

BAY ADELAIDE CENTRE

Tenant Handbook



Brookfield

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Introduction

Welcome

Brookfield Office Properties (Brookfield) is pleased to provide this Tenant Handbook for the exclusive use of the tenants at Bay Adelaide Centre. It will assist you in becoming familiar with the building's features, facilities and operating procedures, and with the staff who provide its services.

We at Brookfield consider our tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to outstanding service.

The information contained in this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Handbook.

Please keep the Handbook in a convenient location, perhaps at your reception area. The information contained in this Handbook will be updated periodically to ensure that it remains accurate.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the Handbook or about the building.

Leadership in Energy and Environmental Design (LEED®)

The Bay Adelaide Centre is pleased to be the first high rise office building in downtown Toronto to apply for LEED® Core and Shell Gold certification. There are many facets to the LEED® program, from diversion of construction waste, to recycling of rain water, to energy efficient equipment and an estimated 40% savings in energy costs, compared to typical construction.

A LEED® Tenant Construction Guidelines is available for tenants, upon request from your Tenant Services Manager.

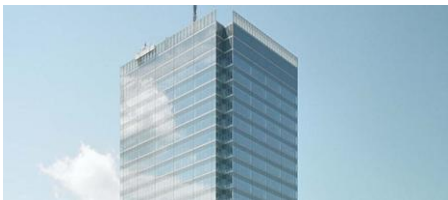
Building Construction

The construction of 333 Bay Street was completed in July 2009. The following consultants were an integral part of the design team:

Architect:	Webb Zerafa Menkes Housden Partnership
Structural Engineer:	Halcrow Yolles
Mechanical Engineer:	The Mitchell Partnership
Electrical Engineer:	Mulvey & Banani
Construction Manager:	Ellis Don

Historical Façade

The façade of the National Building at 347 Bay Street was carefully restored by Clifford Restoration and integrated into the design of 333 Bay Street, on the corner of Temperance and Bay Streets. The building was originally constructed in 1926 by architects Chapman and Oxley, who also worked on the Toronto Star building, The Bay Queen Street, Prince's Gate and the Liberty Grand Entertainment Complex, among others. The builders were Yolles and Rotenberg Ltd.



Brookfield Privacy Statement

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

Our Privacy Principles

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Brookfield unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Brookfield's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

Information We May Collect

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

Information Disclosure

We share information about our transactions with you within Brookfield to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

Your Awareness and Permission

Being a customer of Brookfield, you provide us with your consent to the collection, use, and disclosure of certain personal information.

Brookfield Protects Customer Information

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

For More Information

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to privacy@brookfieldproperties.com



Management Office and Operations

Management Office

Our Management Office is made up of a dedicated and experienced team of professionals who uphold Brookfield commitment to outstanding service, and share a common agenda to continually look at ways to improve the level of service to Bay Adelaide Centre tenants. Your Tenant Services Manager has been selected for their experience and expertise in the field of customer service and relationship management. Any questions, comments or concerns regarding your Lease, leased premises, tenant services or building facilities should be directed to them.

The Management Office is located at 333 Bay Street on the Concourse Level, adjacent to the escalators. Our mailing address is:

333 Bay Street, Bay Adelaide Centre
Suite C131, Concourse Level
Toronto, Ontario M5H 2R2

Accounting Department

Our Accounting Department is available to answer any inquiries about your rental and monthly account charges.

Building Services Department

The Operations Managers are experienced innovators in their specific fields and are pleased to assist you with any technical or department specific questions.

The Building Services Office is located on the P1 Level, adjacent to the South Parking Elevators.

Management Directory

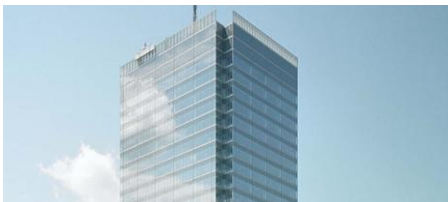
Tel: 647-260-1101
Fax: 647-260-1102

General Manager, Bay Adelaide Centre
Ian Yorston
Phone: 647-260-1103
Email: Ian.Yorston@brookfield.com

Tenant Services

Manager, Property & Tenant Services
Dov Blidner
Phone: 647-260-1107
Email: Dov.Blidner@brookfield.com

Manager, Property & Tenant Services
Kristen Maynes
Phone: 647-260-1106
Email: kristen.maynes@brookfield.com



Management Directory (Continued)

Coordinator, Property & Tenant Services
Elaine de Menezes
Phone: 647-260-1112
Email: Elaine.DeMenezes@brookfield.com

Administrative Assistant
Andrea Texeira
Phone: 647-260-1108
Email: Andrea.Teixeira@brookfield.com

Receptionist/Administrative Assistant
Stephanie Brannigan
Phone: 647-260-1101
Email: Stephanie.Brannigan@brookfield.com

Accounting

Senior Manager, Property Accounting
Rhonda Atkinson
Phone: 647-260-1113
Email: Rhonda.Atkinson@brookfield.com

Senior Property Accountant
Karen Kuang
Phone: 647-260-1114
Email: Karen.Kuang@brookfield.com

Junior Property Accountant
Carissa Vitug
Phone: 647-260-1155
Email: Carissa.Vitug@brookfield.com

Operations Directory

Manager, Operations & Technical Services
Eric Birkland
Phone: 647-260-1104
Email: Eric.Birkland@brookfield.com

Engineering

Chief Engineer
Enrique Roncesvalles
Phone: 647-260-1143
Fax: 647-260-1144
Email: Enrique.Roncesvalles@brookfield.com

Building Services

Manager, Building Services
Sean Boyle
Phone: 647-260-1148
Email: Sean.Boyle@brookfield.com



Operations Directory (Continued)

Supervisor, Building Services
Adam Nodelman
Phone: 647-260-1149
Email: Adam.Nodelman@brookfield.com

Courier and Loading Dock

Dockmaster
Evan Finn, PlusOne
Phone: 647-260-1153
Email: baclodingdock@plusone.ca

Courier Supervisor
Tee Asmerom, PlusOne
Phone: 647-260-1126
Email: Tee.Asmerom@brookfield.com

Housekeeping

Resident Manager
Gladys Medina, Compass Group
Phone: 647-260-1141
Email: BAC.Cleaner@brookfield.com

Parking

Site Manager
John Noroceca, Impark
Phone: 416-368-8531
Email: jnorocea@impark.com

Security Directory

Manager, Security & Life Safety
Robert Lovrencec
Phone: 647-260-1105
Email: Robert.Lovrencec@brookfield.com

Coordinator, Security & Life Safety
Antonette Bailey
Phone: 647-260-1135
Email: Antonette.Bailey@brookfield.com

Administrator, Security & Life Safety
Adeba Harper
Phone: 647-260-1131
Email: Adeba.harper@brookfield.com

Security Operations Centre (24 hours)
Phone: 647-260-1136
Email: BAC.SecurityOperationsCentre@brookfield.com



Security Directory (Continued)

Security Supervisor, RSSI
Ryan Chilsholm
Phone: 647-260-1133
Email: BAC.SecuritySupervisor@brookfield.com

Bay Street Security Desk
Phone: 647-260-1138

Fax: 647-260-1134

Mailing Address and Postal Code Information

The mailing address for Bay Adelaide Centre is:

Your Company Name
Bay Adelaide Centre, West Tower
Suite #, 333 Bay Street
Toronto, ON M5H 2R2

Canada Post Mail

The building mailroom is located on the Concourse, adjacent to the Loading Dock, just south of the Food Court. Each tenant is assigned an individual mail box. The building however, offers complimentary mail delivery which is provided by PlusOne.

If the volume of mail you are receiving exceeds the capacity of the mail box, you will likely be considered a 'large volume mail receiver' by Canada Post. Large volume mail receivers with unique postal codes must pick up their mail from the Canada Post sort station located at 1 Yonge Street. Loading Dock can arrange for early morning delivery of mail. Written authorization is required prior to delivery, and may be arranged through the Loading Dock at 647-260-1153 or by email at BAC.dock@brookfield.com

The nearest Canada Post Office location is at the south east corner of Adelaide Street East and Victoria Street. If you prefer to stay in the PATH, First Canadian Place or Commerce Court is the closest location. For more information please call 416-979-8822 or visit www.canadapost.com

Hours of Business Operation

Office Tower Hours

Bay Adelaide Centre business hours (as defined in the Lease) are:

Monday through Friday	7:30 a.m. to 6:30 p.m.
Saturday	9:00 a.m. to 5:00 p.m.
Sunday or statutory holiday	Restricted Access (pass cards only)

(Where applicable, the Lease takes precedence. Tenants may operate their own extended hours, subject to security access regulations for the complex. Extended hours are subject to additional Service costs. Please call the **Management Office at 647-260-1101 or your Manager, Property & Tenant Services at 647-260-1106** for further information.



Public Access Hours

The building is accessible 6:30 a.m. to 2:00 a.m., seven days a week. Building departments provide the following hours of service:

Service	Hours of Operation
Engineering	24 hours - 7 days/week
Parking	24 hours - 7 days/week
Security	24 hours - 7 days/week
Loading Dock	6:00 a.m. to 10:00 p.m. - Monday to Friday 6:00 a.m. to 8:00 p.m. - Saturday 8:00 a.m. to 5:00 p.m. - Sunday
Courier	7:30 a.m. to 8:00 p.m. - Monday to Friday

Statutory Holidays

The building will be closed on the following statutory holidays:

New Year's Day	Family Day
Good Friday	Victoria Day
Canada Day	Civic Holiday (Simcoe Day)
Labour Day	Thanksgiving Day
Christmas Day	Boxing Day

Security and 310-SERV operate normally, regardless of the holiday schedule. Other departments operate with reduced staff. Additional information regarding operating procedures and services can be found under individual department listings.

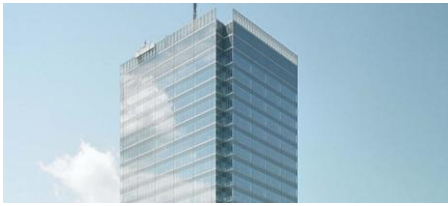
Leasing Information

Please contact a member of the leasing staff listed below with any questions regarding available space.

Bob MacNicol
Senior VP, Office Leasing
Brookfield Office Properties
Brookfield Place
181 Bay Street, Suite 330
Toronto, ON M5J 2T3
Phone: 416 369-2310
Fax: 416 369-8275
Email: Bob.MacNicol@brookfield.com
Website: www.brookfieldofficepropertiescanada.com

For further information regarding additional office or retail space at Bay Adelaide Centre, you may visit our website at www.bayadelaidecentre.com for a comprehensive view of floor plans, availability, posted rates and contacts.

For information regarding available storage in the building, please contact the **Manager, Property & Tenant Services at 647-260-1107**, who can provide you with applicable rates and space availability.



Emergency Numbers

Emergency:	911
Emergency Security Operations Centre:	416-368-8116
Ontario Poison Centre	416-813-5900 ontariopoisoncentre.com

Local Business Directory

The "PATH System" is an underground pedestrian walkway connecting downtown buildings from Atrium on Bay/Eaton Centre south to Union Station, west to the Metro Toronto Convention Centre. It also connects the building to Scotia Plaza in the south and The Bay in the north.

Banks

Bank of Montreal, First Canadian Place	416-867-5050
CIBC, Commerce Court West	416-980-7777
Royal Bank, Royal Bank Plaza	416-974-3940
Scotiabank, Scotia Plaza	416-866-6430
TD Canada Trust, 110 Yonge	416-869-6262

Postal Services

Canada Post, 31 Adelaide Street East	416-979-8822
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Medical Services

Emergency	911
Ontario Poison Control	416-813-5900
First Canadian Medical Centre (Walk-In Clinic) 1 First Canadian Place, Mezzanine Level	416-368-6787
St. Michael's Hospital, 30 Bond Street (North side of Queen Street, east of Church Street)	416-360-4000

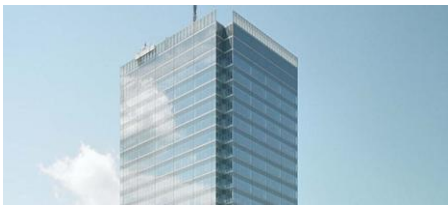
In a medical emergency, first call 911, and then call the "Emergency Only" number at 416-368-8116. Please see section on Security & Life Safety for further information.

