

TENANT INFORMATION MANUAL



150 KING WEST

BentallGreenOak (Canada) Limited Partnership
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Disclaimer: Although we have done our best to ensure that all information in this manual is accurate, we accept no responsibility for any errors or omissions, on the part of BentallGreenOak (Canada) Limited Partnership or on the part of any and all personnel/companies who have provided information contained herein. Information in this manual is subject to change without notice.

Some items and details are yet to be completed and will be updated from time to time. BentallGreenOak (Canada) Limited Partnership will provide updated versions of this manual to all tenants upon request.

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MANAGEMENT OFFICE

Management Team

150 King West

RECEPTION(416) 977-4397

BUILDING MANAGEMENT - FAX(416) 977-5545

Marcie Sherwood – marcie.sherwood@bentallgreenoak.com
General Manager(416) 205-8252 x 227

Steve Ellis – steve.ellis@bentallgreenoak.com
Operations Manager (416) 205-4701 x 222

Sean Dawson – sean.dawson@bentallgreenoak.com
Assistant Property Manager (416) 205-4714 x 242

Mircea Salapa – mircea.salapa@bentallgreenoak.com
Operations Supervisor (416) 205-4704 x 228

Loriedelle Addun – loriedelle.addun@bentallgreenoak.com
Property Administrator (416) 205-4713 x 240

Aleksia Gjoka – aleksia.gjoka@bentallgreenoak.com
Property Administrator (416) 205-4713 x 230

Jamie Fabia – 150kingwest@bentallgreenoak.com
Administrative Assistant (416) 977-4397 x 221

Mohamed Arale – mohamed.arale@bentallgreenoak.com
Manager of Security Operations (416) 205-4705 x 231

Peter Bambulas – peter.bambulas@bentallgreenoak.com
Leasing Representative (416) 813-3636
(Located at 1 York Street)

Lobby Desk, 150 King Street West..... (416) 205-4708 x 224

Loading Dock, 150 King Street West..... (416) 205-4709 x 238

Housekeeping – Hallmark Housekeeping (416) 205-4712 x 234

Emergency Number, 24 Hours **(416) 585-9484**

Security Operations Centre (416) 205-4707 x 232

Building Hours

For your convenience, the building is open from 7:00AM until 6:00PM, Monday through Friday. During business hours, the building's entrance doors are unlocked providing unrestricted access to the building. At all other times, a building access card will be required to gain entry to the building and/or your floor.

BUILDING MANAGEMENT OFFICE

The Building Management Office hours are from 8:30AM to 5:30PM, Monday to Friday.

The Building Management Office and 150 King Street West are closed on the following days:

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

BUILDING SECURITY

The 150 King Street West Security team operates a Security Operations Centre on the ground floor, which is staffed 24 hours, 7 days a week, 365 days a year.

HEATING VENTILATION & AIR CONDITIONING (HVAC) HOURS

Monday to Friday (excluding holidays), 6:00AM to 6:00PM

LIGHTING HOURS

Monday to Friday (excluding holidays), 6:00AM to 6:00PM

CONCOURSE HOURS

Monday to Friday (excluding holidays) 8:00AM to 6:00PM

SHIPPING/RECEIVING DOCK HOURS

Monday to Friday (excluding holidays) 7:00AM to 5:00PM

FREIGHT ELEVATOR HOURS

Monday to Friday (excluding holidays) 7:00AM to 5:00PM

PARKING FACILITIES

24 hours, 7 days a week. 365 days a year

MOVING IN AND GETTING SETTLED

Tenant Requirements Move-In Checklist

Please refer to the following list as a guideline to ensure all Tenant/Landlord requirements are completed prior to your move-in to 150 King Street West. If you have any questions or require any assistance, please contact the Building Management Office at 416-977-4397.

ITEM	PAGE NUMBER	COMMENTS	COMPLETION DATE
Moving In	3		
Book Freight Elevator	6		
Movement Supervision Form	7		
Work Permits	9 & 10		
Keys	11		
Assignment of P.O Box Number	4		
Suite Number Assignment	4		
Building Pass Card Application	44		
Monthly Parking	5		
Telephone Listing (Emergency Contact)	35		
Telephone Listing (Tenant Contact)	34		
Insurance Certificate see Section 9, Lease	-		
Housekeeping & Pre-Cleaning	4		
Directory & Signage	4		

Moving In

Please arrange all tenant move-ins through the Building Management Office at 416-977-4397. In order to minimize disruption to tenants, all large deliveries and moves take place during non-business hours. For the safety of other tenants and to protect building finishes, only the designated freight elevator and the loading dock area are to be used during the move. There is a service charge for the service personnel who are required for the supervision of the loading dock and freight elevator.

