

TENANT
MANUAL

SIMCOE
PLACE

A  PROPERTY

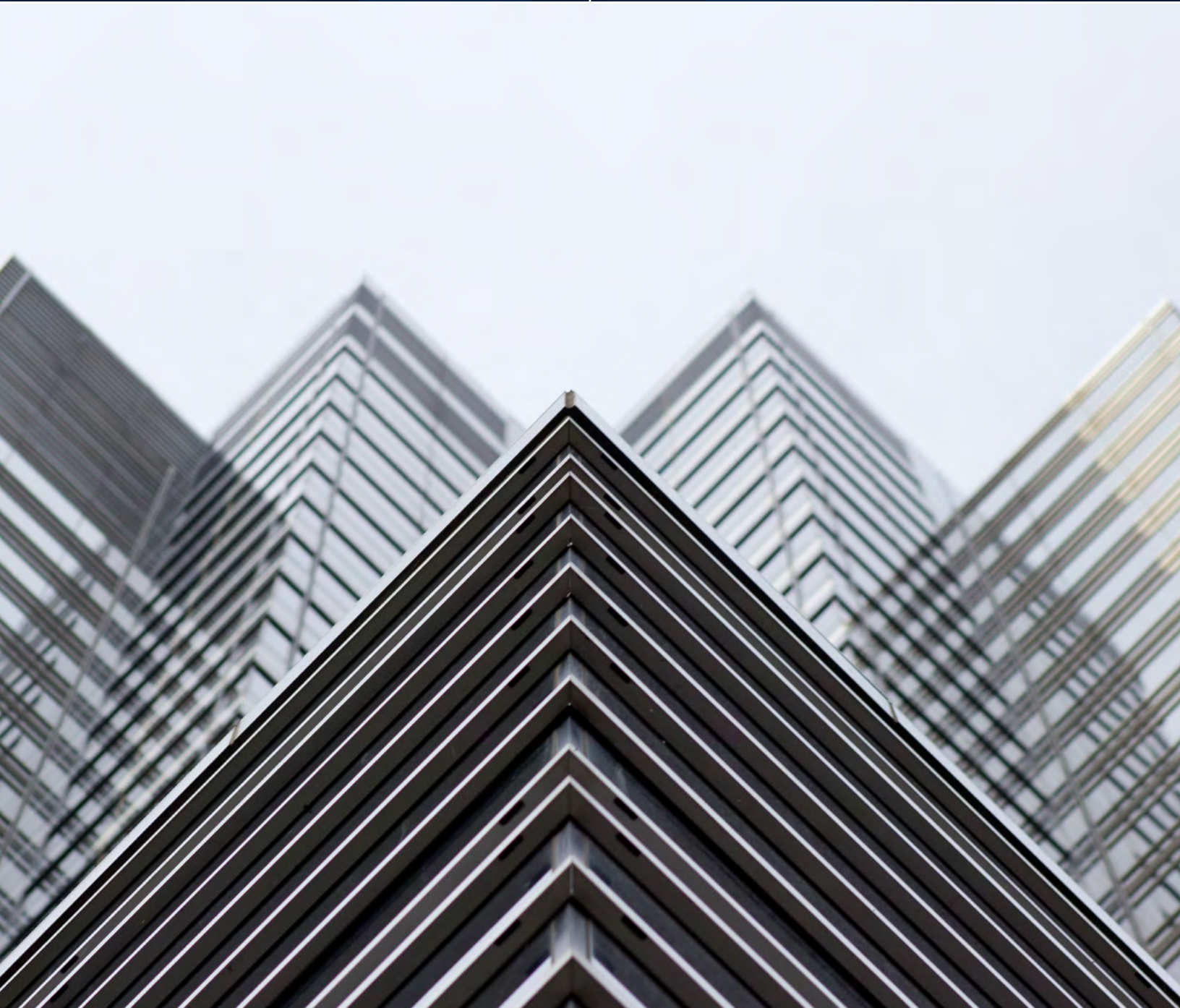




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To Our Valued Tenant:

On behalf of the Cadillac Fairview management team, I'd like to personally welcome you to Simcoe Place.

As a management team, we are focused on creating an environment that is efficient, comfortable and professional, so that you can focus on what's important to you – your daily business.

We are proud of the remarkable progress we've made in the area of sustainable management and Health & Wellness. In partnership with our tenants, we've been able to achieve great success in all areas of sustainability and wellness.

We look forward to working with you and your colleagues to create a work environment that meets your every business need and supports your community priorities.

Your 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, so please contact us if there is anything we can do to help.

You may also visit us on our website at www.simcoeplace.ca.

Thank you for choosing Simcoe Place, we're confident that you will enjoy your time with us.



Michael Manuel

General Manager

160 Front St. West, RBC Centre and Simcoe Place

SIMCOE
PLACE

A  PROPERTY

The Cadillac Fairview Corporation Limited
Simcoe Place Management Office

160 Front Street West
Suite 1830

Toronto, Ontario, M5J 0G4

Tel: 416-340-6615

Fax: 416-340-7282

www.simcoeplace.ca

1. INTRODUCTION TO SIMCOE PLACE

History and Overview

This award winning office complex, opened in 1995, was designed by internationally acclaimed architect Carlos Ott, and is as striking in its appearance as it is functional and flexible in its design.

Located on the north-west corner of Front Street West and Simcoe Street, Simcoe Place is conveniently located in the immediate vicinity of Union Station.

Simcoe Place is comprised of over 1 million square feet of leasable space in 32 storeys, and has over 3 levels of underground parking on a site of approximately 2.5 acres.

