

Gare Windsor Tenant Manual



Where it all comes together



To our valued Tenant:

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

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

From our prime location in the heart of downtown Montreal to our facilities and most striking example of Romanesque Revival architecture, Cadillac Fairview provides our tenants with the best in accessibility and convenience, the best in energy management and environmental sustainability and the best in quality and comfort. We are heavily invested in the details that matter most to you and your employees and have your company's success in mind.

We look forward to working with you and your team to create a work environment that meets, and hopefully, exceeds expectations. This Tenant Manual is filled with important and practical information that will prove useful throughout your tenancy. The Cadillac Fairview Management Team is here to serve you; please contact us if there is anything we can do to assist.

Thank you for choosing Gare Windsor and welcome to Montreal's premium office tower experience.



Laurent Bruneau, RPA
General Manager, Gare Windsor

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CONTACT US

Administrative office

Monday to Friday, from 9:00 am to 5:00 pm
T : 514-395-5164
F : 514-395-5168
Website : <https://www.cadillacfairview.com>

Service requests CF CONNECT

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

Salle des pas perdus

514-395-5145

Security (24 hours)

514-395-7983 General
514-395-7686 **Emergency**

Postal adress

Black Property Holdings LP
1100 avenue des Canadiens-de-Montréal suite A-5
Montréal, Québec H3B 2S2

Management team

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

Laurent Bruneau General Manager	514-395-5166 Laurent.bruneau@cadillacfairview.com
Kleevens Jean-Louis Security Manager	514-395-5142 kleevens.jeanlouis@cadillacfairview.com
Abdullah Abbasi Property Accountant	416-869-2288 abdullah.abbasi@cadillacfairview.com
Shenelle Demming Tenant Relations Manager	514-395-5145 shenelle.demming@cadillacfairview.com
Elliott Parsons Operations supervisor	514-395-5129 elliott.parsons@cadillacfairview.com
Claudiu Avram Operations Manager	514-395-5167 claudiu.avram@cadillacfairview.com
Julie Labib Administrative Assistant	514-395-5164 Julie.labib@cadillacfairview.com

Opening hours

The opening hours for Gare Windsor are the following:

Monday to Friday	5:30 am to 9:00 pm
Saturday	11:00 am to 9:00 pm
Sunday	13:00 pm to 9:00 pm

The administrative office hours are the following:

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

IMPORTANT DATES

Gare Windsor is open to the public from **1 p.m. to 9 p.m.** on statutory holidays, but the administration office is closed. The following holidays are observed:

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

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

BUILDING OVERVIEW

Gare Windsor, property of The Cadillac Fairview Corporation Limited, opened its doors in 1889; at the moment, property of Canadian Pacific. From 1900 to 1906, Gare Windsor encounters a first expansion, followed by a second one which starts in 1909 up to 1914.

During the following years until 1978, several renovations have been made at the station. In 1974, it is recognized as a National Historic Site of Canada.

The project of Gare Windsor was entrusted to the American architect Bruce Price in 1887 by Canadian Pacific. The first two major expansion of the station were made by Canadian architects and finally, it was the turn of the Maxwell brothers; Edward and William Maxwell to take over for the third and last expansion, the 11 storey tower construction.

The station was first built to serve the railway crossing Canada and to install the head office of Canadian Pacific. By implanting this station, Montreal is now ranking itself to the largest cities in America next to New-York, Boston and Chicago. The station will be used intensively until 1960, and will gradually lose its utility with the apparition of automobiles.

The last intercity train will leave Gare Windsor in 1981, then the suburbs trains will be relocated in 1991 at the new terminal Lucien L'Allier.

SITE INFORMATION

Adress

Gare Windsor
1100 Avenue des Canadiens-de-Montréal
Montreal, Quebec
H3B 2S2

Opening date:	1889
Expansions :	Phase I - From 1900 to 1906 (1 st expansion) Phase II - From 1909 to 1914 (2 nd expansion) Phase III - Construction of the 11 storey tower
Site location:	City of Montreal, Ville-Marie district, at the intersections of Peel and avenue des Canadiens-de-Montréal.
Site:	551 000 sq. ft
Rentable area:	325 000 sq. ft

Building features and amenities

- The building comprises 16 floors, with the larger floor plates of 50,000 square feet located on levels 1 through 4
- Located in the heart of downtown Montréal's Quartier de l'innovation and steps away from major downtown hotels
- Access to the Montreal underground network (RESO) - direct access to 30 km of underground passages connecting shops, the metro and other businesses located in the downtown area
- Within 5 minutes walking distance via the underground network to AMT commuter rail stations, Central Station, two metro stations (Lucien-L'Allier and Bonaventure), and South Shore commuter bus terminal. The building is also located close to the highway, and bicycle paths
- Underground indoor parking with 236 parking spaces on 3 levels, and 8 charging stations for electric vehicles in the adjacent Tour Deloitte
- Rio Tinto Courtyard - Outdoor green space with a patio area located between the Tour Deloitte and Gare Windsor including a mirror pool that converts into an ice rink during winter
- A public daycare accommodating 60 children

-
- Indoor (55 spaces) and outdoor (60 spaces) bicycle storage with showers facility
 - Card access system, closed circuit television (CCTV) system, 24/7 manned security
 - 7 elevators providing service on several levels of the building; all elevators are equipped with an emergency call button that will connect you to security guards at all times in the event of an emergency
 - 2 freight elevators designed to transport deliveries and other heavy loads - for more details, please see the section Deliveries and loading dock on pages 11 and 34 of this manual
 - Event venue Salle des pas perdus, with its magnificent open space and unique historic features, is a superb backdrop for your next corporate or philanthropic event.

SALLE DES PAS PERDUS

The Salle des pas perdus, formerly the Gare Windsor's waiting room, is used or rented for events. Although this room is public and communicates directly with the offices, the access may be closed between 6 p.m. and 3 a.m. during events. You can still access the offices through the entrance at 910 rue Peel or through the main lobby located at 1100 avenue des Canadiens-de-Montréal. The tenant cannot make claim or demand due to such uses of the Salle des pas perdus or such events taking place there, nor with regard to the inconveniences related to the use of other access routes to the premises.

At the beginning of each month, a schedule of events for the current month is sent to notify the tenants about the closing times of the Salle des pas perdus.

