



15 Allstate Parkway

Allstate Corporate Centre



TENANT INFORMATION MANUAL

TENANT INFORMATION MANUAL



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PROPERTY MANAGEMENT

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INTRODUCTION

On behalf of GWL Realty Advisors, we would like to welcome you to the Allstate Corporate Centre. With its spacious grounds and advanced office environments, we hope that one of Markham's premiere business addresses will bring a new measure of excellence to your office requirements.

Our team of Property Management professionals is dedicated to the highest levels of tenant satisfaction, comfort, and security, all aimed at forging positive business relationships with all of our tenants. We have compiled this Tenant Manual for your convenience in finding your way around new surroundings.

This Tenant Manual covers all of the principal aspects of operations and services available at the Allstate Corporate Centre. Please do not hesitate to call our Tenant Services line for information and assistance as required.

We look forward to serving you!



PRIVACY STATEMENT



We value you as a customer and we take the privacy of your personal information seriously.

Kindly note that GWL Realty Advisors Inc. does not:

- sell customer information.
- provide personal information about an individual to individuals or organizations.

We do:

- require that any person or organization providing products or services to our customers protect the confidentiality of GWLRA 's customer information.
- maintain physical, electronic and organizational safeguards to protect customer information. We continually review our policies and practices and monitor all electronic networks to ensure the safety of customer information.

We only collect and use information that is necessary to administer our business, to advise you about our services and to provide you with the highest levels of tenant satisfaction and services.

For more information, please do not hesitate to contact your
Property Manager at **(905) 475-1995**.

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BUILDING MANAGEMENT

- GWL Realty Advisors Inc.

GWLRA can meet and accommodate all of your Property Management requirements. We are able to draw from a wide array of resources and professional services, enabling GWLRA to provide you with a level of service that will allow you to conduct your business in a comfortable and functional surroundings.

The GWLRA Management Office is located at: Office hours and telephone/fax numbers are:

**11 Allstate Parkway
Suite 120
Markham, Ontario
L3R 9T8**

**Monday – Friday: 8:30 a.m. – 5:00 p.m.
Telephone Number: (905) 475-1995
After Hours: (905) 475-7250
Fax: (905) 475-3676**



- Management Staff

Tenant Services Coordinator	Cristina Lourenco markham-services@gwlra.com	(905) 475-7250
Administrator	Cynthia Knibb cynthia.knibb@gwlra.com	(905) 475-3231
Senior Property Manager:	Anabela Domingos anabela.domingos@gwlra.com	(905) 475-2969
Property Administrator	Jennifer Petch jennifer.petch@gwlra.com	(905) 475-8373
Accounts Payable	Sabrina Randhawa sabrina.randhawa@gwlra.com	(905) 475-3832

- Construction Services

Manager, Construction Services:	Rob MacDonald robert.macdonald@gwlra.com	(905) 475-6425
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- Operations Team

Operations Supervisor:	Robbie Robinson robbie.robinson@gwlra.com	(905) 475-5676
Senior Building Operator:	Joe Correia markham-services@gwlra.com	(905) 475-7250
Building Operator:	Ian Sterling markham-services@gwlra.com	(905) 475-7250

- Leasing Team

Administrative Assistant, Leasing:	Joanne Kaye joanne.kaye@gwlra.com	(905) 475-3435
Senior Manager, Leasing:	Robert Frost robert.frost@gwlra.com	(905) 475-2214



ONESERVE TENANT SERVICES

OneServe

We would ask that each tenant designate one employee to act as principal liaison between our office and yours. This contact person should be responsible for making all enquiries or service requests to our Tenant Services Centre. Please inform us of your designated employee's name, along with their telephone number and e-mail address. By restricting this responsibility to one principal liaison, it will allow us to provide better recording and assessment of problem areas, and will also result in the delivery of more efficient and timely service for your needs.

These designated individuals will be interacting regularly with our Tenant Services, property management and operations teams. They will be able to authorize the following requests for your company:

- services and maintenance requests
- property removal (paintings, computer equipment, large bundles of recycling, furniture, etc.)
- changing and ordering access cards
- changing and ordering parking permits
- any locksmith work
- cleaning requests and visitations
- ordering or changing building signage
- requests for after hours HVAC
- booking freight elevator/loading dock facilities for large deliveries and moves.
- booking lobby events
- advising tenant services of any after hours visitors and requesting that they be placed on the evening/weekend activity report, etc.

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Complementary Services included in the operating costs are:

- Adjustments for heating ventilation and air conditioning
- programming and printing new security access cards
- minor cleaning requests (i.e.: coffee spills)
- blue recycling bins for office employee desks and kitchenettes upon initial move-in
- one complementary green organic bin for kitchenette
- delivery of E-Servus tickets

Typical Requests that would be chargeable are:

- replacement of all tenant lights and ballasts from the building inventory
- replacement of lost/damaged tenant security access cards
- moving furniture/filing boxes
- picture hanging and minor repairs
- minor tenant plumbing requests; private washrooms and kitchens (including hot water tanks)
- all after hours air conditioning/heating requests as per tenant lease specifications
- extra recycling services (large bins on wheels)



- garbage removal from storage/file areas
- cleaning refrigerators, additional housekeeping requests
- general repairs to non-building common area items
- lost/replacement keys or additional keys required
- extra security coverage
- after hours calls for response for operations personnel

Please note that all chargeable service and/or maintenance requests will be invoiced on a monthly basis based on the respective material and labor costs associated with providing the services plus a 15% administration fee.

There are a variety of ways to reach OneServe Tenant Services:

Building Website: www.allstatecorporatecentre.com.

By e-mail: markham-services@gwlra.com

By phone: **905-475-7250**

By Fax **905-475-3676**

Each Lobby Kiosk has an emergency telephone should you require assistance. Simply pick up the receiver and it will ring directly to our Tenant Services line.

IMPORTANT TELEPHONE NUMBERS

- OneServe Tenant Service.....(905) 475-7250

This telephone number is answered 24 hours daily. Between the hours of **8:30 am and 5:00 p.m. Monday to Friday**, calls will be answered by our OneServe Tenant Services Coordinator. All requests for services of any kind to your premises should be directed to this number for prompt action, including any security inquiries of a non-emergency nature should be directed to this number.

