Tenants requiring removal of large boxes, packing crates or accumulations of waste should contact the Tour Deloitte Management Office to arrange for a contractor pick up. There is a charge for this extra service. Contractors working on the building must remove all construction material. Tenants' contractors must make arrangements with the Tour Deloitte Management Office for delivery of a disposal bin from an accredited construction and demolition waste contractor from the Shipping and Receiving area. All construction material and debris must be transported in the building after normal office hours and under arrangements laid out in the Tenant Leasehold Improvement Manual/Construction Manual. Tenants must ensure that chemicals and materials, including toner cartridges and any other hazardous waste, are handled and disposed of according to WHMIS legislation.

Recycling Program

Tour Deloitte uses a single stream recycling source separation program. Single stream recycling is a simplified recycling collection process. With the introduction of a single stream recycling, the need for multiple receptacles in which to sort and divide recyclable materials is eliminated. Instead, acceptable recyclable materials can be co-mingled into a single recycling bin. The benefits of a single stream recycling include simplicity and improved efficiency for waste generators, handlers and haulers. These materials are taken to a waste recovery facility for processing. All acceptable recyclable materials are to be disposed of in the appropriate blue bins. Please contact the Tour Deloitte Management Office if you require recycling receptacles for your office area. Contract cleaners remove blue bin materials each night, Monday through Friday, provided that proper receptacles have been used or the material has been clearly labeled for recycling. The cleaners will not remove large boxes or packing crates. For removal of such large items, please contact our service centre CF CONNECT. Any cardboard should be broken down (flattened) and placed in one designated area.

To request any of the containers listed above, please contact our service centre CF CONNECT at 1-800-656-1000 or cfconnect@cadillacfairview.com. Please note that the multi-recycling containers remain the property of the Landlord.

- Blue recycling bin is only for paper
- The cardboard boxes must be unfolded and clearly identified for recycling with the yellow sticker provided by the administrative office. The cardboard boxes will be picked up by our housekeeping team at the end of the day.
- **Paper Products** - including: white bond; coloured paper; fax paper; NCR paper; glossy paper; sticky notes; flyers; books; junk mail; newspaper; magazines; phone books; file folders; envelopes; craft wrapping paper; paper towels and similar materials.
- **Corrugated Cardboard** - including all clean old corrugated cardboard (without plastic packaging material); supply boxes; paper towel rolls; shoe boxes; tissue boxes and other similar materials.
- Recycling container plastics-glasses-metals

Plastic	Accepted	Not accepted
	<ul style="list-style-type: none"> • Plastic items # 1, 2, 3, 4, 5, 7 • Clear and coloured plastic containers • Clear and coloured plastic bottles (pop and water bottles) • Plastic lids and stoppers 	Polystyrene products #6 (glasses, plates, disposable utensils, etc.) <ul style="list-style-type: none"> • Soiled plastic, films and wraps
Glass	Accepted	Not accepted
	<ul style="list-style-type: none"> • Bottles (all shapes and colours) • Pots (all shapes and colours) 	<ul style="list-style-type: none"> • Electric light bulbs • Fluorescent tubes • Porcelain and ceramic • Earthenware and crockery • Fiberglass • Dishes, Pyrex, crystal (broken or intact) • Dishware (glass) and mirrors (broken or intact)
Metal/ aluminum	Accepted	Not accepted
	<ul style="list-style-type: none"> • Aluminum cans • Food cans • Unsoiled aluminum plates and paper metal lids 	<ul style="list-style-type: none"> • Paint, oil or solvent containers • Nails, screws, pipes, batteries, scrap iron • Metal utensils • Electrical wires • Aerosol spray cans

Cans and Glass - including all aluminum and steel cans; pop cans; food and coffee tins; glass bottles; clear and coloured glass; juice; waste and wine bottles; food jars and other similar materials.

Mixed Plastics - including Styrofoam; water and juice bottles; utensils; straws; stir sticks; shrink wrap; detergent bottles; plastic bags; plastic hangers; bubble wrap and other similar materials.

Non-Recyclable Materials (Garbage)

- Carbon paper
- Waxed paper
- Cardboard such as milk cartons
- Boxes lined with foil, plastic or foam
- Waxed, oily food or blood stained boxes
- Ceramic
- Rubber bands
- Aluminum foil wrap
- Photocopier and printer toner

Special recoverable materials

A wide variety of waste materials not already mentioned are recoverable for either reuse or recycling. These may include electronic wastes (computers, printers, fax machines, cell phones, etc.), toner cartridges and office furniture. Tour Deloitte does not provide for the recovery of these items. Tenants are encouraged to independently investigate recovery opportunities for special recoverable items. Some materials may be recyclable through vendor programs; please check with your suppliers.

Composting program

- The brown bin is only for the recovery of organic matter.

Organic waste	Accepted	Not accepted
	<ul style="list-style-type: none">• Raw, cooked or spoiled food (fruits, vegetables, nuts, rice, eggs and shells, meat and poultry with or without bones, fish, etc.)	<ul style="list-style-type: none">• Green waste (lawn clippings)• Liquids (soup, milk, juice, coffee, etc.)• Recyclable materials (glossy paper, waxed paper, glass, plastic, metal)• Other non-organic materials (paints, chewing gum, construction materials, non-vegetable oils and greases, etc.)• Soiled paper and cardboard (tissues, paper towels, napkins, cardboard fruit baskets, etc.)• Compostable tableware

OPERATIONS

The Operations Department is staffed from 7 am to 5 pm Monday to Friday. After 5 pm on weekdays and during weekends, one Operator is on call to respond to tenant requests and building emergencies. Using state-of-the-art computerized equipment, the Operations Centre maintains and monitors the Tour Deloitte's mechanical, heating, ventilation and air conditioning (HVAC) systems to ensure a comfortable working environment.

Building Systems - Hours of Operation

Lighting System - Building standard lighting hours are from 7 am to 7 pm Monday to Friday, and 8 am to 3 pm on Saturday, Sunday and Holidays. Standard lighting includes the building elevators, lobbies and perimeter core.

Heating, Ventilation and Air Conditioning (HVAC) - HVAC is on during standard building hours, Monday to Friday from 7 am to 7 pm, Saturdays, Sundays and Holidays from 8 am to 3 pm. A fee will apply for after-hour air conditioning service. Please contact the Tour Deloitte Management Office at 514-866-1190 ext. 0.

Building Entrances - All perimeter doors on the ground level are open Monday to Friday from 5:39 am to 10:59 pm, Saturday from 8 am to 11:30 pm and Sundays and Holidays from 11:30 am to 8:30 pm.

Shipping and Receiving - All shipping and receiving areas are open Monday to Friday from 7 am to 5 pm. For late tenant deliveries, the shipping and receiving area is accessible via the intercom system located outside the entrance doors. For after-hour deliveries or move in/out, please contact our service centre CF CONNECT by phone at 1-800-665-1000 or by email at cfconnect@cadillacfairview.com.

Deliveries and Loading Dock

Parcel, Letter Delivery (Courier) and Packages on Carts - All parcels and letters must be delivered via the loading dock on St-Antoine Street. Deliveries of large items (i.e. furniture, freight, bulk supplies on pallets, packages on carts or any other shipment that is too large to be carried by one person) must be transported to the destination/floor in the service elevator via the loading dock. To prevent tenant disruption, large deliveries are required to take place outside of normal business hours. Please note that, to prevent loading dock congestion, a time limit of 20 minutes per delivery is strictly enforced.