TRANSPORTATION AND PARKING

Gare Windsor is located at the intersections of Peel and Avenue des Canadiens-de-Montréal and at St-Antoine and Peel; next to the 1000 de la Gauchetière and the Central station.

Public transit

Gare Windsor is accessible via Lucien-L’Allier trains or via the Central station terminal. Tenants of Gare Windsor enjoy the convenience of being linked directly to the city’s extensive underground network as well as two metro stations - Lucien-L’Allier and Bonaventure. The site is also within easy walking distance of two of the city’s main commuter hubs - Gare Lucien L’Allier and Gare Centrale.

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

Bus

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

Metro

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

Train

- Réseau de transport métropolitain — <https://www.amt.qc.ca/en>
- Via Rail — <https://www.viarail.ca/en>
- Réseau express métropolitain REM — <https://rem.info/en>

Car

From Highway 15, take exit 63 East/Ville-Marie Highway/720 East direction Downtown, take exit 3/Guy Street direction Downtown Montreal, take right on Blvd. René-Lévesque East, take right on de la Montagne and take left on Avenue des Canadiens-de-Montréal.

From Jacques Cartier Bridge, take exit direction 720 Highway/Downtown, take Avenue de Lorimier, take right on Blvd. de Maisonneuve East, turn left on Avenue Papineau, take right on Blvd. René-Levesque East, take left on de la Montagne and take left on Avenue des Canadiens-de-Montréal.

From Champlain Bridge, take the Highway 15 North, exit 61/Atwater Avenue direction St-Patrick Street, turn left to stay on Atwater, take right on St-Jacques, take left on de la Montagne and take right on Avenue des Canadiens-de-Montréal.

Parking

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

RENT PAYMENT

All tenants receive an initial Rent Notice detailing monthly rental charges and providing payment instructions. Revised rental notices will be sent in the event there are new charges or changes to existing charges (e.g. changes due to area re-certification, addition of re-lamping charges, etc.).

We recommend that tenants use electronic funds transfer (EFT) to ensure rent payments are received in a timely manner. As per the Lease Agreement, rental payments are due on or before the first day of each month and should be made payable to:

Black Property Holdings LP
c/o The Cadillac Fairview Corporation Limited
Attention: Receivable account
1100 avenue des Canadiens-de-Montreal, suite A-5
Montreal, Quebec H3B 2S2

All questions regarding rental payment details should be directed to the Gare Windsor Management Office, 514-395-5164.

Insurances

As mentioned in the lease, the tenant should have valid insurance at any time. Cadillac Fairview requires a detailed insurance certificate reflecting the coverage responsibilities even before taking possession of the premises and a renewal of the certificate has to be sent to the administration office in order to insure a continuity of the coverage. (See the section « Tenant insurance » in your lease to know the required clauses in the certificate.)

TENANT AND BUILDING SERVICES

Bike racks

An indoor bike space is available, accessible by 950 Peel Street with your access card. Showers are also available at level B, rooms B-36 and B-38 requiring your access card to enter. Electric bikes are not accepted inside the bike space.

Outdoor bike spaces are available at the beginning of spring in the Rio Tinto courtyard adjacent to the daycare playground until the end of fall.

Electric bicycles and scooters are permitted in the building, under the following conditions:

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

Bicycles, rollers et skate boards

Bicycles, rollers and skate boards are not tolerated inside Gare Windsor.

Lightweight package delivery and courier

Package delivery which can be carried by a person or courier deliveries are authorized during business hours, however no delivery cart will be accepted between 7:00am and 7:00pm.

Heavy package delivery and pallet

Any heavy package delivery or pallet should be made by the loading dock accessible by St-Antoine Street between Bell Centre and Gare Windsor.

Housekeeping

The Gare Windsor’s housekeeping staff is required to have access to your premises to perform regular cleaning duties during normal business hours. For health and safety reasons, it is important that tenants partner with the Landlord in keeping the facility neat and organized by not placing any debris, garbage, trash or refuse in any area of the building other than the designated garbage / recycling areas located at the loading dock. Likewise, it is important that no supplies or other articles be placed or stored in any entrance way or hallway

entering or adjacent to the leased premises or in any of the common areas. Please note that any tenant who uses perishable items or generates wet garbage is required to provide refrigerated storage facilities deemed suitable by the Landlord.

Moving

Any moving should be made outside business hours, before 7 a.m or after 7 p.m from Monday to Friday. Tenants must contact CF CONNECT to arrange for necessary security clearances for the movement of furniture and freight through the building after hours.

Moving must be conducted outside normal business hours. A service elevator and elevator operator must be reserved in advance through our service centre CF CONNECT. The tenant is responsible for the cost of reserving an elevator operator and any additional Security services that may be required throughout the move.

Construction material or office supply

Any construction material or office supply delivery should be made outside business hours, before 7:00am or after 7:00pm, by the loading dock.

Locks

All locks which have been installed by the tenant, even if it's an interior or exterior door of the premises, should be created from the original model of Gare Windsor in order to maintain an access to the premises in case of an emergency and for the cleaning staff.

Gare Windsor maintains the keying of all locks and keeps a chart of any activity regarding the production of keys and distributions of it.

All locks and keys should be requested to the administration office. No other locksmith or supplier can modify the locks mechanism.

Two (2) keys are provided to the tenant when arriving in the premises. Please take note, for any additional key, modification or repair of the lock, charges will be applied.

Tenant mail

Each tenant is allocated a post office box number and a post office box key directly from the Gare Windsor Management Office. There are two post office boxes, one located at the entrance of 1100 Avenue des Canadiens-de-Montréal near the elevators and the second one located at the entrance of 910 Peel near the elevators. Please ensure that the following address format is used depending which mail box has been assigned to your office:

Tenant Name

1100 avenue des Canadiens-de-Montreal

Suite Number

Gare Windsor

Montreal, Québec

H3B 2S2

OR

Tenant Name

910 Peel Street

Suite Number

Gare Windsor

Montreal, Québec

H3C 2H8

Animals

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

Signs and advertising

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

Lost and found

Inquiries about lost and found items should be directed to the Security Desk. You may visit the Security Desk in person in the Main Lobby (1100 Avenue des Canadiens-de-Montréal) or contact them by phone at 514-395-7983.