After hours, telephone calls are answered by our on site Security department.

- Main Reception.....(905) 475-7250

Leasing enquiries or other non-Tenant Service calls can be placed to this number.

- Accounting.....(905) 475-8373



Enquiries relating to payment of rent, invoice billings or account-related matters should be directed through the Accounting Department.



INTERNET TENANT MAINTENANCE SYSTEM (ANGUS ANYWHERE)

GWL Realty Advisors utilizes a web-based Tenant Service system known as **Angus Anywhere**. This system allows our tenants to communicate with our Tenant Services representative electronically on all types of maintenance and Service requests. This system can provide you with tracking on the progress of all your Work Order requests, even notifying the sender when the work has been completed.

We would ask that you provide us with the e-mail information of only one or two of your staff; typically the persons who will be responsible for communicating maintenance requests for your suite. We will arrange to have your representatives properly oriented with the new system.

This system also allows us to generate detailed Work Order histories and Service Completion rates. Our Maintenance staff responds to your e-mailed service request via handheld devices and web-enabled cellular telephones.

Please contact GWLRA OneServe Tenant Services at **(905) 475-7250** for further information.



BUILDING WEB SITE

GWL Realty Advisors has developed an individual web site for each of our properties. These web sites will provide you with important information about building features and services, leasing, Corporate Concierge services, and local area amenities.

The address for this property is:

www.allstatecorporatecentre.com

We hope you find this service useful!



ON-LINE CORPORATE CONCIERGE SERVICE

GWL Realty Advisors Inc. is pleased to provide all of our tenants with the convenience of an On-line Concierge Service through [eservus](#). This service will provide you with information on the Greater Toronto Area, and environs, along with links you to a network of contacts and resources in the entertainment and hospitality industry. GWL Realty Advisors will connect you to [eservus](#) to order great tickets to the hottest shows and events in town, including an assortment of personal services. Tickets can be picked up at the Property Management office every Wednesday and Friday. Register with [eservus](#) to keep up with the latest updates.

The Concierge Service will strive to meet your individual needs by providing information on and access to discounted tickets for concerts, theatre productions, and sporting events. The Concierge Service can provide information on corporate event planning, hotel bookings, meeting or conference planning. It can be a valuable business hospitality vehicle; our Concierge service will do the legwork while you focus on your day-to-day business.

Check out the GWL Realty Advisors [eservus](#) service at our building web site.

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www.allstatecorporatecentre.com



BUILDING AMENITIES

Tenant

Telephone

At 15 Allstate Parkway:

Tim Hortons

International News

At 19 Allstate Parkway:

Oakland Fitness Centre

905-475-2579



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HOURS OF OPERATION

Throughout this manual there will be several references made to the building operating hours. The building schedule with respect to Heating, Ventilation, and Air Conditioning (HVAC) are as follows:

MONDAY – FRIDAY 7:00 A.M. – 7:00 P.M.

After hours HVAC and lighting may be arranged through the Property Management office. Depending on the terms and conditions of your lease, if a charge applies, a work order will be prepared for your approval prior to the work being done. While the building is closed, access can only be obtained with a valid access card.



HEATING AND AIR CONDITIONING

The system is designed not to exceed 22 degrees Celsius (approx. 72 degrees Fahrenheit) in summer with a maximum relative humidity of 50% and a minimum of 22 degrees Celsius (approx. 72 degrees Fahrenheit) in winter with a minimum relative humidity of 30%.

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Any adjustments required to temperature, humidity or air circulation should be directed to our OneServe Tenant Services Coordinator at **(905) 475-7250**.



LIGHTING SYSTEM INFORMATION

The lights in your space have been scheduled to operate from **7:00 a.m. to 7:00 p.m., Monday to Friday**. Please contact the OneServe Tenant Services Coordinator should you wish these times to be changed.

- Override Button

Override buttons are located within your space. In the center of the silver metallic section there is a push button, which will enable lighting for (1) one hour internally when pressed. This will also enable the HVAC system for the same duration. If Air Conditioning is required after standard building hours, the Property Manager will determine an hourly rate and you will be invoiced on a monthly basis. Any applicable charges for additional lighting/HVAC are typically specified within your lease.



MOVING AND DELIVERY GUIDELINES

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move.

- Provide at least 72 hours written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by Property Management and are scheduled on a first come, first served basis.
- Office moves may only occur on the weekends or after 6:00 p.m. Monday through Friday.
- All moves and deliveries must be handled through the freight elevator only and protective guards must be installed on the elevators prior to any large items being transported in the elevators.
- The shipping area is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve this area as well. Property Management must approve and/or authorize any exceptions to this entry point. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide a Certificate of Insurance prior to the actual move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
- Your moving contractor will be responsible for any damage to the building occurring during the move. To avoid unnecessary damage we encourage them to pad or otherwise protect all entrances, doorways and walls affected by the move and cover all floors traversed during the move with appropriate material.
- Your moving contractor is responsible for removing all garbage and bulky packing cartons.
- Our building has a strict 'No Smoking' policy. The moving crews are not permitted to smoke in any area of the building.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby or hallway.

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SHIPPING AREA



- Location, Hours of Operation and Deliveries

The shipping area is located on the **East side** of the building.

Regular hours are from **7:00 a.m. to 6:00 p.m.**, Monday through Friday. Regular hours are for small, short deliveries usually between 15 - 20 minutes. No bookings are required however vehicles must wait their turn if there is a backlog.

For items delivered during regular hours, there are usually no charges. However, if items are delivered to the shipping area and operations employees are required to bring them to your suite, there will be a delivery charge according to the size and volume of the items.

Tenants should specifically instruct their carriers that all deliveries or shipments, other than hand deliveries are to be taken to or from the tenant suites via the shipping area. The Landlord assumes no responsibility for breakage, damage, theft or personal injury, however caused.

Passenger elevators were designed solely for transporting building tenants and their visitors. For this reason, all deliveries, wheeled dolly and hand cart access are restricted to the shipping area and must be transported via the freight elevator only. Tenants and their delivery firms are required to supply their own dollies and hand carts.

