

Tenant Manual

16
YORK

A **CF** PROPERTY



To Our Valued Tenant:

On behalf of the Cadillac Fairview Management Team, I would like to sincerely welcome you to your new office home at 16 York.

16 York is ideally located at the heart of Toronto's business core, just steps from Union Station. The office tower sits 32 storeys high and is approximately 880,000 sq. ft. Its prime location, accessibility and sleek design are perfect for attracting talent and allowing businesses to thrive and succeed. Designed with tenant health and wellness in mind, the property was built to exceed LEED Platinum standards and International WELL Institute workplace guidelines.

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.

The Tenant Manual is filled with practical and important information that will prove useful throughout your tenancy. The Cadillac Fairview management team is here to assist you so please let us know if there is anything we can do to help support or enhance your experience.

Thank you for choosing 16 York and welcome to this vibrant neighbourhood!

Connie Pirri-Brown
General Manager
16 York Street

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INTRODUCTION



About The Cadillac Fairview Corporation Limited

Cadillac Fairview is one of the largest owners, operators and developers of best-in-class office, retail and mixed- use properties in Canada. The Cadillac Fairview portfolio is owned by the Ontario Teachers' Pension Plan, a diversified global investor which administers the pensions of more than 323,000 active and retired school teachers.

CF's portfolio includes over 37 million square feet of leasable space at 67 properties in Canada, including landmark developments, such as TD Centre, CF Toronto Eaton Centre, CF Pacific Centre, CF Chinook Centre, Tour Deloitte and CF Carrefour Laval.

Management Office and 16 York Assistance

16 York Management Office
16 York Street
Suite 620
Toronto, ON M5J 0E6
Telephone: 647-480-4229

Email: 16yorkstreetservice@cadillacfairview.com

Building Hours

Office Hours: 8:30 am to 5 pm, Monday to Friday (Excluding Holidays)

Passcard Pick-up Hours: 9 am to 11:30 am Monday to Friday (Excluding Holidays)

PATH Hours – 5:30 am to 1:30 am, Monday to Saturday; 8 am to 1:30 am Sundays

Lobby Entrances - 7:00 am to 7:00 pm, Monday to Friday

Management Team

16 York's Management's team is comprised of real estate professionals who strive to exceed service expectations and meet the needs of all our tenants and business partners. Our team are experts in their respective fields and are here to help our tenants achieve business excellence.

16 York Directory

CF Connect <i>Maintenance & Service Requests</i>	(p) 1-800-665-1000 (e) cfconnect@cadillacfairview.com
Security Lobby Desk	(p) 647-480-4226
Impark Parking Office Kabir Haider <i>Senior Site Manager, Impark</i>	(p) 416-366-2334 (e) mhaider@impark.com
Connie Pirri-Brown <i>General Manager</i>	(p) 416-869-2279 (e) connie.pirribrown@cadillacfairview.com
Melissa Patterson <i>Manager, Tenant Relations</i>	(p) 647-480-4215 (e) melissa.patterson@cadillacfairview.com
Desmond Foster <i>Manager, Security & Life Safety</i>	(p) 416-480-4216 (e) desmond.foster@cadillacfairview.com
Kalid Ali <i>Manager, Operations</i>	(p) 416-862-3659 (e) Kalid.ali@cadillacfairview.com
Lubiana Ahmed <i>Administrative Assistant</i>	(p) 416-862-5241 (e) lubiana.ahmed@cadillacfairview.com
Alessandra Quartarone <i>Administrative Assistant</i>	(p) 416-869-2279 (e) alessandra.quartarone@cadillacfairview.com

Tenant Contacts

Each tenant should designate one or more employee(s) to liaise with 16 York's management team on a regular basis regarding day-to-day building operations.

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



Sustainability & Wellness

Cadillac Fairview prides itself on being a leader in both sustainability and wellness initiatives and 16 York is no exception. The building has been designed to LEED (Leadership in Energy and Environmental Design) Platinum Core & Shell standards and is WELL Certified. 16 York also participates in Cadillac Fairview's Corporate Responsibility Programs and will be included in reporting for Global Real Estate Sustainability Benchmark (GRESB).

16 York Programs & Certifications

Green at Work

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

LEED®

LEED® certification provides independent, third-party verification that a building was designed and built using strategies aimed at achieving high performance in key areas of human and environmental health: location and transportation, sustainable site development, water savings, energy efficiency, materials selection, and indoor environmental quality. 16 York has been designed to exceed LEED Platinum guidelines for environmental and workplace excellence.

Rick Hansen Foundation Accessibility Certification

Rick Hansen Certification provides a holistic, practical and people-focused framework to measure meaningful access, create a roadmap for improvement, and celebrate their commitment to making spaces accessible for all.

WELL Certification

Based on performance outcomes for various policy, design and operational strategies, WELL certification is a testament to how we are supporting our tenants' health and wellness in the workplace.

WELL Health-Safety

The WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building and space types. The designation focuses on operational policies, maintenance protocols, stakeholder engagement and emergency plans to enhance human health and safety.

TENANT SERVICES & INFORMATION A TO Z



Accessibility

All entrances to 16 York are considered barrier free; this includes the two main entrance vestibules, the south entrance from the courtyard, and both retail areas. Washrooms are designed to accommodate special accessibility requirements.

For 16 York's Accessibility Policy email 16yorkstreetservice@cadillacfairview.com.

Art

A proud participant of Toronto's Public Art program, 16 York boasts unique art pieces in the lobby and adjacent courtyard:

Terreno De Piel (Skin Terrain) #1,2,3 Donna Huanca 2020

Donna Huanca's paintings are derived from choreography performances. Her artwork is about the exploration of the human body and its relationship to space and identity.

Four Strong Winds Circle Richard Long, 2021

Inspired by Neil Young's song Four Strong Winds, Richard Long created this piece using River Avon mud on canvas.

Caboose Ball & GO Ball Lars Fisk, 2021

These spherical forms were created by Lars Fisk as a nod to the former Railway Lands (now Roundhouse Park).

Free Time Dean Drever, 2021

The bear sculptures located in the courtyard reference the feeling of hope felt upon awakening into a new day or a newly discovered reality, seen with the wisdom of experience.

Dream House Vong Phaophanit & Claire Oboussier, 2017

Dream House claims its home nestled within the city, and can be read as inviting a re-imagining of notions of what it means to belong: how new ideations of home can be created in a global city such as Toronto.



Bike Racks and End-Of-Trip Facilities

16 York offers 24/7 secure indoor storage for up to 331 bicycles, as well as end-of-trip facilities, including showers and lockers. Bike storage facilities are located on level P1 in the parking garage.