Office signage

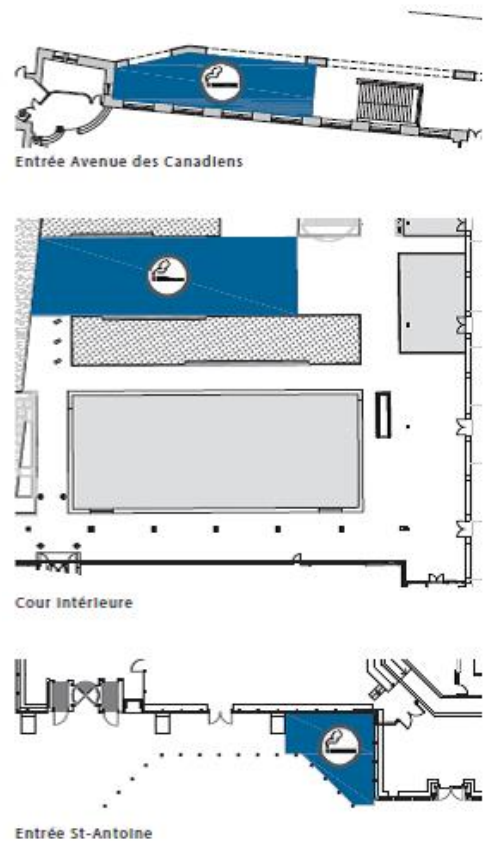
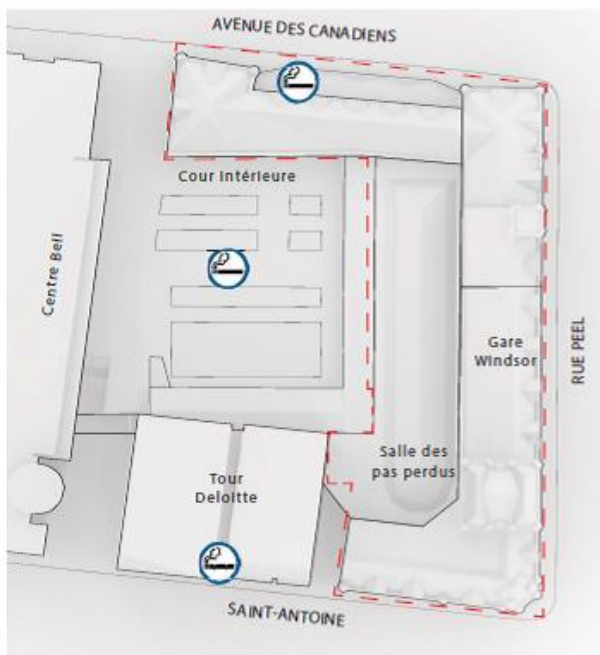
Building signage in the main lobby, elevator lobby and tenant premise entrances – unless otherwise arranged with Gare Windsor management – is standardized and not subject to change. No other signs will be installed, placed or affixed in the lobbies unless authorized by Gare Windsor management. To request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

No-smoking policy

As per Cadillac Fairview Environmental Tobacco Smoke Control Policy, smoking is prohibited in the building. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.

Smoking is prohibited within a 9-metre radius of every door and window that opens or air intakes connected to an enclosed public places.

ZONES FUMEURS
Plan clé



Pest extermination

In order to provide a clean and healthy environment to our tenants and visitors, Gare Windsor works with a recognized pest control organization.

Preventive maintenances are performed (2) twice a month in our tenant premises and everywhere in the station. Please note, for certain type of service, fees may be charged to the tenant.

We encourage tenant with insect problems to capture them in order to facilitate the recherche and to take necessary measures as soon as possible. When the tenant sees a specimen, he has to communicate with the administration office as soon as possible.

Access cards

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

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

This access card will be necessary if the employee has to present himself before or after business hours, before 7:00 am or after 6:00 pm, during the week-end or to have access to washrooms reserved to the Gare Windsor employees. This card will also be necessary to access your premises if this one is provided of a card reader.

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

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

Procedure access card request

Designated People for Card Requests

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

Access Card Requests (for new employees)

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

Specifications:

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

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

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

Activation and Deactivation Requests

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

Lost, Stolen or Cancelled Pass Cards

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

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

Service request

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

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



Phone : 1-800-665-1000

Email : cfconnect@cadillacfairview.com

Web Portal : cfconnect.cadillacfairview.com

Bilingual support is available at all times

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

What is available through the CF CONNECT web portal?

The CF CONNECT web portal will allow you to:

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

Please refer to the Quick Reference guide provided by the property management team advising on how to sign up (see page 22-23-24). If you require a Quick Reference guide please call 1-800-665-1000 or email your request to cfconnect@cadillacfairview.com.

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

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

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

For further details and a screenshot walkthrough of the process, please refer to the Quick Reference guide provided by the property management team advising on how to sign up (see pages 21-22-23). If you require a Quick Reference guide please call 1-800-665-1000 or email your request to cfconnect@cadillacfairview.com.


Tenant Bulletins

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

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

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

Reference guide CF CONNECT web portal

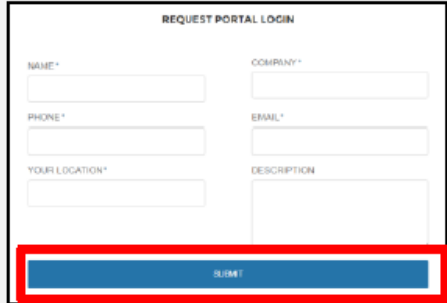

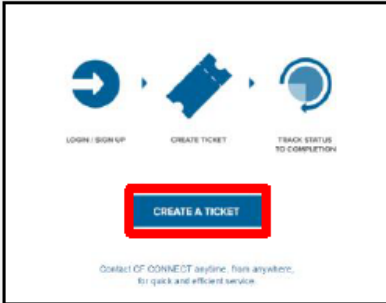


Using CF CONNECT

cfconnect.cadillacfairview.com

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


SIGNING UP



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

ACCESSING FORMS AND PERMITS

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



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

1

SUBMITTING A TICKET

Ticket Types:

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

CF Cadillac Fairview

CF CONNECT

CREATE NEW TICKETS ▾

- General Inquiries
- Elevator Booking
- Service Request
- Contractor and Telecom Access Request**

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

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

CF CONNECT

CONTRACTOR AND TELECOM ACCESS REQUEST

Select Access Type
--None--
✓ --None--
Contractor
Telecom

Contractor
Bill Smith

Floor
3

Description
Please provide access

Confirm

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

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

Summary

Description
Riser room access please

Location of the Issue
Your Location
TEC Floor
3

Work Orders (0)

Attachments (0)

Upload File

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

6 Wait for you file to fully upload.

Uploading...