- Two or four rubber wheeled dollies are required to move equipment that cannot be carried.
- Protective blankets **must** be used.

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Note: **No pump trucks are allowed into the building past the shipping area unless authorized by the Building Operator.**

- Packing crates, skids or other debris used during the move must be removed from the shipping/receiving area when the move is complete. Failure to comply will result in charge back of \$100.00 per skid
- Cardboard cartons are to be flattened and placed in the bin provided for recycling.

For all furniture deliveries and construction material deliveries, it is advised that they occur after business hours and that they be pre-arranged well in advance. The available times are between **4:00 a.m. and 7:00 a.m.** and from **6:00 pm - 10:00 p.m.**

At **10:00 p.m. to 12:00 a.m.** building cleaning staff use the freight elevator daily to remove the tenant's garbage from the building. There may some disruption to placing the elevator on service during this time.

During weekends and holidays, additional security or operations personnel may be required to man the shipping area. A four hour minimum booking time applies and additional charges will be applicable for their time.



To book the shipping area and reserve the freight elevator please contact our Tenant Services Coordinator at (905) 475-7250.



PARKING REGULATIONS AND PROCEDURES

- Tenant Parking

Tenant parking for the Allstate Corporate Centre is available within the covered parking garage, as well as on the surface lot for visitors and clients. Reserved tenant parking is available in the underground parking levels.

All tenants parking at the Allstate Corporate Centre **must** display a valid Allstate Corporate Centre permit on the windshield of their vehicle. Arrangements for parking permits must be made through our Tenant Services Department.

- Visitor Parking

Visitor parking is available on the surface lot. Parking in these areas is for infrequent users only. Should long-term parking be required, a permit will be required. Designated areas are clearly identified. Kindly note that time limits are enforced.

- Overnight Parking

Overnight parking is strictly prohibited between the hours of **2:00 a.m. and 6:00 a.m.** Those tenants wishing to leave a vehicle overnight must advise the Property Management office to register the vehicle license information. Please note that GWL Realty Advisors accepts no liability for the vehicles parked overnight.

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- Reserved Parking

All reserved stalls are indicated by a license plate on a numbered plaque. Please do not park in these stalls unless reserved privileges are applicable. Paragon Security is licensed to ticket and tow.

- Parking Enforcement

In order to maintain the parking at the Allstate Corporate Centre effectively, the Property Management office must maintain an active Parking Control program. The program is intended to ensure that authorized tenants of the Allstate Corporate Centre have ready access to the parking intended for their use. Given the location of the Allstate Corporate Centre in the Markham City Center, there are a great number of individuals from other properties who try to use Allstate Corporate Centre parking in an attempt to bypass the parking regulations at their own facilities.





Paragon Security is authorized by the Town of Markham to issue parking infractions to vehicles that are in violation of the Parking Regulations. It is incumbent upon the Office Manager or Parking Administrator for each tenant to ensure that all staff members are advised and aware of the parking regulations as they apply to the Allstate Corporate Centre. Paragon Security *may* issue a Warning Notice prior to the issuance of a Markham Parking Infraction.

Parking Infractions **will not** be considered for withdrawal in the following instances:

- Parking without an authorized Allstate Corporate Centre permit.
- Parking with an invalid or cancelled permit.
- Parking in a handicapped stall without permit.
- Parking in a reserved stall.
- Parking in aisles, driveways, or Fire Routes.
- Exceeding posted time limits
- Tenant employees parked in visitor stalls

Those vehicles that are noted as frequent violators of the parking regulations will have their permit revoked. Once parking privileges are revoked, any offending vehicles will be tagged and/or towed on sight.

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- Hazardous Vehicles

We must request that any vehicles with fluid leaks of any type (oil, gas, coolant, etc.) not be brought onto this property until the defects have been repaired. In cases of severe leaks, we are required by Fire Safety regulations to remove the vehicle from the property. Propane powered vehicles are not permitted in the underground garage at any time.

We will attempt to locate the owner of any hazardous vehicle, but failing prompt response we will tow the vehicle immediately at the owner's expense. Vehicle repairs should never be performed within the confines of the Parking Garage.

It is important to have your permit displayed and your vehicle registered with the Property Management office in the event that we need to contact you in an emergency.

Your comments and concerns are always welcome.



SMOKING POLICY

Smoke-Free Ontario Act

On May 31, 2006, the *Smoke-Free Ontario Act* came into existence. The Act is a key element of the government's Smoke-Free Strategy and will help shield workers and the public from harmful effects of tobacco by banning smoking in enclosed public places and enclosed work places.

The new Act is more inclusive than previous no-smoking legislations and further limits the number of areas where smoking is permitted. In Ontario, an "enclosed workplace" is defined as the inside of any place, building or structure or vehicle or conveyance that is covered by a roof, frequented by employees during the course of their employment, that is not primarily a private dwelling. Examples of areas where smoking is **NOT** permitted include:

- inside all buildings
- all parking garages
- all areas that have an overhang or roof extending from the building

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The *Smoke-Free Ontario Act* will be enforced by the Minister of Health and Long-Term Care. Non-compliance with this legislation could result in a maximum penalty of \$5,000.

In conjunction with this Act, we are requesting that as a courtesy, all tenants and employees refrain from smoking within 9 feet of any entrance or the stipulated building standard. It is our expectation that tenants and their employees set an example for our tenants and guests.

Please feel free to contact the Property Management office at **(905) 475-1995** with any questions or concerns.



ACCESS CONTROL

After hours access to Allstate Corporate Centre will require a security access card to gain entry into the building and operate the elevator for your floor.

Prior to your move-in, a letter should be sent to the Property Management Office listing the names of personnel who will require access cards, along with the hours of access that each card should be programmed for.

The access cards will be assigned to individuals and should not be transferred to other personnel without informing the Property Management office in writing, or via work order, with your request.

- The first issue of staff cards is at no charge.
- The replacement cost of lost or damaged cards is \$25.00.

It is important for you to note that only the authorized representative for your company will be able to request access level changes to passcards.

If you wish to have a card reader/maglock installed in your office, arrangements can be made through the Tenant Service Centre at **(905) 475-7250**.

