

TENANT
MANUAL

160
FRONT

A  PROPERTY



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To Our Valued Tenant:

On behalf of the Cadillac Fairview (CF) Management Team, I'd like to personally welcome you to 160 Front Street West (160 Front).

160 Front is an iconic addition to Toronto's Financial District, embodying cutting-edge design and technological advancement. It is a testament to our commitment to providing best-in-class office spaces, with esteemed tenants like you contributing to its status as one of Canada's most distinguished office towers.

Built to LEED® Platinum CS and WELL Building Standards, 160 Front embraces CF's award-winning Green at Work® program that harnesses leading global practices to integrate sustainability into property management and operations. Through collaborative efforts with our valued tenants, we have achieved remarkable success in advancing sustainability and promoting health & wellness within our spaces. We look forward to continuing to make strides with your support.

Our Management Team is dedicated to creating an environment that seamlessly blends efficiency, comfort, and professionalism. Our goal is to provide you with the peace of mind to focus on what truly matters – your daily pursuits in both business and community.

In your Tenant Manual, you will discover essential information that will prove useful throughout your tenancy. The CF Management Team is at your service, ready to assist you in any way possible. You can also stay updated by visiting 160front.ca.

Thank you for choosing 160 Front. We are confident you will enjoy your time with us.



Michael Manual
General Manager, 160 Front, RBC Centre & Simcoe Place



**The Cadillac Fairview Corporation Limited
160 Front Management Office**

Suite 1830, P.O. Box 29
Toronto, Ontario, M5J 0G4
Tel: 416-340-6615
Fax: 416-340-7282

www.160front.ca

1. INTRODUCTION TO 160 FRONT

The Tower at a Glance

Standing 47 storeys high and reaching 200 metres above ground, 160 Front offers 1.25 million square feet of office space, over 12,000 square feet of premium retail space, four levels of below-grade parking, secured bike storage and connection to Toronto's PATH network.

Certifications - 160 Front was awarded with LEED Platinum CS Certification, including LEED commissioning and metering along with WELL Core & Shell Certification.

Cistern Well allows for water collection and high efficiency recycling systems.

Enwave deep lake water cooling – Refrigeration (the world's largest lake-source cooling system) requires 90% less energy than conventional system and is clean, well-priced and efficient. Deep lake water cooling uses the icy water of Lake Ontario as its renewable energy source.

Lighting LED, and light sensors, complies with LEED and WELL requirements.

100% back up power – three bi-fuel emergency generators provide 100% power to all electrical systems.

2. MANAGEMENT OFFICE AND 160 FRONT ASSISTANCE

The Cadillac Fairview Corporation Limited 160 Front Management Office

160 Front Street West
Suite 1830, P.O. Box 29
Toronto, ON
M5J 0G4
Tel: 416-340-6615
www.160front.ca

Office hours: 8:30 AM to 4:30 PM, Monday to Friday, excluding holidays.

MANAGEMENT TEAM

160 Front 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.

Michael Manuel <i>General Manager</i>	(p) 416-649-5128 (e) michael.manuel2@cadillacfairview.com
Allison Stryland <i>Property Manager</i>	(p) 416-649-5133 (e) allison.stryland@cadillacfairview.com
Tenant Relations	
Julia Vendittelli <i>Manager, Tenant Relations</i>	(p) 416-202-6675 (e) julia.vendittelli4@cadillacfairview.com
Kathleen Stoneburgh <i>Tenant Relations Coordinator</i>	(p) 416-649-5130 (e) kathleen.stoneburgh@cadillacfairview.com
Property Operations	
Paul Reinholz <i>Senior Manager, Operations</i>	(p) 416-649-5129 (e) paul.reinholz@cadillacfairview.com
Dennis Gatti <i>Operations Supervisor</i>	(p) 416-716-2371 (e) dennis.gatti@cadillacfairview.com

Security & Life Safety	
Patrick Longshaw <i>Manager, Security & Life Safety</i>	(p) 416-649-5131 (e) patrick.longshaw@cadillacfairview.com
Sean Sullivan <i>Supervisor, Security & Life Safety</i>	(p) 416-366-2775 (e) sean.sullivan@cadillacfairview.com
Office Administration	
Wendy Tavares <i>Administrative Assistant/ Accounts Payable</i>	(p) 416-340-6615 (e) wendy.tavares@cadillacfairview.com
Mai Truong <i>Administrative Assistant</i>	(p) 416-649-5132 (e) mai.truong@cadillacfairview.com

160 FRONT ASSISTANCE

CF Connect

For any operational, maintenance and/or cleaning assistance that you require, please contact CF Connect to enter a work order. CF Connect can be reached at the below:

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

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

Security Team – 24/7/365

T: 416-649-5140

E: 160frontsecurity@cadillacfairview.com

Passcard Access Request

Please email 160frontsecurity@cadillacfairview.com to arrange a pick up of your employee passcard at the Security desk in the lobby.