Entertainment

The Sony Centre for the Performing Arts 1 Front Street E. Toronto, Ontario M5E 1B2	416-393-7469
Air Canada Centre 40 Bay St., Toronto, ON M5J 2X2	416-815-5500
Rogers Centre 1 Blue Jays Way Toronto, ON M5V 1J1	416-341-3663
CN Tower 301 Front Street West Toronto, Ontario M5V 2T6	416-868-6937

Hotels

The Fairmont Royal York Hotel 100 Front Street W Toronto, ON M5J 1E3	416-368-2511
Le Meridian King Edward Hotel 37 King Street East Toronto, ON M5C 1G1	416-863-9700



Local Business Directory (Continued)

One King West Hotel & Residence 1-866-470-5464
1 King Street West
Toronto, ON M5H 1A1

Restaurants

Mercatto on Bay, 330 Bay 416-306-0467
Turf Lounge, 330 Bay 416-367-2111
Pier 1 Fisherman’s Wharf, 69 Richmond West 416-364-1345
Hy’s Steak House, 120 Adelaide West 416-364-6600
Biftheque Steak House, 96 Richmond West 416-366-4333
Duke of Richmond Pub, 20 Queen West 416-340-7887
Terroni Restaurant, 57 Adelaide East 416-203-3093

Miscellaneous

Go Transit 416-869-3200
Ministry of Transport (limited services) 416-362-3312
Toronto Transit Commission 416-393-4696
Road Information 416-599-9090
 Ext. 11 DVP, Gardiner
 Ext. 12 - Metro Roads, DVP, Downtown Gardiner
Highways Road Info. 416-235-1110 or 1-800-268-1378

Taxi Cabs

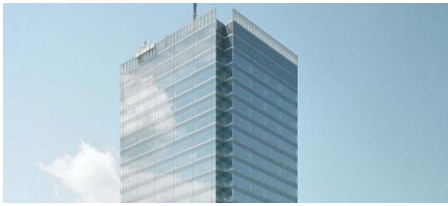
Beck Taxi 416-449-6911
Co-op Cabs 416-504-2667
Crown Taxi 416-750-7878
Diamond Taxi 416-366-6868
Metro Cab 416-504-8294
Royal Taxi 416-777-9222

Retail Services and Stores – Bay Adelaide Centre

CleanCar Co. 416-861-9204
International News 416-214-1598
Preeners, The 647-348-5173
Scotiabank 416-866-6430
ScotiaLife Financial 416-866-8010
Shoppers Drug Mart 416-304-1151
Toothworks 416-869-9888

Food Services – Bay Adelaide Centre

Blowfish 416-860-0606
deKEFIR 647-352-2220
Extreme Pita 416-214-2223
Great Canadian Bagel 416-203-7212
Jugo Juice 416-214-9022
Marche 647-345-0496
Mucho Burrito 647-340-5232
Piazza Manna 416-868-9300
Second Cup 416-866-2110
Subway 416-360-8095



Local Business Directory (Continued)

Szechuan Express

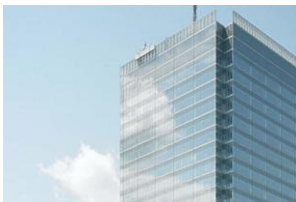
416-866-8896

Thai Island

416-866-8833

Tim Hortons

416-869-3332



Tenant and Building Services

Environmental Initiatives

Corporate Environmental Profile

Brookfield is firmly committed to the continuous improvement of energy performance and the sustainability profile of its Canadian office portfolio, both in new developments and within existing buildings. The company continues to expand and enhance the features, systems and programs at each of its properties that foster energy efficiency, water efficiency, and reduce landfill waste, as well as enhance the wellness and safety of its tenants, employees and the community. Each of Brookfield's managed properties undergoes routine, comprehensive environmental reviews and upgrades, and its environmental footprint is closely monitored through Greenhouse Gas emissions and energy intensity metrics.

In addition to developing new buildings and operating existing ones in environmentally friendly ways, Brookfield also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Brookfield is a member of the Canada Green Building Council (CaGBC) in relation to its pursuit of various LEED® green building certifications, and works with the Building Owners and Managers Association (BOMA) in Canada on the BOMA BEST Environmental program.

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at www.bayadelaidecentre.com.

Tenant Service Requests (310-SERV)

310-SERV is a centralized Call Centre which operates 24 hours a day, 7 days a week. All requests for service and maintenance (including heating, cooling, cleaning, lighting, electrical, plumbing, locksmith services, general maintenance and building services), should be directed to the **Brookfield Service Centre at 310-SERV (7378)** or www.310serv.com.

Any billable work will require advance authorization by the appropriate individual in your company.

Tenant Services

Brookfield's goal is to provide outstanding tenant service at all times. This means:

- Courteous, timely, efficient, high quality responses to tenant requests.
- A follow up review to confirm that the Tenant is satisfied with the response.
- Clear and accurate invoicing when there is a charge for the service.

Each Lease contains specific information about services to be provided, including complimentary and chargeable services. Your **Manager, Property & Tenant Services** is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Tenant representatives can submit requests for routine maintenance using the **310-SERV** telephone number or via our online system at www.310serv.com.



Tenant Services (310-SERV) (Continued)

Brookfield performs weekly Customer Satisfaction Surveys on at least 5% of all service requests submitted through our Call Centre. These surveys are used to gather feedback for continuous improvement on the customer service provided by Brookfield’s Operations staff and Property Management teams. Tenant participation in these surveys is imperative to this continuous improvement and, as such, Brookfield strongly encourages Tenants to take part in the process and values all input provided.

Tenant Insurance Requirements

Tenants are required to keep on file with the Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease. The insurer must be admitted and licensed in Canada and the Certificate must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service. All certificates shall name the landlord as the certificate holder as follows:

BPO Ontario Properties Ltd. and Brookfield Properties Management Corporation

Each contractor and each subcontractor shall, until the completion of the tenant work in question, procure and maintain at its expense, the following insurance coverage with companies acceptable to landlord in the following minimum limits:

Worker’s Compensation (Including coverage for Occupational Disease)	Limit of Liability
Worker’s Compensation	Statutory Benefits
Employer’s Liability	\$500,000.00
Comprehensive General Liability (Including Broad Form Comprehensive Liability Enhancement, Contractual Liability assumed by the contractor and the tenant under article 15.3 of the Lease and Completed Operations coverage)	Limit of Liability
Bodily Injury and Property Damage	\$2,000,000.00 combined single limit
Comprehensive Automobile Liability (Including coverage for Hired and Non-Owned Automobiles)	Limit of Liability
Bodily Injury and Property Damage	\$1,000,000.00 per occurrence
Umbrella Liability	Limit of Liability \$5,000,000.00 per occurrence

Notes: Completed certificates must be received before work can commence.



Tenant Insurance Requirements (Continued)

Each tenant is required to provide Insurance coverage as stipulated in their respective Lease. General Insurance requirements are as follows:

- All Risk Coverage (including flood & earthquake) for all tenant owned property (Replacement Value)
- Boiler & Machinery Coverage for tenant owned equipment
- Comprehensive General Liability - \$5,000,000
- Tenant's Legal Liability
- Waiver of Rights of Subrogation
- Cross-Liability & Severability of Interests
- Business Interruption Coverage (24 Months)

In accordance with Section 9.02 (a) of your lease, the Insurer must name BPO Ontario Properties Ltd. and Brookfield Properties Management Corporation as additional insured and loss payee.

Signage

Posting temporary or non-building standard signs is not permitted on the building walls, suite doors, building or elevator lobby doors, or elevator walls.

Updates to tenant signage are the responsibility of the tenant.

Signage changes can be made by calling the **Management Office or your Manager, Property & Tenant Services at 647-260-1106.**

Common Area Sign Holders

All sign holders that are placed throughout the common area and the point of entrance to Bay Adelaide Centre are strictly used for building advertising and promotions pertaining to Bay Adelaide Centre and not for the individual use of the tenants, unless previously arranged through the Management Office. Please place a request through 310-SERV or contact the **Management Office at 647-260-1101.**

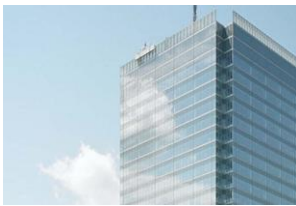
Smoking Policy

Smoking is prohibited in all common areas of the building including, but not limited to, entrances and lobbies, elevator lobbies, washrooms (handicapped washroom included), loading dock, elevators, freight elevators, stairways and parking garage.

Smoking is also prohibited in the all stairwells in the building and parking garage. We ask all tenants, as a courtesy to refrain from smoking within nine metres of any perimeter door.

Moving and Delivery Guidelines

Advance written notice is required for all company moves. Please direct correspondence to your Property & Tenant Services Manager.



Moving and Delivery Guidelines (Continued)

Tenants are requested to contact the Manager, Property & Tenant Services as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the building, to coordinate the move and reserve the freight elevator. All move-in or out must take place after 6:00 p.m., Monday through Friday, or on weekends and are scheduled on a first come, first served basis. Additional charges for loading dock personnel, elevator operators, and security escorts to accomplish the move will be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Certificate of Insurance
- Tenant business telephone and fax numbers with a minimum of two after hours Emergency Contacts (specify home and cell telephone numbers)
- Directory designation (both corporate name and personnel)
- Four (4) Fire Warden Designate and Alternates per full floor occupancy
- Name and signatures of tenant employees authorized to request billable services

You should receive from the Management Office the following information:

- Emergency Information booklets for employees
- Current list of building service charges

Arrangements should also be made with the Management Office for:

- Access cards
- Evacuation training for Floor Wardens and employees
- Keys for offices and restrooms
- A list of building approved movers is available from the Management Office

The following rules pertain to moving furniture, equipment and supplies in and out of the building:

- The loading dock is the only building entrance permitted to be used for moves.
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move.
- Clean masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in tenant Space. All sections of masonite must be taped to prohibit sliding.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the tenant.
- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office.
- Movers must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move.
- Management Supervision is required during the move. Tenant will only be charged for those hours that extend the normal shift of staff and porter.
- Movers are required to remove all boxes, trash, etc., when leaving the building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you with your next monthly rent.



Moving and Delivery Guidelines (Continued)

- Our building has a strict "No Smoking" policy. Moving crews are not permitted to smoke in any area of the building.
- The Toronto Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or hallways. Moving vehicles should not be parked in marked "Fire Lanes".

Removal of Material from your offices

In order to prevent unauthorized removal of material and equipment from tenant offices after business hours, tenants are requested to provide advance written notification by completing a Property Removal Authorization Form (see sample form). This form is available on the building website at www.bayadelaidecentre.com or by calling the **Security Supervisor at 647-260-1133**.

Freight Elevator

Incoming or outgoing goods or equipment that require more than 20 minutes handling time, or more than one elevator to move, must be prearranged well in advance. The actual move must occur after business hours.

For after hours services, special delivery requirements or company moves, please book the service elevator with the **Management Office at 647-260-1101** and use an Elevator Booking form to confirm your booking. There is an additional charge for regular and after hours service elevator usage. Note that a Security Officer must be present during after-hour moves.

Loading Dock

Rules and Regulations

In order to provide efficient, expedient service in the Loading Dock, the following rules apply:

- The maximum time permitted to be in the dock area is twenty minutes.
- Drivers are not permitted to leave their vehicle motors running.
- Keys are not to be left in the vehicle.
- Drivers must remain with their vehicles during deliveries or must leave their keys with the Loading Dock Office. They are required to sign in and out with the Dockmaster.

If additional time is required, the delivery vehicle must be parked outside the complex.

Parking in the Loading Dock for any purpose other than loading or unloading is prohibited.

Only one vehicle per delivery/company is permitted to park in the Loading Dock at one time. If multiple vehicles arrive onsite as part of one customer or delivery job, the additional vehicles must be parked elsewhere to await their turn in parking at the Loading Dock facility.

Loading Dock Deliveries

Loading Dock deliveries will be received and transported by Loading Dock Staff. On incoming bulk deliveries, the address of the tenant receiving the package must be clearly displayed. All small package deliveries should go through the Courier Office. The following items cannot be accepted:



Loading Dock (Continued)

- Goods of extraordinary value (i.e., art of any kind)
- Furniture, chairs, desks, etc.
- Business equipment that requires set-up
- Catered food requiring set-up and presentation
- Perishable items such as flowers

The loading dock has 19 bays and is located on the Concourse Level. The delivery address is 37 Richmond Street West, M5C 2L7. The entrance is on the south side of the street, and is accessed from Yonge Street, since Richmond is a one way westbound street. This area may be used for deliveries and pickups only. Loading docks accommodate straight body trucks up to 48 feet long and 13.6 feet high. An attendant is on duty from 6:00 a.m. to 10:00 p.m. to assist with deliveries Monday through Friday, 7:00 a.m. to 8:00 p.m. on Saturday and 8:00 a.m. to 5:00 p.m. on Sunday. The Loading Dock is closed on holidays. All deliveries are restricted to the loading dock and must be transported via the service elevators. There must be two persons manning a service elevator at any one time, in order to reduce the amount of incidents involving damage to these elevators.

Passenger elevators may not be used for transporting any such deliveries at any time.

There will be no deliveries authorized through the main lobby.

There is a 20-minute maximum parking time in the Loading Dock when deliveries arrive. This rule must be strictly adhered to in order to facilitate the large amount of traffic through this area every day.

Deliveries scheduled longer than 20 minutes will require an elevator booking. Please refer to the elevator booking form.

For more information regarding deliveries, please **call the Loading Dock at 647-260-1153**.

Emergencies or Special Deliveries

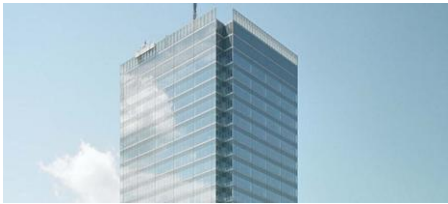
Emergency or special after hours deliveries should be arranged through Security. The tenant representative should forward a list of those suppliers who should be allowed access to the building after hours. This list will be retained by the Security Supervisor and can be effective for a long term period (i.e., one year). Remember to advise Security when this arrangement expires, is renewed or terminated.

Food Deliveries

When ordering food after hours, please ensure that the delivery person has your company telephone number or direct line in order to expedite delivery. Delivery personnel must report to the Bay Street security desk to arrange access.

Courier Services

PlusOne Inc. is an independent courier company which is currently under contract to operate the Courier Service and Loading Dock.



Courier Services (Continued)

“One Call” Program

The internal courier service currently operates Monday through Friday, from 7:30 a.m. to 8:00 p.m. It is used for both shipping and receiving of all mail and small packages. Weekend service can also be provided through the Loading Dock. With its comprehensive “One Call” service program, logistics personnel work one-to-one with the courier of your choice to send mail or small packages to any specified destination. The Courier Office is located on the Concourse Level directly adjacent to the escalators. All incoming and outgoing courier deliveries should be forwarded to this office for external courier pick-up and delivery. There are many advantages to the “One Call” Program, including faster delivery of your important communications, the convenience of secure, internal, Brookfield-trained personnel, and less damage and wear & tear to building systems and elevators.

Package Tracking System

PlusOne’s computerized operating system can help tenants conveniently locate their packages at any time. For quick response to your package location inquiries, please provide the waybill number.