Bike rooms are accessible by passcard only. Due to limited availability, spots are allocated first, based on lease commitments, and second on a first-come, first-served basis. To request bike room access, authorized tenant contacts can email 16yorkstreetservice@cadillacfairview.com.

Exterior bike racks, located in the adjacent courtyard, are also available on a first-come, first-served basis.

E-Bikes & Scooters

E-bikes and e-scooters (this does not include powered wheelchairs) are not permitted in the lobby or on tenant floors. They may be parked at the courtyard bike racks or in the inside bike parking facilities. Note: Charging is not permitted at any time while on the property.

Building Entrance Hours

All perimeter doors on the ground level are open Monday to Friday from 7 am to 7 pm. Tenants can use their base building passcard to access the building and their floors outside of these hours.

Building Forms & Permits

For any work or access inside tenant space, permits must be submitted and approved by CF. Submission times and terms noted on the permits must be adhered to to allow the property team and/or third parties time to review.

Work & Access Permit

To be submitted for general work or maintenance within your space and/or general vendor or service provider access, when access is required via the freight elevators for daytime access on a first-come, first-served basis. If general access is required for regular service, a blanket permit can be submitted for up to a year from the date of submission.

Freight Elevator Requisition Form

Must be submitted, accompanied by a Work Permit, when after-hours freight elevator access is needed (6 pm to 6 am) for any major construction work and/or large deliveries (requiring more than one trip up/down). Charges apply for freight bookings. 24 hours' notice is required for any cancellations or charges will still apply.

Fire Protection System Bypass Permit

To be submitted alongside a Work Permit. Charges apply for bypasses. 24 hours' notice is required for any cancellations or charges will still apply.

Hot Work Permits

To be submitted alongside a Work Permit and Fire Protection Bypass Permit. Charges apply for bypasses.

Riser Room Request

Must be submitted for any Riser Room access requirements. Note: These are first sent to Attain, our telecommunications consultants and subject to their review. Charges may apply for reviews.

X-Ray, Scanning & Coring Permits

Must be submitted alongside a Work Permit and, for coring specifically, a Fire Protection Bypass Permit. Charges apply for bypasses.

Building Operator Services

Building operators maintain common areas and base building equipment. Services provided include, but are not limited to, base building plumbing, lighting and HVAC.

CF Concierge

[CF Concierge](#) is Cadillac Fairview's building community app offering on-demand building news, exclusive access to events and promotions and workplace amenities all in one place, as well as Mobile Key Access (MKA) to base building and tenant spaces. CF Concierge is available to download on iPhones and Androids.

CF Connect (Service & Maintenance Requests)

Requests for maintenance and service-related issues are to be made to CF Connect at 1-800-665-1000 or cfconnect@cadillacfairview.com.

Hours of Operation

Telephones: Answered Monday to Sunday 24/7

Web Portal & Emails: Monitored Monday to Friday - 7 am to 10 pm

Note: Any regular service requests received after 5 pm will not be dispatched until the following business day.

In the event of an emergency at any hour (leaks/floods, power outages, etc.) please call building security at 647-480-4226 for immediate response.

Service Requests can only be placed by authorized tenants. Tenants should establish a list of authorized callers who are approved to submit service and maintenance-related requests on behalf of their organization to CF Connect.

Cleaning

Base Building Cleaning

Cleaning services are performance based; cleaners focus on a holistic view of what needs to be cleaned every day, leveraging technology and equipment to increase efficiency.

Cleaning tasks and frequencies are flexible. The below guidelines are provided as a general reference only, as the goal of this performance-based cleaning program is to ensure overall cleanliness levels are reached without prescribed tasks and frequencies.

Expected Daily Services (Monday to Friday, excluding Statutory Holidays)

Garbage removal (organic, recycling and waste). Please note that removal and disposal of larger items (furniture, large equipment, etc.) are the tenant's responsibility.

- Base building washroom services, an estimated three times per day to replenish supplies, remove litter and spot clean
- Nightly cleaning of base building washrooms
- Nightly cleaning, spot cleaning and dusting (within arm's reach) of tenant premises including offices, meeting rooms and kitchens
- Frequent vacuuming of all carpet areas and mopping of hard floor surfaces

Expected Periodic Services

- High dusting (to a height of 10 feet)
- Clean kick plates, hand plates and door handles
- Wipe down air intake/diffusers
- Spot clean the interior of perimeter windows
- Sweep base building stairwells, including railings and banisters
- Base building washrooms: Thoroughly wash walls, partitions, floors
- Spot clean vertical surfaces (cupboard doors, kitchenette millwork, etc.)

Garbage Removal

Office garbage is removed nightly, Monday to Friday, excluding holidays, providing proper receptacles are used and material is clearly labelled as garbage.

It is the responsibility of the tenant and/or their contractors or vendors to remove and dispose of all large boxes, skids, packing crates or large accumulation of waste.

Contractors working on the premises must remove all construction material. See [Construction & Leaseholds Improvements](#) section for details.

Special Services

Our base building cleaning contractors offer a range of services not included in the standard building maintenance package. Extra services, outside of the base building scope, may include increased frequencies, private washroom cleaning, move requirements, interior partition cleaning, furniture

maintenance, etc. For security and efficiency reasons, it is recommended that tenants use the base building cleaner for additional cleaning services, however it is not mandated.

Tenants using their own contractors for projects not included in the standard building-cleaning package must ensure the contractors observe all building rules and work regulations. This includes insurance coverage requirements, after-hours access, proper handling and use of hazardous materials, and rules and regulations for bringing materials and equipment into the building.

For additional services and pricing contact 16yorkstreetservice@cadillacfairview.com.

Window Cleaning

Exterior Perimeter Window Cleaning

The exterior glass above the lobby level is cleaned a minimum of two (2) times per year, weather permitting. Due to safety concerns, exterior windows are not cleaned during the winter months or in inclement weather.

Interior Perimeter Window Cleaning

Interior perimeter window cleaning is completed once a year. Tenants are to allow contractors to access their premises during the scheduled visit. Any heavy furniture, sensitive office equipment, personal items or files located directly in front of the windows must be moved by the tenant, prior to cleaning.

Note: Interior cleaning does not include interior partitions or doors. If additional interior cleaning is required, tenants may use their own vendors or contact CF Connect to obtain a quote from the base building cleaners.

Construction & Leasehold Improvements

Renovation & Design Changes

16 York's Management team supervises all tenant construction and renovation work. All construction and renovations, especially those affecting base building components, (such as modifications to electrical panels, changes affecting the underfloor HVAC system including partitions, etc.), require prior approval from Cadillac Fairview. Tenants considering renovations or design changes should reach out to 16yorkstreetservice@cadillacfairview.com at the onset of the planning stages.