Loading Dock & Freight Elevator Bookings

To reserve the loading dock and/or freight elevator, tenants are asked to book online through [Job Site Resources](#).

Parking Office - Monday-Friday, 9 AM to 6 PM

Location: P1 Mezzanine

T: 416-649-5134

E: NChoeden@impark.com

TENANT CONTACTS

Each tenant should designate one or more employee(s) to liaise with 160 Front management staff regarding building operations. These employees will also receive building communications including events and building operational items.

For 160 Front's Tenant Contact form, please visit www.160front.ca.

WEBSITE

For more information about 160 Front and its services, including online forms, permits and manuals, please visit www.160front.ca.

3. GREEN 160 FRONT

GREEN BUILDING DESIGN AND OPERATIONS

A leader in innovation and sustainability, 160 Front has led the charge by embracing and implementing green building design and operating procedures. 160 Front has implemented many strategies designed to protect the planet and lead change in the Canadian marketplace.

Our green building initiatives have grown to include almost everything we do as a property: from our daily operations to our sustainable and health and wellness initiatives. We have created a win-win solution that benefits our tenants, our company and the environment.

Upon 160 Front opening in December 2023, the building was awarded with LEED Platinum CS Certification, including LEED commissioning and metering along with WELL Core & Shell Certification.

Enwave Deep Lake Water Cooling

Enwave's Deep Lake Water Cooling system uses the cold temperature of the depths of Lake Ontario to naturally cool buildings in Toronto's downtown core. By eliminating the need for chillers, this cooling system allows 160 Front to avoid emitting 17.79 tonnes of greenhouse gas emissions (CO₂e) every year.

Water Cistern

Another innovation that contributed to 160 Front's LEED Platinum CS Certification is the high efficiency water recycling system. 160 Front has a water cistern of non-potable water located on B2 level. This cistern collects water from the roof through natural means (rain and snow), which then funnels into storm drains down into the cistern tank. This captured water is used to supply all base building washroom toilets and urinals from floors 2-4, serving two sets of male and female washrooms per floor, and a universal washroom.

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.

RECYCLING PROGRAM

160 Front has an extensive recycling program that helps reduce the cost of waste removal operations.

Recycling program includes:

- Paper & Cardboard Recycling
- Cans & Container Recycling
- Organics Recycling
- E-Waste Recycling (direct charges may apply)

160 Front provides:

- Battery recycling containers for copy rooms upon request
- Two E-Waste Recycling Bins for small electronics, batteries, and cables/cords located:
 - o Ground floor by the East Parking Elevator
 - o P2 level by the PATH elevator

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 to the Management Team.

Note: These containers remain the property of the landlord.

Table 1: Paper Recycling – Recyclable Materials

Material Type	Specific Items
Paper	Coloured/Fax/NCR/Glossy paper Envelopes File folders Flyers, newspaper, and magazines Soft cover book, phone books. Unbound only Clean corrugated cardboard with no plastic packaging material Empty paper towel rolls Shoe boxes, tissue boxes, supply boxes Empty pizza boxes *All cardboard must be flattened 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: Plastic, Metal, Glass & Containers Recycling – Recyclable Materials

Material Type	Specific Items
Plastic, Metal, Glass & Containers	Aluminum and steel cans – pop cans, food cans Glass bottles and jars Fruit clamshells Plastic water, juice, and pop bottles Plastic takeout cups and containers (no straws) Coffee cups, sleeves, and lids Yogurt containers Milk cartons 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 3: Organics Recycling – Recyclable Materials

Material Type	Specific Items
Organics	Bones Bread Compostable food packaging Coffee grinds, filters, and tea bags Desserts Fish and Meat Fruits and vegetables Paper towels, napkins, and tissues Spoiled food Wooden utensils and paper straws

Table 3: E-Waste Recycling – Recyclable Materials

NOTE: To be kept separate from all other recycling. Please contact CF Connect to arrange pick-up. Applicable charges will apply.