The courier service is also available to tenants who wish to have items delivered within the complex. Please note that we do not deliver to retail tenants.

- Stamped outgoing mail can be picked up from your premises and sent to Canada Post for delivery; and
- Additional user-pay services such as registered mail or bulk mail delivery are available.

For more information about our internal courier service, please call the **Courier Department at 647-260-1125**. To inquire about additional services including your outside courier needs, personnel services and mail services, please call the **Operations Manager at 416-737-5255**.

Parking

General Information

There are approximately 1,100 spaces in an enclosed parking garage. It features four levels of parking for both tenant and visitor use. There are two parking garage entrances/exits; one on Richmond Street (westbound only) and one on Adelaide Street (eastbound only). The Adelaide Street ramp is temporarily closed until 2014. The parking garage is accessible 24 hours a day, 365 days a year.

The Adelaide Street entrance and level P1 of the parking garage have 7 foot or 2.2 metres clearance. The Richmond Street entrance and levels P2 to P4 have 6 foot 6 inches or 2 metres clearance.

Imperial Parking Canada Limited (Impark) is an independent parking management company which is currently under contract with Brookfield Properties to operate the parking garage. For further information regarding the parking garage, to make special arrangements for prepaid guest and/or staff parking, please call the **Parking Garage Site Manager at 416-368-8531**, visit their website at www.impark.com, or visit the Parking Office in person, located on the P1 Level directly adjacent to the north parking elevators.

Parking Personnel and Hours of Operation

Although the parking garage is fully automated, parking staff are available 24 hours a day, 7 days a week to provide assistance.



Parking (Continued)

Tenant and Visitor Parking

Tenant and visitor parking is accommodated on all levels. Parking elevators provide service to the ground and concourse floors. The garage is equipped with a fully automated payment system that can be utilized at each exit gate. The paystations are located in the north elevator lobby on Ground, P1 and P2, as well as the south elevator lobby on P2 and P3. This system allows the use of cash or major credit cards to pay the hourly/daily rates that are posted at the entrance to the garage. Garage entrances and parking elevator lobbies are monitored by closed circuit television at our Security Operations Centre.

There is a designated environmental zone, 'ecoZone', on P1 adjacent to the building for car pooling participants and car sharing customers. Please see the appropriate sections in this handbook for more details on these programs.

Parking validation coupons can be arranged for quantities of time or amounts of money. Redeemed validation coupons are invoiced to your firm monthly.

Parking Rates for Bay Adelaide Centre (as of Feb 2013) including taxes:

Twenty Minutes or less \$4
One hour \$12
Daily maximum \$34 (6 a.m. to 6:30 p.m.)
Evening maximum \$7.00 (6:30 p.m. to 6 a.m. all seven days)
Sat, Sun and Holidays \$7.00 (6 a.m. to 6:30 p.m.)
Monthly Reserved \$632.80
Monthly Random \$406.80

Monthly Parking

Access cards are available for customers who are interested in arranging for regular monthly parking. If the garage doors are closed, they will open automatically as an approaching vehicle activates an electronic sensor. Details on registering for monthly parking can be obtained in further detail by contacting the **Parking Garage Site Manager at 416-368-8531** or by visiting our website at www.bayadelaidecentre.com.

Parking Allocation and Payment

Monthly parking spaces are normally assigned in accordance with your Lease. Payment options include credit card, monthly billing and pre-authorized payment and may be arranged by calling the **Parking Garage Site Manager at 416-368-8531**. If your parking requirements change, please call the **Management Office at 647-260-1101**, or your **Manager, Property & Tenant Services at 647-260-1101**.

For daily customers, there are two methods of payment when exiting the garage.

- **Option 1 - Cash or Credit Card:** Take your parking ticket to the automated machines located in the elevator lobbies and pay either by cash or credit card. Retrieve both your parking ticket and payment stub, and drive to the garage exit. Present both the parking ticket and payment stub into the automated machine upon exiting.
- **Option 2 - Credit Card Only:** When exiting the garage, drive to any of the automated gate exits and insert your parking ticket and then your valid credit card.



Parking (Continued)

After-Hours Parking

Both parking entrances are accessible 24 hours a day. If the garage doors are closed they will open automatically as the weight of your vehicle activates a pressure pad below the asphalt surface. For safety reasons, pedestrians should never walk down the parking ramp.

Emergency Assist System

Our garage is equipped with a duress or panic alarm system that is electronically monitored 24 hours a day, 7 days a week, by our Security Department. This system provides the capability to instantly pinpoint the zone from which an alarm has originated so that our Security Department can immediately be dispatched to assist you on a priority basis. Each column, containing the Emergency Assist System, is equipped with a panic alarm button which when activated, set off strobe lights and the closest security camera will automatically zoom in on the area. In addition, the Security Department will be alerted and immediately dispatched to your location. The panic alarm columns are also equipped with audio capabilities that, when pressed, will connect you directly to our Security Department.

If You Have Locked your Keys in your Car

We can arrange for an off-site locksmith to assist you. This service is available on a user-fee basis. To arrange for this service, please contact **310-SERV** or ask Security.

If Your Car Battery Needs a Boost

A complimentary battery boost service is available to all tenants. If you are in need of this service during regular business hours, **please call Parking at 416-368-8531**. After hours, please pick up one of the Courtesy Phones in the parking elevator lobby.

Car Pooling

An innovative program that allows two or more employees to car pool is available. Participants share the cost of a discounted monthly random parking rate, but enjoy the benefits of using the 'ecoZone' reserved parking, located in a premium area beside the south parking elevators on the P1 Level of the parking garage.

Car Sharing

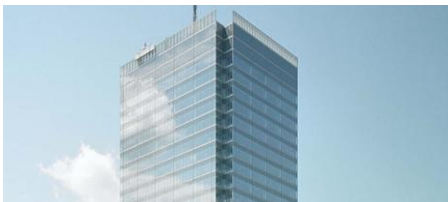
AutoShare is a car sharing program that has hybrid vehicles available for rental. The vehicles are located in the 'ecoZone' located near the south parking elevators on the P1 Level. For information, please contact AutoShare directly at 416-340-7888 or visit their website at www.autoshare.com.

Lost and Found

Lost and found items can be turned in or claimed by calling the **Security Supervisor at 647-260-1133** located in the Building Services Offices on the P1 Level.

Public Telephones

There are no public telephones.



Public Washrooms

Public washrooms are located on the Concourse Level, by the Food Court; and the main retail hallway, east of the escalators.

Bicycle Racks

Exterior bicycle racks are available on the north end of Temperance Street. An enclosed bicycle room is available to tenants of Bay Adelaide Centre and is located on the P1 Level of the parking garage, just west of the main parking gates at the Adelaide Street ramp. A shower facility equipped with towel service and complimentary toiletries is also available for use by Bay Adelaide Centre tenants. It is located on the Concourse Level in the corridor adjacent to Shoppers Drug Mart. For more information or to sign-up for usage of the enclosed bicycle room or shower facility, **please contact the Manager, Tenant Services at 647-260-1106.**

Car Wash Services

Car wash, detailing and minor repairs are available on Level P4 from CleanCar Co..

Alterations and Remodeling

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord, prior to commencement of construction. For further information regarding alterations and renovations, please refer to the Tenant Design & Construction Manual which can be found on the Building's website at www.bayadelaidecentre.com. You can also contact the Property Manager or the Brookfield Project Manager, listed in *Management Office* and *Operations Directory* in this Guide, with any questions.

LEED Tenant Construction Guidelines

For more details on how to incorporate sustainable building practices and explanations of various LEED categories, please request the LEED Tenant Construction Guidelines from your Tenant Services Manager.

Courtesy Umbrellas

For your convenience, on rainy days we've got you covered. Courtesy umbrellas are available to our tenants by visiting the Bay Street Security Desk, simply showing your building access card and signing one out.

Brookfield Online Concierge

This service is offered to allow tenants to purchase services and tickets to popular events and attractions through our partner eservus. Be sure to take advantage of the many discounts as well as access to great seats. If you can't find what you are looking for contact us at request@eservus.com



Brookfield Online Concierge (Continued)

The service offers exclusive savings or preferred seating on:

- Concerts
- Hotels
- Travel
- Cineplex Odeon & Famous Players
- Theatre
- Sporting events
- And much, much, more!

Tickets may be picked up at the Management Office on scheduled days. Please allow 4 days for the delivery of general admission tickets. Tickets for reserved seating will arrive 2 to 3 weeks before a performance.

Tenant Receptions

If a tenant has any plans for a party, reception, open house, etc. please contact the **Management Office in advance at 647-260-1101**. This will allow us to make the Security, Cleaning and Operations Departments aware of your gathering and to offer our help so that you and your guests have an enjoyable time.

Electronic Directories

Presently the electronic directories are set up to list only your company principals, partners, etc. Signage or directory listings and/or changes can be made by calling the **Management Office at 647-260-1101 or your Manager, Property & Tenant Services**.

Accessibility

Brookfield's AODA Actions

Brookfield Office Properties has made great strides towards compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the first legislation in Canada to address business obligations to persons with disabilities. The objective of the Act is to achieve full accessibility for Ontarians with disabilities by 2025 by removing barriers and, in the process, educating employers, businesses and others about working with persons with disabilities.

In compliance with the Customer Service Standards, Brookfield Office Properties has developed a policy which includes practices and procedures for all staff to provide services to people with disabilities, and is consistent with the core principles of independence, dignity, integration and equality of opportunity. All Brookfield employees have received training on the AODA legislation, as well as the Brookfield AODA Customer Service Standard.

Customer Feedback Process

If any issues arise regarding accessibility, Tenants and visitors are encouraged to fill out a Customer Feedback Form, found at the Security desk, the respective Property Management office, or on our website. Forms may be returned to the Property Management office, Security desk or sent to accessibility@brookfield.com.



Accessibility (Continued)

This form helps Brookfield manage and address any accessibility concerns in a timely manner. Furthermore, customers may provide feedback via telephone, email, letter, or in person at our Management Office. In all cases, an AODA Corrective Action Form will then be filled out and assigned to the appropriate individual for immediate attention. Brookfield staff will review the feedback and endeavour to provide a response within 24 hours.

Additional Services/Building Amenities

Captivate Network

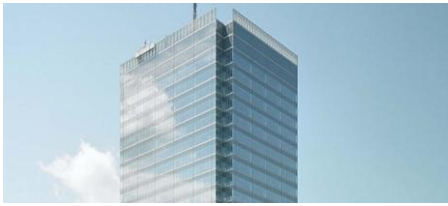
If you want to promote your event, service, or product to a captive audience of consumers, consider advertising on Captivate, a system which has electronic media displays in all elevators at Bay Adelaide Centre. All tenants receive a preferred rate. For further information, please contact J. Paul Bolté, VP of Sales, Canada at 47 Colborne Street, Suite 303, Toronto, ON M5E 1P8; Phone: (416) 861-8319; Fax: (416) 861-1938.

AutoShare™

Enjoy the convenience of having a hybrid vehicle at your fingertips without the cost of buying or using traditional car rentals. Several hybrid vehicles will be available 24 hours per day, 7 days per week on the P1 level of the parking garage, adjacent to the exit lanes. Rentals are available by the hour or daily. Rates include gas, insurance and maintenance. Bay Adelaide Centre tenants are entitled to a waiver of the Membership fee (a savings of \$100). To join online or for more information, please visit www.AutoShare.com/bayadelaidecentre or call 416-340-7888 x2

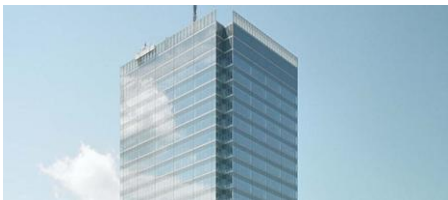
Building Amenities

- 24/7 Security System Monitoring
- After Hours Heating Ventilation and Air conditioning
- After Hours Security
- Banking Facilities
- Bicycle Racks
- BP-EAS Emergency Communications
- Car Sharing
- Carpentry
- Closed Circuit Television
- Confidential Document Shredding Services
- Courtesy Phone
- Digital Media Screen Advertising
- Elevator Display Screens
- Enclosed Bicycle Room
- First Aid/CPR Training and Certification
- Food Court Display Screens
- Garage Panic Alarm System
- Hot Water Tank Leak Detection Monitoring
- Housekeeping Services
- In-house Car Wash and Detailing
- Internal Courier Services
- Loading Dock Material Handling Services
- Mail Delivery
- Online Concierge
- P.O. Box Mail Pick Up and Delivery
- Painting



Building Amenities (Continued)

- ParkServe
- Pest Control Services
- Plumbing
- Registered Mail Service
- Restaurants, Shops and Food Court
- Security Officer Services and Covert Surveillance
- Service Centre (Tenant Service Requests)
- Service Elevators
- Shower Facilities
- Signage and Business Directory Listing
- Special Services (Handyman)
- Storage Facilities
- Tenant Fire Safety Team
- Two Independent Hydro Feeds
- Two Independent Telecommunications Sources for Redundancy
- Underground Parking
- Value Added Services
- Window Cleaning



Security and Life Safety

Building Security

Security Overview

Security Officers are provided 24 hours a day, 365 days a year, by Russell Security Services, an independent contractor providing building services. The Officers are aided in their role by closed circuit television surveillance at strategic locations in the complex, electronic card readers, and continuous patrols of the complex.

All common areas and multi-tenant floors are patrolled periodically after business hours with all insecure office entrances being investigated and tenant representatives called at home if necessary.

Two-way radio communication between the Management Office, security console and building staff provide quick response to any issue.

While security officers, closed circuit television cameras and the maintenance staff can provide basic protection for the building, security is everyone's responsibility and your cooperation and vigilance is essential.