Design & Construction Manual

For details on renovations and construction, please review 16 York's Design & Construction Manual which outlines basic specifications, procedures and requirements 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 can be found at 16york.ca.

Work Permits

Permits must be submitted for any construction or renovation work inside a tenant's space. Permits can only be submitted once CF has reviewed and approved proposals and/or drawings. Please ensure timelines and guidelines outlined on each permit are adhered to, to avoid delays in processing.

Permits that may be required:

- Fire Protection System Bypass Permit
- Freight Elevator Requisition Form
- Hot Work Permit
- Riser Room Access Request Form
- Work & Access Permit
- Xray, Scanning & Coring Work Permit

For security reasons permits can only be submitted by approved tenant contacts. Permits submitted by contractors will be rejected.

Move Procedures

All moves must be done after regular business hours (6 pm to 6 am). To book a freight elevator, a Freight Elevator Requisition form must be submitted to CF Connect a minimum of 72 hours prior to the move. Charges will apply.

Construction Waste Removal

The contractor is solely responsible for the removal of all generated construction debris. For waste removal, tenants must arrange for a disposal bin through the property team. As loading dock space is limited, disposal bins are only permitted to remain in designated areas between 6 pm and 6 am Monday through Friday, and all hours on weekends and holidays.

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

For waste diversion purposes tenants are required to submit a copy of the materials' weight scale report, provided by the disposal bin provider, to the property team within 24 hours. For more information please reference 16 York's Design & Construction Manual.

Courtyard

16 York shares a courtyard with 12/14 York. It is open and available for tenants and guests to enjoy at their leisure.

Elevators

Passenger Elevators

There are 20 high-speed passenger elevators at the property including: six (6) low-rise elevators (Ground to 15), six (6) mid-rise elevators (16-24), five (5) high-rise elevators (25-33), one (1) service elevator, and two (20 shuttle elevators serving the parking levels.

Destination Dispatch

Destination Dispatch groups users based on their desired floor of travel and assigns a dedicated elevator to take them to that floor, which minimizes stops and reduces trip times.

To use Destination Dispatch:

1. **Only for after-hours access or if your elevator/floor is secured:** Tap your passcard on the bottom of the wall-mounted kiosk..
2. Enter your destination floor on the kiosk.
3. Proceed to your assigned elevator.
4. Travel to your destination floor.

Each elevator bank has four Destination Dispatch kiosks – two at the entrance of the banks and two inside the banks. Tenants should make use of all of these to avoid lineups and congestion in the lobby.

Each individual should press their desired floor. Even when travelling in groups, every person should press their floor number for accurate elevator assignment and to avoid congestion in the elevators. See [Appendix](#) for details.



Destination Dispatch FAQs

Q: What if I get delayed in the lobby? Do I lose my elevator assignment?

A: The system accounts for time to walk to your assigned elevator however, if you are significantly delayed and miss it, simply reenter your floor on the nearest kiosk for a new assignment.

Q: What if I forget my elevator assignment?

A: Your floor will be shown on the LED display screen located on the side of the elevator door. You can verify your floor before entering your elevator or, if in doubt, reenter your floor on the nearest kiosk for a new assignment.

Q: What if I change my mind once I'm in the elevator?

A: Exit at the first stop and re-enter your desired floor using the nearest kiosk.

Q: What if I get in the wrong elevator?

A: Exit at the first stop and re-enter your desired floor using the nearest kiosk.

Q: Why does Destination Dispatch assign me to an elevator when there is another elevator on my floor with the doors open?

A: The elevator may have been already assigned to another destination, while your elevator is specifically designated to take you to your requested floor. The system assigns elevators based on volume of people. It is important that every passenger selects a floor, even when travelling in groups.

Freight Elevator

16 York has one designated freight elevator, which is to be used for moving large deliveries and equipment. The freight elevator is available for small deliveries (one trip up/one trip down) on a first-come, first-served bases Monday to Friday from 6 am to 6 pm.

For moves and/or large deliveries requiring more than one trip up and down, the freight elevator must be booked after hours (Monday to Friday 6 pm to 6 am and 24 hours on weekends). A Freight Requisition Form must be submitted to CF Connect a minimum of 72 hours in advance to secure the booking. After hours requests are considered dedicated bookings and reserved for exclusive use by the requesting tenant. We do not accommodate double bookings. Charges apply for any after-hours freight elevator requests.

Freight Elevator Specifications

	DOORS (H X W) (mm)	WEIGHT LIMIT (LB)	DIMENSIONS (L X W X H) (IN)
Service Elevator (SE)	515mm x 1372mm	5000lbs	108.5 x 69 x 144
Passenger Elevator B3	2134mm x 1220mm	4000lbs	70.18 x 78.75 x 84

**For Loading Dock information see Shipping & Receiving*

Energy Management

Energy Management Advisory Service

Each tenant has control over the energy used in their office space.

Real Time Tenant Electricity Monitoring

Each tenant's electrical consumption is metered through Intellimeter.

If you have any questions about this please email 16yorkstreetservice@cadillacfairview.com

Grease Trap Maintenance

Grease trap maintenance is the responsibility of the tenant. Tenants must keep a record of proof of maintenance, which is to be shared with Cadillac Fairview for reporting purposes. If proof is insufficient,

or there is evidence of a lack of maintenance, the landlord will conduct the maintenance on behalf of the tenant, as an additional, billable service.

Heating, Ventilation and Air Conditioning (HVAC)

HVAC is on during standard business hours—Monday to Friday from 7 am to 7 pm—and off after-hours, on weekends and on statutory holidays, unless otherwise stated in the terms of the lease.

Tenants may request additional HVAC by contacting CF Connect to adjust the schedule for short- or long-term changes.

Charges will apply for any HVAC outside of business hours. Please refer to the [Tenant Rate Card](#) for pricing.

Induction Units

Induction units are located around the perimeter of the buildings, which are used for heating and cooling. To maintain peak efficiency, tenants should keep all office furniture at least 12 inches from the induction units and ensure items are not placed on top of them.

Maintaining Office Temperatures

To help regulate temperatures in immediate areas, tenants should follow the below:

- Lower or raise window blinds. Direct sunlight can impact office temperatures.
- Ensure all induction units below the windows are free and clear of any obstructions that would prevent air from coming through.
- Consider leaving office and meeting room doors open, which will allow for better air circulation through the entire space, reducing hot/cold spots.

***Due to fire and safety risks, space heaters are not permitted.**

LAN Room and Associated Equipment

Maintenance and monitoring of LAN rooms and tenant-owned equipment (including A/C units) is the tenant's responsibility. Cadillac Fairview does not monitor LAN rooms on behalf of tenants and alarm points are not permitted to be wired into the Building Automation System.