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

Table 4: Non-Recyclable Materials – Waste Landfill

Material Type	Specific Items
Paper	<ul style="list-style-type: none"> Bubble envelopes Carbon paper Waxed paper Soiled paper packaging Boxes lined with foil, plastic, or foam Cardboard boxes with waxed lining or oily residue

Material Type	Specific Items
Plastics &	Aluminum foil wrap
Miscellaneous Items	Biodegradable utensils
	Ceramic items: glass cups & dishes
	Chip bags and food wrappers
	Condiment packages
	Grease
	Plastic cutlery and straws
	Plastic wrap and bags
	Plastic stir sticks and coffee creamers
	Rubber bands
	Single-use coffee pods *Contact your supplier for pod take-back programs
	Styrofoam take-out packaging and cups
	Used pens

Some materials may be recyclable through vendor programs; please check with your suppliers.
For further information or suggestions regarding the recycling program, contact the Management Office.

Tenant Electricity Monitoring

Each tenant's electrical consumption is metered through Carma Metering on each floor, which monitors individual tenants' electricity and supplemental mechanical consumption data in real time.

4. TENANT INFORMATION

ACCESSIBILITY

160 Front is AODA compliant. Barrier-free access is available at the building and the parking garage.

Listed below are the barrier-free entrances to 160 Front:

- Main doors – Front Street Entrance
- Podium entrance – Simcoe Street
- TD Retail entrance – South West, Tower Lobby
- PATH access – Parking elevators

BUILDING ENTRANCE HOURS

Lobby entrance doors on the ground level are open Monday to Friday from 6 AM – 6 PM.

PATH Access: Monday to Saturday 5:30 AM – 1:30 AM, Sunday & Holidays 8:30 AM – 1:30 AM.

Tenants are encouraged to carry passcards at all times.

WASHROOMS

Washrooms on all floors, including the ground floor, are designed to accommodate special accessibility and barrier-free access. 160 Front is compliant with AODA standards.

For 160 Front Accessible Customer Service Policy, please visit www.160front.ca.

Tenant Mailing Addresses

The Tenant Relations Department allocates all tenants a mailbox number. The key to the mailbox is sent directly from Canada Post.

We recommend tenants use the following mailing address format:

Tenant Company Name

Suite–160 Front St W

Toronto ON M5J 0G4

Please refer to Canada Post's [Guide to Addressing](#) for more information.

160 Front tenant mailboxes are located on the ground floor, adjacent to the loading dock. 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 after business hours.

For tenants who require the after-hours use of HVAC requests, tenants should contact CF Connect **48 hours prior** at 1-800-665-1000 or cfconnect@cadillacfairview.com.

Additional HVAC is metered and billed separately.

AMENITIES

The 47th floor will be a shared tenant amenity space that offers multipurpose flexible space that can be programmed for events, conferences, and informal seating.

Construction of this space is ongoing. Please stay tuned for further updates.

BUILDING FORMS

All 160 Front forms, permits and manuals can be found at www.160front.ca.

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 and emails and web portal are monitored Monday to Friday, 7 AM to 11 PM. On Statutory Holidays, CF Connect service centre is open to answer calls, however the web portal and e-mail inbox are not monitored.

***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 160 Front 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 complement 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 and much more. CF Concierge is empowered to offer personal office assistance available 24/7 right in the palm of your hand.

CLEANING SERVICES

Housekeeping services are provided on weekdays, excluding holidays. Please refer to the quadrant map included in the Appendix.

160 Front 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 unobstructed 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 two times per year, 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. 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.

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.

COURIER INTERCEPT ROOM

Tenants are welcome to use the courier intercept room located off of the loading dock for business related courier and shipping needs.

The courier intercept room is operated by a third-party vendor that facilitates all inbound and outbound packages to and from the building. This eliminates the need for couriers to access tenant floors directly.

Operational hours are Monday to Friday 8 AM to 5 PM, excluding Statutory Holidays and weekends.

For more information, please contact the Property Management Office.