2. MANAGEMENT OFFICE AND SIMCOE PLACE ASSISTANCE

The Cadillac Fairview Corporation Limited Simcoe Place Management Office

160 Front Street West

Suite 1830

Toronto, Ontario, M5J 0G4

Tel: 416-340-6615

Fax: 416-340-7282

www.simcoeplace.ca

Office hours: 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding holidays.

MANAGEMENT TEAM

Simcoe Place Management is a team of real estate professionals who strive to exceed service expectations and meet the needs of all our tenants and business partners.

Our management team members are experts in their related fields and are here to help our tenants achieve business excellence.

SIMCOE PLACE ASSISTANCE

CF Connect

T: 1-800-665-1000 (24/7)

E: cfconnect@cadillacfairview.com (Monday – Friday, 7 am to 11 pm)

Security - (24/7)

T : 416-340-8786

Passcard Office / Loading Dock

T: 416-340-6615 ext. 128229

Parking Office

T: 416-596-2386

E: nchoeden@impark.com



MANAGEMENT DIRECTORY

Michael Manuel General Manager	(p) 416-649-5128 (e) michael.manuel2@cadillacfairview.com
Allison Stryland Property Manager	(p) 416-649-5133 (e) allison.stryland@cadillacfairview.com
Julia Vendittelli Manager, Tenant Relations	(p) 416-202-6675 (e) julia.vendittelli4@cadillacfairview.com
Kathleen Stoneburgh Tenant Relations Coordinator	(p) 647-923-3597 (e) kathleen.stoneburgh@cadillacfairview.com
Property Operations	
Paul Reinholz Senior Manager, Operations	(p) 416-649-5129 (e) paul.reinholz@cadillacfairview.com
Dennis Gatti Operations Supervisor	(p) 416-340-6615 (e) dennis.gatti@cadillacfairview.com
Security & Life Safety	
Patrick Longshaw Manager, Security & Life Safety	(p) 416-649-5131 (e) patrick.longshaw@cadillacfairview.com
Sean Sullivan Supervisor, Security & Life Safety	(p) 416-366-2775 (e) sean.sullivan@cadillacfairview.com
Office Administration	
Wendy Tavares Administrative Assistant/ Accounts Payable	(p) 416-340-6615 ext.128221 (e) wendy.tavares@cadillacfairview.com
Mai Truong Administrative Assistant	(p) 416-649-5132 (e) mai.truong@cadillacfairview.com

TENANT CONTACTS

Each tenant should designate one or more employee(s) to liaise with Simcoe Place management staff regarding building operations.

WEBSITE

For more information about Simcoe Place and its services, including online forms, permits and manuals, please visit simcoeplace.ca.

3. GREEN SIMCOE PLACE

Green Building Design and Operations

Awards & Certifications

- BOMA Gold 2019
- LEED Gold 2016
- BOMA Earth Award
- Energy Star Certification
- WELL Health & Safety Rating 2021

Enwave Deep Lake Water Cooling

Continuing efforts to improve the efficiency and reduce environmental impact of the building include converting the building's cooling system to Enwave's Deep Lake Water Cooling, which uses the cold temperature of the depths of Lake Ontario to naturally cool buildings in Toronto's downtown core. Through this conversion, Simcoe Place has decommissioned 4 chillers which reduced the electricity consumption of the building by 1.6 million equivalent kilowatts per hour (ekWh), eliminating 4,800 pounds of ozone depleting refrigerants and avoiding the emission of 32 tonnes of greenhouse gas (CO₂e) every year.

Green at Work

Green at Work is Cadillac Fairview's comprehensive, company-wide green program to encourage a high level of sustainable thinking and action. Based on best-in-class industry standards, Green at Work consists of five operating platforms – energy, waste management, environmental protection, sustainable procurement and communication.



Simcoe Place's Green Council

Simcoe Place's Green Council is made up of tenant representatives, acting on behalf of the larger tenant body. The Green Council's mission is to act as the catalyst for change to sustainable green practices at Simcoe Place. The Council is a foundational element in developing and driving Simcoe Place's Occupant Engagement Program. By holistically linking all program delivery components, including communications, education, technologies, green building operations & elements, and budget, the Green Council works to enhance the occupant experience and create the highest level of comfort at Simcoe Place.

Occupant Engagement Program (OEP)

Driven by the Green Council, the Occupant Engagement Program (OEP) serves as the impetus for building awareness, educating and acting as the vehicle for change in the areas of sustainability and wellness. OEP campaigns provide a forum for mutual learning and collaborative solutions, and help Simcoe Place's tenants grow and develop their organizational sustainable practices.

Recycling Program

Simcoe Place has an extensive recycling program that helps reduce the cost of waste removal operations.

Simcoe Place's recycling program includes:

- Organics Recycling
- E-Waste Recycling
- Battery Recycling
- Construction Waste Diversion
- Paper recycling
- Glass, cans, plastics & coffee cups
- Specialty recycling

Simcoe Place supplies the following:

- Recycling containers for each workstation and office
- Larger recycling containers for the photocopier area
- City standard organic bins for the kitchen
- Can, glass and mixed plastics recycling bins
- E-Waste Recycling bin located on the ground floor/concourse floor at SPL

For ease of sorting and auditing, cleaning contractors use only clear bags for both garbage and recycling. A recycling container full of paper with contaminants will be diverted to the garbage stream and on to the landfill.

Containers can be requested through CF Connect.

Note: These containers remain the property of the landlord.