CF CONNECT_Tenant Quick Reference Guide_011617.pptx

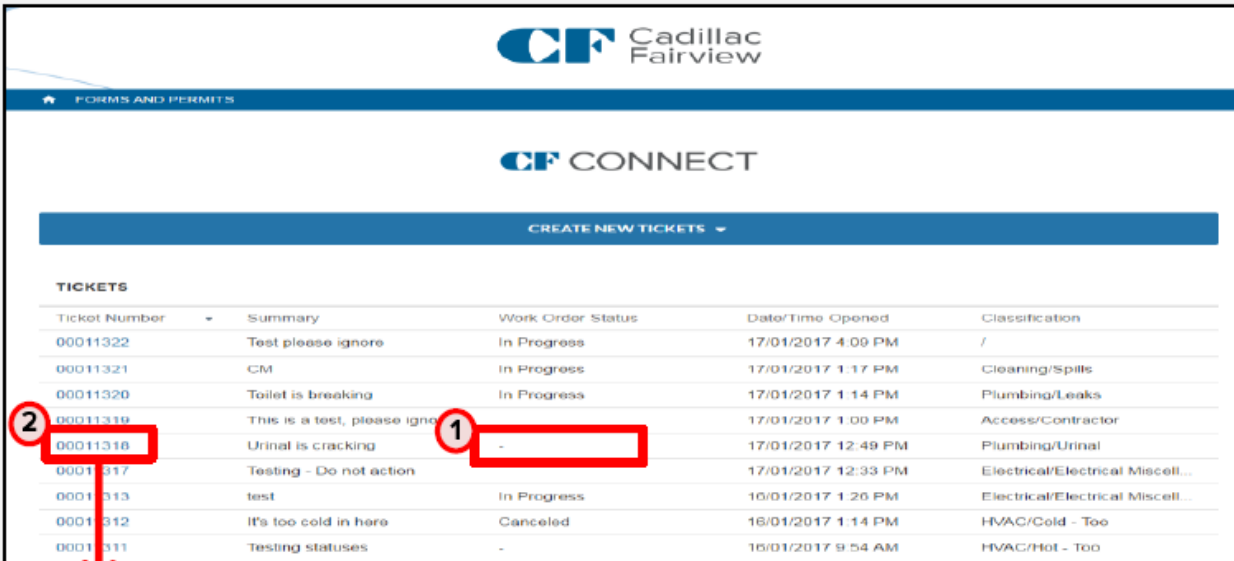
7 Upload confirmation

File "New Home Screen.png" was uploaded. ✕

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

TRACKING YOUR TICKET

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



Ticket Number	Summary	Work Order Status	Date/Time Opened	Classification
00011322	Test please ignore	In Progress	17/01/2017 4:00 PM	/
00011321	CM	In Progress	17/01/2017 1:17 PM	Cleaning/Spills
00011320	Toilet is breaking	In Progress	17/01/2017 1:14 PM	Plumbing/Leaks
00011319	This is a test, please ignore	-	17/01/2017 1:00 PM	Access/Contractor
00011318	Urinal is cracking	-	17/01/2017 12:49 PM	Plumbing/Urinal
00011317	Testing - Do not action	-	17/01/2017 12:33 PM	Electrical/Electrical Miscell...
00011313	test	In Progress	16/01/2017 1:20 PM	Electrical/Electrical Miscell...
00011312	It's too cold in here	Canceled	16/01/2017 1:14 PM	HVAC/Cold - Too
00011311	Testing statuses	-	16/01/2017 9:54 AM	HVAC/Hot - Too



WORK ORDER NUMBER	MAXIMO WORK ORDER #	CLASSIFICATION	WORK ORDER STATUS
WO-10345	300722	PLUMBING \ Urinal	In Progress
WO-10347	300723	PLUMBING \ Urinal	In Progress

Statuses being tracked

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

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

3

For support and questions, please contact CF CONNECT:

Phone: 1-800-665-1000

Web: cfconnect.cadillacfairview.com

Email: cfconnect@cadillacfairview.com

What are the hours of coverage?

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

- CF CONNECT Hours of Operation 7:00am – 11:00pm EST Monday to Friday excluding weekends and Holidays.
- AnswerPlus is the after hours service provider and will be answering calls after 11:00pm until 7:00am, Monday to Friday, on weekends and on holidays.
 - During this time any submitted requests will be dispatched and resolved during property operating hours.
 - Requests that are submitted after operating hours will be scheduled for the next business day.

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

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

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

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

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

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

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

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

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

What are examples of services provided by CF CONNECT?

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

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

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

What is the process for getting Telecom access requests?

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

HOUSEKEEPING

Office spaces and meeting rooms

Daily Services

1. Sweep floors as necessary, vacuum and wash occasionally.
2. Vacuum on areas with high carpet traffic. Extraction washing must be carried out in accordance with the manufacturer's instructions.
3. Clean and wipe all dispensing machines.
4. Empty garbage cans from offices and change garbage bags if necessary. Garbage and recyclable material must be transferred from the central bins to a designated place in the building for disposal.
5. Polish the meeting room tables as required.
6. Periodically dust and clean horizontal surfaces such as desk tops (only if permitted), window edges, tables, chairs and partition sills.
7. Wash fingerprints on door windows, glass partitions, walls and office partitions.
8. Arrange the magazines on the reception tables.