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- Entraguard Telephone

This system is coded to call through to your suite. We will require a telephone number that will usually be answered during the day as well as after hours.

Note: After hours, the elevators will only open on multi-tenancy floors. Full floor access is by Passcard only. For after hour visitors please take your Passcard with you, meet them on the ground floor, and escort them back to your premises.



KEY CONTROL PROCEDURES

GWL Realty Advisors has established a standard practice for the handling, issue, and protection of keys and lock systems.

Keys will be issued for tenant interior and exterior doors as required. Once issued, they become the responsibility of the tenant. The keying of any tenant space must conform to the base building master key system, which is a restricted blank system for greater security.

- Control Procedures

Tenants

Keys or lock changes may be ordered by written request or work order to the Tenant Service Centre. All requests will normally be filled within 24-48 hours. Additional keys will be provided at a nominal charge of \$5.50 per key. For tenant protection, it is strongly recommended that keys be duplicated through the Property Management locksmith only. This service can be arranged through the Tenant Service Centre.

Property Management

The Property management office will arrange for the production and delivery of keys. All keys shall be acknowledged on a duplicate delivery slip. The Property Management office will also supply and control the issue of floor master keys to the housekeeping staff and ensure their return on a daily basis.

Housekeeping

The Housekeeping supervisor will pick up keys at the beginning of each shift and return such keys to Paragon Security upon completion of the shift. No keys are to be removed from the premises of the Allstate Corporate Centre.



MAILING ADDRESS AND POSTAL FACILITIES

Mail will be delivered daily to the Mail Room on the Main Floor. Each Tenant will be allocated a mail box number and key in order to pick up their mail. Tenants will have to make arrangements with the Property Management office to pick up and sign for keys to their post box prior to moving in. The Tenant is responsible to inform Canada Post in Unionville at (905) 474-1705 of their change of address.

To obtain your post box number, please contact the Tenant Service Centre at (905) 475-7250.

Tenants are responsible for picking up mail daily from their box, as no mail delivery is provided inside the building. Mail is generally on site by 11:00 a.m. Should the volume exceed the capacity of postal boxes on site, you may contact Canada Post at (905) 474-1705 to make other arrangements (i.e. bag service). It is not necessary to use your box number in your mailing address.



SUITE NUMBER AND SIGNAGE

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An electronic kiosk is located in the lobby which lists all tenants within the complex. Also, there is directory signage on your floor at the Elevator Lobby. As provided in your lease, we will install one listing per tenant. Additional listings are subject to space availability at a nominal charge.

We will require the exact manner in which you would like your corporate name to appear on the kiosk in writing.

A building standard sign program has been established for the elevator lobbies and at your premise entrance which must be adhered to. Please complete the Sign Request Form provided to you and return it to the management office.

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three (3) weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the tenants expense. Please contact the Property Management Office for further details and costs applicable.

Please note that no signs and lettering shall be inscribed, placed or affixed in the leased premises or the building which is visible from the exterior of the building or common areas unless authorized by the Landlord.



BUILDING: _____ **SUITE NO:** _____

TENANT NAME: _____
(Please Print)

AUTHORIZED BY: _____ **DATE:** _____
(Tenant Signature)

MAIN LOBBY DIRECTORY	
Suite No.	Company Name

(Please Print and Specify Case Sensitivity)

ELEVATOR LOBBY DIRECTORY	
Suite No.	Company Name

(Please Print and Specify Case Sensitivity)

TENANT SUITE SIGN	
Suite No.	Company Name

(Please Print and Specify Case Sensitivity)

OTHER SIGNS	
Suite No.	Company Name

(Please Print and Specify Case Sensitivity)

Please contact the Property Management Office for details on the respective costs for each sign. If applicable, attach company logo on diskette or Camera Ready Artwork. Refer to Tenant Information Guide for details.

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SUBURBAN GTA BUSINESS UNIT

TENANT SIGN REQUISITION FORM





SUITE UPGRADES AND CONSTRUCTION

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord's Construction Manager.



HOUSEKEEPING SERVICES

The housekeeping at Allstate Corporate Centre is performed by an outside cleaning contractor, and is administered by the Property Management Office. The first service under this contract will be provided on the evening of the first business day that you take occupancy, and will continue thereafter as provided in your lease.

The Tenant is responsible for the cost of any pre-cleaning necessary to tidy up after both the Tenant's leasehold improvement contractor and moving contractor, in order to ensure that the premises are ready for occupation. The Property Manager will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.

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- Nightly Services

Office areas are provided with housekeeping service five days a week, excluding holidays. Nightly service includes:

- emptying all trash receptacles and replacing all liners as necessary
- removing all collected trash to a designated area
- dusting and spot cleaning all furniture, fixtures, equipment and accessories
- spot cleaning all horizontal and vertical surfaces
- spot cleaning the carpeted areas as necessary
- spot cleaning of all partition doors
- spot cleaning of all walls, light switches and doors
- cleaning and polishing drinking fountains
- dust mopping all hard surface floors with a treated mop
- wet mopping of all hard surfaces
- vacuuming all carpeted traffic lane areas



- **Scheduled Housekeeping Services**

Additional housekeeping services will be provided in accordance with pre-determined schedules.

- high and low dusting (picture, clocks, partition tops, etc.)
- carpets will be vacuumed wall to wall
- all office furniture will be vacuumed
- all trash containers will be washed using a germicidal detergent
- dusting of blinds
- all hard surface floor areas will be scrubbed, polished and buffed

- **Special Cleaning Services**

Special cleaning services such as shampooing fabric furniture, deep cleaning of upholstered or carpeted areas is available by calling our Tenant Services Line at **(905) 475-7250** for appropriate quotations.

Additional concierge services can also be requested such as:

- refrigerator cleaning
- microwave cleaning
- extra kitchen visits during the day
- full floor tenants with extra needs may request additional washroom visits by our day matrons/porters

Kindly note that these services are contracted on a user-fee-basis.

- **Window Cleaning**

Window exteriors are cleaned a minimum 3 times a year, weather permitting. Ground floor exterior windows are cleaned monthly. Tenants will be notified in writing before interior window cleaning is undertaken to ensure that areas around the windows can be cleared.