Table 1: Paper Recycling – Recyclable Materials

Material Type	Specific Items
Paper	<ul style="list-style-type: none"> Brown/Window envelopes Card and cover stock Cardboard (flattened) Carbonless paper Computer/Fax paper Copy and multi-purpose paper Magazines/Flyers/Newspapers Self-adhesive paper Supply boxes/File folders Telephone Directories

NOTE: Empty all containers prior to recycling to avoid cross-contamination. Cross-contamination prevents recyclability and will divert all items in the bin to waste.

Table 2: Cans, Glass & Mixed Plastics Recycling - Recyclable Materials

Material Type	Specific Items
Cans, Glass and Mixed Plastics	<ul style="list-style-type: none"> Aluminum cans Empty plastic take-out containers Glass containers, bottles and jars Paper coffee cups, lids and sleeves Plastic bottles

Table 3: Organics Recycling – Recyclable Materials

Material Type	Specific Items
Organics	<ul style="list-style-type: none"> Bread, dough, desserts Coffee grinds, filters and tea bags Compostable food packaging Dairy products Eggs/Eggshells Fruit/Vegetable peelings Meat and fish bones Paper towels and tissues Rice, pasta Spoiled foods Table scraps



Table 4: E-Waste Recycling - Recyclable Materials

NOTE: To be kept separate from all other recycling. Please call CF Connect to arrange pick-up.

Material Type	Specific Items
E-Waste Materials	<ul style="list-style-type: none"> A/V equipment Battery backup units Cathode Ray Tubes (CRTs) Cell phones Closed circuit displays Computers and CPUs Cords, cables and hard drives Dry cell batteries External storage devices Label and card printers Laptops and docking stations Mice and keyboards Monitors Photocopiers and fax machines Printers Routers and modems Servers and network equipment Television VCRs and DVD players

Table 5: Specialty Recycling

NOTE: These items are not to be mixed with other recyclable materials. Contact CF Connect for information on how and where to recycle these items properly.

Material Type	Specific Items
Specialty	<ul style="list-style-type: none"> Batteries Pens Light bulbs Wood skids Furniture

Table 6: Non-Recyclable Materials - Waste Landfill

Material Type	Specific Items
Paper	Bubble envelopes Labels Waxed paper and paper food wrappers
Material Type	Specific Items
Plastics	Cans and Bottles Ceramic and glass cups or dishes Coffee Pods *Contact your supplier for pod take-back programs Condiment packages Plastic #7 Plastic bags and wrap Plastic coffee creamers Plastic stir sticks Take-out food containers Utensils
Material Type	Specific Items
Miscellaneous Items	Aluminum foil Biodegradable items Glass Bottles Grease PPE (gloves and masks) Styrofoam

Some materials may be recyclable through vendor take-back programs; please check with your suppliers.

For further information or suggestions regarding the recycling program, contact CF Connect.



4. TENANT INFORMATION A TO Z

ACCESSIBILITY

Barrier-free access is available at all building entrances and the parking garage. Washrooms on most floors, as well as on the Concourse, are designed to accommodate special accessibility requirements. Simcoe Place is compliant with AODA standards. For Simcoe Place's Accessible Customer Service Policy visit www.simcoeplace.ca (the Accessibility section on the Tenants page).

Listed below are the barrier-free entrances to Simcoe Place:

Main lobby doors

WSIB lobby doors

Simcoe street lobby doors

Northwest entrance by the daycare playground

All PATH entrances

ADDRESS

Building Address

Simcoe Place
200 Front Street West
Toronto, ON M5V 3K2

Tenant Mailing Addresses

The Tenant Relations Department allocates all tenants a post office box number. The key to the post office box is sent directly from Canada Post. This post office box number should be used on all mail addressed to the tenant.

We recommend tenants use the following mailing address format:

Tenant company name
Street Address
Tower Name
P.O. Box #
Simcoe Place
Toronto, ON
Postal Code

Simcoe Place tenant mailboxes are located on the ground floor, just up the small set of stairs on the north east side of the grand court. Tenants are responsible for retrieving their own mail from their tenant mailbox. The Property Management Team will help coordinate mailbox keys as tenants move into the building. For more information, contact your Property Management Office.

AFTER HOURS HVAC & LIGHTING

On occasion, tenants may require the use of HVAC/lights after business hours.

Tenants who require the after-hours use of HVAC and lighting should contact CF Connect 48 hours prior at 1-800-665-1000 or cfconnect@cadillacfairview.com to submit a request. Additional lighting is metered and billed through the metering system.

For any last minute after hours requests, we will do our best to accommodate, please contact the main security desk for assistance.

BICYCLE RACKS

Bike racks are available along the east side of the building.

BUILDING ENTRANCE HOURS

All perimeter doors on the ground level are open Monday to Friday from 6:00 a.m. to 6:00 p.m.

Retail doors are open Monday to Friday from 6:00 a.m. to midnight.

PATH hours follow subway hours: Monday to Saturday 5:30 a.m. to 1:30 a.m. and Sunday 8:30 a.m. to 1:30 a.m.

BUILDING FORMS

All Simcoe Place forms, permits and manuals can be found at www.simcoeplace.ca

CAR WASH SERVICES

Auto Groom operates using mobile service in the Simcoe Place parking garage by appointment only.

For information, rates and appointments, please contact 416 622-1943 or email sales@autogroom.com.



CF CONNECT

CF Connect is a direct link between tenants and building operations. CF Connect logs all calls and dispatches the appropriate service provider.

CF Connect phones are monitored 24/7. Emails and web portal are monitored Monday to Friday, 7 am to 11 pm.

Note: Requests that are submitted after operating hours will be scheduled for next day operating hours.