Each tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Security Department immediately. Our ability to take positive action may be wholly dependent on speedy notification.
- At the end of each working day, store small personal and company items of value, such as hand-sized dictating machines, calculators, etc., in a locked desk, credenza, file cabinet or other secured location.
- At your discretion, electrical office equipment should be secured. Particular care should be taken for the security of lap top computers; they are easily transported and readily marketable.
- File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.
- Be certain that all public corridor egress doors are locked after 5:00 P.M. on each business day and when your receptionist leaves the offices.
- Enforce strict control of keys and access cards. Please notify the Security Department when any employees are terminated.
- Promptly report to building Security the loss of property or any suspicious event. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.
- Articles of value (handbags and coats) should not be left in open, unattended reception areas, or on desks in offices at any time.



Building Security (Continued)

- Never leave a vault or safe open while out of the office. Thoroughly spin the combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.
- Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.

You may request additional patrols of your offices from the Security Department.

Card Access System

In order to maintain building security, unrestricted elevator access to tenant floors is only permitted during regular business hours: Monday through Friday, 7:30 a.m. - 6:30 p.m.

At all other times, security is restricted and access cards are required for elevator usage. Please note that a limited number of elevators per bank are equipped with card access and will operate beyond normal business hours. These elevators will automatically respond to hall calls.

Elevator cabs are equipped with proximity style card readers and tenants have been issued photo I.D. access cards in order to enhance the security within the tenancy and the building in general.

Elevators cannot be released for after hours travel until the tenant has been identified and cleared through the remote security terminal located at the Bay Street Security Desk.

Access for Staff and Visitors

Please note that after regular business hours, tenant office doors will not be opened unless Security receives written authorization from a principal of the company. If employees without access cards, clients and/or visitors are expected during security restricted hours, tenants should notify the **Security Supervisor at 647-260-1133 or Security Operations Centre at 647-260-1136**. Without this authorization, access will be denied. Photo I.D. will be requested at all times.

If the Security Department has not been notified in advance, they will attempt to contact the tenant representative to obtain authorization for entry. Once authorization has been received, the person(s) will be allowed to sign in and proceed to the tenant's floor. If authorization cannot be obtained, access will be denied.

Authorized employees of the tenant have the ability to sign in co-workers. In so doing, they assume responsibility for co-workers' activities while on-site.

Access for Service Companies

If you are arranging for services to be performed in your office after hours, please provide a prior letter of authorization to the Security Department. If you have contracted the services of a company for an extended time period, you can issue a one-time letter that will cover the contract period (i.e., one year). Be sure to advise Security when the contract expires, is renewed, or terminated.



Card Access System (Continued)

Emergencies or Special Deliveries

Emergency or special after-hours deliveries should be arranged through Security. The tenant representative should forward a list of those suppliers who should be allowed access to the building after hours. This list will be retained by the Security Supervisor and can be effective for a long term period (i.e., one year). Remember to advise Security when this arrangement expires, is renewed or terminated.

Food Deliveries

When ordering food after hours, please ensure that the delivery person has your company telephone number or direct line in order to expedite delivery. Delivery personnel must report to the Bay Street Security Desk to arrange access.

Parties and Private Functions

Please remember to inform the Security Department about your function so that they can direct your guests to your suite without delay.

Access Cards

Authorized tenant representatives can request, change or cancel access cards for employees of their company by completing the Access Card Request Form issued by the Security Department. These forms can be obtained by calling the **Security Administrator at 647-260-1131**. Processing fees apply as per Section F, Additional Rechargeable Services. In special circumstances, or if your access card has been lost or stolen, call the **Security Operations Centre at 647-260-1136** for immediate attention.

Locksmith Services

Upon moving into the building, tenants receive keys and locks to their offices and mailboxes in accordance with their needs. Additional keys and locks can be purchased at an extra fee through our Locksmith. All keys and locks must be building standard. All requests for Locksmith services should be made through **310-SERV**. The Locksmith is a bonded position within the security department.

Additional Security Services

Security Escorts

Security escorts are provided free of charge to tenants who have vehicles parked in the Bay Adelaide Centre parking garage. When requesting an escort, please inform security of your location and remain there until an officer arrives. (This should not take more than two to five minutes).

Working alone after business hours? Advise the **Security Operations Centre at 647-260-1136**, and a Security Officer will check on you periodically.

Office Duress Device

Office duress buttons can be installed within your offices linking your office to the Security Operations Centre. In order for tenant offices to be connected to Bay Adelaide Centre's general security system, the emergency device should be provided by our building security system contractor. These systems are installed and monitored on a user-fee basis. Monitoring services are subject to a 15% applicable administration fee as defined in the Lease. For further information, please call the **Manager, Security & Life Safety at 647-260-1105**.



Additional Security Services (Continued)

Tenant Offices Alarm Systems

Bay Adelaide Centre's general security system is not initially set up to alarm individual tenant offices. To obtain this added protection which is available on a user-fee basis, or to receive further information please call the **Manager, Security & Life Safety at 647-260-1105**.

Security Duty Officers

Security duty officers are available for hire for private functions and parties or to address specific tenant needs. Please see Section F for Additional Rechargeable Services. For other security requirements such as general or specific investigation work, a corporate protection program and other personal needs, please contact the **Manager, Security & Life Safety at 647-260-1105**.

Please feel free to discuss any of the security matters noted above, or any security concerns with the **Manager, Security & Life Safety at 647-260-1105**.

Solicitation

For the privacy of our tenants, solicitation and hand billing is not allowed in the building. Security staff do their very best to prevent unwanted visitors from entering the complex during normal business hours. They are successful most of the time, but due to the large number of people entering and exiting the complex, a few unwanted visitors may manage to elude security. If an unwanted visitor enters your office:

1. Ask him or her to have a seat while you contact the appropriate member of your staff.
2. Call the **Security Operations Centre at 647-260-1136** from an adjoining office to request assistance.
3. A Security Officer will be immediately dispatched to your suite to provide support.

If the unwanted visitor leaves your suite prior to the arrival of Security, please note his or her general description, approximate age, height, weight, heritage and clothing, as this information will assist the Security Department in their investigation in order to prevent recurrence.

Power Failure

In the event of a power outage, remain CALM and call the building Service Centre (310-SERV) immediately. Listen for information and instructions from the building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

Elevators

In the unlikely event that you become trapped in an elevator due to a power failure, remain calm. Within 15 seconds, the building's emergency generator should restore power to elevators. Once emergency power is restored, elevators (one at a time, in each bank) will proceed to Ground Level. This process will occur in sequence. A reduced number of elevators will operate until full power is restored. Located inside the elevators is a help button that provides immediate communication with the Security Operations Centre for assistance.



Power Failure (Continued)

Lights

There will be a 15 to 20 second delay before power is supplied to the emergency lighting system. Full lighting and electrical power will be restored once the problem has been rectified.

Bomb Threats

If you receive a bomb threat, take it seriously. A bomb threat procedure pamphlet has been designed for use by tenants. This pamphlet should be kept readily accessible by the telephone. It contains a special portion that can be used to record the characteristics of the caller, and any other pertinent information in the event that you receive a bomb threat by phone. Pamphlets are available by calling the **Security Operations Centre at 647-260-1136**.

If You Receive a Bomb Threat by Phone

1. The person receiving the call should be prepared to obtain precise information including:
 - Time of the call
 - Exact wording of the threat
 - Any distinguishing characteristics of the caller such as the voice or background noises
2. Call 911 to notify police.
3. Call our "Emergency Only" number at 416-368-8116.

A search of tenant offices cannot be performed effectively by police or Brookfield personnel as they are unfamiliar with the environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search. It is recommended that your Life Safety Team utilize employee volunteers to assist with the search. They will be assisted by Brookfield Security and Life Safety Staff.

During the search procedure, remember this rule: Look for something that doesn't belong, that is out of the ordinary, or out of place. Conduct the search quickly but thoroughly, keeping the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, **DO NOT TOUCH IT**.

In the event that a suspicious object is found, local police or Brookfield Security and Life Safety Staff may recommend a partial or complete evacuation.

The search of public areas in Bay Adelaide Centre is the responsibility of Brookfield staff and its agents.

For information regarding Emergency Medical or Fire Procedures, First Aid & CPR Courses, Fire Alarm Tones, Tenant Life Safety Teams, Bay Adelaide Centre's Life Safety Video, Fire Drills or Bomb Threat Procedures, please contact the **Manager, Security & Life Safety at 647-260-1105**.



Fire Alarm Systems

The Fire Alarm Sounds - What do you do?

The building is equipped with a two-staged fire alarm system. It has two (2) separate and distinct tones:

1. The Alert Tone is recognized by an intermittent beeping tone of one pulse every three seconds.
2. The Evacuation Tone is recognized by a rapid siren tone.

When an alarm is activated from any floor, the floor where the alarm originates, and the floor above and the floor below will receive the evacuation tone (siren). The remainder of the building will receive the Alert Tone (intermittent beeping).

The Evacuation Tone Sounds - What do you do?

- Do not wait for announcements.
- Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
- Follow the directions of your Life Safety Team.
- Alternate exits may be accessed at crossover floors (approximately every 5 floors).
- Do not use elevators, as they will automatically “home” to the ground floor.
- Do not return until a Fire Official or Brookfield personnel has announced that the alarm condition has been cleared.

The Alert Tone Sounds - What do you do?

- This tone indicates a potential fire condition somewhere in the building. Remain at your work station but be prepared to leave the building if it becomes necessary.
- Listen to announcements/instructions via the voice communication system and follow the instructions of your Life Safety Team.

Tenant Responsibilities

The primary responsibility for the safety of employees rests with each tenant. Tenants are encouraged to appoint responsible and dependable employees to their Life Safety Team. All team members should participate in Life Safety training, provided at your convenience by the Security & Life Safety Department. Group presentations can be arranged by calling the **Manager, Tenant Services at 647-260-1106**.

As part of our ongoing commitment to tenant safety, Brookfield has produced a customized fire and life safety video which is available online at www.bayadelaidecentre.com. To view it, click on Tenant Resources and go to Life Safety & Security. We strongly recommend that ALL employees view this video on a regular basis, and that new employees view it as part of their company orientation program. Employees should be introduced to their Life Safety Team in this orientation, and should be taken on an “emergency evacuation walk” noting the locations of emergency stairwell exits, crossover floors, etc.

Tenants are urged to participate in the Annual Fire Drill. The importance of these drills must not be underestimated as they allow employees to:

- Become familiar with primary and secondary evacuation routes from your office.
- Realize the length of time it takes to reach the ground floor and pre-determined meeting points
- Understand the physical and mental conditions that exist in a restricted space, such as the stairwell, during a full evacuation



Tenant Responsibilities (Continued)

All employees should be encouraged to cooperate, following the directions of their Life Safety Team.

Employees should be instructed to report all smoke or suspicious odours to their Senior Fire Warden.

All fires, regardless of size, and even if they have been extinguished, must be reported to the **Security Operations Centre at 647-260-1136**.

Brookfield Emergency Alert System

Brookfield is committed to providing a safe and secure environment for all tenants and visitors in their properties. In keeping with this commitment, we are pleased to announce that we have implemented a National Emergency Alert and notification system called Brookfield Properties Emergency Alert System (BP-EAS). In the event of an emergency, we will use this powerful tool to notify and update predetermined tenant representatives of building emergencies and/or service outages.

The Emergency Alert System will send tenant Representatives phone, e-mail and text messages to various contact points, including office/home phones, cell/satellite phone, email accounts, alpha pagers, BlackBerry, etc. The software that this system utilizes has been implemented in our entire US Portfolio and has proven to be a dependable, robust service, even under trying circumstances like blackouts and severe weather.

The system will also allow you to respond to messages sent to you. You may be given pre-defined responses following the alert message. Responding is as simple as pressing a corresponding number on the keypad of your phone, or replying to an email message. For more information on BP-EAS please contact your Security Manager.

Life Safety Team

The Security Department will work with specially trained tenant Life Safety Teams and tenant Fire Wardens in the event of an emergency situation.

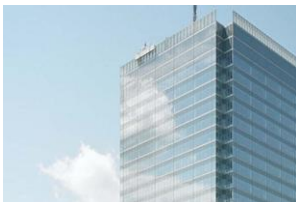
Tenant Life Safety Team

A Life Safety Team that is responsible for a full floor* should include the following positions:

- Senior Fire Warden (1)
- Deputy Fire Warden (1)
- Stairwell Wardens (2)
- Search Wardens (2)
- Assistant Personnel (1)
- Backup Personnel (2)

Senior Fire Warden: The person in this position will select, manage and maintain the Life Safety Team. In the event of an emergency, they will direct and oversee the orderly evacuation of all tenants within their jurisdiction.

*Tenant areas of less than one full floor will require fewer personnel. Please exercise your own judgment when filling Life Safety Team positions.



Life Safety Team (Continued)

Deputy Fire Warden: The person who assumes this role will supervise the evacuation procedure at one of the stairwells, performing the duties listed above. In the absence of the Senior Fire Warden, the Deputy Fire Warden assumes that role.

Stairwell Wardens: Wardens are required to maintain orderly conduct at each of the stairwells, ensuring quiet and calm in the event of an emergency evacuation. Stairwell Wardens must report to the Senior Fire Warden when all occupants have evacuated the area.

Search Wardens: As their name suggests, Search Wardens must conduct a systematic search of the floor, ensuring that all occupants have evacuated. Once the evacuation is complete, search wardens are instructed to close doors and to report any non-complying occupants to the Senior Fire Warden.

Assistant Personnel: People in this position are asked to help anyone who requires assistance during evacuation. If a person is unable to evacuate due to serious illness or injury, assistant personnel must advise the Security Operations Centre using the red firefighter phone located by emergency exit stairwells. (In such situations, a special passenger rescue will be carried out to assist in moving the individual out of the building via the service elevators).