Tenants shall, at their sole cost, ensure that the following is in place for their respective LAN rooms and equipment:

1. Tenants shall enter into an equipment maintenance contract with an approved mechanical contractor to regularly service tenant A/C units according to manufacturer recommendations.
2. Tenants shall contract with a third-party monitoring company to monitor conditions within tenant LAN rooms.
3. Tenants shall hold a contract with an approved mechanical contractor to respond on an emergency basis to any alarms or other equipment within tenant LAN rooms.

Lighting

16 York's building-standard lighting fixtures are long-life LED bulbs. 16 York's lighting is energy efficient and designed to meet or exceed regulations for colour rendition and light levels. Base building lighting is maintained by building staff and should be adjusted only by authorized personnel.

To report burned out lights contact CF Connect. Note: Non base-building lights and ballasts are the tenant's responsibility to replace.

Locksmiths & Keys

Trillium Architects maintains the master systems and all records related to key coding and distribution in partnership with our security team. Outside locksmiths or manufacturers are not authorized to alter the keying of any lock at 16 York.

Sargent locks are used throughout 16 York. These are high-security locks featuring restricted keyways.

All door locks installed by the tenant, whether on the exterior or the interior doors, must be keyed to the building master system. Tenants needing special security measures (i.e., passcard access or combination-type locks) must first obtain authorization from the property management team.

All keying and keys must be requested through CF Connect.

There is a service charge for supplying and cutting additional keys, re-keying cylinders and repairing hardware. Please contact 16yorkstreetservice@cadillacfairview.com for rates and service.

***Outside locksmiths or manufacturers are not authorized to alter the keying of any locks at 16 York.**

Lost and Found

Inquiries about lost and found items should be directed to 16 York Security at the lobby desk or by calling 647-480-4226.

No Smoking Policy

As per Toronto Public Health's enforcement of the Smoke Free Ontario Act, smoking and vaping is prohibited anywhere inside the building. This includes the parking area, washrooms, lobbies, stairwells and hallways in both common areas and inside tenant premises.

Additionally, smoking is not permitted within nine (9) meters of any building entrance or exit.

Office Signage

Building signage in the main lobby, elevator lobby and tenant premise entrances—unless otherwise arranged with 16 York management—is standardized and not subject to change. No other signs will be installed, placed or affixed in the lobbies unless authorized.

Production and installation costs are charged to the tenant. To request signage contact 16yorkstreetservice@cadillacfairview.com.

Parking

16 York’s parking is managed by Impark. There are four levels of underground parking for 16 York and 292 spaces in total. Entrance and exit ramps to the parking garage are off Grand Trunk Crescent (south of Bremner Blvd). The maximum height of the garage is 6 ft. 10 in.

Parking Rates (Subject to Change)

Monthly Unreserved Rate.....	\$350 plus HST
Monthly Reserved Rate	\$500 plus HST
Weekdays (15 minutes or less)	\$6
Weekdays (6 am to 6 pm)	\$24
Weekdays (6 pm to 6 am)	\$15
Weekends & Holidays (6 am to 6 pm)	\$15
Weekends & Holidays (6 pm to 6 am)	\$15
Lost Ticket.....	\$75
Event Rate	As Shown

Hours of Operation

The parking garage is open to tenants and the public 24/7. For assistance, parking attendants are available daily from 7 am to 11 pm.

Pay Stations

The parking garage is fully automated. Pay stations are conveniently located inside each parking elevator lobby. Please retain the parking ticket received at the gate at point of entry, as it will be required for payment in order to exit the garage. Otherwise lost ticket charges will apply.

Elevator Access to Parking Garage

The parking is connected to 16 York’s lobby with two (2) dedicated parking elevators.

Accessibility Parking

16 York has nine accessible parking spots—five are located on P1 and four on P2. Parking elevators are also wheelchair accessible.

Monthly Parking

16 York’s parking facility provides a limited number of reserved and non-reserved parking spaces for tenants. For monthly parking please contact Impark at 416-366-2234.

Monthly parking customers will be given a transponder that allows them to enter the garage automatically. Parking attendants can assist with correctly placing the transponder in the vehicle.

Electric Vehicle Charging Stations

16 York has eight (8) electric vehicle charging stations (EVCs) located on the P1 level. Rates as shown.

Parking Security Alert Stations

The garage is equipped with a sophisticated security alert system, strategically located throughout the garage and highly visible to parkers.

In an emergency situation only, go to the nearest station and press the red button to be connected with building security.

PATH

Directly connected to 16 York, Toronto's PATH system provides over 30 kilometres of underground shopping, services and entertainment.

Hours of operation are Monday to Saturday (5:30 am to 1:30 am) and Sundays (8 am to 1:30 am)

Visit www.torontopath.com for more information.

Pest Control

Pests can be harmful to buildings and tenants and can cause costly damage to structures and surfaces or carry diseases.

Cadillac Fairview works closely with our third-party exterminators with an aim of reducing the harmful effects of pests while at the same time minimizing the harmful effects of pesticide products.

Rentokil – Pest Control Partner

16 York has partnered with Rentokil, which uses an award-winning, low-impact proprietary IPM system to eliminate pests without unnecessary applying or overusing pesticides. This means it only use pesticides when necessary.

Rentokil will also recommend ways to correct structural, storage or sanitation deficiencies to help mitigate occurrences.

Mandatory Participation in Pest Control Program

To ensure that proper and consistent maintenance procedures are in place, 16 York requires all tenants to participate in the pest control program:

- Common Areas and Back of House serviced bi-weekly
- Office spaces inspected quarterly

Tenants experiencing pest control problems should contact CF Connect. When reporting sightings, please indicate the specific area and, where possible, provide photos.

PO Boxes

16 York tenant mailboxes are located in a secured room on the ground floor, beside Starbucks.

Cadillac Fairview will allocate a post office box number to all tenants prior to their move-in and provide two keys to the corresponding box, along with passcard access to the room for authorized individuals.

If additional keys are required please contact CF Connect.

Tenants are responsible for retrieving their own mail from their tenant mailbox.

Public Transit

16 York Street is steps from Union Station, connecting tenants and visitors to all points within the Greater Toronto Area via TTC, GO Train, VIA Rail and UP Express.

Recycling Program

16 York has an extensive recycling program that helps reduce the cost of waste removal operations, which includes:

- Paper
- Cans, glass and mixed plastics
- Organics
- Batteries
- E-waste (small items, e.g. keyboards and cords)
- Construction waste diversion (see 16 York's Design & Construction Manual for details)

IMPORTANT: Please do not cross contaminate recycling. If any recycling bin is contaminated with food or liquids, all items in the recycling bin will automatically be sent to waste landfill.