Periodic services

1. Vacuuming on carpeting minimum once a week
2. Twice a month, dust down the objects suspended on the walls such as paintings, etc., the tops of the doors, the high cabinets and the raised edges.
3. Twice a month, dust off vertical surfaces such as the sides of desks, chairs, tables and filing cabinets.
4. Dust off horizontal surfaces such as blinds, shelves and window edges as required (at least once a month).
5. Clean bottom door plates and thresholds if necessary.
6. Clean wardrobes if necessary, removing all stains inside, outside doors and walls.
7. Dust, polish and punctually wash all luminaires (which can be reached) and lamps hinged once a month.
8. Dust off vinyl and leather furniture as required.
9. Clean the glass tops with wet cloths or wash them to remove fingerprints and other stains once a week.
10. Sanitize phones once a week
11. Spray and / or polish resilient flooring as required.
12. Clean trash bins thoroughly if necessary.
13. Wash the window panes twice a year.
14. Strip and wax resilient flooring as required.
15. Dust the air diffusers twice a year.
16. Vacuum the upholstered furniture once a month.

Kitchen

Daily Services

1. Sweep all hard coated floors and remove stains as required.
2. Empty and clean the trash bins twice a day. Clean waste wells if necessary.
3. Clean and polish the washbasins.
4. Wipe and clean countertops and exterior of cupboards and household appliances as required (except coffee machines, pots and jugs)
5. Clean and wipe all dispensing machines as required.
6. Clean horizontal surfaces of tables and chairs.
7. Clean walls and doors punctually.

Periodic services

1. Spray or scour, then wax hard coated floors as required.
2. Strip and wax hard coated floors as required.
3. Clean the furniture thoroughly as needed.
4. Dust the air diffusers twice a year.
5. Dust debris and appliances once a week.
6. Clean garbage cans thoroughly if necessary.
7. Wash, sanitize and polish any drinking water fountains as required.

Toilets and showers (common spaces)

Daily Services

1. Sweep floor coverings and wash with germicidal detergent.
2. Wash with germicidal detergent and polish all shiny metal parts, faucets, toilet seats, hinges.
3. Wash and sanitize all washbasins, toilet bowls and urinals.
4. Wash both sides of the toilet seats.
5. Clean and dust bulkheads and edges (which can be reached).
6. If necessary, remove graffiti from walls and doors and send report to management.
7. Empty and clean waste paper and sanitary napkin containers.
8. Dispose of waste and refuse in designated areas.
9. Replenish all supplies.
10. Sanitize the showers with a germicidal detergent. Clean and polish shiny metal and drains.
11. Clean mirrors and vanities, paying special attention to the surfaces above.

Periodic services

1. Wash partitions, checkered walls and air grills once a month with a germicidal detergent.
2. Clean ceiling vents and luminaires as required.
3. Clean urinal drains.
4. If necessary, use a descaling agent on the porcelain fixings.
5. Machine-Scratch Coatings
6. Pour four liters of clean water into the floor drains once a week.
7. Scrub walls of showers using a suitable product each quarter.

ENVIRONMENTAL PROGRAM

Standards and regulations on the handling of waste, recycling, and composting

1. For your security, no waste should be left in the corridors.
2. Any construction material, furniture, equipment or apparently waste will not be picked up. Please contact CF CONNECT for further information
3. For sanitary reasons, no waste or garbage should be left outside Gare Windsor.
4. Recycling
 - a. Blue recycling bin is only for paper
 - b. The cardboard boxes must be unfolded and clearly identified for recycling with the yellow sticker provided by the administrative office. The cardboard boxes will be picked up by our housekeeping team at the end of the day.
 - c. Recycling container plastics-glasses-metals

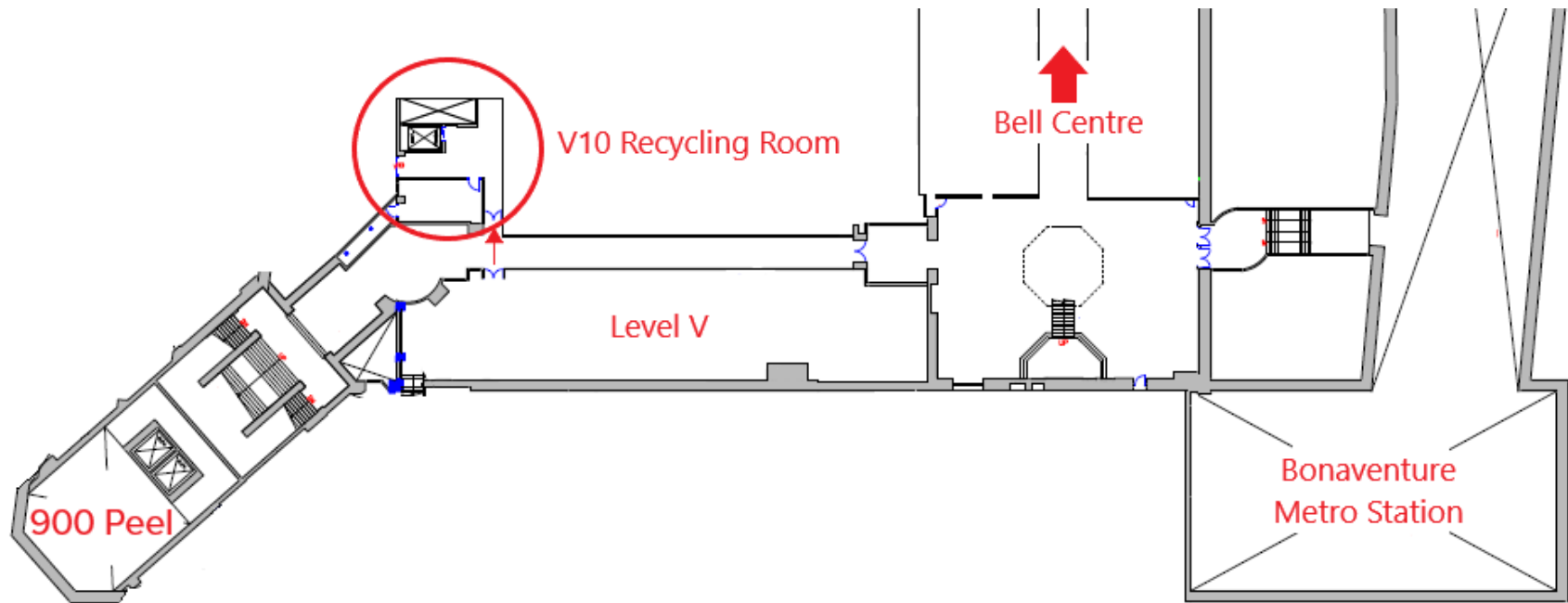
Plastic	Accepted	Not accepted
	<ul style="list-style-type: none">Plastic items # 1, 2, 3, 4, 5, 7Clear and coloured plastic containersClear and coloured plastic bottles (pop and bottled water bottles)Plastic lids and stoppers	<ul style="list-style-type: none">Polystyrene products #6 (glasses, plates, disposable utensils, etc)Soiled plastic, films and wraps
Glass	Accepted	Not accepted
	<ul style="list-style-type: none">Bottles (all shapes and colours)Pots (all shapes and colours)	<ul style="list-style-type: none">Electric light bulbsFluorescent tubesPorcelain and ceramicEarthenware and crockeryFiberglassDishes, pyrex, crystal (broken or intact)Dishware (glass) and mirrors (broken or intact)
Metal/ aluminium	Accepted	Not accepted
	<ul style="list-style-type: none">Aluminium cansFood cansUnsoiled aluminium plates and paper metal lids	<ul style="list-style-type: none">Paint, oil or solvent containersNails, screws, pipes, batteries, scrap ironMetal utensilsElectrical wiresAerosol spray cans