Tenants should establish a list of authorized callers with permission to call CF Connect to report operational concerns and for service and maintenance-related requests. Authorized callers are also permitted to approve expenses for non-base-building work.

To maintain consistency in communication, with the exception of emergency calls, tenants should submit requests via their internal authorized tenant contact(s) only. Tenants who do not have an internal number or third-party facility manager may contact CF Connect directly.

To contact CF Connect call 1-800-665-1000 or email cfconnect@cadillacfairview.com.

For a complete list of billable services, please refer to the Simcoe Place Rate Card in the Appendix section of this manual.

CF CONCIERGE

Cadillac Fairview is committed to building meaningful, lasting connections with all those we serve - our clients, customers, colleagues, and communities. To deliver on this, we have launched CF Concierge, a convenient and intuitive app designed to compliment many aspects of workplace life; at the office and at home. Experience on-demand property news and events, amenities and special offers all in one place. Open doors with the digital access card, plan your travel using integrated live-transit and weather information, report service requests directly to your facility admin team and much more. CF Concierge is empowered to offer personal office assistance available 24/7 right in the palm of your hand.

CHILD CARE

Downtown Montessori School is a licensed and accredited Montessori program by The Ministry of Education and Canadian Council of Montessori Administrators (CCMA). They provide education and care for children from the Infant age to 6 years. The school is located on the ground floor of Simcoe Place at 200 Front Street West and offers a full time program from 7:30 am to 6 pm Monday through Friday all year round, only closing on statutory holidays. For more information, please visit www.downtownmontessori.ca.

CLEANING SERVICES

Housekeeping services are provided on weekdays, excluding holidays. Simcoe Place offers the following base building services:

Garbage Removal

Office garbage is removed nightly, Monday to Friday (excluding holidays) provided proper receptacles are used and/or material is clearly labelled as garbage.

Tenants requiring removal of large boxes, packing crates or accumulations of waste should contact CF Connect to arrange for a contractor pick up. Note: Charges will apply.

Standard Daily Services

- Check all base building washrooms three times per day to replenish supplies
- Empty washroom waste containers
- Pick up litter and spot clean elevator lobbies

Standard Nightly Services

- Empty waste and recycling receptacles and transport waste to the shipping and receiving dock for disposal; garbage receptacles containing over 50% paper material are diverted to recycling
- 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
- Clean and damp wipe all glass desk and tabletops
- Vacuum unobstructed carpeted traffic areas
- Remove litter in stairwells, dust/damp mop to clean stairs and landings

Washrooms

- Wash and polish mirrors, dispensers, powder shelves, and all bright metal works
- 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 works, 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

The standard building-cleaning package includes several periodic cleaning services such as:

Weekly

- Damp wipe handrails, dust stringers, ledges, stair undersides and baseboards in stairwells and landings
- Clean and decalcify the urinals
- Dust and clean all pot 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
- Dust surfaces including desktops, whenever clear of documents and personal items
- Damp mop to remove all spills from hard surfaces

Bi-Weekly

- Spray buff hard surface floors to maintain a scuff-free finish
- Dust building stairwell walls, ledges, light fixtures and lenses
- Dust all chair and table legs and rugs, baseboard ledges, moulding 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 or additional services contact CF Connect at 1-800-665-1000; cfconnect@cadillacfairview.com.

Window Cleaning

Exterior Perimeter Window Cleaning

The exterior glass above the lobby level is cleaned three times per year, in the spring, summer and fall, weather permitting. Due to safety concerns, exterior windows are not cleaned during the winter months.

Interior Perimeter Window Cleaning

Cleaning of interior perimeter windows is scheduled once a year, during late fall or winter. This does not include interior partitions or doors. Tenants are requested to allow the contractors access to their premises during the scheduled visit. Where heavy furniture or delicate office equipment is located directly in front of the windows, tenants should have these items moved before the window cleaning takes place. If special assistance is required, contact CF Connect. Charges will apply.

Base building pillars and perimeter windows must be clear at all times. The use of adhesive materials such as tape, post-it notes, blue tac, etc. is not permitted.

Should the above noted materials be identified on these base building surfaces, they will be removed immediately by the Landlord. Any costs associated with the removal of these items, including cleaning and repair from the adhesive, will be charged back to the Tenant.

Extra Window Cleaning

Tenants who wish to have interior partitions cleaned or who require additional window cleaning services after renovations or as a result of unusual conditions, should contact CF Connect to schedule. Charges will apply.

Special Services

Our base building cleaning contractors offer a range of services not included in the standard building maintenance package. These include more frequent standard building cleaning, private washroom cleaning, interior partition cleaning, furniture cleaning, among others.

Tenants may hire their own special services contractor but they must ensure that their 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.

Tenants should contact CF Connect for assistance in coordinating contract work.

COURTESY PHONES

For your convenience, a courtesy phone is located at the main lobby security desk

ELECTRICAL VEHICLE CHARGING STATIONS

Four electric vehicle charging stations are available on P2 of the Simcoe Place parking garage.

This service is provided by the Flo network. Please visit <http://flo.ca/> to sign up today.



ELEVATORS

The following is the breakdown of elevators at Simcoe Place

	Low Rise (floors 2-4)	Mid Rise (floors 2-15)	High Rise (floors 15-30)	Freight Elevator	Parking Elevator
Elevators	3	6	8	2	2

Passenger Elevators

Simcoe Place has 17 passenger elevators and 2 escalators providing access to various levels of the building. After regular business hours, office tower elevators are controlled by passcard access.