ADDITIONAL SERVICES

Building Management can make various extra services available to the tenant on an “as-required” service basis.

Service prices are based on hourly rates, benefits, supervision, direct and indirect costs, and an Administration Fee of 15%. Material costs will be added where applicable with all pertinent taxes.

- You may request additional security for any internal needs by calling our Tenant Service Centre at **(905) 475-7250**.
- Prior to any work being done, the Management Office will submit an itemized Tenant Work Order with all applicable costs for Tenant approval and authorization. No work will be performed unless the Tenant has approved the work order.
- Invoices for all work performed will be issued by Building Management. Prices may change due to future wage and material increases.



ADDITIONAL STORAGE

Additional storage space, conveniently located in the secured area within the building, is available for the tenants, should such need arise. Please contact property management office.

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LOST AND FOUND

Lost and found items can be turned in or claimed at the Security Desk in the lobby of 11 Allstate Parkway.



NEWSPAPER DELIVERIES

Tenants must make arrangements with their preferred newspaper supplier to have the newspaper delivered to their company here in the building. Newspaper deliveries can be coordinated via our concierge service at a minimal monthly fee however if they are delivered to the common area in the elevator lobby kindly note that if newspapers are not picked up before 9:00 am, they will be recycled by our building cleaning staff.



BICYCLE RACKS

Bicycle racks are located on the grounds. Please ensure that the bicycles are securely fastened to the rack. The Landlord and Property Management shall not be responsible for any loss or damage to bicycles however caused or incurred. Please note that bicycles are not permitted in the office tower or other common areas of the building.



PEST CONTROL

Pest control services are provided to the common areas of the building on a monthly basis by an independent contractor. This service is provided after normal business hours and is included in the operating costs of the building.



SAFE FLIGHT PROGRAM

Each year in Canada, approximately 10 Million night-migrating birds needlessly collide with office towers and tall structures. Confused by artificial light and unable to see glass, these birds are perishing at an alarming rate particularly during peak migration times.

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We ask that each tenant help us reduce the number of migratory bird casualties and join us in this effort by complying with the following procedures:

- during peak migratory times, which occur in the spring between April and June and in fall between August and October, we ask that your office lights are out from dusk to dawn
- during migration periods, if you have blinds in your office, please draw them down to help deter birds from flying into 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.



CARDBOARD/EXTRA GARBAGE DISPOSAL

The Ontario Fire Code prohibits garbage from being left in any common area in the event of a building evacuation. Cardboard boxes or any other garbage must not be left in the elevator, lobby or the common areas of the building. Cardboard boxes are to be flattened by your staff and placed in the bin provided for recycling.



MONTHLY WASTE DIVERSION REPORT

GWL Realty Advisors is committed to reducing the environmental impact in all of its buildings across the country. As such we are requesting the assistance of our Tenants in helping us gather data that will assist us in the future to allocate resources toward our Green goals.

Currently the Landlord collects data on the waste diversion arranged or coordinated by the building on a monthly basis.

If your office participates in other forms of waste diversion, please fill out and email or fax this information sheet to the Tenant Services Coordinator each month.

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Currently the Landlord collects data on the waste diversion arranged or coordinated by the building. If your office participates in other forms of waste diversion, please fill out and email this information sheet to the Tenant Services Coordinator.

TENANT INFORMATION

Building: _____ **Tenant:** _____ **Date:** _____

WASTE DIVERSION INFORMATION (SELECT ONE ITEM PER SHEET)

- | | |
|---|---|
| <input type="checkbox"/> Confidential Paper Shredding | <input type="checkbox"/> Electronic Waste |
| <input type="checkbox"/> Wood Skids | <input type="checkbox"/> Scrap Metal |
| <input type="checkbox"/> Toner Cartridges | <input type="checkbox"/> Batteries |
| <input type="checkbox"/> Office Furniture | <input type="checkbox"/> Light Bulbs |
| <input type="checkbox"/> Construction Waste | <input type="checkbox"/> Hazardous Waste |
| <input type="checkbox"/> Grease (Fry or Grease Trap) | <input type="checkbox"/> Other (Specify): _____ |

Frequency of Pickup: _____ **If Other Please Specify:** _____ **Weight:** _____ lbs

Comments: _____

As part of our commitment to the environment, please email the completed form to the Tenant Services Coordinator, markham-services@gwla.com by the end of each calendar month to ensure the information is included in the Monthly Diversion Report. The Report will be available on the building websites under News and Events each month.

If you have any questions or concerns please contact the Property Management Office via telephone at (905) 475-1995.

WASTE DIVERSION INFORMATION SHEET



3 SECURITY & LIFE SAFETY



OFFICE SECURITY



- General

The following items are good general guidelines to follow in any office:

1. Do not assist outsiders or strangers to enter the building or your tenant office. Notify Tenant Services if any solicitors visit your office.
2. Challenge any strangers with a simple "May I help you?" Call Police if any unauthorized persons are detected in your office.
3. Never leave valuable items such as billfolds, purses, wallets, blank checks, petty cash, and keys unattended. If necessary, lock them in a desk drawer or cabinet.
4. Keep a "clean desk" policy and secure all confidential files and information before leaving your office.
5. When working alone in the office, lock all perimeter doors and activate any security systems. When working late, notify your supervisor or a friend or relative.

- Access Control

Some tenants have installed their own access control systems – electric locks, mechanical or electrical push-button combination locks, or card-operated locks that control the operation of entry door(s) to tenant areas.

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Before an access control system can be considered, the local fire authority having jurisdiction should be consulted to determine whether such an installation is permitted by local and provincial codes. This is particularly important when the access control devices are to be installed on doors leading directly from elevator lobbies to the tenant space. These doors involve paths of egress during emergency evacuation and therefore require special locking arrangements permitted by the local codes.

- Emergency Tenant Contact List

GWL Realty Advisors maintains a complete registry of Emergency Contacts for each Tenant. This listing contains the name(s) of authorized representatives who would be contacted in the event of an emergency, or other significant event at the property. The persons listed are generally authorized to allow access to the suite in the event that employees get locked out or forget their keys and/or Building Passcard. Please relay any changes in this information immediately to Tenant Services at **(905) 475-7250** for inclusion in our registry.