Backup Personnel: These people are assigned to be on stand-by to fill any of the positions above, as necessary.

Fire Drills

If you wish, you can arrange for a fire warden training exclusively for your company by calling the **Manager, Security & Life Safety at 647-260-1105**.

During the fire drill process, Senior Fire Wardens are requested to evaluate the performance of their teams using the Fire Drill Report Form available from the Manager, Security & Life Safety. Brookfield conducts annual fire drills which simulate as closely as possible, actual emergency conditions. At the time of the drill, the evacuation tone will be activated. All tenants are urged to participate in the drill, following the directions of their Life Safety Team and Brookfield personnel.

If you wish, you can arrange for a fire drill exclusively for your company by calling the **Manager, Security & Life Safety at 647-260-1105**.

Fire Preparedness

The Fire Provisions section of this handbook contains very important information. Each tenant should be familiar with the information provided on the following pages. Listed below are a number of links to help find specific information quickly and easily.

Brookfield is proud of its efforts to provide the highest possible levels of fire and life safety protection, which include fire and life safety education, as well as planning for emergencies. It is important that each Brookfield tenant is well informed on all issues related to fire and life safety.

- Tenants are given materials describing emergency guidelines and bomb threat checklists for distribution to all employees.
- The tenant's life safety team personnel receive the tenant Emergency Action Plan written specifically for Bay Adelaide Centre tenants.



Fire Drills (Continued)

- Brookfield provides annual fire & life safety training for tenants where a customized video and Power Point presentation review all of the buildings safety features.
- Brookfield holds annual fire drills to insure tenants know how to react in an emergency.
- Brookfield, in conjunction with security consultants, holds seminars for Brookfield staff and for tenants. Seminar topics include fire life safety, bomb threat preparedness, and other personal security related issues.

Building Fire Safety Plan

The fire safety plan relies on technology, including fire alarm and communications systems, sprinklers, smoke evacuation systems, door closers, and other safety mechanisms, and on Brookfield's staff and tenant employees who are designated to assist with evacuation/relocation.

Tenant Floor Fire Wardens

A crucial step in the development of an evacuation plan is the appointment of tenant Floor Fire Wardens, and Alternates; these individuals should have strong personalities and the ability to take charge in the event of an emergency. Strong decisive actions early in an emergency may save lives.

In the case of multiple-tenant floors, a Floor Fire Warden is appointed for each tenant. Each tenant will be required to man all safety team positions on each floor and should check stairwells and restrooms in an emergency.

Floor Fire Warden Responsibilities

Know all persons requiring assistance on the floor including those temporarily requiring assistance, as with a bone fracture, etc., and assign persons who are capable of evacuating these employees down the Emergency Stairwells.

Instruct all employees on the floor as to the following:

- Locations of Emergency Stairwells
- Locations of Fire Extinguishers
- Locations of Fire-Pull Stations
- Never to use the Elevators during an alarm
- Establish a meeting place at a safe distance (minimum 150 metres) away from the building where all employees should assemble for check-in. Insure that no one re-enters the building.

General Evacuation Procedure

In the event of an emergency or disruption to the building's normal operation the first reaction should be to REMAIN CALM and CALL THE SECURITY DEPARTMENT to report the emergency this will set in motion several events simultaneously:

- The immediate dispatch of qualified assistance for fire, medical or other emergencies.
- A call to municipal assistance organizations, i.e., fire, police, EMS.

In the event it is necessary to evacuate part or all of the building, remain CALM and LISTEN to the instructions being given over the public address system, and by the building staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Toronto Police or Fire Department representatives. Stairwell entrances are located on the east and west side of the building's core.



Fire Drills (Continued)

When using the Emergency Exit Stairwell, keep to the right so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of all personnel who may need assistance should be kept by the Floor Fire Warden and be on file with the Security Department. In the event of an evacuation, those individuals should assemble near the service elevator to await evacuation by Rescue personnel where required.

Plans For After Any Emergency

Pre-assign a coordinator who will act as liaison between your company and officials from the Fire Department and building personnel.

Establish a communications network in writing for all employees for passing-on important information. It should include names and telephone numbers of the people each employee is assigned to call. Employees should keep this information at home.

Emergency – Fire

If You Discover Fire or Smoke

1. Remain calm. Leave the fire area, closing doors behind you.
2. Activate the nearest fire alarm pull station. To operate, pull down the fingertip lever. This will activate the fire alarm system.
3. When safe to do so, **call 911** and then immediately call our “**Emergency Only**” number at **416-368-8116**. Provide your name, building address, and the location of the fire and/or smoke.
4. Immediately evacuate via the nearest fire exit. Follow the directions of your Life Safety Team. Do not use elevators. (The fire alarm causes elevators to automatically “home” to ground floor).
5. Report to your Pre-determined Meeting Point and check in with your Fire Warden.

Do not return until it is declared by a Fire Official or Brookfield personnel that the alarm condition has been cleared.

Medical Emergencies

If there is someone in your office in need of medical assistance due to illness or injury, please follow these steps:

Call 911 - Provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.

Call our “Emergency Only” number at 416-368-8116. The Security Operations Centre will immediately advise the Life Safety Team who will provide interim assistance, and the Security Staff who will direct the paramedics to arrive at your location as quickly as possible. The Manager, Security & Life Safety and all Security Officers have First Aid & CPR Certification and will “bridge the gap” until emergency medical help arrives.



Medical Emergencies (Continued)

Post one person at the service elevator lobby on your floor to lead medical personnel to the person in distress. All security staff members are trained in the use of our automated external defibrillator.

Emergency First Aid & CPR Courses

Brookfield provides accredited First Aid & CPR courses for interested companies or individuals. Tenants are canvassed periodically to determine interest, at which time registration will take place for the next available course date.

The two day-long course runs eight hours, and is held on site at Bay Adelaide Centre. The course is conducted by a qualified emergency response instructor.

At the end of the course, each participant receives an official certificate of completion. Rates are detailed in Additional Rechargeable Services.

New tenants will receive information about Security and Life Safety procedures during their initial Operations Overview Meeting. If numbers are sufficient, arrangements can be made at this time to hold a separately scheduled First Aid & CPR course.

Testing of Public Address System

Bay Adelaide Centre is equipped with a voice communication system which is operated from the Security Operations Centre. Speakers have been installed in strategic locations throughout the complex. This system can reach all floors simultaneously, or selectively as necessary. Weekly testing of the public address system is done after hours in order to ensure the systems integrity.

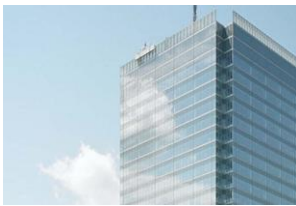
Flammable Materials

Tenants shall not bring into the offices or the building any flammable fluids, material or explosives without written permission of Owner.

Fire and Life Safety Video

Brookfield Properties has also produced a customized fire and life safety video which is available online at www.bayadelaidecentre.com. To view it, click on Tenant Resources and go to Life Safety & Security. The video is a step by step guide outlining Tenant fire and life safety procedures and the responsibilities of the Life Safety Team. We strongly recommend that ALL employees view this video on a regular basis, and that new employees view it as part of their company orientation program.

For additional information or clarification on topics contained in this section, please contact the Manager, Security & Life Safety at 647-260-1105.



Housekeeping

Nightly Services

Office areas are provided with housekeeping services 5 days a week, excluding holidays, in accordance with Schedule "E" of your lease, for your office, excluding private washrooms.

Nightly service includes:

- Empty all trash receptacles and recycling containers and replacing all liners as necessary.
- Remove all collected trash and recycled materials to a designated area.
- Dust and spot clean all furniture, fixtures and accessories (providing desk surfaces are cleaned).
- Spot clean all horizontal and vertical surfaces (up to eye level).
- Spot clean the carpeted area where necessary
- Spot clean all partition glass (up to eye level).
- Spot clean all walls, light switches and doors.
- Dust mop all hard surface floors with a treated mop.
- Mop all stains and spills on hard surface floors.
- Vacuum all carpeted traffic lane areas (corridors, reception area and board rooms).

Periodic Housekeeping Services

Additional housekeeping services will be provided in accordance with the following schedule:

- Weekly:
 - Dust high and low areas (pictures, clocks, partition tops, etc.)
 - Vacuum all carpets
- Monthly:
 - Clean all partition glass
 - Vacuum fabric office furniture
 - Mop the entire hard surface areas
 - Machine spray buff all hard surface floors
- Semi-Annually:
 - Dust and/or vacuum Venetian/vertical blinds
 - Machine scrub hard surface floors, apply polish and buff
- Yearly:
 - Strip hard surface floors, apply polish and buff
- Where Required:
 - Wash all trash containers using a germicidal detergent monthly
- Strip and refinish all hard surface floors - Semi-annually.
- All partition glass washed - Semi-annually.
- Vents and diffusers vacuumed and washed - Semi-annually.
- Disinfect phone mouthpieces - Weekly.



Special Cleaning Services

Hurley Corporation, an independent housekeeping company, is currently under contract to provide housekeeping services.

In addition to the regular cleaning services you receive, these specialized cleaning services are offered to keep your work environment clean and productive at all times. To access information or to book a specialized cleaning service, please call the Residence Manager at 647-260-1141.

Special cleaning services are contracted on a user-fee basis. These include:

- Desk and furniture waxing and polishing
- Fabric furniture spot cleaning and shampooing
- Carpet shampooing
- Washing of metal furniture and composition desk tops
- Supply of executive type hand towels, special hand soaps in private washrooms (if any)
- Extra servicing of private washrooms, board rooms, specific executive areas, meeting rooms etc.
- Treatment of wood paneling, doors and special effects
- Ceiling and wall washing
- Removal of overburden waste such as files or cartage of other heavy items
- Special waxing and refinishing of floors above standard frequency
- Cleaning of the underside of the computer area raised floor
- Removal of waste in excess of normal office use
- Disinfecting telephone mouthpieces with a germicide
- Washing of partition glass
- Servicing of offices after use on Saturdays, Sundays or holidays, or service which occurs after normal building clean-up
- Cleaning of computer rooms
- Cleaning of coffee stations
- Cleaning of dining/kitchen facilities, including washing of all ceilings and walls; cleaning of interior and exterior of kitchen hoods, hood filters, all ceiling vents, counter and cupboard spaces, all appliances (inside and out)
- Cleaning of vault areas
- Cleaning of light fixtures in situations where ceiling height exceeds that which is normal for the building
- Dusting of high reach areas in situations where the ceiling height exceeds that which is normal for the building

Window Cleaning

Window exteriors will be cleaned three times a year, weather permitting. Window interiors will be cleaned once a year. Tenants will be notified in writing prior to interior window cleaning, so that areas around the windows can be cleared.



Recycling Program

Recyclable Waste Management Program

Waste management is an urgent and pressing issue of global concern. In an effort to help conserve the earth's limited resources, Brookfield has a national waste management and recycling program at Bay Adelaide Centre. All tenants are encouraged to participate in this program, which not only serves to protect our environment, but also helps reduce operating costs.

How the Waste Management Recycling Program Works

Tenants play a key role in ensuring the success of Waste Management Program.

Remember to keep all food and waste separate from recycling materials. Each tenant is responsible for supplying their own waste containers.

Please use the appropriate recycling containers. All paper will be shredded on site before being recycled.

For your assistance, Brookfield provides:

- a recycling container for each workstation.
- an organic recycling container for each workstation.
- a recycling container at all photocopiers.
- a recycling container in all kitchen areas.
- an organic recycling container for coffee grounds and food waste in your kitchen.

To obtain replacement or additional recycling containers contact **310-SERV**.

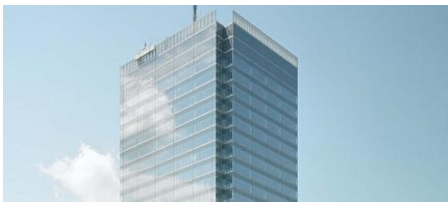
What is Recyclable?

If it's made of paper, it's recyclable. All paper put in desk side recycling containers will be shredded. All of the following products can be recycled:

- Fax paper, photocopies, shredded paper, printout paper (large quantities of computer printouts will be picked up on request)
- Inter-office envelopes, window envelopes
- Post-it-notes, pressure sensitive stickers
- Magazines, newspapers, phone books, catalogues
- Coated paper, brown Kraft paper, file folders
- Corrugated cardboard
- Boxboard, milk cartons, tetra packs, poly-lined coffee cups
- Plastic water or juice bottles, tubs and lids
- Glass bottles and jars
- Steel or aluminum cans
- Plastic bags, wrap or stretch film

Other recyclable products

- Wooden skids, food waste from restaurants and coffee grounds. These items are pre-sorted on site and routed for shipment directly to the appropriate recycling depots.
- Batteries from pagers, cell phones, small electronic devices, etc., are recycled. Please collect the batteries in one area and call our hotline at **310-SERV** to request a pick-up when you have a full collection.
- Inkjet, Toner and Laser cartridges. Please collect the used cartridges in one area and call our hotline at **310-SERV** to request a pick-up when you have a full collection.



Recycling Program (Continued)

What is NOT Recyclable

- Aluminum foil wrap.
- Styrofoam containers.
- Rubber bands, paper clips, carbon.
- Large server room batteries.

For further information regarding the recycling program, please call the **Manager, Building Services at 647-260-1148**. You may also visit our website at www.bayadelaidencentre.com and click on Waste Management under the tenant Information section.

Electronic Waste Program

In keeping with our commitment to the environment, Bay Adelaide Centre has joined the Ontario Electronic Stewardship (OES) program as a private collection site for e-waste. In an effort to make disposal of electronics even easier, this program will ensure that “E-waste” items are recycled and kept out of landfill sites. All items will be directed to recycling processing facilities in Ontario that meet strict environmental, health and safety standards and ensure these materials are disposed of in a responsible way.