Loading Dock Hours of Operation - The loading docks are open and staffed Monday to Friday from 7 am to 5 pm for regular deliveries.

After-hours access can be arranged on request for any large deliveries. Please contact our

service centre CF CONNECT by phone at 1-800-665-1000 or by email at cfconnect@cadillacfairview.com for details. Please note that additional fees for after-hours access to the loading dock will apply.

Loading Dock Height and Length Restrictions:

- Maximum height: 4.5 metres
- Maximum length: 10.6 metre truck to access the compactor
- Maximum length: 11 metre truck to access the central docks
- Maximum length: 9 metre truck to access the scissor lift
- Maximum clearance: 4 metres
- Maximum weight 5000 lbs or 2268 kg

Please note that the loading dock is a common-use area and may not be reserved for exclusive use by any tenant in regular business hours. For further information on shipping, receiving and freight elevators, tenants should contact CF CONNECT by phone at 1-800-665-100 or by email at cfconnect@cadillacfairview.com.

Energy Management Advisory Service

A key driver of office space energy consumption is the type and amount of office and lighting equipment installed in the tenant's premises as well as the manner in which they are used. Because energy consumption impacts both the environment and the bottom line, it is important that tenants ensure that best practices are adopted to minimize unnecessary electrical consumption. The Tour Deloitte's Management Team would be happy to provide advice on ways to manage your consumption and reduce your costs. For inquiries, please contact CF CONNECT at 1-800-665-1000 or at cfconnect@cadillacfairview.com.

Heating, Ventilation and Air conditioning (HVAC)

HVAC service is supplied to tenant spaces from 7 am to 7 pm Monday through Friday and 8 am to 3 pm on Saturdays, Sundays and Holidays. Tenants may extend the hours of operation of this system for their office areas by contacting CF CONNECT at 1-800-665-1000 or at cfconnect@cadillacfairview.com.

Please note that additional charges will apply for extended HVAC service.

Non-adjustable electronic temperature sensors are located throughout all tenant spaces and are subject to failure if tampered with by tenant staff. The sensors serve as a signal device for the central computer and cannot increase/decrease room temperature. Heating is provided by perimeter radiation, zoned with one thermostat per structural bay. The base building features under-floor air distribution complete with VAV zones at the perimeter of the building and manually adjustable supply air floor in the interior. The building's HVAC system conducts six air exchanges per hour, with fresh air diffusers supplied at a peak rate of 20 cubic feet per minute

per 110 square feet. The base building system includes CO2 demand-based ventilation rates. Air supplied is in accordance with ASHRAE Standards.

As with all mechanical equipment, the heating, ventilation and air conditioning facilities of Tour Deloitte require periodic adjustment. Tenants who have difficulty maintaining comfortable temperatures in their premises should call CF CONNECT at 1-800-665-1000 or at cfconnect@cadillacfairview.com.

Lighting

Both suspended direct and indirect lighting fixtures throughout the building are controlled by a central computerized lighting system. The system automatically turns off the lights in the building interior starting at 11 pm and will turn them on at 5:39 am. However, the interior building core works on occupancy sensors which override the schedule. Please report any burned-out lamps and tubes to CF CONNECT at 1-800-665-1000 or via email at cfconnect@cadillacfairview.com. Replacement fees may apply.

Locks and Keys

All door locks installed by a tenant, whether on exterior or interior doors, must be keyed to the base building master system to permit emergency access and routine cleaning activities. The Tour Deloitte Management Office maintains the mastering system and all records related to key coding and distribution. No outside locksmiths or manufacturers may alter the keying of locks. All keying and keys must be requested through our service centre CF CONNECT via email at cfconnect@cadillacfairview.com. There are service charges for supplying and cutting additional keys, re-keying cylinders and repairing door lock hardware. SARGENT locks are used throughout Tour Deloitte. These are high-security locks featuring restricted keyways. Tenants needing special security measures, a card-access or “combination”-type door security system must first obtain authorization from the Tour Deloitte Management Office.

Mechanical Equipment Maintenance Program

Tour Deloitte offers a full-service maintenance program to tenants who have installed their own mechanical equipment. To inquire, please contact the Operations Manager at 514-395-5141.

Plumbing

Qualified plumbers are on contract to carry out repairs and maintenance in the building. Tenants experiencing plumbing issues or requiring further information about this service should contact our service centre CF CONNECT at 1-800-665-1000 or via email at cfconnect@cadillacfairview.com

Telecommunications

To ensure the highest standards with regards to workmanship, privacy, safety and security are maintained, Tour Deloitte has retained RYCOM TPM Inc., a third party telecommunications and riser management specialist recognized as leaders in their field, to manage all tenant telecommunications installation requirements. RYCOM TPM Inc. provides controlled secure access to the telecommunications areas within the building. These areas include riser rooms, main telephone rooms, POP sites and rooftop equipment. To gain site access, all telecommunications contractors who perform work at Tour Deloitte must obtain prior approval through RYCOM TPM who ensures the contractor possesses required certifications and level of insurance coverage. To request contractors access to perform telecommunications work, please contact our service centre CF CONNECT at 1-800-665-1000 or via email at cfconnect@cadillacfairview.com. Building Operations typically requires tenants or contractors to provide a minimum of 24-hour notice to gain access to the riser facilities. However, 48-hours notice is required for infrastructure upgrades. The contractor is responsible for all Security escort fees associated with any work.

Tenant utility metering

Digital electrical metres have been installed in each tenant's premises to accurately and reliably capture electrical consumption.

Walls and paint

Professional painting may be arranged through the Tour Deloitte Management Office. To inquire about this service, please call CF CONNECT at 1-800-665-1000 or via email at cfconnect@cadillacfairview.com. Should you notice any damage to walls or paint in any of the building's common areas, please report it to CF CONNECT.

POLICIES AND PROCEDURES

Acceptable use of the premises

Tour Deloitte provides its tenants with a first class professional office environment. To maintain this standard, it is of vital importance that the office spaces are used for their intended purpose. The following is a list of activities that are strictly prohibited inside tenant premises:

- No one shall use the leased premises for residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No cooking or heating of any foods or liquids (other than the heating of water or coffee in coffee makers or kettles) shall be permitted in the leased premises without the written consent of the Landlord.
- The tenant shall not install or permit the installation or use of any machine dispensing goods for sale in the leased premises or the building or permit the delivery of any food or beverage to the premises without the written approval of the Landlord.
- The tenant shall not permit or allow any odours, vapours, steam, water, vibrations, noises or other undesirable effects to emanate from the leased premises or any equipment or installation therein which, in the Landlord's opinion, are objectionable or cause interference with the safety, comfort or convenience of the building to the Landlord or the occupants and tenants thereof or their agents, servants, invitees or employees.

Alterations to the building / premises

The tenant is responsible to assist and co-operate with the Landlord to preventing any damage to the building and leased premises that might result from improper use or unprofessional workmanship. To this end, tenants are strictly prohibited from making any unauthorized alterations to the walls, floors or ceiling of their leased premises. This includes driving nails, spikes, hooks or screws as well as boring, drilling or cutting into the walls, floors, ceilings or woodwork of any part of the building.

If the tenant requires that any alterations be made to the leased premises, the Landlord must be consulted in advance and arrange for a qualified contractor to carry out the work. For detailed information on which contractors are permitted to perform work on site, see 'Contractor Selection Criteria' in the Construction Activities section of the Tenant Manual on page 12.

Animals

No animals are permitted to be brought into any part of the site or building without the consent of the Landlord.