- Passcard and Key Control

All tenants requiring access to the building are generally issued an access system passcard. It is important to designate a responsible individual to maintain your passcard issuance system. Regular physical inventories of cards should be conducted in order to confirm that all cards are regularly accounted for. As a general rule, only one or two key individuals in each company should be authorized to order and issue passcards. This is essential to proper passcard management. They may also be programmed according to varying time parameters to further control overall employee access to the premises.

Lost or stolen cards must be immediately reported to Tenant Services at **(905) 475-7250** for immediate cancellation. Passcards not immediately returned by terminated or laid-off employees should also be reported without delay.

Key control must also be well maintained and restricted to as few persons as possible. Should keys not be returned after an employee has departed, it may be advisable to have any affected doors re-keyed.

- Screening Visitors

The receptionist must question incoming persons of all types to determine whether they are authorized to enter the tenant space. Over the years a common ploy in office buildings has been for a person to pose as a photocopier service personnel or telephone repairman, and, after gaining entry, proceed to steal purses, billfolds, petty cash, credit cards, and other small valuable items left unattended in the tenant space. These criminals are aided by two common practices:

1. Businessmen often leave their suit coat, containing their billfold, hung on a clothes stand or behind their door;
2. Businesswomen, similarly, often hang a handbag on a chair or leave it under their desk.

Another trick has been for an intruder, having gained access to a tenant space, to memorize a name from a desk or a directory board. If challenged by an occupant, the intruder simply states the name to avoid detection: "Oh, I'm looking for Mr. Searcy!" Unfortunately, on hearing such a reply, many unknowing occupant has escorted the person to Mr. Searcy's desk, and left them there to continue with their deception and possible theft. This type of criminal behavior can occur more easily on open floors, where elevator lobbies open into corridors, which in turn, open without any form of barrier into the main floor areas.

Once it is established that a person is permitted to enter tenant space, the receptionist should arrange for it to take place in a manner that does not compromise security.



The person may be issued temporary "visitor" or "contractor" identification badge for the day and asked to fill in and sign the appropriate register. Commonly, the receptionist telephones the employee expecting the visitor to come to the reception area to escort the guest. Also, with some large companies there can be a mailroom with a separate entrance where all couriers, messengers dropping off or picking up merchandise from the tenant space can be directed. This eliminates the need to escort these individuals.

- Security After Normal Business Hours

After normal business hours in most commercial office buildings, access control to all areas is stricter. Each tenant needs to establish a specific policy and procedure for access after this time. Passcards and keys should be issued to those requiring access after hours, ideally only to a few select individuals. This alleviates some key control problems, but can create the need for one of these persons to be present when special after-hours access is required. Passcard listings should be kept up-to-date.

There is no clear-cut answer to the issue factors such as the number of employees requiring after-hours access, the frequency of after-hours access and tenant management's attitude toward its employees, as well as building management policies, all need to be taken into consideration before a well-defined key policy is formulated. Many large companies who have around-the-clock operations provide a security staff member or receptionist to control after-hours employee access, and many maintain an after-hours access register or log.

Despite any access control measures that may be implemented, there still exists the possibility that a "Building creeper" may slip through the net. The "building creeper" dresses in conservative business attire. Late in the afternoon on a normal business day, the creeper confidently enters through the main lobby and nonchalantly passes the building security staff. Taking an elevator to an upper floor, this individual will often hide in a washroom until just before closing time, and then try to slip into an office to obtain various items of value.

- Security During Normal Business Hours

Tenants in most commercial office buildings practice some form of access control to their space. A receptionist often is present at the main point of entry to a tenant area, acting as the tenant's first line of defense.

If possible, it is helpful to channel incoming persons through one area and keep all other access points properly secured. Establish a staffed reception area that is separated by physical barriers from interior tenant space. Once a person has been cleared for admittance, the receptionist should ensure that another staff member always escorts them.

- Solicitors

Receptionists also can play an important role in building security by reporting solicitors they encounter. As defined by the high-rise community, solicitors are persons who come into high-rises and attempt to sell their wares to tenants. They often come to buildings with items for sale secreted in a container such as a bag or briefcase. Once past the lobby, they will open up the container, take out their product, and proceed from floor to floor, tenant to tenant, touting their merchandise. Even though many solicitors may be legitimate, their presences can be disruptive to tenant business; furthermore, many criminals pose as solicitors.

For the protection of all tenants, it is best to ask any solicitors to leave immediately. If they are persistent, call Tenant Services at **(905) 475-7250**. The tenant should never buy anything the solicitor is selling. To do so provides an excuse for the solicitor to attempt to re-enter the building.



COMPUTER SECURITY

- General

Computers are a vital part of every modern day office, and are subject to security and sabotage threats. Mainframes, Personal computers, Laptop computers, printers, and other peripheral equipment all form part of any modern office environment. They store large amounts of important data and information, and the loss of such can have far reaching consequences for any business. It is important to safeguard these assets, both the physical and information/intellectual property. The Office Manager should maintain an accurate, up-to-date inventory of all computers and related equipment. This inventory should list serial and model numbers, asset tag number, or engraved identifying numbers.

- Information Protection

As a matter of regular scheduled maintenance, all computer files should be regularly backed-up to prevent massive loss of information in the event of theft or damage to unit. A formal Back-up Program should be established for all PC users, and particularly in companies utilizing a large mainframe set-up. Back-up disks should be kept away from magnetic and heat sources, as well being protected from dust. All virus protection programs should also be kept up-to-date with current standards in order to ensure that all computers are adequately protected.

- Laptop Computers

Laptop computers are one of, if not the most popular item for thieves in the modern day office. Their relatively compact size allows them to be readily portable, whether concealed in a briefcase or tucked under an arm and concealed with a coat or jacket draped over the arm. There is a strong illicit market for Laptop computers, and the thieves usually dispose of them quickly. Due to their portability, restraining devices and docking stations are not a reliable method of securing these units. Users of Laptop computers should never leave them in the office overnight; they should be taken home after hours at all times. When transporting your Laptop, never leave it out in plain view in your vehicle; always store them in the trunk to keep them out of sight.