ELECTRICAL VEHICLE CHARGING STATIONS

11 electric vehicle charging stations are available on P1 Level of the 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 160 Front

	Low Rise: (floors 2-12, 14-18)	Mid Rise: (floors 18-32)	High Rise: (floors 33- 47)	Podium Elevators: (floors 2-4)	Freight	Parking
Elevators	8	8	8	2	2	2

Passenger Elevators

160 Front has 24 high-speed passenger elevators and 2 escalators providing access to various levels of the building.

Service (Freight) Elevator

160 Front is equipped with two designated service elevators used for moving freight and large parcels. The service elevator is accessible through the service lobbies located on each floor.

From 6 AM to 6 PM, the service elevator is available to all tenants. If tenants require the service elevator for reserved use after business hours, please submit a request through [Job Site Resources](#)

When confirmed available, the contractor signs in at loading dock and is given a passcard to return at the Dock Master Office.

Freight Elevator Specifications

	Service Elevator 01	Service Elevator 02
Dimensions:	1615mm W x 2459mm L x 3557mm H	1615mm W x 2459mm L x 3557mm H
Capacity:	4,500lbs	4,500lbs
Clear Opening at Door:	1272mm W x 2338mm H	1272mm W x 2338mm H

FOOD HALL – URBAN EATERY

Urban Eatery is a shared food hall between Simcoe Place, RBC Centre, and 160 Front. It is conveniently located on the concourse level of Simcoe Place at 200 Front Street West.

160 Front occupants can access the Urban Eatery via the lobby escalators connecting to the underground tunnel leading into Simcoe Place. Wayfinding signage is in place for directional assistance.

RBC Centre's ground floor features Starbucks and RBC Bank Branch.

For further information, please visit the Simcoe Place or RBC Centre website.

GREASE TRAP MAINTENANCE

Participation in a 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.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC) SERVICES

HVAC is provided during standard building hours, Monday to Friday from 7 AM to 6 PM. 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 may apply for after-hours HVAC service, please refer to the HVAC hours in your Lease.

After-hours HVAC rate for tower floors is \$15/hour and \$23/hour for podium floors (2-4). The rate is subject to change at any time at which CF will perform a reassessment.

LEASEHOLD IMPROVEMENTS

Renovation and Design Changes

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

For details on renovations and construction specification, tenants should review 160 Front's Design and Construction Manual. 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 160 Front permits are available at www.160front.ca.

If you are contemplating renovations or other design changes, please contact the Property Management Team.

Construction Permit

Tenants must obtain a 160 Front 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 160 Front 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 160 Front must be done after regular business hours, from 6 PM to 6 AM. Service elevators must be used for all moves. Tenants should book service elevators in advance with [Job Site Resources](#).

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 160 Front'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

160 Front's lighting is energy efficient and designed to meet or exceed regulations for colour rendition and light levels. The base building lighting system is a Lutron system that allows for dimming and zone control, using occupancy sensors and wall switches in tenant premises.

Light Replacement

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

LOCKSMITHS

Base building Security maintains the mastering systems for all the life safety door locks (ex: Electrical, Mechanical, Riser, etc) and all records related to key coding distribution.

Outside locksmiths or manufacturers are not authorized to alter the keying of any life safety door lock in 160 Front.

All door locks installed by the tenant, whether on the exterior or the interior doors, must be keyed to the building master system leading to the life safety door. Tenants requiring 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.

All keying and keys must be requested through CF Connect at 1-800-665-1000 or cfconnect@cadillacfairview.com. Tenants are charged for supplying and cutting additional keys, re-keying cylinders and repairing hardware. A quote can be provided upon request.

LOST & FOUND

For inquiries about lost and found items, please contact 160 Front Security at 416-649-5140 or 160frontsecurity@cadillacfairview.com.

PARKING

160 Front has four underground parking levels, managed by Impark.

Hours of Operation

The parking garage is open to monthly parkers 24 hours a day, 7 days a week.

The parking office is open from Monday to Friday from 9 AM to 6 PM.

Elevator Access to Parking Garages

Lobbies have parking elevators that are AODA accessible.

Tenant and Visitor Parking

The parking facility is restricted to monthly parkers only Monday to Friday, 6 AM to 6 PM. Open to guest parkers after 6 PM on weekdays and on weekends.

Monthly and Daily Parking

For monthly parking, please contact the Parking Manager, Ngawang Choeden at 416-649-5134 or NChoeden@impark.com.