Upon initial occupancy, Cadillac Fairview can provide one order of one of the below waste container options for tenant desks:

- Cardboard and paper recycling
- Cans, glass and plastics recycling
- Garbage

Cadillac Fairview will supply one small battery recycling bin to each tenant. Additional charges may apply if more are required.

Additionally, there are e-waste recycle bins located in the corridor leading to 12/14 York for small e-waste items.

To request containers please contact 16yorkstreetservice@cadillacfairview.com.

Waste & Recycling – Know What Goes Where

IMPORTANT: All containers must be emptied and cleaned of all food/beverage residue to avoid cross-contamination, which prevents recyclability and will divert all items to waste/landfill.

Recycling	
Aluminum Cans	Kraft Paper (Takeout paper bags)
Aluminum Food Trays	Magazines
Boxboard	Newspaper
Cardboard	Paper
Coffee Cups (emptied), lids and sleeves	Plastic Bags
Drink Boxes	Plastic Bottles and Lids
Drink Trays	Plastic Food Containers and Lids
Glass Bottles and Jars (lids on)	

Organics	
Coffee Grounds	Plants and Yard Waste
Compostable Food Containers	Stir Sticks and Chopsticks
Food Scraps	Tea Bags
Napkins and Paper Towels	Tissues
Paper Food Containers	Wooden Utensils

Garbage	
Aluminum Foil	Plastic Wrap
Condiment Packets	Plastic Stir Sticks
Cutlery	Single-Use Coffee Items (milk, creamers, etc.)
Food Wrappers and Chip Bags	Straws
Paper Food Wrappers (soiled or stained)	Styrofoam
Paper Shredding	Textiles
Plastic Sandwich Bags	Wax-Coated Drink Cups and Lids

Specialty Recycling	
Batteries	E-Waste

Some materials may be recyclable through vendor programs. Please check with your suppliers for details. For further information regarding the recycling program contact 16yorkstreetservice@cadillacfairview.com.

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 changes such as new charges 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. Please check your lease agreement for payment options.

After the December 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 reach out to the property team.

Annual adjustments to operating cost pre-payments and realty tax pre-payments are implemented in January.

Security & Life Safety

Cadillac Fairview's goal is to provide our tenants, partners and visitors with a safe and secure environment. Our trained security professionals at 16 York Street are on-site 24 hours a day, 7 days a week, 365 days a year to provide continuous monitoring of the building and its systems and help ensure a safe and secure environment for our community..

Security Access Passcards

16 York issues security access passcards and Mobile Key Access* to all tenant employees, which allows them to easily move throughout the building. Based on the tenants' own security protocols, the below options are available:

One-Card Solution

CF will issue passcards that provide both base building access (lobby entrance doors and elevators) as well as access into tenant space.

Two-Card Solution

CF will issue passcards that provide base building access (lobby entrance doors and elevators) and tenants will issue their own passcards for access into their space.

If a two-card solution is preferred, tenants are responsible for ensuring passcards for their space are provided to building management for security, operations and cleaning access.

**For mobile key access (MKA) users must download the CF Concierge app. For more information contact 16yorkstreetservice@cadillacfairview.com .*

Passcard Requests

To request a new or replacement passcard or Mobile Key Access (MKA), a Passcard Request Form must be submitted to 16yorkstreetservice@cadillacfairview.com in accordance with the lead times outlined on the form.

Passcards can be picked up from Cadillac Fairview's Management Office, located on the 6th floor, Monday-Friday between 9 am and 11:30 am (not including holidays).

Charges for all base building passcards and MKA licenses will apply. Please refer to the [Tenant Rate Card](#) for rates.

It is the tenant's responsibility to advise CF when passcards and/or MKAs should be deactivated. Note: MKA licensing fees will apply until we receive notice of deactivation.

Access Control Report

Tenants receive one (1) free computer-generated report per year, issued upon request, of all employees and/or individuals that have access to their respective leasable space.

Charges will apply for any additional reports requested throughout the year. Please refer to the [Tenant Rate Card](#) for rates.

Fire Prevention

Each floor is equipped with sprinkler, heat and smoke detectors. These monitoring devices will detect a fire in the building, register its location on an annunciator panel and activate the fire alarm.

16 York is served by fire valves in each exit stairwell. Fire valve cabinets are installed strategically throughout floor areas to augment coverage where stair valves are not sufficient. Additional fire extinguishers have been installed in cabinets in public spaces as required.

Fire Alarms

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 trigger alarm tones throughout the building and will release doors equipped with magnetic locks, including stairwell doors.

Note: Alarms and announcements will continue until Toronto Fire Department investigates and gives the 'all clear'.

16 York's system is designed with two distinct alarm tones that require varying responses:

Alert Tones (1 ping tones)

Alert tones indicate there is an alarm condition in the building; however, it **does not** affect your floor. When you hear alert tones:

- Stand by and prepare to evacuate.
- If there is a requirement to evacuate, you will be notified by the Fire Alarm System (Evacuation Tones) and/or Emergency Voice Communication System.

Evacuation Tones (3 ping tones)

Evacuation tones indicate that there is an alarm condition in the building that **does** affect your floor (either on your floor, one floor above or one floor below). When this occurs:

- 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, a safe distance from the building, and await further instructions.

Once the emergency has cleared, announcements will be made and emails sent to main tenant contacts advising that the evacuated floors can be repopulated.

Emergency Exits

Signs are posted throughout the floors indicating locations of emergency exits.

If signs appear to be unlit in your space contact CF Connect.

Stairwells and Crossover Floors

Crossover floors are located at approximately every five floors. If the path is obstructed (i.e. smoke, people or other types of blockages) an emergency crossover can be used to transfer to another evacuation stairwell.

16 York's Crossover floors: L1U, 5, 10, 16, 21, 26, 31

When using the stairwells and crossover floors, follow these safety procedures:

- In your stairwell, locate the nearest crossover floor.
- Check this door for heat with the back of your hand and for smoke prior to opening the door.
- If safe, open the door and enter. Locate the next stairwell on the floor (look for the illuminated running man sign).
- Check this door for heat and smoke. If safe, enter and continue your descent to ground level.
- If possible, descend the stairwell with a partner. Hold the handrail and do not run. Exit the building at the street level and attend your predetermined designated meeting area (ensure all staff are aware of the primary and secondary meeting locations.)

Elevators will automatically be called to the ground floor when a fire alarm is activated or to the 2nd floor, if the alarm is coming from the ground floor. If any individuals are in the elevators when this occurs, they should continue to evacuate the building via the ground floor or 2nd floor, respectively.