If Laptops are to be left in the office overnight, a secure, lockable facility such as a high security/fire rated file cabinet should be provided for their storage. It is also advisable to restrict access to this area to as few persons as possible, specifically only those with Laptop computers. While this may seem inconvenient, the loss of the property itself, not to mention the information stored on it can be far more damaging.

- Personal Computers

Ideally, Personal Computers should be secured to work surfaces using any of several security devices, including locking cabinets and restraining cables. There are also audible devices available that will sound if the computer is removed.

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TENANT RESPONSIBILITY FOR SECURITY

GENERAL BANK DEPOSITS OR CARRYING LARGE SUMS OF MONEY DISGRUNTLED
EMPLOYEES IN-OFFICE THEFTS ON THE STREET OPENING AND CLOSING PARKING
AREAS REPORTING SUSPICIOUS PERSONS SECURITY MINDSET SECURITY POSTURE
TENANT SECURITY CHECKLIST VISUAL AWARENESS

- General

All tenants should understand the importance of balancing convenience and good safety practices. Often these are not the same and it will take practice for building occupants to keep security in mind. Support and cooperate on overall building security concerns such as keeping doors locked, not propping open exits, securing personal valuables, and not leaving reception areas unattended.



Be involved in the security program and attend briefings and seminars aimed at promoting security awareness. Informational materials can be obtained through the Property Management office or York Regional Police. Consult the Property Manager about your concerns. There may be a common sense, economical solution to your problem or concern. For example, strangers encountered in your suite (even if they appear to be workmen or messengers) should not be ignored, but questioned. Find out where they are going or if they need "help". Take the time to call and check out their stories. If something is suspicious, call the building manager or security. It is better to be safe and certain that the person is legitimate, than sorry that an incident was not prevented.

Get to know your neighbors in the building. Knowledge of the routines of other tenants will help you spot someone who is not a usual vendor or service person. By acting with security in mind, you have in effect made your property safer. Keep the following guidelines in mind.

- Bank Deposits or Carrying Large Sums of Money

If you are going to make a deposit, contact the bank prior to your departure and let them know when to expect you. If you do not arrive on time have them call your office. Stay on busy streets, not side streets or alleys. Plan your route and have an alternate one. When possible, change routes without setting a pattern.

Vary the days and times of deposit, if possible. Frequently change your money container. Do not make side trips or stops until after the money is deposited. Carry yourself with confidence. Avoid favoring the pocket, bag or container holding the money.

- Disgruntled Employees

Who can be classified as a disgruntled employee? It is a term that is generally used after the fact, meaning after there has been an incident. You should notify security whenever you are laying off, firing, or sending home an employee, or if there is a physical or verbal confrontation between employees on or off the work site. Armed with this knowledge security can assist, or at the minimum, be prepared to react should an incident happen.

- In-Office Thefts

1. Stairs and Halls – If you enter a hallway or stairwell that is not well lit or has several lights removed, your awareness should be increased. If it is before or after normal working hours, consider finding an alternate route. Contact Tenant Services at (905) 475-7250 about the lighting. If you enter a hallway or stairwell and encounter someone who looks suspicious, take the first exit or enter the first office you can.



2. Elevators – Do not get on if you sense something is not right or if you feel uncomfortable. If someone gets on the elevator later and your "sixth sense" warns you of danger, exit as soon as you can. The same applies for exiting: if the situation does not look safe, do not get off. Report your concerns to Tenant Services at **(905) 475-7250** at the first opportunity.
3. In the Office – Do not make it easy for someone to steal your valuables. Keep anything you do not want stolen in a secure place or at least out of sight. Purses should be kept in a locked container (desk drawer, locked closet or file cabinet). Do not leave your wallet in your jacket hanging in a closet or on the back of your office door – this is asking for trouble. Petty cash should be kept under two locks to make it harder to steal. Keep safes closed and locked if not in use.

- On the Street

Keep in the center of the sidewalk. Watch the crowd as you move. Avoid side streets and short cuts through alleys. Try not to get lost in thought but focus on the task at hand: getting safely to your destination.

- Opening and Closing

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Whenever possible, the office should not be opened or closed by a single person. Working late or opening early can make you a target if you neglect to practice security awareness.

- Parking Areas

Stay to the middle of the road and in well-lit areas. Park your vehicle in the best-lit area you can find – ideally away from corners, bushes, dumpsters, or any place a person can hide. When returning to your car, check the back seat before opening the doors. Have your keys ready prior to arriving and entering the vehicle.

- Reporting Suspicious Persons

Report any suspicious person to Tenant Services at **(905) 475-7250**. If you encounter someone who does not seem to belong on the property, question them, and if you do not feel comfortable with the response, notify security immediately. The best policy is to contact security and let them ask the questions. Once the word gets out that the people on our property are quick to challenge anyone, local perpetrators will seek a softer target.

- Security Mindset

Always act with security in mind and expect the worst. Wherever you are or whatever you are doing, have a plan of action. Ask yourself: Where will I go if there is a problem? What will I do? If you find something or someone out of place in your building consider who should be alerted. Remember the old adage, "An ounce of prevention is worth a pound of cure."

All tenants are generally responsible for their suite, and that area is usually considered to be under their control. However, the tenant could be found liable if they knowingly violate established security policy, such as propping open a fire door. Keep informed of any security matters that will or could affect your premises. Keep copies of all security related correspondence sent to you or any signs, notices or announcements posted.

- Security Posture

Walk with a confident, steady pace; develop a demeanor or awareness. If you act and move with confidence and awareness you will appear less vulnerable. Most people who have been mugged say they never saw their assailant until the incident happened. The assailant, however, was no doubt scouting for a target that was unaware and appeared vulnerable.