The Building Management Office requires that tenants give as much notice as possible to book their move and not less than seventy-two (72) hours before the move. **Tenants will be charged for any cancellations.**

Tenant Directory & Signage

There is an electronic directory located by the security desk in the lobby of 150 King Street West. To have the exact way you would like your corporate name to appear on the directory, suite sign and elevator lobby sign, please notify the Building Management Office in writing well in advance of your move-in date. Failure in replying quickly could result in a time lapse between your occupancy date and the installation of your directory posting, suite and elevator signage. Please note it can take 4-6 weeks for our supplier to produce and deliver signage.

Suite Numbers

The Tenant will be provided a suite number by the Building Management Office prior to their move-in date.

Mailing Address and Postal Facilities

The building's mailing address is:

150 King Street West, Toronto, ON M5H 1J9

Please remember to include your suite number and post office box number on your stationary.

Tenants are allocated a post box number by the Building Management Office. The mailboxes are located off the main lobby across from the loading dock entry doors. To obtain your post box number, please contact the Building Management Office at (416) 977-4397. Once a post box number is issued to a tenant, they must advise Canada Post. Please include your post box number on your company letter head, envelopes etc.

All mail is delivered by Canada Post and placed in each tenant's assigned post office box daily. Mail is picked up in the outgoing mail slot in the lobby Monday to Friday at 9:00AM, 2:00PM & 5:00PM.

In some instances, it may be necessary for a tenant to transport a number of large mailbags across carpeted and marbled surfaces, a dolly equipped with adequate rubber bumpers and rubber-tired wheels is mandatory to prevent damage to floors and walls. All mailbags, dollies and carts must use the service elevator only for transporting mail.

Please Note: Security will NOT be able to access the mail room door for ANY reason or access an accidentally dropped letter from the Canada Post mailbox. It is a Criminal Code offence for any person other than an authorized Canada Post employee to retrieve a letter deposited in a Canada Post mailbox.

Rental payments

All rental and other miscellaneous payments should be made payable to "*BentallGreenOak (Canada) Limited Partnership* *itf Sun Life Assurance Company of Canada*" and mailed or delivered in person to the following address:

Mail or Hand Deliver To:

BentallGreenOak (Canada) Limited Partnership
150 King Street West, Suite 101, P.O. Box 77
Toronto, ON M5H 1J9

Rental payments are due and payable on the first day of each calendar month, as set out in your Lease. Monthly invoices will not be issued; however, a statement of monthly rent is forwarded to your office prior to the commencement date of your Lease with a breakdown of your Basic Rent, Additional Rent, Storage (if applicable), and Monthly Parking (if applicable).

Revised rental statements are issued as required, due to such changes as rental step-ups, additions/deletions of parking space, etc.,

Arrangements can be made through our management office to pay monthly rent using automatic payment services.

For any questions or concerns regarding your monthly rental statement, please contact Loredelle Addun, Property Administrator at (416) 205-4711 ext. 240 or via email at loriedielle.addun@bentallgreenoak.com and Aleksia Gjoka, Property Administrator at (416) 205-4713 ext. 230 or via email at aleksia.gjoka@bentallgreenoak.com.

Parking

Tenants at 150 King Street West are provided with parking on a month-to-month basis in accordance with the provisions set out in their lease. Please contact Lisa Yee of Reef Parking at 437-488-4833 or via email at lisa.yee@reefparking.com to set up parking.

The parking garage can be accessed 24 hours a day, 7 days a week. There are three (3) levels of parking in the tower. The entrance to the parking garage is off Pearl Street, on the north side of the building.

The monthly and daily parking rates are competitive with other downtown underground parking facilities and are as follows:

Tenant Unreserved	\$ 310.00 + H.S.T.
Tenant Reserved	\$ 435.00 + H.S.T.
Non-tenant Unreserved	\$335.00 + H.S.T.
Non-tenant Reserved	\$540.00 + H.S.T.

Daily Parking Rates (Monday to Friday):
 Early Bird (Entry between 6am - 8am): \$23.00
 Daily Max. (8am – 6pm): \$27.00
 30 mins or less: \$5.00
 Evenings Flat (4pm-8pm): \$8.00

For any rate increases, the Landlord will advise the Tenant/Individual thirty (30) days prior to the effective date.

The number of spots allocated is determined by a tenant’s lease. Any parking requirements over the allotted spaces are subject to availability.