Pay Stations

The parking garage is fully automated. There are no cashiers at the exits. Guest parkers can pay at the pay stations conveniently located throughout the garages. The pay station is located on P1 mezzanine.

Monthly Parking

Transponders are 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 should 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.

BICYCLE PARKING

The bicycle room, located on P1 Mezzanine, accommodates 507 bikes with changerooms and shower facilities, and is accessible from the laneway off of Simcoe Street.

The bike room and its amenities are available to all tenants in the building. These amenities include a bike repair station, a bike pump, soap products in the showers, a first aid kit, and daytime locker usage.

Tenants interested in using the bike room should contact the Parking Manager at 416-649-5134 or NChoeden@impark.com.

The bicycle room is equipped with CCTV cameras, however, Cadillac Fairview is not responsible for any lost or damaged items.

THE PATH

160 Front is connected to Toronto's PATH system (via tunnel to Simcoe Place) providing access to TTC and GO transit systems, as well as over 30 kilometers of shopping, services and entertainment.

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

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

PEST CONTROL

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.

Tenants with working kitchens are required to implement and manage a pest control program through the base building provider.

Rentokil - Pest Control Partner

For pest control, 160 Front 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 upon request. 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 160 Front, or to get more information/provide comments about our pest control program, please contact CF Connect at cfconnect@cadillacfairview.com.

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.

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

5. SECURITY AND LIFE SAFETY

Security

160 Front'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, secure environment. The Security team is first aid and CPR trained with access to AED (Automated External Defibrillator).

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: 160frontsecurity@cadillacfairview.com

Security Access Cards

Physical Passcards

Upon submitting the Passcard Authorization Form found under Tenant Resources on the website, Security will provide physical access cards to tenants with a \$25.00 + HST charge per card. This access card will grant entry to main entrances and elevators after hours.

Please note, the replacement fee for lost, damaged or stolen cards is \$25.00.

Mobile Credentials (CF Concierge)

Base building-issued mobile credentials via CF Concierge application offers a standard annual license fee of \$5.06 plus a one-time activation fee of \$5.06 per credential.

For more information about CF Concierge and Mobile Key Access, please visit cadillacfairview.com/cf-concierge, or contact your CF Property Management team to learn more about CF's Access Control System policies and procedures.

Medical Emergencies

General Tenant Responsibilities

- Ensure employees are aware of medical emergencies procedures and security emergency phone number: 416-649-5140
- 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:
 - Your name
 - Your location (floor, location on floor)
 - 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.

160 Front'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 beside any door that is equipped with a magnetic lock and stairwells.

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 Exit Signs

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.

Tenants are strongly encouraged to participate in the virtual Fire Warden Training to stay up to date on building procedures.

To obtain the webinar link, please contact the Manager of Security & Life Safety at patrick.longshaw@cadillacfairview.com or call 416-649-5131.

Stairwells and Crossover Floors

When using the stairwells and crossover floors during an evacuation, please follows 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.

Crossover Floors

4, 9, 15, 20, 25, 30, 35, 40, 45

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.

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, 160 Front 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.

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 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, Security and Life Safety Department at patrick.longshaw@cadillacfairview.com.

People Requiring Assistance (PRA) during an evacuation

PRAs are to await rescuing by TFS in designated shelter-in-place location in the stairwells. Shelter-in-place locations are to be available on every floor and are defined by the tenant.

Tenants are recommended to provide an updated PRA list to 160 Front Security Team via email 160frontsecurity@cadillacfairview.com.

Suspicious Activity

160 Front'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 them.

If you suspect someone is about to try this form of entry, ask 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 Desk at 416-649-5140.

Telephone Bomb Threats and Relay Threats

Please contact the Security Desk at 416-649-5140 for details.

Workplace Violence

160 Front'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.

SHIPPING AND RECEIVING

Courier and Package Deliveries

Tenants are welcome to use the courier intercept room for business related deliveries. Please refer to the Courier Intercept section noted on page 15.

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 Security Guard for assistance.

As a safety precaution, 160 Front does not permit large parcels to be delivered through the 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.

Service Elevator Booking

All service elevator bookings to be done through [Job Site Resources](#) platform.

SMOKING POLICY

160 Front is a non-smoking property, tenants and visitors are not to smoke or vape within nine meters of the building entrances. Per Toronto Public Health Department Smoke Free Ontario Act, smoking and vaping is prohibited in the building, including the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.