Please note, tenants are not permitted to bring bicycles or other large equipment into the passenger elevators. Tenants are welcome to use the surface level bicycle racks located on the southwest corner of the building on Front Street, near the Daycare. As well, there are additional racks located on the P1 level of RBC Centre, with a bike ramp to allow safe access to the racks.

Service (Freight) Elevator

Simcoe Place is equipped with two designated service elevators used for moving freight and large parcels. One service elevator is accessible through the service lobbies located on each floor, and the other service elevator is accessible through the loading dock.

To reserve the service elevator, submit a request through CF Connect, when confirmed available, the contractor signs in at loading dock and is given a passcard to at the loading dock security office.

From 6am to 6pm the service elevator is available to all tenants. If tenants require the service elevator for reserved use after business hours, please contact CF Connect to reserve use of the elevator during the following: Monday to Friday 6 p.m. to 6 a.m., Saturday & Sundays, Holidays.

Freight Elevator Specifications

	SPL E18 (Tower)	SPL E19 (Concourse)
Door	54 inches	53 inches
Width	65 inches	6 feet 9 1/2 inches
Depth	106 inches	71 inches
Height	140 inches	102 inches
Weight Limit	2,050 kg (4,520 lbs) 28 Passengers	2,040 kg (4,497 lbs) 28 Passengers

FOOD HALL

Visit simcoeplace.ca for a complete list of Simcoe Place Restaurants.

GREASE TRAP MAINTENANCE

Participation in the grease trap maintenance program for large scale kitchens and retail food operations is mandatory. The grease trap maintenance program helps ensure trouble-free operation of the grease traps installed in facilities with cooking operations. This service is extra to basic services and is billable. For further information, contact the Management Office.

GIFT CARDS

The CF SHOP! card® is available in denominations ranging from \$5–\$500 and is redeemable at thousands of stores across Canada.

To purchase cards visit Guest Services at Toronto Eaton Centre or TD Centre.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC) SERVICES

HVAC is provided by a combination of perimeter units and interior VAV's. To ensure optimal operation of this system, tenants are advised not to place any items on top of these units.

HVAC is provided during standard building hours, Monday to Friday from 7 a.m. to 7 p.m., unless otherwise stated in the terms of the lease. On Saturdays, Sundays and statutory holidays, the HVAC is turned off.

Tenants may customize HVAC hours by contacting CF Connect at 1-800-665-1000 or cfconnect@cadillacfairview.com or their own Facilities Department. A fee applies for after-hours HVAC service. Please refer to the Tenant Rate Card in the Appendix for rates.



LEASEHOLD IMPROVEMENTS

Renovation and Design Changes

Simcoe Place's Property Management Team supervises all tenant construction and renovation work. Tenants are required to obtain approval from Simcoe Place Property Management for all construction, including but not limited to wiring and the installation of partitions.

If you are contemplating renovations or other design changes, please contact Simcoe Place's Property Management Team. The Design & Construction Manual and Simcoe Place permits are available at simcoeplace.ca.

The Design & Construction Manual outlines basic design specifications, procedures and requirements established by Cadillac Fairview for both incoming and existing tenants planning construction or leasehold improvements.

The manual is to be read in conjunction with the governing lease documentation and, where applicable, with additional written agreements between Cadillac Fairview and the tenant.

The Design & Construction Manual and Simcoe Place permits are available at simcoeplace.ca.

Construction Permit

Tenants must obtain a Simcoe Place Construction Permit at least three business days prior to beginning any construction work. This permit is issued once the Project Manager has approved submitted drawings.

Service Permit

Tenants must obtain a Simcoe Place Service Permit for all cosmetic work such as painting, wallpapering and furniture refinishing 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.

Move Procedures

All moves within Simcoe Place must be done after regular business hours (7 p.m. to 7 a.m.). Service elevators must be used for all moves. Tenants should book service elevators in advance with CF Connect.

Garbage Removal

Contractors working on the premises must remove all construction material. Tenants' contractors must make arrangement with CF Connect for delivery of a disposal bin from one of the accredited construction and demolition waste contractors. All construction materials and debris must be transported in the building after normal office hours and under arrangements laid out in Simcoe Place's Design & Construction Manual.

Tenants must ensure that chemicals and materials, including toner cartridges and any other hazardous waste, are handled and disposed of according to strict WHMIS legislation.

LIGHTING

The building standard lighting fixture uses four-foot fluorescent tubes, combined with air conditioning circulation vents.

Light Replacement

Tenants should report any burned-out lights to CF Connect. They will arrange for our Building Operations staff to replace lamps and tubes. A charge applies to replace non-building standard lamps, tubes and ballasts.

LOCKSMITHS

Tenants needing special security measures, including passcard access or combination-type locks, must first obtain authorization from our Security Manager, Patrick Longshaw, at patrick.longshaw@cadillacfairview.com.

LOST & FOUND

Inquiries about lost and found items should be directed to splsecurity@cadillacfairview.com or 416-340-8786.

OFFICE SIGNAGE

Unless otherwise arranged with Simcoe Place Management, building signage in the main lobby, elevator lobby, and tenant premise entrances is standardized and not subject to change. No other signs will be installed, placed or affixed in the lobbies unless authorized.

To request additional signage, tenants must contact Julia Vendittelli, at julia.vendittelli4@cadillacfairview.com

Production costs for additional signs are charged to the tenant.



PARKING

Simcoe Place has three underground parking levels, managed by Impark.

Hours of Operation

The parking garage is open to tenants and the public 24 hours a day, 7 days a week.

Parking attendant service is available:

8am - 8pm Monday to Friday

Elevator Access to Parking Garages

The parking elevators are accessible from both the ground floor and concourse.