Bicycles/rollerblades/skateboards

An indoor bicycle space is available from the underground parking lot with your access card. Showers are also available on level L1, requiring your access card to enter.

In addition, outdoor bike racks are available from early spring until late fall and are located in the Rio Tinto courtyard.

Bicycles and electric scooters are allowed in the building, under the following conditions:

- They must be stored in spaces designated for bicycles (indoor rooms or outdoor rack).
- Charging is prohibited in common areas.
- Mini electric motorcycles are not permitted.
- Batteries should be certified by recognized national testing laboratories and marked with symbols such as “ULC” and “CSA”.

It is forbidden to bring bicycles, skates and skateboards or any other vehicle into any other part of the site or the building without the authorization of the lessor.

Housekeeping

The Tour Deloitte’s housekeeping staff is required to have access to your premises to perform regular cleaning duties during normal business hours. For health and safety reasons, it is important that tenants partner with the Landlord in keeping the facility neat and organized by not placing any debris, garbage, trash or refuse in any area of the building other than the designated garbage / recycling areas located at the loading dock. Likewise, it is important that no supplies or other articles are placed or stored in any entrance way or hallway entering or adjacent to the leased premises or in any of the common areas. Please note that any tenant who uses perishable items or generates wet garbage is required to provide refrigerated storage facilities deemed suitable by the Landlord.

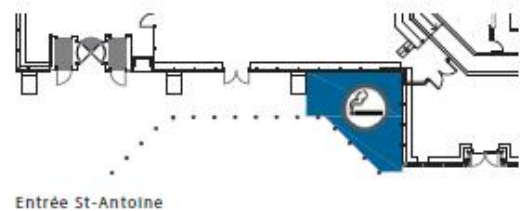
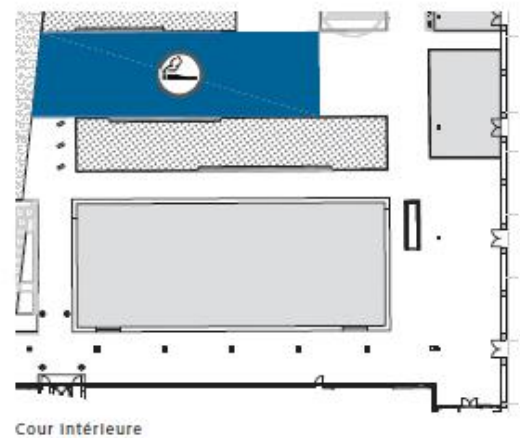
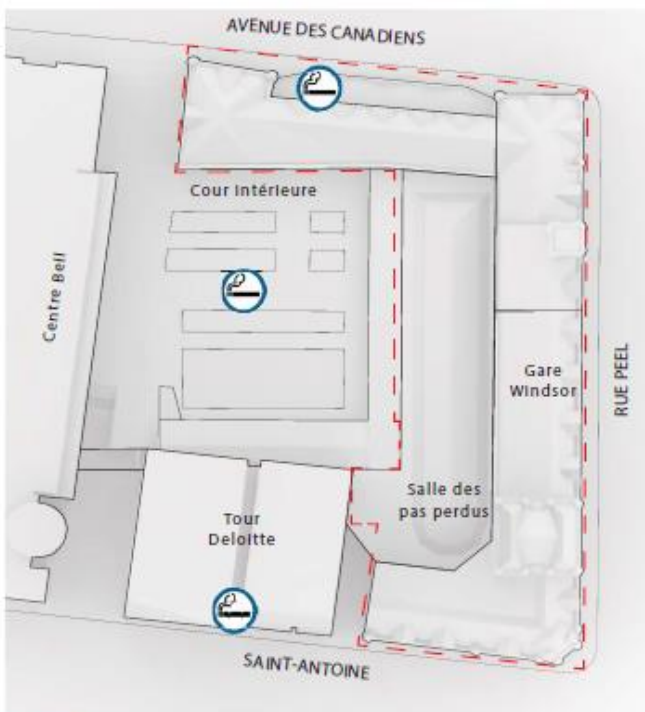
Moving

Moving must be conducted outside normal business hours. A service elevator and elevator operator must be reserved in advance through our service centre CF CONNECT. The tenant is responsible for the cost of reserving an elevator operator and any additional Security services that may be required throughout the move. Tenants must contact CF CONNECT to arrange for necessary security clearances for the movement of furniture and freight through the building after hours.

No-Smoking Policy

As per Cadillac Fairview Environmental Tobacco Smoke Control Policy, smoking is prohibited in the building. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises. Under LEED guidelines, smoking is not permitted near operable windows.

ZONES FUMEURS Plan clé



Signs and advertising

To maintain a consistent and professional appearance, tenants are not permitted to display signs or advertising on any part of the outside of the Building or the interior of their leased premises which is visible from the outside without obtaining prior approval from the Landlord.

Tenant insurance requirement

As stipulated in the lease, tenants must maintain an active insurance policy at all times throughout their tenancy. Cadillac Fairview requires an insurance certificate detailing your coverage before you assume possession of your space and annual insurance renewals must be forwarded to our office to ensure continuous coverage. (See the “Tenant Insurance” section in your lease for appropriate coverage requirements.)

Windows

Except for the proper use of approved rolling shades, tenants are not to cover, obstruct or affix any object or material to any of the skylights and windows that reflect or admit light into any part of the building, including the application of solar films.

Access cards

In order to maintain an increased security at the Tour Deloitte, each employee should have in his possession an access card with his name, first name and picture.

These cards are issued by our security agents, previously requested by the tenant for each new employee. Our security will communicate with the tenant to have the picture taken if necessary. This request must be made via our service centre: cfconnect@cadillacfairview.com.

This access card will be necessary if the employee has to present himself before or after business hours or during the week-end to access your premises if this one is provided with a card reader.

Please take note, security guards are not allowed to give access to the Tour Deloitte or to the premises if the employee doesn't have his access card or the key to the premises.

Replacement fees will be applied for any lost/stolen or broken card. It is important to report any lost card to the administration office in order to deactivate it and avoid someone not allowed to use it.

Procedure access card request

Designated People for Card Requests

To ensure a greater quality control of all access to your premises, please assign two (2) people responsible for all inquiries in regard to access cards.

Access Card Requests (for new employees)

Send a photo in accordance with the specifications requested to the following email address: cfconnect@cadillacfairview.com.

Specifications:

- portrait, JPEG format,
- 2140 x 2140 pixel resolution

If it is not possible for you to take a photo, please schedule an appointment with cfconnect@cadillacfairview.com at your convenience.

Indicate the first name and last name of the person. If you send multiple photos in the same email, please specify the name with the correct photo. Once printed, the card will be delivered to your premises.

Activation and Deactivation Requests

Send an email requesting the activation or deactivation of an access card at cfconnect@cadillacfairview.com indicating the card number and the name of the person. You will receive an email confirming that your request has been completed.

Lost / Damaged Access Cards

When an employee leaves or a pass card is lost or stolen, the tenant contact should notify the Tour Deloitte Management Office immediately at cfconnect@cadillacfairview.com and provide the employee's name and card number so that the access rights associated with that pass card can be deactivated. Recovered cards should be returned to the Tour Deloitte Management Office, marked to the attention of the Security Manager.

If you need a new card, a \$10 fee will be charged back to your company at the end of the month. The card will then be delivered directly to your premises.

Service Request

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 us and submit requests through the web, phone or email when you require service.