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.

Emergency Fire Phones

Emergency fire phones are located beside all stairwell doors. In the event of an emergency:

- Break the safety glass, open the door and lift the handset from the cradle.
- When call is answered, state your name, specific location and nature of emergency.
- If you must leave the floor immediately, leave the handset off the cradle.

Protect in Place

Protect in Place (PIP) is a safety system that permits persons requiring assistance (PRAs) to remain in place rather than evacuate, thus reducing the danger of someone becoming confined in an unsafe area. This is in line with the standard safety procedures of North American high-rise buildings and is recommended by Toronto Fire Services and the Ontario Fire Marshall.

As part of the PIP program, tenants must designate a safe room within their space where anyone who is unable to use the stairwells can await rescue by Toronto Fire Services in an evacuation. This room must be marked with a highly visible door sign which also includes safety recommendations on the rear side.

A safe room should be equipped with the following:

- A telephone
- List of emergency contacts (911, 16 York Security, etc.)
- Directions to the room from the freight elevator
- Duct tape
- Towels & bottled water
- Paper and markers
- Flashlight and/or glowsticks
- A whistle or other noise maker

It is the tenant's responsibility to provide Cadillac Fairview with the total number of persons requiring assistance as well as the location/floor plan of the designated PIP room. For further assistance regarding this program, please contact 16yorkstreetservice@cadillacfairview.com.

Persons Requiring Assistance

Persons requiring assistance (PRAs) should consult with their organization's Human Resources and/or Evacuation Warden to discuss their needs confidentially and identify a safe exit strategy to implement in case of an emergency.

Evacuation Wardens

Every tenant should designate volunteer fire wardens whose responsibility is to help floor occupants exit the premises safely and in an orderly manner during an evacuation process. Cadillac Fairview provides Evacuation Warden training on an annual basis.

Each Tenant should assign at least one Evacuation Warden and one Backup Warden per floor. It is recommended that these individuals wear some form of identification (e.g. Reflective armband, vest and/or hat). Note that persons found on a floor other than their home floor during an evacuation become the responsibility of that floor's Warden.

Evacuation Wardens' Responsibilities and Duties

The primary duties of the Evacuation Warden is to ensure an orderly and prompt evacuation, and when necessary, to coordinate the assignment of additional persons to evacuate those in need of physical assistance.

The size of an Emergency Response Team will depend on the size of the area controlled by the Tenant.

Responsibilities:

- Attend Annual Evacuation Warden training presented by Building Management.
- Understand the evacuation procedures for the building.
- Know what action is required in the event of an alarm sounding.
- Ensure all floor occupants understand the procedures to be followed during a fire emergency.
- Acquire detailed knowledge of the floor (stairwells, pull stations and fire extinguisher locations, etc.)
- Know the building's crossover floors.
- Keep a current list of all persons requiring assistance and their designated "buddies" and ensure Building Management is advised immediately when changes occur.
- Ensure all aisles, corridors and exits are kept free of obstructions.
- Inform new employees of the emergency procedures and their roles, if any, in the event of an emergency.
- Coordinate with other Evacuation Wardens on multi-tenant floors.
- Maintain a list of hazardous materials on their floor and provide the list to Building Management.



(First Stage) Intermittent Fire Alarm Signal:

- Prepare for possible floor evacuation.
- Put on Evacuation Warden identifier, i.e., Reflective armband, vest or hat.
- Conduct system check of the floor.
- Meet with all other Wardens and "buddies" at designated location to report on the status of checked area(s).
- Ensure all Evacuation Wardens' team positions are filled.
- Confirm number and locations of Persons Requiring Assistance (PRAs).
- Check stairwells for smoke or fire.
- Do not activate pull station unless smoke is found.

(Second Stage) Continuous Fire Alarm Signal:

- Work with other Wardens to quickly check all areas including offices, washrooms, storage areas, conference rooms, etc. to ensure no one is left behind and close doors once the space has been cleared.
- Ensure all Persons Requiring Assistance (PRAs) and their "buddies" are together (PRAs should be evacuated last, so as not to cause congestion in the exit stairwell.)
- If the fire is in your immediate area and you cannot evacuate a PRA, move them to a safe unaffected area, preferably a floor below the fire. Once you have evacuated, notify the Fire Department or Building Management of the location.
- Upon evacuation of the building, report the status of your floor to Building Security at ground level – including details on anyone who refuses to or can't leave the floor.
- Proceed to your designated meeting area.

- Meet with other Evacuation Wardens and gather all information regarding the emergency.
- DO NOT RE-ENTER the building until the “all clear” has been given by the Fire Department and Building Management.

Evacuation Drills

Annual evacuation drills are mandated by the Ontario Fire Marshal’s Office. To simulate an evacuation, alarm bells are sounded, announcements conducted and all elevators in the tower are grounded to the lobby level. Tenant Evacuation Wardens should familiarize themselves with their responsibilities and internal evacuation plans prior to any drills.

Tenant contacts will be given advance notice of the date of the evacuation drill. To simulate a realistic evacuation and ensure full employee participation, it is recommended that tenant contacts do not advise staff of the scheduled date of the evacuation drill.

Medical Emergencies

The Security & Life Safety Department has procedures in place to respond to medical emergencies. Our Security team trained first responders in First Aid/CPR and AED (Automated External Defibrillator) and will attend to the patient until emergency services arrive. In the event of a medical emergency, contact 911 first and then contact Security at 647-480-4226 immediately after with the following information:

- Your name
- Your location (floor and location on floor, i.e., north, south, east, west)
- The nature of the medical emergency, providing as much information as possible (e.g., patient’s age, symptoms, medical history, etc.)
- Appoint someone to meet with the emergency responders in the elevator lobby to provide an escort to the patient’s location.

Security staff can respond with the appropriate First Aid supplies and AED ahead of Emergency Response arriving on site. AEDs are accessible to Security staff in both the lobby/security desk and loading dock areas.

During a medical emergency the following should be avoided:

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

Cadillac Fairview's Role	Tenant's Role
Contact 911 if required and assist emergency workers to access and depart the area.	Ensure First Aid/CPR trained staff are available to provide aid
	Ensure employees are aware of medical emergencies procedures and building Security phone number
	Contact security for assistance
	Ensure access to the freight lobby and/or corridors is not impeded by items or people
	Have personnel not assisting with the emergency return to their workstation for privacy

Suspicious Activity

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.

Piggybacking is a common technique to enter restricted areas, where an unauthorized person(s) inconspicuously waits near a locked door for an employee to enter. Once an employee enters, the unauthorized person catches the closing door and enters the office behind them. If you suspect someone is about to attempt entry, ask them who they are waiting for or request that they use their passcard for access before tapping your own. If you suspect a threat or are uncomfortable with approaching, leave the area immediately and contact building security.