E-waste consists of the following items:

- ✓ Audio and video equipment
- ✓ Cameras
- ✓ Cell phones, telephones, pagers and PDAs
- ✓ Computers and peripherals
- ✓ Printing devices including copiers, scanners, and printers
- ✓ Fax machines
- ✓ Tuners
- ✓ Televisions and DVD players
- ✓ Video projectors

To have your E-waste items picked up, please contact **310-SERV**, request **Cleaning - Recycling and Computers** and notify the service centre representative of the location of the pick up.

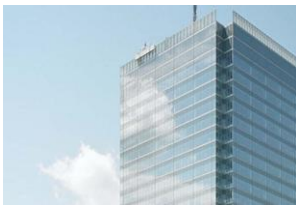
Bay Adelaide Centre also assists with the disposal of used batteries and toner cartridges. Due to their hazardous nature, toner cartridges must be placed in their original or protective packaging prior to scheduled pick up. The same applies to any copier parts.

For further information regarding this program, please contact the **Supervisor, Building Services at 647-260-1149**.

Carton Disposal

To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons.
- Retain flattened cartons in a designated area of your offices.
- Clearly mark the carton(s) “recycling”.



Recycling Program (Continued)

The flattened cartons will be removed nightly by Housekeeping staff.

If you accumulate a large number of cartons, boxes or excessive waste during business hours, please advise us at **310-SERV**. These items will be removed accordingly.

Secured Shredding

Confidential Document Shredding

Bay Adelaide Centre is pleased to offer an on site confidential “paper only” shredding service to all office tenants. Your confidential material will be stored in secured containers within your office space – container locations are determined by the tenant. Secured shredding containers are available in two sizes: 32 and 65 gallon. Collected material will be transferred to a monitored, locked and secured holding cage on the loading dock. Our waste management provider, GFL, maintains the only access to the secured room and conducts the on site secured shredding. To arrange a pick up, please contact **310-SERV**, request **Maintenance – Shredding Services** and notify the service centre representative of the location of the pick up. Delivery and pick up of containers is available on Mondays, Wednesdays and Fridays. A handling charge of \$9 per 32-gallon containers and \$12 per 65-gallon containers will be included in the monthly tenant billing each time a pick up request is processed. A Confidential Document Destruction Certificate will be issued by GFL for every container processed.

Secured shredding of non-paper materials is also available. Non-paper materials which require secured shredding are to be placed inside of bankers boxes for removal by GFL staff and subsequent transfer to an offsite Turtle Island secured shredding facility. The cost of an office site secure shredding pickup is \$6.00 per box.

Green, 65-gallon containers are also available for all recyclable, non confidential paper material. All recyclable paper material will automatically be shredded, however no Confidential Document Destruction Certificate will be provided. To arrange pick up, please contact **310-SERV**, request **Cleaning – Recycling** and notify the service centre representative of the location of the pick up.

For further information, please call the **Supervisor, Building Services at 647-260-1149**.

Pest Control

All areas are serviced for pest control once a month by an independent contractor. This service is provided after business hours, and is included in the operating costs of the building.



Central Building Services

Heating, Ventilating and Air Conditioning (HVAC)

Central Operations

Bay Adelaide Centre's heating, ventilation, air conditioning (HVAC), life safety and security systems are computer monitored 24 hours a day, 7 days a week by the Security Operations Centre.

310-SERV (Service Requests)

All service and maintenance requests, including heating and cooling, cleaning, lighting and electrical, plumbing, locksmith services, general maintenance, elevator and building services can be conveniently requested through **310-SERV**. The Service Centre, operated under contract by Brookfield LePage Johnson Controls, is open 24 hours a day, 7 days a week.

Any billable work will require advance authorization by the appropriate individual in your company.

The temperature in your office can usually be adjusted through the building's central automation system. To adjust the temperature, simply contact **310-SERV** and provide the pertinent information, i.e., company name, floor area number (room number or zone), phone number, etc. This will enable operators to make the necessary computerized adjustments without visiting your offices.

The following suggestions may help tenants maintain a more comfortable office temperature:

- Do not place furniture close to thermostats as this can affect the temperature reading.
- In the case of manual thermostat adjustments, please resist the urge to adjust the unit in large increments or range of temperature.

Upon occupancy, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with the tenant's construction criteria. Tenants should have the floor's ventilation system rebalanced when:

- Internal walls are added or relocated.
- Occupancy level increases.
- You substantially increase loads by the addition of heat generating equipment.

Air conditioning is supplied Monday to Friday 7:30 a.m. to 6:30 p.m., and Saturdays between 9:00 a.m. and 5:00 p.m. at no additional charge. If you require air conditioning outside of these hours, please contact **310-SERV**.

Please note there is a charge for after-hours air conditioning. Brookfield requires the names of employees who are authorized to make such requests. Please provide this list to the **Manager, Operations & Technical Services, call 647-260-1104 or fax 647-260-1102.**

The following suggestions may help tenants maintain a more comfortable office temperature:

- Keep furniture at least four to six inches from perimeter heating units
- Keep papers and other items off exposed radiation grills. Covering these grills restricts temperature control
- Do not place furniture close to thermostats as this can affect the temperature reading
- In the case of manual thermostat adjustment, please resist the urge to adjust the unit in large increments which will cause swings of temperature



Heating, Ventilating and Air Conditioning (HVAC) (Continued)

Upon occupancy, airflow to your floor should be balanced by a competent “air balancing” technician in accordance with the tenant’s construction criteria. Tenants should have the floor’s ventilation system rebalanced when:

- Internal walls are added or relocated
- Occupancy level increases
- You substantially increase loads by the addition of heat generating equipment

Air conditioning is supplied Monday to Friday 7:30 a.m. to 6:30 p.m., and Saturdays between 9:00 a.m. and 5:00 p.m. at no additional charge. If you require air conditioning outside of these hours, please contact 310-SERV.

Please note there is a charge for after-hours air conditioning. Brookfield requires the names of employees who are authorized to make such requests. Please provide this list to the **Manager, Operations & Technical Services, or call 647-260-1104 or fax 647-260-1102.**

Elevators

Elevator service is available 24 hours a day.

The building is equipped fully automatic high-speed electric elevators consisting of 26 passenger elevators, 4 parking shuttles and 2 service elevators. The elevators are organized in 4 elevator banks as follows:

Low-Rise Passenger	Servicing 3 rd to 14 th Floor
Low-Mid Rise Passenger	Servicing 15 th to 24 th Floors
Mid Rise Passenger	Servicing 25 th to 37 th Floors
High-Rise Passenger	Servicing 38 th to 51 st Floors
South Parking	Servicing Ground to P3 Levels
North Parking	Servicing Ground to P4 Levels
Service (Freight)	Servicing P3 Level to 51 st Floors

Destination Dispatch

They are designed for the capacity to travel up to 1,200 feet per minute with a capacity of 3,500 lbs. per cab. The elevators are maintained by ThyssenKrupp Elevator Limited. The computerized elevator system has been designed to increase efficiency and response time.

Lighting

After Hours Lighting

Lighting after regular business hours is controlled by a telephone/computer interface system. Lighting codes will be set up, programmed and tested as part of your construction “build out”. The Manager, Operations & Technical Services will typically provide you with your after-hours lighting code(s) and instructions on how to access the building lighting computer within your first few days of occupancy. The main telephone number for the lighting computer will be determined shortly. For further information please call the **Manager, Operations & Technical Services at 647-260-1104.**



Lighting (Continued)

For ease of use, printed telephone decals are provided by building management that reference the lighting computer number and have a space available to insert a specific lighting code. Tenant representatives can obtain the decals by contacting the **Tenant Services Manager at 647-260-1106** for distribution to staff.

Purchasing and/or Storing Lights and Ballasts

Building-standard lights and ballasts will be replaced by Bay Adelaide Centre Operations Staff at no additional cost (this expense is included in your monthly operating cost). Non-standard lights should be purchased and stored by the individual tenant; however, there is a charge to replace these lights.

You may also arrange to have Operations Staff purchase specialty lamps on your behalf. Such purchases are subject to a 15% applicable administration fee as defined in the Lease. For further information please call the **Manager, Operations & Technical Services at 647-260-1104**.

Safe Flight Program

Each year in Canada, approximately 10 million night-migrating birds needlessly meet their death by colliding with office towers and tall structures. Confused by artificial light and unable to see glass, these birds fall victim at an alarming rate particularly during peak migration seasons.

In a nationwide initiative to help reduce the number of migratory bird casualties in urban centres, Brookfield has instituted the “Safe Flight” program. We ask each of our Bay Adelaide Centre tenants to join us in this effort by complying with the following procedures:

- During peak migration seasons, which occur between mid-March and early June in Spring, and mid-August and early November in Fall, please ensure that your office lights are out from “dusk to dawn”.
- During migration season, draw down your blinds to help deter birds from colliding with windows.
- Encourage your staff to remove plants that are directly in front of windows.
- Encourage your staff to use internal office space when working late.

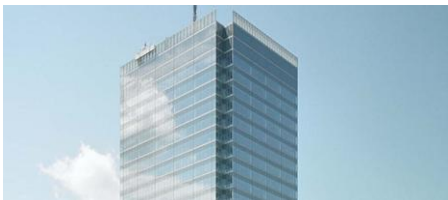
For further information on this program and the success it's attaining in the downtown core, please visit the website at www.flap.org.

Utility Service Access

Access to a floor's mechanical, electrical or telephone rooms are not available except by prior arrangement and then only for specific authorized purposes. No dedicated tenant equipment will be permitted in these rooms without prior written approval from Property Management.

Preventative Maintenance

Preventive, demand and routine maintenance activities are facilitated through the Oncite Preventative Maintenance System. This software automatically allocates preventive maintenance activities based on a predetermined schedule, tracks contractor and staff hours, and provides inventory status. The system reduces manpower, administrative efforts and supports quality service performance.



Financial Requirements

Monthly Rent Schedule

Rental Payment

A monthly rent schedule will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e. Operating Costs and Realty Taxes) for the upcoming year. In addition a monthly rent schedule will be issued should there be a change in your rent (i.e. increase in basic rent).

In accordance with your Lease, rent charges are due and payable on the first day of the month without prior written notice or invoice.

Building Services

Invoices will be issued for all tenant Service/Maintenance Requests on a monthly basis. Please ensure that the remittance copy is sent with your payment.

Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e. plumbing, painting, electrical work, etc.) Please ensure that the remittance copy is sent with your payment.

Payment

Rental payments are due and payable, without demand in advance on the **1st day of each month**.

In an effort to streamline the payment process, effective, Brookfield is pleased to offer our tenants three different options for making rental and invoice payments.

1. Electronic Funds Transfer (EFT) (Rental payments only):

Under the Pre-Authorized Payment option, the tenant is required to provide proper authorization to their bank, to allow Brookfield to directly debit the tenant's bank account for the relevant monthly rental charges.

2. Direct Deposit:

Under the Direct Deposit option, Brookfield would provide you with their banking information to instruct the tenant's bank to electronically transfer funds accordingly.

The benefits of selecting either one of the above mentioned options are as follows:

- Elimination of manual cheques
- No additional payment charges involved
- Timely processing of payments
- Avoid delayed or lost cheques



Payment (Continued)

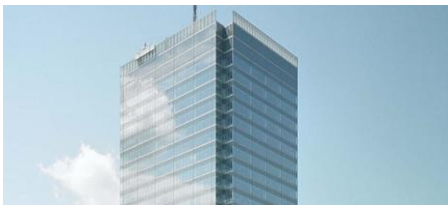
While we understand that banking information is highly confidential, we assure you that all information provided will be used solely for the purpose of implementing this program.

3. Manual Cheque Payments:

Electronic methods of payment are preferred. However, should you wish to continue issuing manual cheques, please ensure all cheques are made payable to BPO Ontario Properties Ltd. and delivered to the Management Office at:

333 Bay Street, Bay Adelaide Centre
Suite C131, Concourse Level
Toronto, Ontario M5H 2R2

In order to ensure correct payments are recorded in your account on a timely basis, please provide remittance slips as part of your back-up.



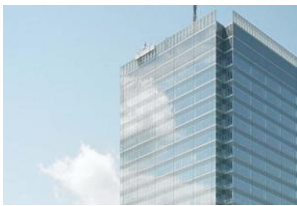
Standard Additional Service Rates

Additional Rechargeable Services

We are pleased to offer our tenants the best possible service at competitive rates. Labour is performed by Brookfield staff or outside companies that we have partnered with. All additional rechargeable services are available on a user-fee basis and will be billed monthly.

Labour	Rate	Details
Building Operator	\$55 per hour	4 hour minimum.
Heavy Duty Cleaner	\$21 per hour	
Light Duty Cleaner	\$17.50 per hour	
Light bulb changes	\$3.00 per bulb	Applicable to all non base-building fixtures only. Billed out as a material charge.
Locksmith Services	\$42 per hour plus plus cost of key: \$2.50 Cabinet key \$13.00 Medeco key	15 minute minimum, plus cost of keys if applicable.
Maintenance	\$37 per hour	Minor repairs.
Material Handler	\$30 per hour	Premium delivery service.
Security Officer	\$35 per hour	4 hour minimum for security coverage.
Security system user access fee	\$35 per door/alarm point monitoring	Applies to all security access card readers, duress stations and temperature alarms connected to the “base building” security management system, monitored in the Security Operations Centre.
Security Supervisor	\$46 per hour	4 hour minimum for security coverage.
Special Services	\$30 per hour per each man	Minimum 30 minutes. Services should be booked at least 24 hours in advance.