For any service request, regarding electricity, ventilation (heating, air conditioning), carpentry, painting, plumbing, cleaning or others, the tenant should ask the administration office so we can send the appropriate person on site. Requests can be made through different methods to CF CONNECT:



Phone: 1-800-665-1000

Email: cfconnect@cadillacfairview.com

Web Portal: cfconnect.cadillacfairview.com

Bilingual support is available at all times.

If the works ever required professional services, a tenant work authorization will be sent to the tenant with detailed costs before to start the work.

What is available through the CF CONNECT web portal?

The CF CONNECT web portal will allow you to:

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

Please refer to the Quick Reference guide provided by the property management team advising on how to sign up (see pages 35-36-37). 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


Tenant Bulletins

Going forward, all Tenant communications that were previously sent from the current email address will now be sent from cfconnect@cadillacfairview.com.

Please add cfconnect@cadillacfairview.com as a contact in your address book to ensure emails are not sent to spam.

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

Reference guide for CF CONNECT web portal

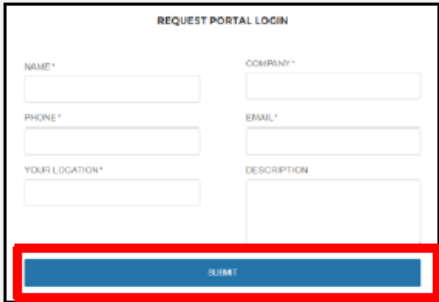

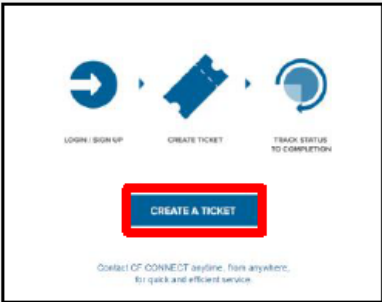


Using CF CONNECT

cfconnect.cadillacfairview.com

The CF CONNECT Web Portal will allow tenants to submit and track their service requests. This portal is monitored 24/7 by the CF CONNECT Team and provides a convenient and efficient way to address your request.


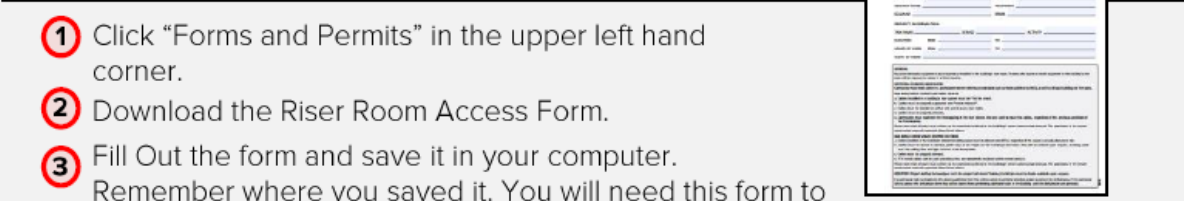

SIGNING UP



- 1 Go to the site and click "Create a Ticket".
- 2 Click "Sign up here".
- 3 Fill in your details and click "Submit". Shortly after, you will receive an email with a link to login and update your password.

ACCESSING FORMS AND PERMITS

The list of Forms and Permits available will vary from property to property. In this Quick Reference Guide we will use the **Riser Room Access Form** as an example.



- 1 Click "Forms and Permits" in the upper left hand corner.
- 2 Download the Riser Room Access Form.
- 3 Fill Out the form and save it in your computer. Remember where you saved it. You will need this form to submit a Contractor and Telecom Access ticket.

1

SUBMITTING A TICKET

Ticket Types:

1 - General Inquiries, 2 - Elevator Booking, 3 - Service Request, 4 - Contractor and Telecom Access Request. We will use Contractor and Telecom Access Request to continue with the Riser Room Access request example.

① Upon logging in, you can click on the “**Create new tickets**” button to select “Contractor and Telecom Access Request”.

② Select “**Telecom**” as Access Type for Riser Room Access Requests.

③ Complete all remaining fields for this type of request: **Your Location, Description, Contractor, Floor**

④ Click “**Confirm**” to submit the request.

⑤ Scroll to the bottom and click “**Upload File**” to attach the completed Riser Room Access form and any other relevant files to the ticket request.

⑥ Wait for you file to fully upload.

⑦ Upload confirmation

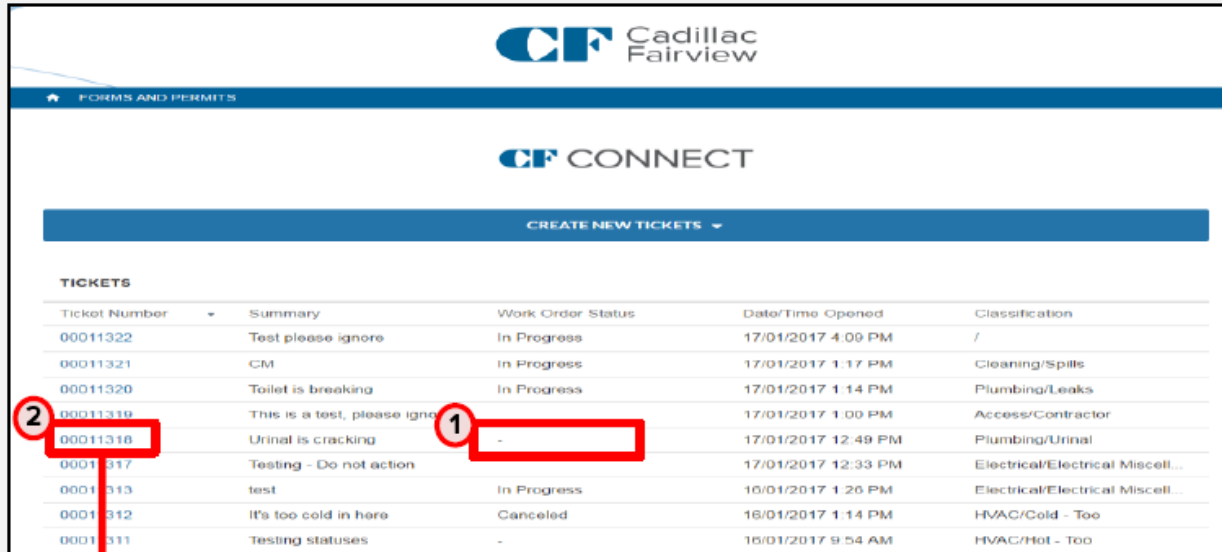
File “New Home Screen.png” was uploaded. ✕

Done, You have just submitted a Riser Room Access Request.

2

TRACKING YOUR TICKET

Once your ticket is submitted you can check the status on the main landing page. This page also shows all of your submitted tickets for the past 30 days.