5. Composting

a. The brown bin in the office is only used for organic waste.

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

Location of the recycling room





RULES ANNEX E OF THE LEASE

The tenant should:

- (a) Maintain the Premises perfectly clean, orderly and sanitary in order to avoid pest, insects or parasites presence;
- (b) Keep, until it is removed, garbage and waste in appropriate container inside the Premises;
- (c) Ensure there is no mechanical device transmitting vibration or noise which could spread beyond the Premises;

The tenant should not :

- (d) Perform or permit any act that may deface or damage the premises or be a nuisance to or disturb other tenants or occupants of Gare Windsor;
- (e) Perform any act that could cause damage to Gare Windsor, or permit odors, fumes, water, vibration, noise or other irritants to be emitted from the premises;
- (f) Place or keep merchandise or other items in the hall or entrance to the premises, on adjacent walkways or elsewhere outside the premises or common areas;
- (g) Permit any garbage or refuse to accumulate either inside or outside the premises;
- (h) Distribute flyers or other promotional material to people in Gare Windsor other than inside the tenant's premises;
- (i) Permit any delivery vehicle to be parked in such a manner as to obstruct vehicle routes, walkways, parking areas or other areas of Gare Windsor;
- (j) Receive, ship, load or unload objects of any nature, including merchandise, supplies, materials, garbage, refuse or moveable goods, except by means of the service facilities designated by the Landlord for these purposes, and only using equipment approved by the Landlord for these purposes;
- (k) Use the plumbing or other facilities for any purposes other than those for which they were constructed;
- (l) Use any part of the premises for sleeping apartments or residential purposes, or for any illegal purposes;
- (m) Solicit business, display merchandise anywhere other than inside the premises, or commit or tolerate any act or on the common areas of Gare Windsor that hinders or interrupts traffic flow to, in or from Gare Windsor, or that obstructs the free movement of persons in Gare Windsor; or
- (n) Use or permit on the premises any broadcast apparatus, erect an antenna on any exterior wall of the premises or any common area, or use flashing or moving lights, signage, televisions, loudspeakers, stereos, radios or any other audiovisual or mechanical devices that are audible or visible outside the premises.

OPERATIONS

The Operations Department is staffed from 07:00 to 17:00 Monday to Friday. After 17:00 on weekdays and during weekends, one Operator is on call to respond to tenant requests and building emergencies. Using state-of-the-art computerized equipment, the Operations Centre maintains and monitors the Gare Windsor's mechanical, heating, ventilation and air conditioning (HVAC) systems to ensure a comfortable working environment.

Building systems - hours of operation

Lighting System - Building standard lighting hours are from 06:00 am to 6:00 pm Monday to Friday, Standard lighting includes the building elevators, lobbies and perimeter core.

Heating, Ventilation and Air Conditioning (HVAC) - HVAC is on during standard building hours, Monday to Friday from 06:00 am to 6:00 pm. A fee will apply for after-hours air conditioning service. Please contact CF CONNECT at 1-800-665-1000 or at cfconnect@cadillacfairview.com.

Shipping and Receiving - All shipping and receiving areas are open Monday to Friday from 07:00 to 18:00. For after-hours deliveries or move in/out, please contact the CF CONNECT.

Deliveries and loading dock

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

After-hours access can be arranged on request for any large deliveries. Please contact CF CONNECT by phone at 1-800-665-1000 or by email at cfconnect@cadillacfairview.com for details.

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

Heating, ventilation and air-conditioning (hvac)

HVAC service is supplied to tenant spaces from 06:00 am to 6:00 pm Monday through Friday. Tenants may extend the hours of operation of this system for their office areas by contacting CF CONNECT at 1-800-665-1000 or at cfconnect@cadillacfairview.com.

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

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

Locks and keys

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

Plumbing

Qualified plumbers are on contract to carry out repairs and maintenance in the building. Tenants experiencing plumbing issues or requiring further information about this service should contact the CF CONNECT.

Telecommunications

To ensure the highest standards with regards to workmanship, privacy, safety and security are maintained, Gare Windsor has retained Bell, Vidéotron, Rogers, Allstream, Fibre Noire, Telus and other third party telecommunications and riser management specialist recognized as leaders in their field, to manage all tenant telecommunications installation requirements. To request contractor access to perform telecommunications work, please contact the CF CONNECT. Building Operations typically requires tenants or contractors to provide a minimum of 24-hours' notice to gain access to the riser facilities. However, 48-hours notice is required for infrastructure upgrades. The contractor is responsible for all Security escort fees associated with any work.

Tenant utility metering

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

Walls and paint

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

CONSTRUCTION ACTIVITIES

Activities impacting common areas

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

Contractor selection criteria

All contractors and their employees or subcontractors working in Gare Windsor must employ contractors whose union affiliation is compatible with that of the Landlord's contractors, and all subcontractors and personnel required to carry out work on site must also have compatible union affiliation. The tenant will be held fully responsible for the costs and/or damages that may result from its contractors' failure to comply with this requirement. A list of approved contractors is available from the Gare Windsor Management Office 514-395-5164. Contractors working in Gare Windsor must wear a Contractor Identification badge that is fully visible at all times. This badge verifies that work being conducted has been authorized. These badges must be obtained prior to commencing work. They can be picked up at the security desk on the C-level. For more information, contact the Security at 514-395-7983.