E-Bikes & E-Scooters

At Cadillac Fairview, E-Bikes and E-Scooters (this does not include powered wheelchairs) are not allowed indoors.

Tenant and Visitor Parking

The parking facilities are large enough to generally accommodate the parking requirements of both tenants and their guests.

Monthly and Daily Parking

For monthly parking, please contact the Parking Manager, Ngawang Choeden, at 416-596-2386 or nchoeden@impark.com.

Pay Stations

The parking garage is fully automated. There are no cashiers at the exits. Parkers must pay at the pay stations, conveniently located throughout the garages, before reaching the exit gate.

Automatic Vehicle Identification

The Automatic Vehicle Identification (AVI) system is available to the monthly parking customers. It allows a tenant to enter the parking garage automatically without having to insert a key card or to open a vehicle window. Once an AVI transponder is placed on the car dashboard, the system will read the transponder upon approaching the entrance, and the gate will automatically open. See Parking Office Attendants for assistance with correctly placing the transponder in the vehicle.

Parking Tickets

For security reasons, we ask that tenants, guests and the general public not leave parking tickets or passes in cars.

Parking Security Alert Stations

The garage facilities are equipped with a sophisticated security alert system which uses high-technology cameras, sirens and strobe lights stations.

Security alert stations are strategically located throughout the garages and are highly visible parking garage visitors.

In an emergency situation only, go to the nearest station and press the red button. The strobe will activate, the horn will sound, and an alarm will be set off in the security office simultaneously. Security will be dispatched immediately.

PARKING AMENITY STATION

A complimentary amenity station is available to all parkers in the Simcoe Place parking lot, located by the parking office between ground floor and P1. This amenity station includes a vacuum, air pressure station, and window wash supplies.

THE PATH

Directly connected to Simcoe Place and public transit, the PATH has over 30 kilometres of shopping, services and entertainment.

It is open to the general public Monday to Saturday from 5:30 a.m. to 1:30 a.m. and on Sundays from 8:30 a.m. to 1:30 a.m.

Visit the [Toronto PATH website here](#) for more information.

PEST CONTROL

Pests can be harmful to both buildings and tenants. They can cause costly damage to the building structure and surfaces, and they can carry disease to people.

Our building operators and pest management team aim to reduce the harmful effects of pests while at the same time minimizing the harmful effects of pesticide products.

Rentokil - Pest Control Partner

For pest control, Simcoe Place partners with Rentokil. Rentokil works to eliminate pests without unnecessarily applying or overusing pesticides.

This means that Rentokil applies pesticides only when necessary in response to detailed inspection and monitoring.

Rentokil will also recommend ways to correct structural, storage or sanitation deficiencies if they believe these improvements will assist in addressing current or future pest problems.

Tenants experiencing pest control problems should contact CF Connect at 1-800-665-1000 or cfconnect@cadillacfairview.com.

When reporting pest sightings, please indicate the specific area. If possible, please take a photo of the pest specimens. This will assist Rentokil in determining appropriate treatment methods.

Safety Data Sheets (SDS) are available for all the pesticides that may be used by Rentokil. These SDS sheets provide further details about the product, including active ingredients and any health hazards.

To request SDS sheets for any product used at Simcoe Place or to get more information/provide comments about our pest control program, please contact CF Connect.



PET POLICY

Animals and birds shall not be brought into the building, with the exception of a service animal.

Verification of a service animal's status can be provided by way of government certification or by a letter from a physician or nurse confirming the animal is required.

The service animal must be readily apparent with proof of a harness, saddle bag, and/or a sign that identifies it is a service animal or has a certificate or identification card from a service animal training school or an identification card from the Attorney General of Ontario.

A visitor to Simcoe Place can be accompanied by his or her guide dog or other service animal within all areas of Simcoe Place except where areas are restricted to employees or prohibited by law.

PRIVACY POLICY

We are committed to protecting the privacy of our tenants and others with whom we do business. Cadillac Fairview's Privacy Policy encompasses the 10 basic principles of current federal privacy legislation.

Cadillac Fairview's Privacy Policy is available to anyone upon request. To request a copy of the policy or to raise questions, concerns or complaints about privacy, please contact the Chief Privacy Officer directly:

Chief Privacy Officer
The Cadillac Fairview Corporation Limited
20 Queen Street West
Suite 500
Toronto, ON M5H 3R4

RENTAL PAYMENTS

All tenants receive an initial rent letter with a breakdown of rental charges. Monthly invoices are not issued. Instead, a revised rental letter will be sent if there are new changes such as due to re-certification of area, addition of re-lamping charges or other adjustments.

As per the lease agreement, rental payments are due on or before the first day of each month. We recommend that tenants pay via the use of electronic transfer of funds (ETF). Alternatively, we have Gateway by CF for electronic payments. Please contact the Management Office for further information.

After the October 31st year-end, adjustments are prepared for both operating and realty tax. Tenants will receive an audited statement of operating costs and final billings for realty taxes. For further information on rental payments, please contact your Revenue Coordinator, Sebastian Irimescu, at sebastian.irimescu@cadillacfairview.com.

Annual adjustments to operating cost pre-payments are implemented in October and realty tax pre-payments are shown in December.

SECURITY AND LIFE SAFETY

Security

Simcoe Place's Security and Life Safety Department is staffed around the clock, 365 days per year.

Our team of highly trained security and life safety professionals is dedicated to providing tenants with a safe and secure environment.