Ticket Number	Summary	Work Order Status	Date/Time Opened	Classification
00011322	Test please ignore	In Progress	17/01/2017 4:00 PM	/
00011321	CM	In Progress	17/01/2017 1:17 PM	Cleaning/Spills
00011320	Toilet is breaking	In Progress	17/01/2017 1:14 PM	Plumbing/Leaks
00011319	This is a test, please ignore	-	17/01/2017 1:00 PM	Access/Contractor
00011318	Urinal is cracking	-	17/01/2017 12:49 PM	Plumbing/Urinal
00011317	Testing - Do not action	-	17/01/2017 12:33 PM	Electrical/Electrical Miscell...
00011313	test	In Progress	16/01/2017 1:26 PM	Electrical/Electrical Miscell...
00011312	It's too cold in here	Canceled	16/01/2017 1:14 PM	HVAC/Cold - Too
00011311	Testing statuses	-	16/01/2017 9:54 AM	HVAC/Hot - Too



Work Order Number	Maximo Work Order #	Classification	Work Order Status
WO-10345	300722	PLUMBING \ Urinal	In Progress
WO-10347	300723	PLUMBING \ Urinal	In Progress

Statuses being tracked

- In progress
- Hold - waiting for parts
- Hold - waiting for new trade
- Completed
- Canceled

- 1 The "Work Order status" column shows the ticket's corresponding property work order status.
 - If there are multiple orders within that one ticket, the status will be "-".
- 2 For multiple work orders ("-"), you can click on the Ticket Number to access the detailed view which provides statuses of each work order for that ticket.

What are the hours of coverage?

CF CONNECT can be accessed 24 hours a day 7 days a week.

- CF CONNECT Hours of Operation 7 am – 11 pm EST Monday to Friday excluding weekends and Holidays.
- AnswerPlus is the after hours service provider and will be answering calls after 11 pm until 7 am, Monday to Friday, on weekends and on holidays.
 - During this time any submitted requests will be dispatched and resolved during property operating hours.
 - Requests that are submitted after operating hours will be scheduled for the next business day.

For emergencies, contact **911** and for any urgent requests contact CF CONNECT at 1-800-665-1000 and our security team will be dispatched.

What do I do in the event of an emergency? (i.e. Floods, Leaks, Power Outages Etc.)

For medical emergencies, please continue to call **911** first and then notify the security team.

For any emergency or urgent requests, please reach out to your identified emergency contact or call CF CONNECT (1-800-665-1000).

What happens if I mistakenly use the old Service Phone number and email address?

All contact information will remain live. We will be monitoring the volume of use of all forms of contact and will provide advance notification prior to deactivating old contact information.

Are there any changes to the services that the Service Centre supported?

All services previously supported by the Service Centre will continue to be provided by CF CONNECT. In addition, going forward **all requests for telecom access are to be submitted directly to CF CONNECT.**

To provide improved service and follow up for requests, going forward you will be receiving closing comments on your requests.

What are examples of services provided by CF CONNECT?

All services previously supported by the Service Centre will continue to be provided by CF CONNECT. Some examples of services include:

- Tenant and contractor email and web requests
- Riser Room Access
- Contractor Access
- Elevator Booking

-
- Emergency Backup
 - Ventilation, heating
 - Electric
 - Handling and moving
 - Garbage and recycling
 - Plumbing
 - Housekeeping
 - Access card
 - Security
 - Carpentry
 - Locksmith
 - Workplace
 - Mailrooms and messenger service, etc.

What is the process for getting Telecom access requests?

If you need to request access to riser rooms or telecoms (phone, internet, cable) for your service providers “Telecom Access Request” forms are available at cfconnect.cadillacfairview.com for download or by request 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

SECURITY AND LIFE-SAFETY

Security is provided in Tour Deloitte through a combination of Security personnel and electronic closed-circuit television, intercoms and security-access pass cards. A team of 20 highly trained Security and Life Safety professionals is dedicated to providing tenants with a safe and secure environment around the clock, seven days a week. At all times, Security is stationed at the main lobby reception (L4). In addition, closed-circuit television monitors the movement of people at key points throughout the building, and Security patrols on a random basis.

For emergencies, the Security Office can be reached at 514-866-1654.

Tenant safety is a priority and the Security Department has also implemented the following security measures:

- Enhanced monitoring and duress system in the parking garages
- Enhanced network camera system

The Security Department also responds to fire alarms, smoke alarms, water leaks and lockouts.

Security access pass cards / after-hours access

Security access pass cards are issued at the tenant's request to employees who are allowed after-hours access to the tenant's offices. The pass cards, when placed in front of the card reader at various access points in the building, will unlock doors and enable the elevators to access selected floors. A permanent record is created each time this card is used in the event a tenant wishes to know which employees gained access at a particular time. Cards can be programmed to provide different levels of access to a tenant's premises. The card contains the picture of the carrier and other specific information relevant to its user.

The procedure for gaining access using a security-access card is as follows:

- There is one exterior door equipped with an intercom and a card-reader access lock on the lobby level of the tower. The card may be used to unlock this door or assistance can be obtained via the intercom.
- The cardholder may then proceed to a designated elevator cab equipped with a card reader.
- The card should be placed in front of the reader and removed, lighting the green indicator light. If the red indicator light comes on after the card is used, the cardholder should contact security in the main lobby desk.
- The elevator button for the designated floor may then be pressed. The elevator will stop only at floors programmed for that individual card.

Full information on the uses and capabilities of the security-access system may be obtained from the Tour Deloitte Management Office.

Visitor Access

Tenants are responsible for giving access to their office to their visitors.

Contractor Access

All contractors working in Tour Deloitte must register with the Tour Deloitte Management Office prior to arrival. Contractors with the proper approval will then be issued coded building access cards that permit their workers to be in designated parts of the building. Contractor staff found in the building without the proper access card or found in an area not approved for access will be removed from the property.

Contractor Key Control

From time to time, contractors will require access to areas that are not accessible to tenants (i.e. mechanical and electrical rooms). Keys to these areas are available in the Security Key Control area located in the Tour Deloitte loading dock office. Upon entering the property, the contractor should go to the loading dock office to pick up the appropriate coded building badge and designated key ring. The contractor will be asked to leave a valid photo ID in exchange for the badge and key ring. The contractor, upon signing the contractor sign in/out form, will assume total responsibility for the rekeying of the areas the key ring allows access to if the key ring is lost while in the contractor's possession. The contractor is responsible for returning both items prior to leaving the property, at which time photo ID will be returned. Further information may be obtained from the Tenant Leasehold Improvement Manual or from the Tour Deloitte Management Office.

Suspicious Activity

One of the easiest ways to prevent crime in the workplace is to ensure people who don't belong in the office are not able to enter. While Tour Deloitte is equipped with state of the art locks and cameras, these safeguards are not 100% effective at preventing unauthorized personnel from accessing the building. We rely on our tenants to alert us to anything or anyone in the building that appears to be out of place. If you notice any suspicious activity in the building, please report the incident to Security immediately at 514-866-1654.

Tenants beware: a common technique to enter restricted areas is termed "piggybacking". This occurs when an unauthorized person waits near a locked door (as inconspicuously as possible) either in the elevator lobby pretending to read the nameplates or in a corridor near a corner. Once someone enters, the unauthorized person catches the closing door and enters the office. If you suspect someone is about to try this form of entry, ask the individual who they are expecting or request that they use their pass-card for access before you enter your card into the slot.

If you are uncomfortable engaging with a stranger, leave the area or, once you enter the office, contact Security at 514-866-1654.

Tour Deloitte's role in preventing and responding to suspicious activity:

- Maintain visible vertical presence.
- Respond to any reported incidents and document.
- Notify proper authorities.

Tenant's role in preventing and responding to suspicious activity:

- Limit risk. Don't leave valuables out and don't let strangers in.
- Report any suspicious activity observed to Security as soon as possible.
- If applicable, limit access to the area.
- Be observant of any irregular activity.
- Assist in identifying possible threats.