Cadillac Fairview's Role	Tenant's Role
Maintain visible vertical presence.	Always remain vigilant and aware of your surroundings.
Respond to any reported incidents and document.	Always be conscious of people who attempt to tailgate or 'piggyback' behind you when entering a secured space. Do not allow access to someone who is unknown to you.
Notify proper authorities.	Keep all confidential items such as laptops, cell phones and wallets secured when away from your desk.
	Ensure visitors are not left unattended.
	Always keep your security passcard with you and never share it.
	Do not use your passcard to give someone else access.
	Call 911 immediately if any unauthorized individuals are within your space, then notify building Security at 647-480-4226.
	Report any suspicious individuals or behaviour to building security.

Suspicious Packages

If you open mail or a package and find powder or another suspicious substance, you should do the following:

1. DO NOT try to clean up the material
2. DO NOT do anything to create dust involving the material
3. If possible, gently cover the material
4. Prevent others from entering/leaving the area: If you have been exposed to the material, wash your hands with soap and water, if appropriate
5. Ensure that everyone is away from the spill or exposed substance
6. Call **911**
7. Call 16 York Security at **647-480-4226** and inform them of the situation
8. Notify your manager or supervisor

Cadillac Fairview's Role	Tenant's Role
Communicate the information via area telephone	If in tenant space, remove persons at risk, clear the immediate area and call Security
Respond to the scene with Sabre 4000 to determine if the package is a potential threat	Follow your emergency response guidelines
Conduct a preliminary scene survey and evacuate	Turn off all radios and cell phones, if necessary
	Do not move or handle the package
	Assist in identifying the owner of the package
	If necessary, assist Security with an orderly evacuation

Hazardous Materials and Bomb Threats

Hazardous Materials

In the event of a spill or exposure to hazardous materials or suspected hazardous materials, tenants should do as follows:

- Call 16 York Security at **647-480-4226**
- Advise the dispatcher of the location of the spill or that an exposure event has occurred
- If possible, gently cover the material
- Prevent others from entering/leaving the area. If you have been exposed to the material, wash your hands with soap and water, if appropriate
- Ensure that everyone is away from the spill or exposed substance
- Call 911
- Notify your manager or supervisor

Bomb Threat via the Telephone

All bomb threats must be taken seriously.

1. Listen carefully
2. Be calm, and courteous
3. Keep the caller on the line as long as possible
4. Check call display while call is ongoing and record the number
5. Enlist the aid of an employee to call 911 and provide the following information:
 - ♦ Company name and location
 - ♦ Floor number where call is being/has been received
 - ♦ Your name and telephone number
 - ♦ Any other significant details (Obtain as much information as possible - refer to the Bomb Threat Report Form on the following page)
6. Call 911 and then call 16 York Street Security at 647-480-4226 and provide the same details noted above

BOMB THREAT REPORT FORM

Questions to Ask:

What time will the bomb explode?	Why did you place the call?
Where is it?	Where are you calling from?
Why did you place the bomb?	Do you represent a political group?
What does it look like?	What is your Name?

Pertinent Data:

Date:	Location of telephone:
Time call received:	Receiver of call:
Exact words said:	Background noises:
Duration of call:	Whom notified:
Position of receiver:	Time notified:
Line call received on:	

Identifying Characteristics:

Sex of caller:	Speech (fast, slow, etc):
Estimated age:	Diction (good, nasal, lisp, etc):
Voice (loud, soft, etc.):	Manner (calm, emotional, vulgar, etc.):
Accent (English, French, etc.):	Was caller familiar with the area?
	Was caller's voice familiar? (specify)

Active Attacker

If an active attacker situation occurs, consider three options: Get Out, Hide or Defend.

Get Out: Leave the area and exit the building. Call 911 and Building Security once you are safe.

Hide: If you can't leave, go somewhere where you can lock the doors and lock/cover windows and:

- Block doors with heavy furniture
- Turn off all lights
- Silence mobile devices
- Remain quiet until the police clear the area
- Stay out of sight (e.g., under a desk, in a closet, in a corner, on the floor)

Defend: As a last resort delay, block or overcome the attacker.

Do not move from your hiding space unless you are directed to do so by verified emergency response personnel or if the area becomes unsafe.

When police arrive, their first priority is to find the assailant and stop them. Do not run towards police. Stay calm and follow instructions from verified emergency response personnel at all times.

Cadillac Fairview's Role	Tenant's Role
Notify proper authorities	Report any suspicious activity to Security immediately
Assess if the incident presents a continuing danger	If a threat is in the direct vicinity, follow the above options (Get out, Hide, Defend)
Remove occupants from the affected area if it is safe to do so	Review tenant space for potential, secure 'hiding' spots
Assist Toronto Police Emergency Response as needed	Ensure all staff are familiar with secure locations and activate attacker protocols as per your emergency plan
Send mass notification to authorized tenant contacts (email and phone)	

Elevator Malfunction or Entrapment

Elevator Malfunction – Slow Trip, Missed Call, Improper Leveling, Etc.

1. Notify 16 York Security at 647-480-4226 or the Security Guard at the lobby desk and give the following information:
 - ♦ Elevator car number (located inside the cab on the top right-hand side)
 - ♦ Details of malfunction
 - ♦ Your name and telephone number

Elevator Entrapment

1. Remain calm
2. Press the alarm call button (bell shaped button)
3. Advise Security of the number of people inside the elevator and if anyone is experiencing medical distress

Flood and Water Emergency

In the event of a burst pipe or clogged drains that can cause flooding or water leaking, tenants should do the following:

1. Call Security at **647-480-4226** and advise them of the **exact location** and severity of the leak. They will dispatch building operators to your location.
2. If there are electrical appliances or outlets near the leak, there is a potential hazard of electrical shock. If there is any immediate danger, evacuate the area immediately.
3. Notify your supervisor and be prepared to help in protecting property, records and equipment as requested by your management.

Extended Power Failure

16 York has three generators that provide full building back-up in the event of a power loss. Fuel tanks for the generators are always maintained at a minimum of 50%, which should last for at least 24 hours. In the event of a building or city power outage, the generators will first power up base building life safety equipment, followed by all other electrical systems (e.g., HVAC).

In the event that a power failure occurs for an extended period of time, we recommend the following:

Cadillac Fairview's Role	Tenant's Role
Ensure generators and emergency power apparatus is in proper working condition through regular testing	Secure property prior to leaving and advise Security of any irregular activity observed on your floor
Ensure emergency power is operational	Turn off all electrical devices
Maintain access control of the building	Follow the direction of Security via the public address system
	Follow illuminated running man signs to safely leave the building.
	Ensure critical/sensitive equipment is protected.