4 hour minimum, overtime and statutory rates applicable outside of normal business hours

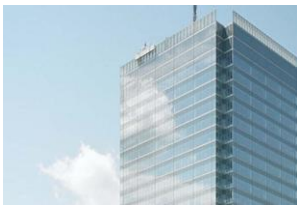


Standard Additional Service Rates (Continued)

Services	Rate	Details
After hours air conditioning	\$35 per hour	Outside normal business hours of Monday to Friday 7:30 a.m. to 6:30 p.m. No additional charge upon request on Saturdays from 9:00 a.m. 5:00 p.m. Rate reduced to \$17.50 per hour for requests booked for a minimum of two consecutive weeks in a calendar year, with one week's notice.
After hours lighting	No charge	User activated lighting computer (user telephone codes for lighting zones.)
After hours lighting	\$20 per call	Building Operator reprogramming for Special Services labour. Free of charge if phone code is used.
Chairs/tables	\$2 per chair \$6 per table	Delivery and pick-up charges will apply for a minimum of 30 minutes. Supply is limited; therefore, these should be booked one week in advance.
Construction bins	\$75/tonne plus tipping fee	All construction garbage must be removed using bins ordered through Brookfield Properties.
Fire watch/shutdown	\$35 per hour	72 hours advance notice required.
First aid training	\$100 per person	Rate of \$100.00 is for a 2-day course period. Rate of \$70.00 is for a 1-day refresher course based on availability.
Mechanical or electrical shutdown	\$35 per hour	72 hours advance notice required.
Access card processing	\$25 per card	Depending on the type of card.
Service elevator	\$45 per hour	Includes utilities and labour. Weekday minimum 3 hours & weekend minimum 4 hours. Must be booked and/or cancelled 24 hours in advance using required form.
Secure shredding	\$12 per 65 gallon container \$9 per console	Services should be booked 24 hours in advance or a weekly pick-up can be scheduled.

As per the Lease, there will be 15% applicable administration charge on all charges. HST will be levied as applicable.

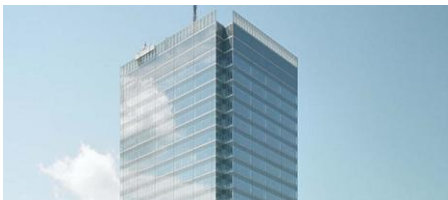
The above rates are current. The landlord reserves the right to revise rates upon 30 days notice.



Standard Additional Service Rates (Continued)

Preferred Contractor Service Rates

Services	Company	Telephone	Rates
Glass Replacement / Doors	Cutting Edge	416-558-2851	\$75 / hour -min 3 hours; \$12 hour truck charge
Carpet	Sands Commercial Floor Coverings	905-475-6380 Ext 227	Various
General Contractor / Carpentry	The Jesslin Group	416-936-0226	\$65 / hour with a minimum charge of \$225
Painting	Wallcover Painting	416-407-4561	\$39 / hour
Plumbing	Century Plumbing	416-485-4655	\$58.46 / hour
Welding / Custom	Red Welding & Fabrications	416-265-8552	Various, quoted work
Electrical	Guild Electric	416-288-8222	\$71 / day - 7am to 4pm; \$85.20 - 7pm - 3am; \$142 / hour outside of times noted
Mechanical	Adelt Mechanical	905-812-7900	<p>Construction Services \$75 / day - 7am to 4pm; \$85.20 - 7pm - 3am; \$142 / hour outside of times noted</p> <p>Facility Labour Rates Sheet Metal \$93 / hour or Premium time \$147 / hour Plumbing / Welding \$93 / hour or Premium time \$147 / hour Refrigeration \$98 / hour or Premium time \$147 Mobile Welding \$117 or Premium time \$175</p>



Building Rules and Regulations

Building Rules and Regulations

The following Rules and Regulations have been adopted for the safety, benefit and convenience of all tenants and other persons in the building. The tenant shall at all times comply with, the Rules and Regulations that are currently in effect.

Life Safety

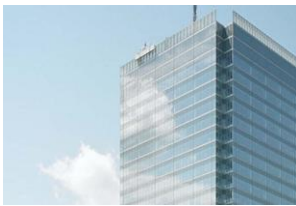
- If any emergency situation arises the tenant shall cause all office occupants to vacate the building if directed to do so by the landlord or any public authority, in the manner prescribed by the landlord or such public authority.
- No inflammable, explosive or dangerous materials shall be stored or used in the offices and the tenant shall not do, or omit to do, anything which may in any way breach applicable laws, increase the risk of fire or obstruct or interfere with the rights of other occupants of the building.

Security

- The landlord may require that any person entering and leaving the building at any time other than business hours identify himself and satisfy security measures prescribed by the landlord from time to time. The landlord may prevent any person from entering the offices unless that person possesses a key, pass or other authorization satisfactory to the landlord, and may prevent any person removing any goods without written authorization.
- All entrance doors to the offices must be kept locked when the offices are not in use. Except as provided for below, all locks within the offices and on the access doors to the offices will permit access by the landlord's master key or access cards. The tenant shall not install any locks, bolts or other security devices affecting access to the offices, or any part thereof, without the landlord's prior written consent, which may be granted on a conditional basis. No change may be made to existing locks or locking mechanism within the offices or on the access doors to the offices without the landlord's consent and co-ordination.

Housekeeping

- The tenant shall keep the offices tidy and free from rubbish, which shall be deposited in receptacles designated by the landlord for waste.
- The entrance, lobbies, elevators, staircases and other such facilities of the building shall be used only for access to the offices; the tenant shall not obstruct or damage such facilities, or permit them to be obstructed or damaged by its agents, employees, officers, invitees or others under its control.
- The tenant shall not obstruct access to main header ducts, janitor and electrical closets and other building Systems.
- The tenant shall, at its expense and at such reasonable intervals as the landlord requires, exercise such pest control measures as directed by the landlord using contractors designated by the landlord, failing which the landlord shall have the right, at its option, to exercise such pest control measures for the offices, at the expense of the tenant.



Building Rules and Regulations (Continued)

Receiving, Shipping, Movement of Articles

- No heavy equipment, safe or other items shall be moved by or for the tenant except with the prior written consent of the landlord, which may be arbitrarily withheld. Any such item shall be moved upon the appropriate steel-bearing plates, skids, or platforms, subject always to direction by the landlord, and shall take place at such times and by such persons as the landlord shall have approved.
- No equipment, freight, office materials or supplies, furnishings or bulky matter shall be moved in or out of the offices or carried on the escalators or elevators of the building except during such hours as the landlord shall have approved. Hand trucks and similar appliances shall be equipped with rubber tires, rubber bumpers and other safeguards approved by the landlord, and shall be used only by prior arrangement with the landlord.
- The tenant shall receive, ship and take delivery of, and require shippers and others to deliver and take delivery of, equipment, freight, office materials and supplies, and furnishings only through the appropriate service and delivery facilities and elevators provided in the building and subject to such further regulations as the landlord may from time to time impose. The service elevators in the building shall not be used for the movement of any such item without the prior written consent of the landlord and shall be left in clean condition following use.

Prevention of Injury to Offices

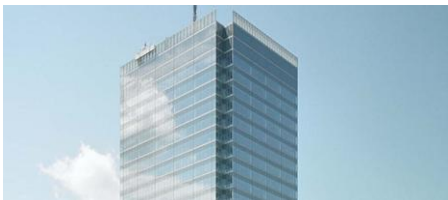
- The tenant shall not misuse or damage the offices or any of the improvements or facilities therein, or unreasonably deface or mark any walls or other parts of the offices.
- The tenant shall not:
 - install or use any radio, television or other similar device in the offices which may in any manner constitute a disturbance or an annoyance to any other tenant in the building;
 - install in the offices or elsewhere in the building any transmitting radio communications equipment without the landlord's prior written consent; or
 - operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the building. The tenant shall not in any case erect or cause to be erected any satellite dishes or aerial anywhere in the building.

Windows

- No curtains, blinds or other window coverings shall be installed by the tenant without the prior written consent of the landlord. Window coverings that are installed shall comply with the uniform scheme of the building.
- The tenant shall not interfere with any window coverings installed upon exterior windows of the building, and shall close such window coverings during such hours as the landlord may require, and shall not install or operate any interior window coverings installed by the tenant so as to interfere with the exterior appearances of the building or the climate control system of the building.

Washrooms

- Toilets and plumbing fixtures shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes or other substance shall be placed therein.
- The tenant shall be responsible for any damages resulting from misuse caused by it or by its agents, employees, officers, licensees or invitees.
- The tenant shall not let the water run unless it is then being used.



Building Rules and Regulations (Continued)

Use of Offices

- No cooking or preparation of food which requires venting or produces odours shall be permitted in the offices and no electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- The tenant shall not use or permit use of the offices in such manner as to create any noises or odours objectionable or offensive to the landlord or any other tenant or occupant of the building or other nuisance or hazard or to breach the provisions of Applicable Laws or any requirement of the insurers of the building.
- No person shall use the offices for sleeping apartments or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No musical instruments or sound producing equipment or amplifiers which may be heard outside the offices shall be played or operated in the offices.

Canvassing, Soliciting, Peddling

The tenant shall not perform, patronize or permit anyone under its control to perform any canvassing, soliciting or peddling in the building and shall not install in the offices any machines vending or dispensing refreshments or merchandising, except with the prior written consent of the landlord.

Bicycles

Bicycles or other vehicles shall not be brought or left in or upon any part of the building except in such area or areas as are designated by the landlord from time to time.

Signs

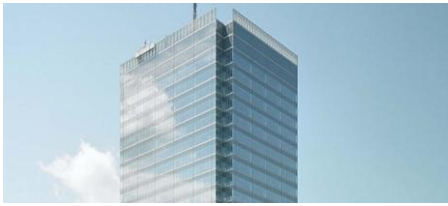
If pursuant to Section 6.07 of the Lease the tenant is permitted to erect, affix or install any sign or lettering which may be seen outside the offices it shall at its own expense erect and maintain in good condition and repair any such sign or lettering and shall observe and comply with applicable laws, including the payment of license or other fees.

Biohazards

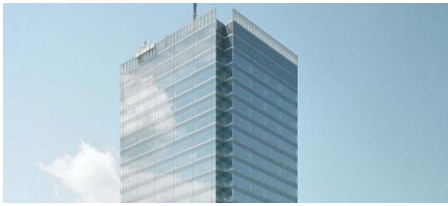
Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with a certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.

General

These rules and regulations, together with all amendments, deletions and additions, are not necessarily intended for uniform application, but may be waived in whole or in part in respect of other tenants of the building without affecting their enforceability with respect to the tenant and the offices, and may be waived in whole or in part with respect to the offices without waiving them as to future application to the offices. The imposition of such rules and regulations shall not create or imply any obligation of the landlord to enforce them or create any liability of the landlord for any such lack of enforcement.

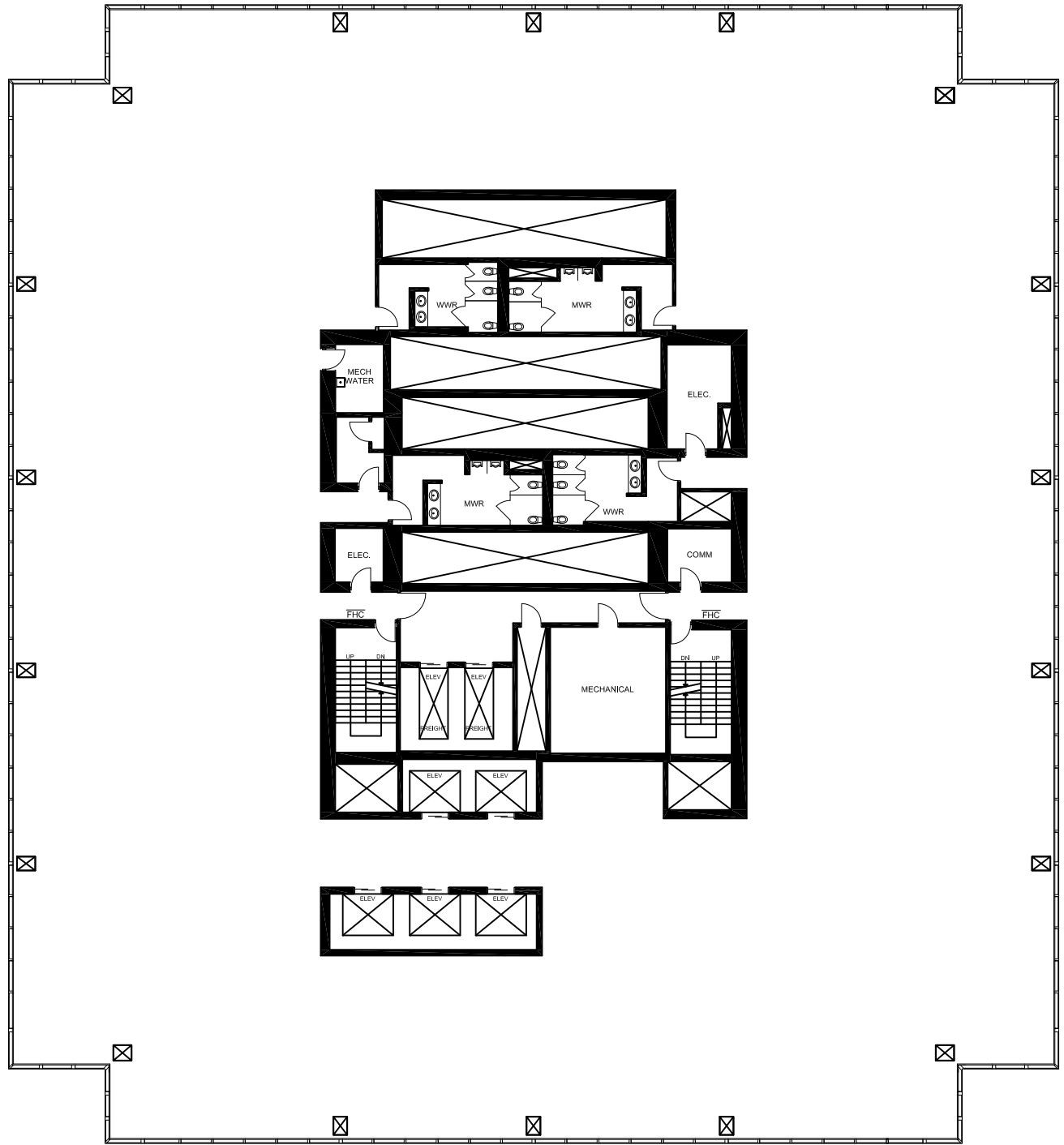


Building Documents

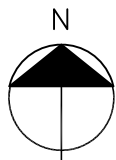


Building Documents (Continued)