Workplace violence

At Tour Deloitte, we work hand in hand with our tenants to maintain a safe and secure workplace. Tour Deloitte's security department is on call 24 hours a day to respond appropriately to any reported incidents involving workplace violence. However, with respect to violence in the workplace, prevention is key. We encourage tenants to take measures to prevent the occurrence of workplace violence. Such measures should include but are not limited to:

- Developing a corporate policy regarding workplace violence which identifies relevant risks that employees may be exposed to in the workplace and provides instruction on how best to mitigate risks and how to respond to incidents; and
- Clearly communicating the Company's workplace violence policy to all employees and ensuring that a copy is accessible as a reference tool.

Tour Deloitte Security Department's role in responding to Workplace Violence:

- Respond to any reported incident and document.
- Assist with removal or detention of parties involved.
- Render first aid if necessary.
- Notify proper authorities.

Tenant's role in responding to Workplace Violence:

- Make your employer/Security aware of suspected threats.
- Report any incident to Security as soon as possible.
- Remove yourself and/or others to a safe area as soon as possible.

Emergency procedures

Tour Deloitte has a proprietary **Tenant Emergency Procedures Manual**, only available to tenants, that covers the protocol response to various emergencies. The manual is available upon request. Tenants should ensure their employees review the manual and familiarize themselves with building emergency procedures. The manual should be readily accessible to designated tenant contacts. Tenants who require additional manuals (available at a nominal cost) or who have specific emergency response related questions should contact the Tour Deloitte Management Office 514-866-1190 ext. 0.

SECURITY MEDICAL EMERGENCIES AND FIRST AID

If you require medical assistance, or you are with someone who does, you must contact a first aider from your floor for appropriate help. The first aider will determine whether ambulance services will be necessary.

If this is the case, the first aider will call 911 for emergency medical care. You must provide the following information:

- Your name
- The building's address
- Your location (floor and location on the floor, i.e. north, south, east, west)
- Your phone number
- The nature of the medical emergency. Provide as much information as possible, i.e. patient's gender, age, symptoms, medical history

Appoint someone to meet with the emergency responders in the elevator lobby and to escort them to the patient's location.

A call should then be made to the building's security team at 514-866-1654 to inform them of the emergency taking place. If the line to security is busy, use the closest red firefighter phone located near the emergency stairwell. You must provide the following information:

- Your name
- The building's address
- Your location (floor and location on the floor, i.e. north, south, east, west)
- Your phone number
- The nature of the medical emergency. Provide as much information as possible, i.e. patient's gender, age, symptoms, medical history

Building security staff will come to stabilize the person in distress until the ambulance services' arrival, as applicable.

Inform your supervisor or the supervisor of the person requiring emergency care as they be able to provide additional information that may help stabilize the person's condition.

- The ambulance crew will take over the situation when they arrive.
- If possible, delegate someone to accompany the person to hospital, until a member of their family arrives.

It is important that all accidents be reported to security staff. If an accident occurs on your premises, or if you or a member of your staff should witness an accident, **inform a member of security (via the emergency number 514-866-1654).**

Never attempt to move someone who seems to be seriously injured. Please note that our security staff are trained in first aid and CPR. They can therefore provide invaluable assistance before the arrival of health professionals.

During a medical emergency the following should be avoided:

- Moving the patient, unless failing to do so would cause further harm (i.e. Patient is face down and not breathing).
- Crowding the patient. This can cause the patient unnecessary embarrassment and stress and create an obstacle for emergency response
- Giving the patient food or water. This creates the risk of vomiting and possibly choking.

Tour Deloitte Security Department's role in the case of a medical emergency:

- Contact 911 and advise Emergency Response Team to assist and render aid.
- Assist emergency workers to access and depart the area.

Tenant's role in the case of a medical emergency:

- Consider contacting 911 or Security Desk depending on the seriousness of the emergency.
- Ensure First Aid/CPR trained staff are available to provide aid.
- Ensure employees are aware of medical emergencies procedures and security emergency phone number, **514-866-1654**. Contact Security for assistance.
- Ensure access is not impeded (freight or corridor by people or items).
- Have personnel not assisting with the emergency return to their workstation for privacy.

SECURITY FIRE AND LIFE-SAFETY

Tour Deloitte has a program for fire prevention and life safety in which all tenants are required to participate. Each tenant is provided with copies of the Tour Deloitte Warden Fire Safety Plan and is requested to appoint fire wardens and other key representatives who will coordinate with the Tour Deloitte Management Office. For full information contact the Tour Deloitte Security manager.

Evacuation procedures

Fire Alarm

Should you discover smoke or fire on your floor, immediately activate a fire-pull station. Manual pull stations are located throughout the building next to every door that is equipped with a magnetic lock. Pulling this emergency device will cause alarm tones throughout the building and will release doors equipped with magnetic locks including stairwell doors. The fire alarm system is designed with two distinct alarm tones that require varying responses – alert tones or evacuation tones.

Alert tones indicate there is an alarm condition in the building; however, it does not affect your floor. When you hear alert tones, please adhere to the following safety precautions:

Slow ringing sound:

- Stop working and remain calm.
- Stand by and prepare to evacuate.
- Head towards the nearest exit and await instructions, which will be transmitted via the speakers.
- If there is a requirement to evacuate, you will be notified by the Fire Alarm System (Evacuation Tones) and/or Emergency Voice Communication System.

Evacuation tones indicate that there is an alarm condition in the building that does affect your floor. When this occurs, please adhere to the following safety precautions:

Fast ringing sound:

- Leave the floor via the stairwells.
- Do not attempt to use the elevators.
- Once you have exited the building, proceed to your company's designated meeting location – away from the building in alarm – and await further instructions.

Once the emergency has cleared, announcements will be conducted advising that the evacuated floors can be repopulated. Security and Life Safety Officers will conduct sweeps of

the stairwells to ensure that all persons who needed to evacuate have done so safely.

Emergency Exits

Signs are posted throughout the building indicating emergency exit locations. Most signs will include an arrow indicating the direction of the emergency exit.

Emergency Fire Phones

Emergency fire phones are located beside all stairwell doors. Break the safety glass, open the door and lift the handset from the cradle. When your call is answered, state who you are, your location and the nature of the emergency. If you must leave the floor immediately, leave the handset off the cradle. The Central Alarm and Control Facility (CACF) Security Desk will receive a visual indicator of the active phone's location and dispatch emergency response.

Evacuation Wardens

Every tenant should have volunteer fire wardens who are responsible to help floor occupants exit the building in an orderly manner during an evacuation process. For more details on the fire warden program, please contact the Manager, Security and Life Safety at 514-395-5167.

Evacuation – Stairwells and Crossover Floors

The Tour Deloitte office has evacuation stairwells. Crossover floors are also located approximately every five floors. If the path is obstructed (i.e. smoke, blockage or backlog of people), an emergency crossover can be used to transfer to another evacuation stairwell by doing the following:

- In your stairwell, locate the nearest crossover floor.
- Check this door for heat with the back of your hand and for smoke prior to opening the door wide.
- If safe, open the door and enter. Locate the next stairwell on the floor (look for the illuminated green EXIT sign).
- Check this door for heat and smoke. If safe, enter and continue your descent to ground level.
- If possible, descend the stairwell with a partner. Hold the handrail and do not run. Exit the building at the street level where you will receive further direction from the Security and Life Safety Team. Tenants are encouraged to regroup in their predetermined designated meeting area. Please ensure all staff is aware of the primary and secondary meeting locations.

Remember: Always leave the building through the evacuation stairwells, going to ground level, out and away from the building. The only time you should travel away from the ground level is to access an emergency crossover floor if the stairwell you are in becomes unsafe.