Contractor storage

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

Construction permit

The tenant must also obtain a Gare Windsor Construction Permit at least three business days prior to the commencement of any construction work. This permit is issued once the Project Manager has approved submitted drawings. These permits may be completed at www.cadillacfairview.com.

Modification to tenant premises

The Gare Windsor Management Office must approve all changes to the leased premises prior to the commencement of work. For full details, tenants should consult the Tenant Leasehold Improvement Manual or call CF CONNECT. The Gare Windsor Management Office issues work permits for each job. Without this permit number, neither contractors nor construction materials will be allowed into the building.

Renovation and design changes

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

Service permit

Tenants must obtain a Gare Windsor Service Permit for all cosmetic work (painting, wallpapering, furniture refinishing, etc.) that can be done in less than an eight-hour work shift. Minor work, such as relocating telephone or wall outlets, is also included in this category. These permits are available at www.cadillacfairview.com.

Tenant leasehold improvement manual / Construction manual

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

SECURITY SERVICE

Security service at Gare Windsor

Security staff at Gare Windsor follows the guidelines of the administration office. Their duties center on lending assistance, maintaining order of the premises and preventing damages from occurring. They are not authorized to take any action that falls under the jurisdiction of the police. They do not have the power to make arrests and are not armed. Your co-operation and understanding in this matter are essential.

Security agents are not peace officers. Here is a brief description of what they can and cannot do:

1. Security agents can detain a person whom they find committing an indictable offence. Security agents can also detain a person whom, on reasonable grounds, they believe has stolen property and is being pursued by the lawful owner of that property, if their assistance has been requested by said owner (Article 494 of the Criminal Code of Canada)
2. Security agents are not empowered to take action on the premises of the tenant unless the latter specifically authorizes them to do so. Security agents represent the landlord and may therefore act with the legal authority of the landlord, in accordance with the right to private property. A tenant may empower security agents to take action on his/her premises when he/she or a representative specifically requests them to do so. This may be done in the following manner:
 - The tenant calls security at 514-395-7686, and requests the intervention of a security agent;
 - The tenant signals to a security agent to intervene.

On its premises, the tenant must initiate and act to expel or apprehend a client. The security guard can only intervene when the tenant has taken the first steps and this, as assistance only.

SECURITY

Access procedure after business hours

1. People wanting to have access to the Gare Windsor outside business hours, should have in possession their access card and their keys to the premises (if applicable).
2. Security agents are not allowed to open the doors of your office if you have forgot or lost your keys or access card.

Lost and found

All lost and found objects should be returned to the security desk. Lost objects can also be reported there.

Solicitation at the Gare Windsor

Solicitation of any types is strictly prohibited at the Gare Windsor. Please advise the security desk immediately if you are approached by an individual or a representative of an organization who fails to present official documents or written permission from the administration office.

Inclement weather

The administration office will do its best to keep Gare Windsor open in bad weather (snowstorms, ice storms, thunderstorms or others). You cannot close your office in bad weather unless you receive permission to do so from your head office or you find yourself in special circumstances. The head office must then advise the administration office of the closure.

Theft and vandalism

Any act of theft or vandalism must be reported to Gare Windsor security desk to ensure that appropriate measures are taken.

1. Dial 514-395-7686;
2. Mention the suite office from where you are calling.

Suspicious packages

Please immediately report any suspicious packages found at or around the building to our Security Department at 514-395-5167. The Security team will investigate to assess the seriousness of the threat and respond accordingly.

SECURITY MEDICAL EMERGENCIES AND FIRST AID

Medical emergencies and first aid

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

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

- Your name
- The building's address
- Your floor and unit number
- Your phone number
- A description of the situation

A call should then be made to the building's security team at 514-395-7686 to inform them of the emergency taking place. If the line to security is busy, use the closest red firefighter phone located near the emergency stairwell. You must provide the following information:

- Your name
- Your company's name
- Your floor and unit number
- Your phone number
- A description of the situation
- Inform security that a 911 call has been made

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

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

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

It is important that all accidents be reported to security staff. If an accident occurs on your premises, or if you or a member of your staff should witness an accident, **inform a member of security (via the emergency number 514-395-7686).**

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

During a medical emergency the following should be avoided:

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

Gare Windsor Security Department's role in the case of a medical emergency:

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

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

- Consider contacting 911 or Security Desk depending on seriousness of the emergency.
- Ensure First Aid/CPR trained staff are available to provide aid.
- Ensure employees are aware of medical emergencies procedures and security emergency phone number, **514-395-7686**. Contact Security for assistance.
- Ensure access is not impeded (freight or corridor by people or items).
- Have personnel not assisting with the emergency return to their workstation for privacy.

SECURITY FIRE AND LIFE-SAFETY

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

Fire emergencies measures

Fire prevention is everyone's responsibility. We have established a number of procedures that will not be effective unless applied.

1. Each local must have on the premises a 10-lbs ABC multi-purpose fire extinguisher, and all staff member must understand how to use it. The fire extinguisher must be in good working order and located near an exit or in accordance with the standards set out in the NFC. Moreover, the extinguisher must be inspected on an annual basis by a certified fire and safety equipment company. For more information, contact the administration office at 514-395-5164
2. All emergency exit signs (where applicable) must be lit up at all times.
3. All burnt out light bulbs must be replaced immediately, including emergency lights.
4. No sign, banner or decoration may be attached to or suspended from the sprinkler heads.
5. No merchandise and/or shelving may be placed within eighteen (18) inches of the sprinkler heads.
6. Ceiling tiles must be in place and maintained in good condition at all times.
7. All exit doors from your premises must be cleared of merchandise at all times and remain closed.
8. No merchandise may be placed within three (3) feet of your electrical panels.
9. An evacuation drill will be conducted annually. You will be notified in advance regarding the exact date and time of the drill.

Tenants' responsibilities - Emergency Response Team

A response team that will take action in the case of a fire or evacuation situation is mandatory in all buildings over three (3) storeys, including basement.