Floor Plans



Brookfield



BUILDING NAME

Bay Adelaide Centre
 West Tower
 333 Bay Street
 Toronto, Ontario

FLOOR AND AREA

Typical Low-Mid Rise

UPDATED BY

Brookfield Properties

SCALE

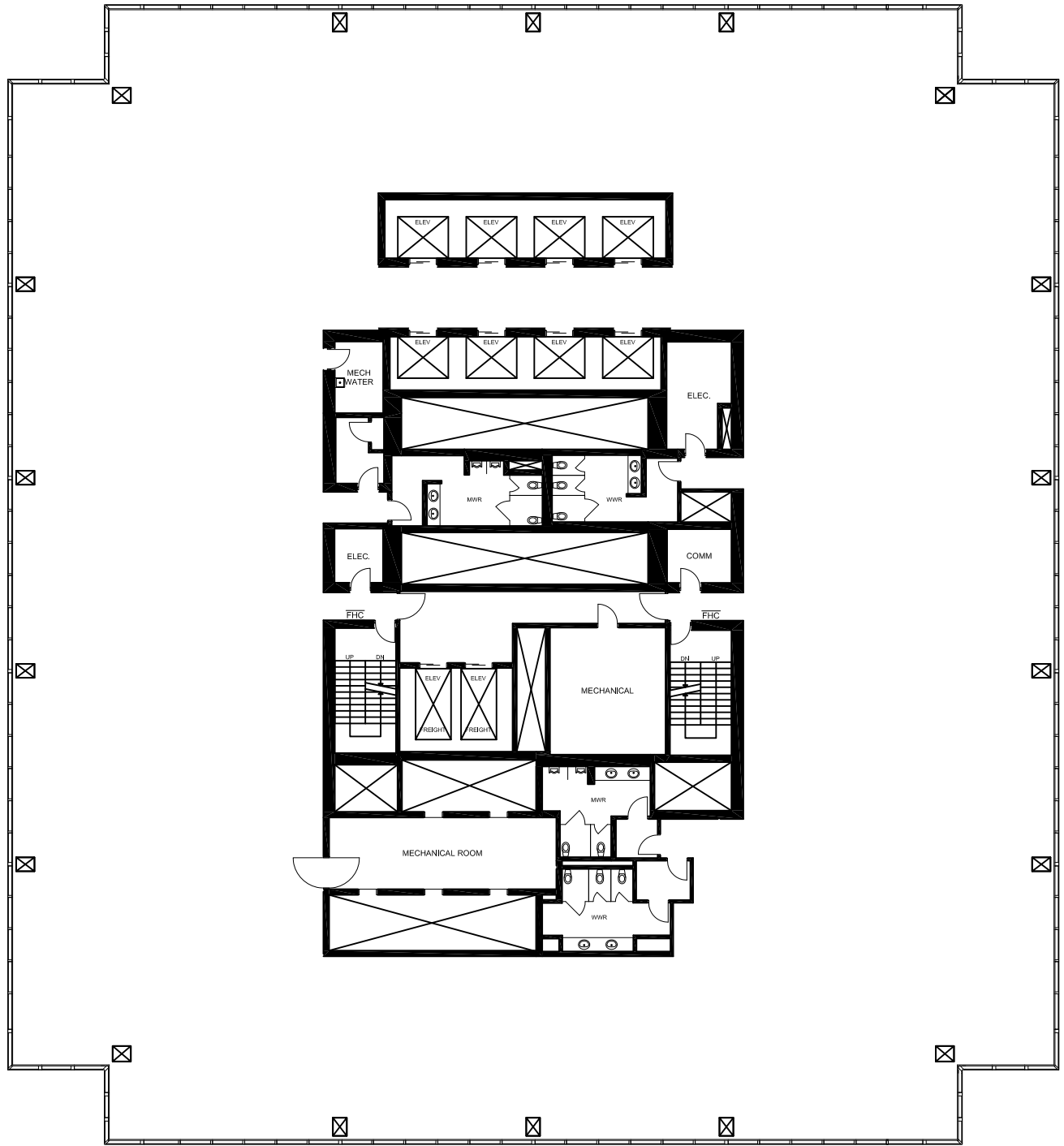
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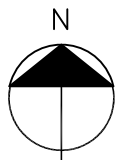
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Brookfield



BUILDING NAME

Bay Adelaide Centre
 West Tower
 333 Bay Street
 Toronto, Ontario

FLOOR AND AREA

Typical Mid Rise

UPDATED BY

Brookfield Properties

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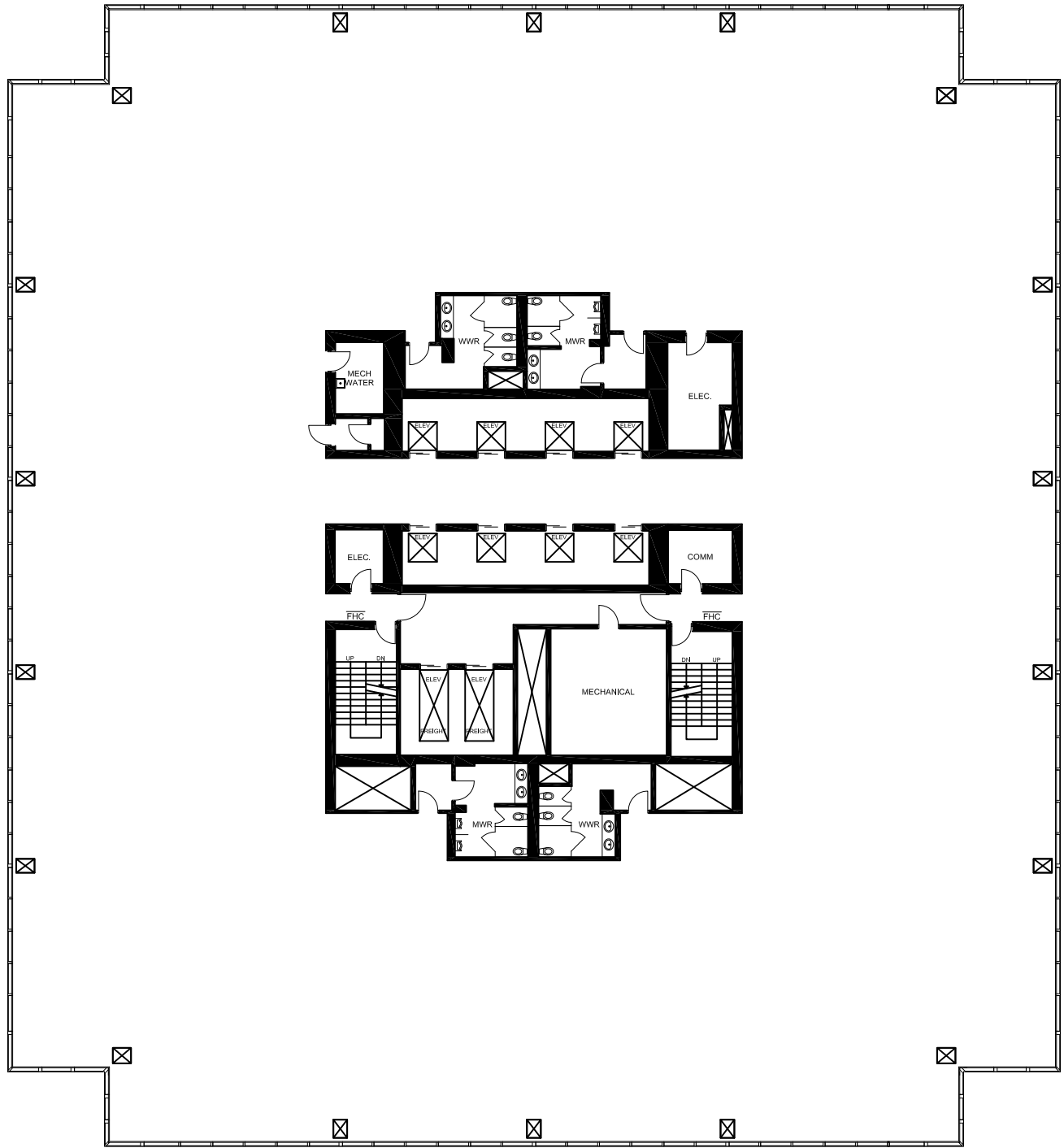
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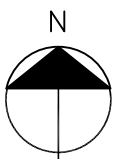
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TYP MR



Brookfield



BUILDING NAME

Bay Adelaide Centre
West Tower
333 Bay Street
Toronto, Ontario

FLOOR AND AREA

Typical High Rise

UPDATED BY

Brookfield Properties

SCALE

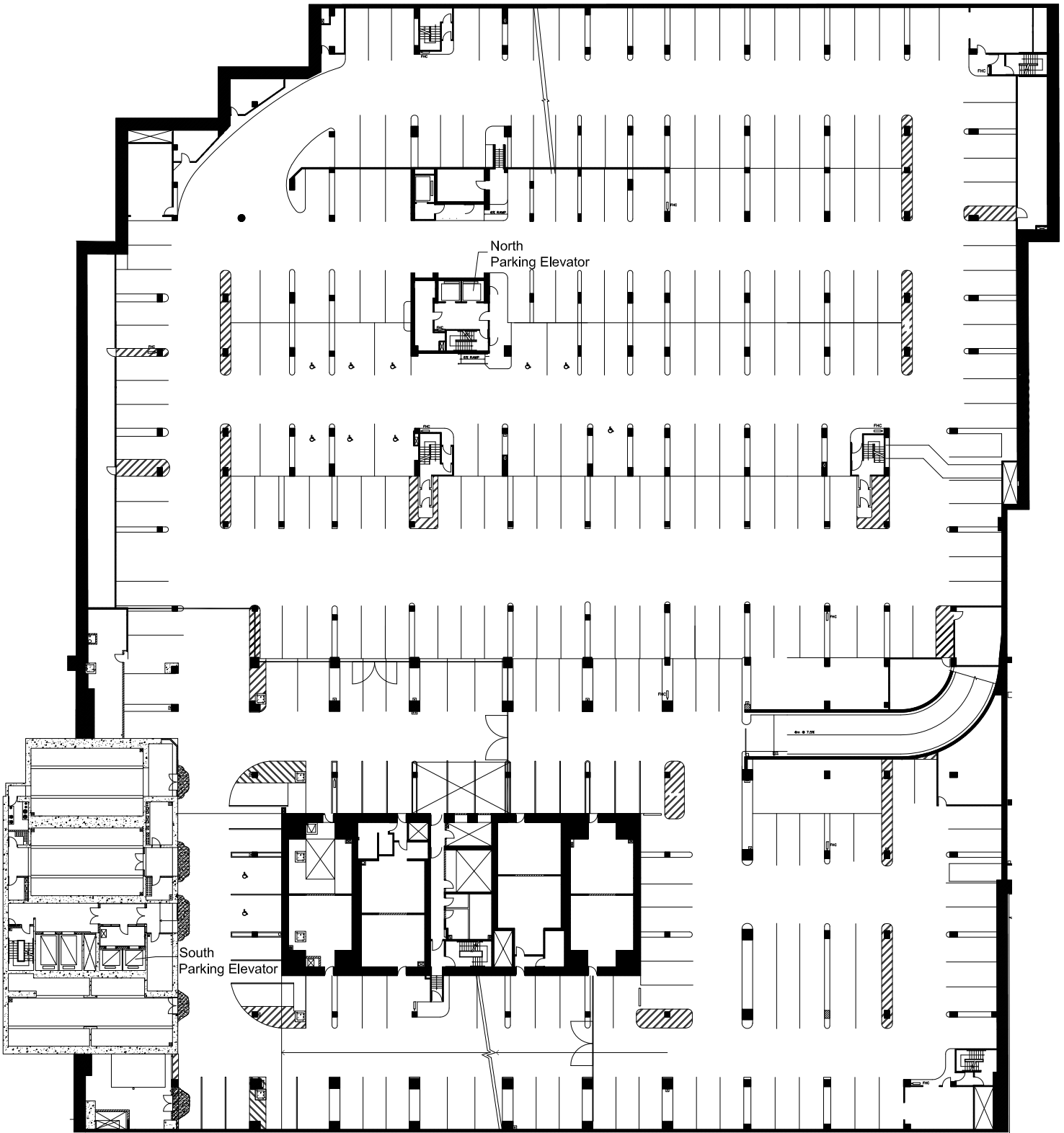
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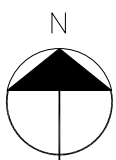
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Brookfield



BUILDING NAME

Bay Adelaide Centre

333 Bay Street
Toronto, Ontario

FLOOR AND AREA

Typical Parking Level

UPDATED BY

Brookfield Properties

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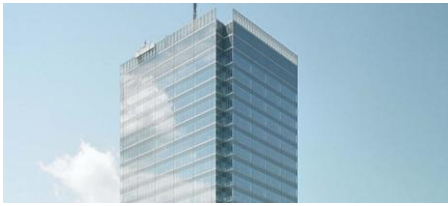
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Building Documents (Continued)

Building Forms

To view all building related forms, please click on the following link:

[BUILDING FORMS](#)