150 King Street West’s Identification Pass Card allows access to/from the parking garage. Impark makes arrangements with building security to program parking access to the parker’s building pass card once they have been set up with Impark.

If any problems occur with the pass card, please press the intercom button on the parking ramp to contact security.

To cancel monthly parking, written notice must be sent to Christine Balde of Reef Park at christine.balde@reefparking.com thirty (30) days prior to the cancellation date. If notice is received less than thirty (30) days, the individual/firm will be charged for a full month.

CertFocus

BGO utilizes Vertikal and its web-based certificate of insurance management system CertFocus to monitor, track and collect tenant insurance certificates.

- CertFocus will communicate with you via email to request new or renewal certificates of insurance.
- To submit a certificate of insurance, click the link provided within the email (once received).

- If you have any question about the process or next steps, you can contact CertFocus directly at 877-576-2378*, by visiting vertikalrms.com and click LiveChat or speak directly to your BGO property manager.

DELIVERIES

Dock Control, Shipping & Receiving Procedures

All general receiving for 150 King Street West will be accepted at the loading dock, located on Pearl Street, on the north side of the building between the hours of 7:00AM and 5:00PM, Monday through Friday (statutory holidays excluded).

Due to the necessity for rigid truck/dock control, all deliveries requiring more than a twenty (20) minute truck/docking parking time must be scheduled through the Building Management Office. Failure to schedule large deliveries may require that the delivery be rescheduled.

Courier and services are not permitted loading dock parking time for delivery of small parcels. Large deliveries (3 or more cartons, 50 lbs. or more, etc.) to one tenant area will be permitted at the dock if they involve no more than twenty (20) minute dock parking time except during peak periods.

All deliveries are restricted to Receiving and must be picked up by the Tenant's personnel.

PLEASE NOTE: All deliveries must be picked up from the loading dock within four (4) hours after the Tenant has been notified. Any deliveries not picked up within the specified time will be sent back to the supplier at the tenant's cost. No deliveries are allowed to stay in the service lobby as it impedes the fire department access to the floor.

The above schedules are strictly labour charges for pickups and delivery. While we shall exercise due caution and controls in furnishing this service, BentallGreenOak assumes no responsibility for breakage, damage, or theft of articles, however caused.

Booking Freight Elevator

Tenant move-in/move-out or removal/delivery of a large shipment must be scheduled for after business hours or weekends. To schedule a booking, tenants should complete the "Request for Movement Supervision" form (see page 7) and a "Work Permit Application" form (see pages 9 & 10) and forward the forms to the Building Management Office prior to the booking date.

Once received and processed the Building Management Office will follow-up with the tenant and confirm the booking has been scheduled.

After hour moves commence at 6:00PM and cannot extend beyond 6:00AM, Monday to Friday. There is a minimum four-hour charge @ \$35.00 per hour to arrange a mandatory security guard to supervise the move and operate the freight elevator. This inclusive of admin fees and taxes. Inaccurate appointment bookings and/or late cancellations are subject to appropriate tenant charges by the Building Management Office.

**150 KING STREET WEST
REQUEST FOR MOVEMENT SUPERVISION OR SECURITY ESCORT**

BUILDING: _____ DATE REQUIRED: _____
 TENANT: _____ SUITE NO: _____
 PERSON AUTHORIZING REQUEST: _____

IMPORTANT
 This form, when completed must be confirmed by the Security Department at least 72 hours before the contemplated move or service date.

NOTE: All movement of freight or bulky matter is restricted to the service elevator. To avoid any potential scheduling issues, we recommend reserving the freight elevator as early as possible.

The tenant is responsible for any damage caused as a result of the move.

STARTING TIME: _____ APPROX. FINISHING TIME: _____ NO. OF SERVICE PERSONNEL
 REQUIRED: _____

ACTUAL STARTING TIME: _____ ACTUAL FINISHING TIME: _____

NAME OF CARRIER OR CONTRACTOR: _____ PHONE NO: _____

NAME OF CARRIER'S OR CONTRACTOR REPRESENTATIVE: _____

TYPE OF GOODS TO BE MOVED IF APPLICABLE: _____

SIGNATURE OF PERSON AUTHORIZING SERVICE: _____ DATE: _____

CONFIRMED BY: _____ DATE: _____

SERVICE PERSONNEL	NO. OF HOURS	CHARGE PER HOUR	CHARGES

SHIPPER/RECEIVER: _____ TOTAL CHARGES: _____

GENERAL SERVICES AUTHORIZATION: _____

Charges for movement supervision, including hoisting and elevator services, are the responsibility of the Tenant. Inaccurate appointment bookings and/or late cancellations are subject to appropriate tenant charges by BentallGreenOak. Please note that all charges are subject to a 15% administration fee. NOTE: Minimum time charge for all requests is four hours.