Tenant safety is a priority. To enhance safety and security, the department has implemented the following security measures:

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

For more information, please contact: Patrick Longshaw at patrick.longshaw@cadillacfairview.com

Security Access Cards

Simcoe Place issues security access cards to tenants, which provide access to main entrances and elevators after hours.

Obtaining Passcards

Upon submitting the Passcard Authorization Form found under Tenant Resources on the Simcoe Place website to spsecurity@cadillacfairview.com, Security will provide physical access cards to tenants.

This access card will grant entry to main entrances and elevators after hours.

Please note that activating new and/or existing passcards is billable to the tenant. Applicable charges are listed in the Appendix on page 29.

Data Base Clean Up

If a tenant needs to revamp their access control list and/or enhance or reduce their access protocols, they may request the Security & Life Safety Department to carry out this task. We offer this service free of charge, unless it is a very large project, in which case we will negotiate a fee with the tenant.



Medical Emergencies

General Tenant Responsibilities

- Ensure employees are aware of medical emergencies procedures and security emergency phone number: 416 340 8786
- Ensure First Aid/CPR trained staff are available to provide aid.

Tenant's Role in a Specific Medical Emergency

- Call 911 first in the event of any medical emergency.
- Immediately thereafter contact the main desk security number and provide the following information:
 - o Your name
 - o Your location (floor, location on floor)
 - o 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 to provide an escort to the patient's location.
- Ensure elevator and corridor access is not impeded by people or items.
- Have personnel not assisting with the emergency return to their workstations.

Avoid the following

- 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 makes it harder for the emergency response team to reach the patient.
- Giving the patient food or water. This creates the risk of vomiting and possibly choking.

Simcoe Place's Role in a Medical Emergency

- Dispatch Security to assist/render aid.
- Assist emergency workers to access and depart the area.

Fire Alarm

Should you discover smoke or fire on your floor, immediately activate a fire-pull station. Manual pull stations are located outside each stairwell door as well as beside any 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 system is designed with two distinct alarm tones that require varying responses: Alert Tones (1 ping tones) and Evacuation Tones (3 ping tones).

Only stairwells are to be used to evacuate the building. Please do not use elevators.

Alert Tones (1 ping tones)

Alert tones indicate there is an alarm condition in the building that does not affect your floor.

When you hear alert tones, please follow these safety procedures:

1. Stand by and prepare to evacuate.
2. If you are required to evacuate, you will be notified by the Fire Alarm System (Evacuation Tones) and/or Emergency Voice Communication System.

Evacuation Tones (3 ping tones)

Evacuation tones indicate that there is an alarm condition in the building that does affect your floor.

When this occurs, please follow these safety procedures:

- 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.

Security will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate have done so safely.

Once the emergency has cleared, the Security Team will announce via Public Address system and Send Word Now that you may return to the evacuated floors.



Emergency Exits

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

Evacuation Wardens

Every tenant should have volunteer fire wardens whose responsibility is to help floor occupants exit the premises in an orderly manner during an evacuation process.

The property provides an online Fire Warden Training. To obtain the webinar link, please contact the Manager of Security & Life Safety at 416-649-5131.

Stairwells and Crossover Floors

When using the stairwells and crossover floors during an evacuation, please follow these safety procedures:

- In your stairwell, locate the nearest crossover floor.
- Before opening the door, check for smoke and for heat with the back of your hand.
- If safe, open the door and enter. Locate the next stairwell on the floor. Look for the illuminated red EXIT sign.
- Check this door for heat and smoke. If safe, enter and continue descending 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 and go to your predetermined designated meeting area.
- Please ensure all staff are aware of the primary and secondary meeting locations.

Crossover floors are located approximately every five floors. If the path is obstructed, such as by smoke, people or some other blockage, you can use an emergency crossover to transfer to another evacuation stairwell.

Remember: Always leave your 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. Never consider going to the roof.

Crossover Floors

6, 11, 16, 20, 25, 30

Evacuation Drills

Annual evacuation drills are mandated, annually, by the Ontario Fire Marshal's Office in order to practice and gauge emergency preparedness.

To simulate an evacuation, alarm evacuation tones are sounded, announcements made, and all elevators in the tower will be grounded to the ground floor level. Trained tenant evacuation wardens will direct people to the nearest evacuation stairwells and down the stairs to the designated meeting area to await conclusion of the drill.

Before any evaluation drill, Simcoe Place Management will provide tenant contacts with the date and any other pertinent information. To simulate an evacuation that is as realistic as possible, we recommend that tenants not advise their employees of the time.

People Requiring Assistance (PRA) during an evacuation

PRAs, if safe to do so, are to await rescuing by TFS in the stairwells after all able body individuals have evacuated the floor and the stairwells are safe.

Suspicious Activity

Simcoe Place's Role

- Maintain visible presence throughout the complex.
- Respond to and document any reported incidents.
- Notify proper authorities of suspicious activity.

Tenant's Role

- Limit risk – don't leave valuables out and don't let strangers in.
- Be aware of any irregular or suspicious activity and report to security as soon as possible.
- If applicable, limit access to the area.
- Assist in identifying possible threats.

Note that one of the easiest ways to cut back on crime in the workplace is to ensure people who don't belong in the office do not enter; if they do, immediately report their presence to security.

A common technique to enter restricted areas is by "piggybacking." The unauthorized person will wait as inconspicuously as possible near a locked door or in a corner of a corridor. They may be pretending to read the nameplates in the elevator lobby. Once someone enters the area, the unauthorized person catches the closing door and enters the office behind him or her.

If you suspect someone is about to try this form of entry, ask him or her who they are waiting for, or request that they use their passcard for access before you enter your card into the slot.