Fire and Life Safety Inspections

The Security team 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 will be conducted as required on all construction areas, office areas and retail tenant spaces.

Workplace Violence

Most people think of violence as a physical attack. However, workplace violence is a much broader problem. It is an act in which a person is abused, threatened, intimidated, or assaulted in the workplace.

Cadillac Fairview's Role	Tenant's Role
Respond to any reported incident and document threats	Make your employer/Security aware of suspected event
Assist with removal or detention of parties involved	Report any incident to Security ASAP
Render first aid if necessary	Remove yourself and/or others to a safe area as soon as possible
Notify proper authorities	

Shipping and Receiving

The entrance to 16 York's Loading Dock is located on Grand Trunk Crescent (south of Bremner Blvd.)

Loading Dock Specifications:

- Three (3) loading dock bays
- Three (3) courier parking spaces
- Maximum length 53 ft.
- 30 minute parking limit (6 am to 6 pm). **Vehicles in violation will be tagged and/or towed at the owner's expense.*

Small Parcel and Letter Deliveries

Couriers delivering parcels small enough to be carried by one person and not on a dolly or cart may deliver them via the passenger elevators. Note: For tenants who have opted to keep the elevators to their floors locked, it is their responsibility to provide courier access to their floors.

Note: Security will not accept packages at any time or provide access to secured floors.

Large Deliveries (Daytime Access 6 am to 6 pm – One Trip Up/One Trip Down)

Large deliveries requiring carts or dollies that can be done in one trip must be made via the freight elevator. A Work & Access Permit must be submitted ahead of all deliveries for security to provide non-exclusive access on a first-come, first-served basis.

For regular vendors (e.g., Catering, office supplies) a blanket permit may be submitted for up to a year from the date of submission.

Large Equipment Deliveries/Moves (After-Hours Access 6 pm to 6 am – Multiple Trips)

All large deliveries including but not limited to furniture, office supplies, equipment, bulky material, etc. that require multiple trips must be done after hours. To secure access, a Freight Requisition Form must be submitted by authorized tenant contacts a minimum of 72 hours ahead of moves/deliveries. Charges will apply.

*It is the tenant's responsibility to ensure that proper access cards to their space are provided to Building Security. Security will not accept any packages nor will they provide escorted access.

Upon Arrival

Upon arrival at the loading dock, drivers must check in with the Dockmaster/Security Guard, who will assign them a parking space. The courier/contractor should be prepared with the confirmation number or copy of the booking.

Once Security has confirmed the booking they will sign out passcard(s) to couriers/contractors to access the freight elevator and/or tenant space.

Upon Completion

The driver is responsible to remove all skids, packaging, shipping materials, etc. Nothing is to be left in any part of the Loading Dock or service elevators. Failure to comply may result in removal of abandoned materials at a charge to the tenant.

Couriers/Contractors must sign out with Security prior to leaving and return all passcards. Failure to return passcards may result in a charge to the tenant.

Shops, Services and Restaurants

16 York is a sister property to Maple Leaf Square, located across the street at 15 York. Both properties have several amenities conveniently connected to 16 York.

- Starbucks (16 York)
- E11even Restaurant
- Kidz Kare Daycare
- LCBO
- Le Germain Hotel – Hotel Rooms, Kitchen and Bar & Meeting Spaces
- Longo's Grocery Store
- RS (Real Sports) Restaurant
- Sport Chek
- TD Canada Trust Branch

Statutory Holidays

All systems and base building services (cleaning, operations/maintenance) operate on a holiday schedule on statutory holidays. The following 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
- September – Labour Day
- October – Thanksgiving
- December – Christmas Day & Boxing Day

Additional services may be booked for a fee. Please contact CF Connect for any holiday scheduling requests.

Telephone, Data and Communications

To ensure safety and maintain security in telecom spaces, riser room requests must be submitted for review and approval.

To request access, a Riser Room Access form must be submitted to CF Connect a minimum of three (3) business days ahead of any planned work. All requests are first reviewed by CF's third-party telecommunications consultant. If deemed necessary, they may ask for additional drawings/information, which may affect approval times so this should be factored into any planning and scheduling.

The tenant/contractor is responsible for all associated costs including, but not limited to, drawing reviews and security escorts if required to access other tenant floors.

All telecommunications work performed at 16 York must conform to the following codes and standards:

- ANSI/TIA/EIA telecommunications cabling standards
- Ontario Electrical Code (OEC)
- National Fire Protection Association (NFPA)
- Ontario Fire Code
- Ontario Occupational Health and Safety Act (provincially regulated companies) or Canada Labour Code Part II (federally regulated companies).

In addition contractors must use industry best practices as published by BICSI and they must follow the most current release of the Telecommunication Distribution Methods Manual.

See below for a list of Telecom Service Providers at 16 York:

Internet, Telephone and/or TV Service Providers

- Allstream (Zayo Group)
- Beanfield
- Bell Canada
- Rogers Cable Communications

Tenant Contact Forms and Updates

Each tenant must complete and submit a Tenant Contact Form for building communications, including operational updates, emergency notifications, permit submissions and after-hours access and/or emergencies. It is the tenant's responsibility to ensure CF has the most current contact list on file.

For 16 York's Tenant Contact Form, please visit 16york.ca.

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 assuming tenancy as well as annual insurance renewals (see the 'Tenant insurance' section in your lease for appropriate coverage and requirements). Insurance Certificates must include the below as additional insureds:

Certificate Holder:

The Cadillac Fairview Corporation Limited
c/o Property Management Office
16 York Street, Suite 620
Toronto, Ontario M5J 0E6

16 York Additional Insureds:

The Cadillac Fairview Corporation Limited
Block 9/A Developments Limited
Ontrea Inc.
OPB (16 York) Inc.

Certificates can be mailed to the above address or emailed to 16yorkstreetservice@cadillacfairview.com.

Rate Card

*15% Administration Fee will be applied to all costs

Item/Service	Raters Per Item/Hour
HVAC (Afterhours)	\$30
Passcards	\$15
Mobile Key Access License	\$10.12 one-time Activation Fee \$5.06 Annual Fee
Freight Elevator (Afterhours)	Please contact Management Team
Access Control/Passcard Report	\$30

Base Building Hours

Dates	Building Access	Freight Elevator Access	HVAC*
Monday to Friday	7 am to 7 pm	6 am to 6 pm	7 am to 7 pm
Weekends/Holidays/ After-Hours	Passcard access only	By request only	Off

*Unless otherwise stated in tenant lease.