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

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

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

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

Roles and responsibilities

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

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

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

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

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

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

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

Persons with reduced mobility

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

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

Updating this list on a regular basis is essential so that operations can be adjusted accordingly.

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

Evacuation procedures

Fire Alarm:

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

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

Slow ringing sound:

- Stop working and remain calm.
- Stand by and prepare to evacuate.

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

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

Fast ringing sound:

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

Once the emergency has cleared, announcements will be conducted advising that the evacuated floors can be repopulated. Security and Life Safety Officers will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate have done so safely.

Emergency Exits

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

Emergency Fire Phones

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

Evacuation Wardens

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

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

In case of fire, a continuous ringing alarm will sound and a message will be heard over the PA system advising the occupants of the evacuation procedure to follow.

Evacuation Drills

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

Life safety inspections

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

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

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

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13. Once you are outside Gare Windsor, head to your assembly point:

PLACE DU CANADA PARK

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

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

14. Follow the firefighters' instructions.

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

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

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

SECURITY BOMB ALERT

Procedure in case of bomb alert

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

Suspicious packages

Please immediately report any suspicious packages found at or around the building to our Security Department at 514-395-5167. The Security team will investigate to assess the seriousness of the threat and respond accordingly.

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

Please dial 911 immediately and, depending on the nature of the threat, consider evacuating the building if you believe that it would be safer outside. Once you’ve reached a safe location, please contact the Security Manager at 514-395-5167.

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

1. If you receive a bomb threat over the phone, make an effort to remain calm.
2. Try to get as much information as possible.
3. Try to remember as many details as you can to help identify the caller.
4. See “Phone Procedure” below.
5. Does the caller’s description of the bomb’s location sound like they know the building’s facilities very well? On a separate piece of paper, write down the message in full as well as any other observations and attach it to the “Phone Procedure.”
6. Immediately contact the building’s security operations centre at 514-395-7686 and provide them with all the details of the call. Inform your supervisor of the situation but do not mention it to anyone else.
7. If at all possible, portable two-way radios (walkie-talkies) and cell phones should not be used.

Phone Procedure

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

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

Checklist in case of bomb threat:

(Questions to ask in order of importance)

What time is it due to explode?

Where is it located?

Why have you planted this bomb?

What does it look like?

What is your name?

Where are you calling from?

Identification of caller

Gender and approximate age

Adult or teenager

Accent (French, English, etc.)

Voice (loud, quiet, etc.)

Speed (fast, slow, etc.)

Pronunciation (good, nasal, stuttering, etc.)

Mannerisms (calm, nervous, vulgar, etc.)

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

The voice sounds familiar (specify)

The caller seems to know the premises well

Additional information about the call

Call information:

Date of call:

Time of call:

Duration of call:

Signature:

Information about receiver:

Name:

Organization:

Phone:

Signature:

Bomb alert

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

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

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

Actions to take in case of explosion

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

If an explosion occurs near your workstation:

1. Take shelter. A table, desk or other furniture will protect you from flying glass and debris. Protect your face and head with your arms.
2. Remain in your sheltered position until the explosion's effects have passed.
3. Call 514-395-7686 or use the red phone.
4. After checking that nothing is obstructing the exits and that the stairwells are usable, evacuate the building.
5. If you require special assistance, go to the designated location immediately. Do not wait for the person assigned to assist you, as they may be injured or unable to provide help at this time.
6. Do not take the elevator to evacuate the building.
7. Once outside, head for the assembly point.
8. Follow the instructions of the emergency response team and firefighters.
9. Do not try to re-enter the building before the all-clear has been given.

SECURITY POWER FAILURE

Procedure in case of power failure

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

Instructions and procedure :

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

SECURITY EARTHQUAKE

Procedure in case of earthquake

An earthquake is an unpredictable event with predictable consequences.

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

Emergency Response Team members must take action as follows.

Instructions and procedure:

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

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

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

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

SECURITY DEMONSTRATION OR OCCUPATION OF THE PREMISES

Procedure in case of demonstration or occupation of the premises

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

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

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

In case of occupation of the premises

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

SECURITY ACTIVE SHOOTER

Procedure in case of active shooter

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

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

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

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

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

If you choose to evacuate:

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

If you choose to take refuge:

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

-
- c. Make your presence known outside and remain calm.
 8. Potential secure locations may include a lockable storeroom, an office, an emergency stairwell, a utility room, a service corridor, etc.

If you come across the shooter:

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

Be proactive and always prepared:

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

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

You must:

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

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

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

ANNEXE A

QUAD WINDSOR // TOUR DELOITTE // GARE WINDSOR COMMODITÉS DU QUARTIER

manger • s'amuser • vivre • travailler • habiter • explorer

La Gare Windsor et la Tour Deloitte sont situés dans un secteur animé du centre-ville de Montréal où abondent les attraits dont plusieurs restaurants.

LE CENTRE BELL ACCUEILLE PLUS DE 160 ÉVÉNEMENTS SPORTIFS ET CULTURELS PAR ANNÉE.

LÉGENDE



RESTAURATION

- | | |
|------------------------------|-------------------------|
| 1 Risto Bar des Canadiens | 12 Restaurant Royal |
| 2 La Cage | 13 Fusion |
| 3 St. Hubert | 14 Bio |
| 4 Restaurant Samud de Champs | 15 La Mocha |
| 5 Bistrot Rouge | 16 La Trattoria |
| 6 Modicum | 17 La Bistrot |
| 7 Ducco // | 18 Bragado Volante |
| 8 La Cigale | 19 Giffordson Cafe |
| 9 Bistrot Le Boulevard | 20 Bistrot Duo D |
| 10 Bismark | 21 Anie |
| 11 Bistrot Kay | 22 Okawa |
| | 23 Risto Pub 100 Cinsia |
| | 24 Nova Guy |

AMBIANCE DÉCONTRACTÉE

- | | |
|-------------------|---------------------------|
| A Presse Café | K Boulangerie 1001 Grains |
| B Postico | L Subway |
| C Le Cubito | M Presse Café |
| D Treas | N Tim Hortons |
| E Le Wok | O Starbucks (futur) |
| F Sandwiches 1250 | P Starbucks |
| G Mex Toradidos | Q MILK Bar Café |
| H Café Millstone | R Tim Hortons |
| I Le Café Bar | S La Prep |
| J McDonalds | |



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