If you are uncomfortable approaching someone you consider, leave the area and contact security immediately.

Suspicious Packages and Mail Bombs

Please contact the Security Manager and desk security.

Telephone Bomb Threats and Relay Threats

Please contact the Security Manager at 416-649-5131 and main desk for details.



Workplace Violence

Simcoe Place's Role

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

Tenant's Role

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

Send Word Now

Send Word Now is an instantaneous, mass communication system which notifies designated contacts of building and/or premises emergencies via multiple, simultaneous channels: email, cell phone, home phone, and business phone. This system ensures that tenants in the tower will receive important emergency messages in a timely manner. For more information, contact Patrick Longshaw at patrick.longshaw@cadillacfairview.com

Fire and Life Safety Inspections

Our third party Life Safety partner, JD Collins, regularly conducts fire and life safety inspections based on the requirements set out in the Ontario Fire Code, Ontario Building and Occupational Health and Safety Regulations. Inspections are done as needed or as required in all construction areas, and retail tenant spaces.

If you have questions or concerns regarding life safety, please contact the Manager, Fire and Life Safety Department at patrick.longshaw@cadillacfairview.com.

SHIPPING AND RECEIVING

Small Parcel and Letter Delivery (Courier)

Couriers delivering parcels small enough to be carried by one person and not on a dolly or cart may deliver them through the main lobbies and passenger elevators.

Large Parcel Delivery and Packages on Carts

Large parcels and packages on carts may be delivered through the main lobby doors, but must be transported to the destination/floor in the service elevator. Please ask a Tenant Relations Representative/Security Officer for assistance.

As a safety precaution, Simcoe Place does not permit large parcels to be delivered through the retail concourse and office tower lobbies during high traffic times.

Large Deliveries

All deliveries of furniture, construction materials, office supplies, and other bulky materials must be made through the shipping and receiving docks and transported via the service elevators. Large deliveries should be scheduled after hours. Freight elevators must be booked for after-hours deliveries.

Shipping and receiving dock

Hours of Operation

Our loading dock is open 24 hours a day, 7 days a week.

Note: The loading dock and its loading bays are a common-use area of the RBC Centre, Simcoe Place, and the Ritz Carlton, and, therefore, they cannot be reserved for any one tenant's exclusive use.

Service Elevator Booking

Service elevators can be booked through CF Connect.

For a copy of the Elevator Booking Form, visit simcoeplace.ca

SMOKING POLICY

Smoking and vaping is prohibited in the building as per Toronto Public Health Department Smoke Free Ontario Act. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.

Tenants and visitors are not to smoke or vape within nine metres of the building entrances. The designated smoking area for Simcoe Place tenants is Simcoe Park.



STATUTORY HOLIDAYS

All systems – lighting, HVAC, security and elevators – operate on an after-hours schedule during statutory holidays. The management office is closed on stat holidays. The shipping & receiving dock is monitored by security.

The following statutory holidays are observed throughout the calendar year.

January	New Year's Day
February	Family Day
April	Good Friday
May	Victoria Day
July	Canada Day
August	Civic Holiday (Simcoe Day)
September	Labour Day
October	Thanksgiving Day
December	Christmas Day and Boxing Day

STORAGE ROOMS

For permanent or temporary storage, contact CF Connect. A limited number of storage rooms of various sizes are available for short- or long-term lease.

TENANT INSURANCE

As stipulated in the lease, tenants must have active insurance at all times. Cadillac Fairview requires an insurance certificate detailing your coverage before you assume tenancy 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 and requirements.) Insurance certificates to be sent to Property Manager c/o Cadillac Fairview – 160 Front Street West, Suite 1830, Toronto, ON M5J 0G4.

Retail:

- The Cadillac Fairview Corporation Limited
- Simcoe Front Developments Limited
- Simcoe Place Leaseholds II Limited
- Canadian Broadcasting Corporation

Office:

- The Cadillac Fairview Corporation Limited
- Simcoe Front Developments Limited
- Simcoe Place Leaseholds Limited
- Canadian Broadcasting Corporation
- 799549 Ontario Inc.

TELECOMMUNICATIONS

For any large scale Telecommunications projects, tenants should contact the Building Operations Team.

5. APPENDIX

Labour Rates

Service / Trade	Rates
Locksmith (base building provider)	\$100 per 30 min service call + materials
E-Waste	Call for pickup and disposal pricing
HVAC	Call Property Management Office for rates
Drain Down	\$500
Passcard Activation	\$15 per physical passcard OR \$5.06 for Mobile Key Access + \$0.42 monthly active users fee

*Overtime premiums will apply

Base Building Hours

Dates	HVAC	Lighting
Monday to Friday	7:00 am – 7:00 pm	7:00 am – 7:00 pm
Weekends & Holidays	Off	Off

* For any questions on HVAC rates or schedules, please contact the Management Office.

SUMMARY OF BASE BUILDING SERVICES (CHARGEABLE - administrative fee may apply)

Electrical Services

- Replace non base building lights
- Replace non base building ballasts
- Replace non base building outlets
- Install non base building outlets
- Repair sockets
- Repair tenant lamps/cords
- Install non common area lights
- Install lights

Plumbing Services (tenant owned fixtures)

- For any plumbing required for tenant fixtures, we are happy to provide tenants with a quote from a third party

Cleaning Services (provided by cleaning contractor)

- Interior office partitions cleaning
- Refrigerator/microwave cleaning
- Restocking of private washrooms
- Carpet steam cleaning
- Large volume of garbage removal

SIMCOE
PLACE

A CFP PROPERTY

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Simcoe Place Management Office**

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