In case of evacuation, it is important to follow these instructions:

1. Remain calm;
2. Stop working;
3. Follow the instructions given by emergency personnel;
4. Evacuate the premises **immediately** via the nearest and safest emergency exit. Do not take the elevator. Do not waste time retrieving clothing or personal items. Make your way to the assembly point;
5. Bring all clients to the front of the unit and direct them towards the nearest exit;
6. Mobility Assistants must find their assigned mobility-impaired person and provide assistance.
7. Make sure no one is left in the unit;
8. Do not go back in;
9. **Close your doors, but do not lock them** (unless your head office instructs otherwise). If there is a fire, the fire service may need to access your unit;
10. Do not shout or speak too loudly, so instructions can be heard;
11. Immediately leave the building via the nearest evacuation route and remember that **you must not run or use the elevator to evacuate**;
12. Do not attempt to remove any vehicles from the parking lot;
13. Once you are outside Gare Windsor, head to your assembly point:
PLACE DU CANADA PARK

Each Floor/Section Warden must go to their assembly point outside the building- i.e. Place du Canada Park at the corner of Peel Street and Canadiens de Montreal Avenue - to report the following information to the Chief Warden (wearing pink helmet): that their floor or section has been cleared and the number of persons with reduced mobility who need to be evacuated.

The location of the employees' assembly point may differ; this is determined by those responsible for safety and security in your organization.

14. Follow the firefighters' instructions.

-
15. You may return to the building once the Chief Warden (with the pink helmet) has given the all-clear.

Do not re-enter the building until you are told you may do so by the responsible officer from the Montreal fire department or the representative of the building's owner (Cadillac Fairview) has given the all-clear to the Chief Warden (with the pink helmet).

Only Floor/Section Wardens gathered at the assembly point will be notified of the order to re-enter the building.

Evacuation Drills

Annual evacuation drills are mandated by the Montreal Fire Department as a means of practicing emergency preparedness. Throughout the year, tenants are also requested to participate in full periodic building evacuation drills. To simulate an evacuation, alarm bells are sounded, announcements conducted and all elevators in the podium and tower are grounded in the main lobby level. Trained evacuation wardens direct people to the nearest evacuation stairwells, descend downward, direct staff to their meeting area and await the conclusion of the drill.

Life Safety Inspections

The Fire & Life Safety department conducts regular fire and life safety inspections based on requirements set out in the Quebec Fire Code, Quebec Building Code and Occupational Health and Safety Regulations. Inspections will be conducted as needed or as required in all construction areas, tenant spaces and within food tenant areas. If you have questions or concerns regarding fire and life safety, please contact the Security Manager, Fire at 514-395-5167.

Tenants' responsibilities - Emergency Response Team

A response team that will take action in the case of a fire or evacuation situation is mandatory in all buildings over three storeys, including basement.

It is the duty of the representative (employer) of each tenant to create an Emergency Response Team and direct its actions in the case of fire and/or evacuation of the premises (unit, floor or entire building).

Every tenant is responsible for naming the required first responders in case of a potential evacuation.

The members of the Emergency Response Team should be employees who normally work in the building.

The emergency response team consists of the following: Floor/Section Wardens (tenant premises), Alternate Floor/Section Wardens (if deemed necessary), Searchers, Exit Monitors, Mobility Assistants.

Roles and responsibilities

Responsibilities of occupants: In an emergency, the building's occupants (employees, visitors and others) are responsible for following emergency personnel's instructions, evacuating the building by the nearest or safest exit and gathering at the designated assembly point.

Responsibilities of Floor/Section Wardens: Wardens are responsible for the evacuation of their assigned floor or section. They receive reports from searchers. Once it is confirmed that no one is left on the premises, the Warden is last to evacuate, by the nearest or safest exit. Floor/Section Wardens must report in person to the Chief Warden (wearing pink helmet) at the assembly point: i.e. give their name and the company's name, confirm that their floor or section has been fully evacuated and state whether there are any persons with reduced mobility accompanied by a mobility assistant.

Responsibilities of Alternate Floor/Section Wardens: In an emergency, the Alternate takes on the same responsibilities as the Floor/Section Warden in their absence. Otherwise, the Alternate may take one of the roles below.

Responsibilities of Searchers: Searchers are responsible for the evacuation of everyone in their area. They must report to their Floor/Section Warden then evacuate by the nearest or safest exit and make their way to the assembly point.

Responsibilities of Exit Monitors: Exit Monitors are responsible for directing occupants to the assembly point. They must be positioned, as far as practicable, in a strategic and static location in order to direct people out of the building before making their own way to the assembly point.

Responsibilities of Mobility Assistants: Mobility Assistants are responsible for helping individuals with reduced mobility get to the area next to the elevators (this is where firefighters will come to get them and evacuate them). Mobility Assistants must remain with their assigned mobility-impaired person at all times.

Note: In a case where it is impossible for a tenant to fill all of these roles (i.e. due to small staff numbers), the same person may fulfil more than one role at once.

Persons with reduced mobility

Persons with reduced mobility that require assistance during an evacuation can speak to their Floor/Section Wardens and Mobility Assistants to discuss their needs confidentially and identify a safe exit strategy to implement in case of an emergency. They may also contact the Security & Life Safety Department at 514-395-5167 to speak confidentially about available exit routes and discuss evacuation procedures.

The building's management must be advised in writing of the full name of each person with reduced mobility, along with information about their condition or disability, the floor they work on, and for which employer or organization. This is to ensure that each is accompanied by a Mobility Assistant in case of an evacuation and to inform the building's emergency personnel as well as the Montreal fire department. Updating this list on a regular basis is essential so that operations can be adjusted accordingly.

For any questions about fire safety, please contact the security manager.

SECURITY BOMB ALERT / TERRORIST THREATS

Procedure in case of bomb alert

A bomb alert—whether specific or non-specific—is generally triggered by receiving a phone call or a letter or by discovering a suspicious item that for one reason or another is considered a potential danger for the building’s occupants.

Suspicious packages

Please immediately report any suspicious packages found at or around the building to our Security Department at 514-866-1654. The Security team will investigate to assess the seriousness of the threat and respond accordingly.

During a bomb alert, the priority is to ensure the safety of staff and visitors; consequently, the decision to evacuate or not evacuate, or to partially evacuate, is taken in everyone’s interest. Your cooperation is essential to ensuring that safety and security measures are effective.

Please dial 911 immediately and, depending on the nature of the threat, consider evacuating the building if you believe that it would be safer outside. Once you’ve reached a safe location, please contact the Security Manager at 514-866-1654.

Actions to take if you receive a bomb threat over the phone

1. If you receive a bomb threat over the phone, make an effort to remain calm.
2. Try to get as much information as possible.
3. Try to remember as many details as you can to help identify the caller.
4. See “Phone Procedure” below.
5. Does the caller’s description of the bomb’s location sound like they know the building’s facilities very well? On a separate piece of paper, write down the message in full as well as any other observations and attach it to the “Phone Procedure.”
6. Immediately contact the building’s security operations centre at 514-866-1654 and provide them with all the details of the call. Inform your supervisor of the situation but do not mention it to anyone else.
7. If at all possible, portable two-way radios (walkie-talkies) and cell phones should not be used.

Phone Procedure

If you receive a bomb threat over the phone, listen while remaining calm and polite. Do not interrupt the caller, ask them to repeat if necessary and gather as much information as possible.

Checklist in case of bomb threat:

(Questions to ask in order of importance)

What time is it due to explode?