SMUDGING CEREMONIES

Smudging ceremonies can only take place indoors if they are conducted in a room that has been designed, constructed, and approved under a building permit for such use. Tenants are required to provide proof of such a permit 72 hours prior for review to our management team before conducting the ceremony.

- As an option, smokeless alternatives such as scented oils or diffusers can be used indoors.
- Use of designated exterior space is permitted and can be coordinated with our property team.

STATUTORY HOLIDAYS

All systems – HVAC, security and elevators – operate on an after-hours schedule during statutory holidays. The management office is closed on statutory 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

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, P.O. Box 29, Toronto, ON M5J 0G4.

- The Cadillac Fairview Corporation Limited
- OPB (160 Front) Nominee Inc.
- TD 160 Front Street Nominee Limited
- 160 FSW Holdings Inc.
- Ontrea Inc.
- TD 160 Front Street Limited Partnership by its general partner
- TD 160 Front Street GP Inc.
- OPB (160 Front) Inc.

TELECOMMUNICATIONS

For any Telecommunications projects, tenants should contact CF Connect at cfconnect@cadillacfairview.com.

VISITOR MANAGEMENT SYSTEM

160 Front is equipped with a Visitor Management System that allows tenants to pre-register visitors coming into the building.

Visitors must check-in at the kiosk located on the south end of the lobby, by the front entrance doors, or alternatively check-in with the Concierge team at the ambassador desk on the north east end of the lobby to gain access to their requested floor.

Please reach out to the Management team for further details.

6. APPENDIX

Labour Rates

Service / Trade	Rates
Locksmith (base building provider)	Quote to be provided upon request
E-Waste	Call for pickup and disposal pricing
HVAC	Tower floors: \$15/hour Podium floors (2-4): \$23/hour
Drain Down	Quote to be provided upon request

*Overtime premiums will apply

Base Building Hours

Dates	HVAC	Lighting
Monday to Friday	7:00 AM – 6:00 PM	7:00 AM – 6:00 PM
Weekends & Holidays	Off	Off

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

Cleaning Services – Quadrant Map

Daily Tasks

Cafeterias, Kitchens, and Lunchrooms:

- Damp wipe & disinfect all cleared/unobstructed counters and tables
- Spot clean the exterior of cabinets
- Clean sinks that are empty of dishes
- Remove any waste and recycle material
- Dust mop and wet mop floor areas

Boardrooms and Meeting Rooms:

- Dust all horizontal surfaces and wipe tables
- Remove waste, recycle material and spot clean bins as needed
- Spot clean furniture and walls

Base Building Washrooms:

- Refill soap, toilet paper, paper towels 3x daily
- Clean mirrors, sinks and fixtures
- Sanitize toilet seats and bowls
- Spot clean partitions and walls
- Remove waste, spot clean and reline waste receptacle bins as needed
- Dust mop and wet mop floor areas

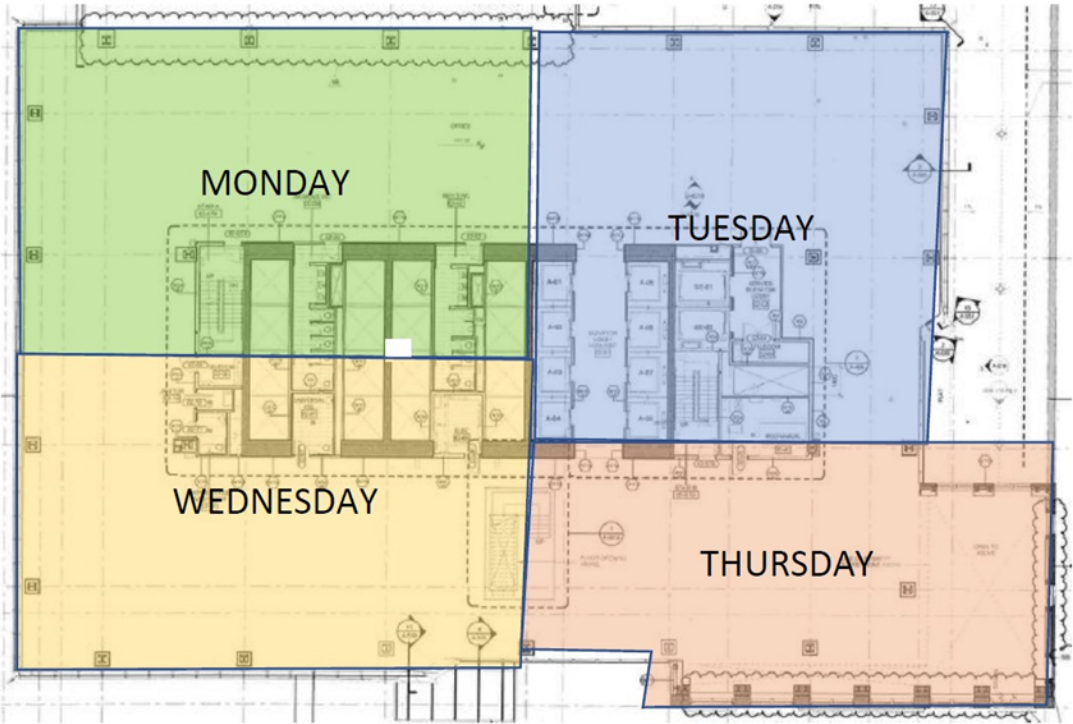
Offices/Workstations:

- Remove waste and recycle material
- Spot clean desks as needed

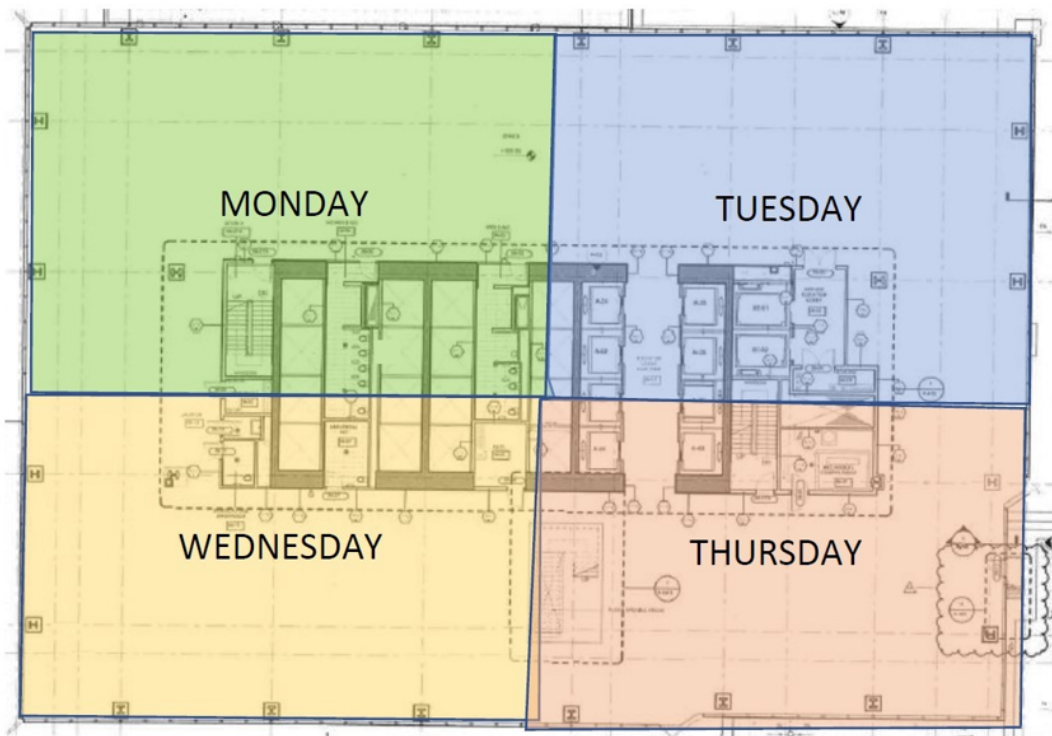
Weekly (Quadrant) Tasks

- Dusting of all surfaces, high and low
- Damp wipe all cleared/unobstructed surfaces
- Vacuum all carpeted areas “wall to wall”
- Spot clean glass surfaces as needed
- Vacuum all carpeted areas as needed, tenant space and common area

Quadrant Cleaning Schedule – Podium Floors 2 - 4



Quadrant Cleaning Schedule – Tower Floors 5 - 46



160
FRONT

A  PROPERTY

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160 Front Management Office

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