- Tenant Security Checklist

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Safety in the Building and Your Office

1. Do not assist outsiders or strangers to enter the building or your tenant office. Notify Tenant Services at **(905) 475-7250** if any solicitors visit your office.
2. Challenge any strangers with a simple "May I help you?" Call Tenant Services at **(905) 475-7250**, if any unauthorized persons are detected in your office.
3. Physically secure desktop PCs, laptop and notebook computers, and floppy disks, or other valuable equipment, or lock these items up when not in use.
4. Record serial numbers and engrave identifying marks on equipment to assist in its recovery if it is "borrowed" by a fellow employee or is stolen.
5. Never leave valuable items such as billfolds, purses, wallets, blank checks, petty cash, and keys unattended. If necessary, lock them in a desk drawer or cabinet.
6. Keep a "clean desk" policy and secure all confidential files and information before leaving your office.
7. When working alone in the office, lock all perimeter doors and activate any security systems. When working late, notify your supervisor or a friend or relative. When you are ready to leave, notify Tenant Services at **(905) 475-7250** and request an escort.
8. If you are in an elevator with a suspicious person, stand near the elevator control panel. If emergency assistance is required press the emergency call, emergency alarm, or emergency only button.

- Safety in the Parking Garage
 1. On leaving your vehicle, always lock its doors. If you possess a building or parking access card, do not leave it in your vehicle when you go to your office.
 2. Secure any belongings in the trunk or out of sight. Do not leave any valuables or possessions in plain view.
 3. Be alert to your surroundings and any people around you. Avoid using stairwells, alleyways and areas that are out of the way or isolated.
 4. If you observe suspicious activity in the garage, immediately report it to Tenant Services at **(905) 475-7250**.
 5. When approaching your vehicle, be aware of your surroundings and any people around you. Have the keys ready in your hand and, on reaching your vehicle, check the back seat before entering. Once you enter, immediately lock your doors.
 6. Observe speed limits and drive safely at all times.
- Visual Awareness

When most people are walking or moving, their zone of vigilance is only a few feet in front of them. Expand this zone by looking around, being aware, scanning the crowd or adjacent area. Identify the threat before it identifies you as a target. Look for people who seem out of place or suspicious in some way.



4 BUILDING PROTOCOLS



CHANGES TO PREMISES



- Alterations and Remodeling

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord's Construction Manager. Prior to the commencement of any construction the tenant is required to submit the following pre-construction documentation:

- a complete set of the working drawings (including architectural, mechanical and electrical engineering) specifications detailing all changes to be reviewed and approved by our Construction Manager.
- if base building mechanical and electrical consultants are not utilized, there will be a chargeback to the tenant for the review of your drawings by our base building consultants.
- Copy of Building Permit Application
- Certificate of Insurance from the General Contractor (minimum of \$5 million coverage) listing the Landlord and Property Management as additional insured names.
- WSIB Certificate of Clearance
- Construction Schedule
- List of all sub-trades names, design firm, contractor contact details.
- Executed Alterations Letter from our Construction Team.

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For further information and clarification regarding alterations and remodeling, please contact our Construction Manager at **(905) 475-6425**. A Design Criteria Manual is available which outlines additional requirements. Kindly ensure you obtain a copy of this document at the early stages of your planning.



RENT REMITTANCE

Rent and tenant charges are due and payable on the first day of each month. All cheques should be made payable to bclMC Realty Corporation and delivered to the Property Management Office at:

**11 Allstate Parkway, Suite 120
Markham, ON L3R 9T8**

Late fees will accrue on the unpaid amount from the due date to the date of payment at the rate per annum, which is four percent (4%) above Prime.



LEASING

Should you have a requirement for additional space during the course of your lease term, please contact our Leasing Department at **(905) 475-3435**.



INSURANCE

Your lease includes a provision requiring that you take out and keep in full force varying types of insurance for your premises in the building (please refer to your lease for details).

A certificate of insurance, verifying your coverage as required under the lease, must be delivered to the Property Management office before assuming tenancy at the building. A new certificate must be forwarded to the property management office at least 30 days prior to the expiry of the policy.

Please note that the Landlords and Property Management must be named as additional insured on all policies.

If you have any questions or concerns, please do not hesitate to contact the Property Manager at **(905) 475-2969**.

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TELEPHONE INTERCONNECT REGULATIONS

Each floor is equipped with facilities for installing telephone equipment. Your technician should report to your suite prior to commencing work. The Tenant Service Centre should be notified at least 24 hours in advance to arrange for access.

The Landlord's consent must be obtained before any work commences. The interconnect company name and contact person must be supplied at this time. Switchgear equipment should be located in the Tenant's premises. No equipment is to be located in the Base Building telephone rooms.

All overhead cable must be run in conduit, all sleeves run through "rated" partitions, and must be adequately packaged as per current building codes unless plenum rated cable is used.

Tenants are liable for all repair costs to leasehold and base building improvements or fixtures damaged as a result of the installation. This includes, but is not limited to ceiling tiles, partitions, carpeting, bulkhead, and floor outlets.



Only the base building Electrician is permitted to perform any electrical work within the property. Arrangements for service can be made through the Tenant Service Centre at **(905) 475-7250**. Access to other Tenant's premises during any construction must also be coordinated through the Tenant Service Centre.



ADDITIONAL AGREEMENTS

- Riser Agreement

All tenants must contact the Property Management office prior to booking or installing any cabling or conduit through our building riser. Any installations requiring use of the building riser system must be approved and authorized through the Property Manager. A separate formal agreement and associated charges may be applicable.

- Supplementary Rooftop Equipment and Cooling Systems (including Generators)

All tenants must contact the Property Management office prior to designing or planning supplemental cooling and installation of any additional rooftop equipment. Separate agreements and associated charges may be applicable.

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- Satellite and Internet Protocol

All tenants should contact the Property Management office prior to the installation of any Satellite antennae or cabling into your premises. Any cable installation that requires the use of the Building Riser System must be approved and authorized through the Property Manager.

There will be a monthly charge added to the current rent structure for any Satellite or other rooftop installations. Any such installations require that a signed agreement be completed with our office.

Please contact the Property Management office for further information on this subject.

- Storage Agreement

Tenants requiring storage space may be able to rent storage facilities on-site. Kindly contact the Property Management office for additional information.

- Parking Agreement

Tenants requiring parking may be able to secure reserved parking on a month to month basis if space is available. Kindly contact the Property Management office for rates and a copy of the agreement.