Where is it located?

Why have you planted this bomb?

What does it look like?

What is your name?

Where are you calling from?

Identification of caller

Gender and approximate age

Adult or teenager

Accent (French, English, etc.)

Voice (loud, quiet, etc.)

Speed (fast, slow, etc.)

Pronunciation (good, nasal, stuttering, etc.)

Mannerisms (calm, nervous, vulgar, etc.)

Background noise (machinery, cars, music, etc.)

The voice sounds familiar (specify)

The caller seems to know the premises well

Additional information about the call

IMPORTANT: Take note of the phone number if it appears on call-display.

Call information:

Date of call:

Time of call:

Duration of call:

Signature:

Information about receiver:

Name:

Organization:

Phone:

Signature:

Bomb alert

When a bomb alert is activated, a voice announcement is made. At this time, in the interest of speed and efficiency, each employee is asked to search their office and work area (this cannot be done by the police or explosives experts due to lack of time and knowledge of the premises).

Method: Visual scan of immediate work area and access routes.

If someone finds a suspicious or unusual item, it must not be moved. Alert the Section Warden or first responders. Speed and calm are essential to ensuring the safety of the occupants and the building.

Actions to take in case of explosion

In case of explosion, employees must evacuate the building. Employees must remain calm and follow instructions from their Floor/Section Warden.

If an explosion occurs near your workstation:

1. Take shelter. A table, desk or other furniture will protect you from flying glass and debris. Protect your face and head with your arms.
2. Remain in your sheltered position until the explosion's effects have passed.
3. Call 514-866-1654 or use the red phone.
4. After checking that nothing is obstructing the exits and that the stairwells are usable, evacuate the building.
5. If you require special assistance, go to the designated location immediately. Do not wait for the person assigned to assist you, as they may be injured or unable to provide help at this time.
6. Do not take the elevator to evacuate the building.
7. Once outside, head for the assembly point.
8. Follow the instructions of the emergency response team and firefighters.
9. Do not try to re-enter the building before the all-clear has been given.

SECURITY POWER FAILURE

Extended power failure

Tour Deloitte is equipped with an emergency-power system designed to operate the elevators, lighting and tenant equipment in case of an interruption to the municipal power service. As a safety precaution, the Tour Deloitte Management team performs regular testing of all emergency equipment to ensure that it is fully operational at all times.

Procedure in case of power failure

If there is a power failure, the emergency lighting in corridors and stairwells will turn on.

Instructions and procedures:

1. Remain calm.
2. Do not use the elevators.
3. Wait for the power to come back on or for the building's management to provide more information.

SECURITY EARTHQUAKE

Procedure in case of earthquake

An earthquake is an unpredictable event with predictable consequences.

- A medium-intensity quake generally lasts only a few seconds.
- A high-magnitude earthquake can last several minutes.

Emergency Response Team members must take action as follows.

Instructions and procedures:

1. When the tremor occurs, take shelter under a desk, table or other fixed piece of furniture.
2. Protect your face and head with your arms.
3. Stay as far away from the window as possible to avoid broken glass.
4. Remain in your sheltered position and await instructions.
5. Evacuate according to the instructions of your organization and/or the building's management.
6. Once you are outside the building, get at least 100 metres away from all structures and power lines, which may collapse during any aftershocks.

NOTE: A medium-scale earthquake can have severe consequences. Consultation before evacuation is not always the priority. Evacuation should be done by section, cautiously and methodically.

Once a section has been evacuated, a final tour should be carried out to make sure everyone has left. It can be difficult to know who is in charge of an evacuation of this kind, as panic and disorganization may take over.

Occupants should help each other and ad hoc volunteers should provide leadership at the assembly point. First responders are at the forefront; if necessary, set up a triage area for anyone who is injured. The Management will take charge of the situation as soon as possible.

SECURITY DEMONSTRATION OR OCCUPATION OF THE PREMISES

Procedure in case of demonstration or occupation of the premises

In case of a demonstration or occupation of the premises, the type of action to take will be dictated by the number of people involved and the overriding atmosphere.

In case of a demonstration outside or at the entrance of the building:

1. Make a reasonable effort to get to your place of work.
2. You should not react physically or verbally to the demonstrators in any way.
3. If possible, avoid all contact with the demonstrators.
4. If the demonstrators prevent you from accessing the building, go to your designated location and await instructions.
5. Once a decision is made, a resource person will communicate it to you.

In case of occupation of the premises

- Immediately put classified documents and any objects of value in a secure place.
- Do not do or say anything that may provoke the demonstrators.
- Do not attempt to use force to counter the demonstrators.

SECURITY ACTIVE SHOOTER

Procedure in case of an active shooter

By their nature, active shooter situations can change quickly and require immediate response from the proper authorities. The response to this type of offence is generally dictated by the specific circumstances.

It often induces a strong sense of panic. In shock, people are likely to run in every direction, forgetting about emergency exits and failing to follow police instructions.

If this type of threat is confirmed, consider your environment in order to decide whether to evacuate or take refuge. Evaluate the distance from the threat, the distance to the emergency exits and the options for confinement and refuge. It is important to exit all corridors.

Here are the steps to follow if shots are heard in the vicinity:

1. Call 911 and provide them with all the information you know.
2. Take refuge immediately.
3. Attempt to determine where in the building the shots are coming from.
4. Contact your superiors to inform them of the situation.
5. Await the arrival of police. Assist them if necessary and if your safety is not in any danger.
6. Remain calm.

If you choose to evacuate:

1. Take the closest, safest and most easily accessible exit.
2. Remain calm and avoid making any noise.
3. Alert 911 as soon as possible.
4. Keep your hands in the air to avoid being mistaken for a suspect by the police.
5. Always follow police instructions.

If you choose to take refuge:

1. Take refuge in a closed room.
2. Stay out of view of the shooter.
3. Stay as far away from the shooting as possible (based on the sound).
4. Barricade the doors, turn off the lights and stay away from walls and windows.
5. Alert 911 as soon as possible.
6. Make sure all cell phones are on silent mode.
7. Keep looking for other solutions and other ways to get away:
 - Do you have access to a window you could climb out of?
 - Are there any other doors or emergency exits?
 - Make your presence known outside and remain calm.

-
8. Potential secure locations may include a lockable storeroom, an office, an emergency stairwell, a utility room, a service corridor, etc.

If you come across the shooter:

1. Protect yourself as best you can without speaking to the shooter.
2. Remain calm and avoid screaming.

Be proactive and always prepared:

1. Take notice of your environment every day.
2. Identify emergency exits.
3. Arrange your workspace so you can take refuge if need be.

No one should put their life in danger **UNDER ANY CIRCUMSTANCES**. If the situation allows, you may evacuate with others via the nearest and safest emergency exit.

You must:

REACT - Try to determine the location of the shooter and react to the situation based on this assessment as soon as possible.

EVACUATE - If the shooter is inside the property and if it is safe to do so, **EVACUATE** as quickly as possible. Furthermore:

1. Stay as far away from the sound of the shooting as possible.
2. Tell others not to enter the area where the shooter may be.
3. If it is safe to do so, evacuate via the nearest exit.
4. Leave all personal belongings behind so as not to be encumbered when trying to evacuate.
5. Help others evacuate; if possible, do so as a group as quietly as possible.
6. Keep your hands visible as you are evacuating to show you are not armed.
7. Follow the instructions given by emergency services.
8. Do not try to move anyone who is injured.
9. Call 911 and the building's security team when it is safe to do so.