PLEASE NOTE:
 By the assignment of the above elevator the exclusive use of thereof is neither granted nor implied.



Courier Deliveries

During Business Hours

Couriers may deliver material, which is readily hand carried through the Main Lobby. All other material must be delivered through the loading dock.

After Business Hours

The Main Lobby Desk will accept envelopes and/or letters; however, security will not sign for any packages. In the event that courier services are required after hours, tenants should advise the Main Lobby Desk to either sign the courier in or pick up/deliver material directly to the courier. Tenants are asked to leave their name and phone number with the Main Lobby Desk Officer; they will telephone and advise the tenant when the courier arrives on site.

Work Permit for Special Services and Deliveries

If a tenant requires special services after or before loading dock hours, i.e., carpet care, courier delivery, special arrangements are necessary to facilitate the entry and exit of service providers and their equipment at the loading dock area.

To process this request tenants should complete a work permit application form (see page 10). The work permit application must be signed by an authorized tenant representative and submitted to the Building Management Office, twenty-four (24) hours prior to work commencement. Depending on the length of special services, tenants should either complete a short term or long-term work permit.

A Short-term Work Permit form is to be completed for a service provider for a period of one day up to thirty (30) days (see page 10 for copy of form).

A Long-term Work Permit form is to be completed for a service provider for a period of thirty (30) days to five (5) years. (see page 11 for copy of form)

Building security will provide access to the service providers through the loading dock service elevator, to the tenant premises and exiting the building when services are completed.

Please note: Tenants are responsible for any damage or theft to their premises or Base Building areas by their service provider.

Tenants will be invoiced and charged an hourly rate of \$35.00 + H.S.T for required guard supervision for these special arrangements.

Long-Term Work Permit Renewals

Long term work permits can be dated up to and including five (5) years (i.e., January 31, 2016 to January 31, 2021). Work permits can be cancelled and removed from our records by notifying the management office in writing via email at 150kingwest@bentallgreenoak.com.

To avoid possible interruptions in your contractor service, please ensure that any long-term work permits that expire in January are re-issued and forwarded to the BentallGreenOak management office no later than the last Friday of the third week in January.

We also recommend indicating an expiry date of January 31, instead of December 31 on the work permit with the year you would like the work permit to expire. This will help eliminate any potential problems that may occur during the busy holiday season due to office closures, holiday office hours and vacations.

PLEASE NOTE: Security will not provide access to your premises and/or building mechanical area for tenant requirements unless a valid Long-Term Work Permit is on file.

150 KING STREET WEST
WORK PERMIT APPLICATION

SHORT TERM

Tenant:		Contractor:			
Floor(s):		Area(s):			
Start Date:	Start Time:	Finish Date:		Finish Time:	
Contractor Contact Name:				Phone#	
Site Supervisor Name:				Phone#	
Brief Description of Work:				Number of Workman:	
Special Equipment Used:					
Use of Freight Elevator Required? **		Yes	No:	**If yes, please complete below:	
Date:	Time:	Intended Use:			
Movement Supervision Form completed and attached?			Yes:		
Assistance Required of Building Staff:					
Additional Areas to be Accessed:					
Tenant Contact:	Name:			Phone#	
Security Authorized to Open Tenant Premises: <i>(Initials in Box required)</i>					
Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>	Tenant Authorized Signature _____ Date _____	

-PROPERTY MANAGEMENT USE ONLY-

Received at Property Management Office:		
By: _____	Date: _____	Time: _____
Authorized at Property Management Office:		
By: _____	Date: _____	Time: _____

Special PMO Instructions:				Approved By: _____	
Distribution:	MD	S/R	ENG	Received by Security: Initial: _____ Date: _____ Time: _____	

150 KING STREET WEST
 WORK PERMIT APPLICATION
 LONG TERM

Tenant:		Contractor:	
Floor(s):		Area(s):	
Start Date:	Start Time:	Finish Date:	Finish Time:
Contractor Contact Name:			Phone#
Site Supervisor Name:			Phone#
Brief Description of Work:			Number of Workman:
Special Equipment Used:			
Use of Freight Elevator Required? **	Yes:	No:	**If yes, please complete below:
Date:	Time:	Intended Use:	
Movement Supervision Form completed and attached?		Yes:	
Assistance Required of Building Staff:			
Additional Areas to be Accessed:			
Tenant Contact:	Name:	Phone#	
Security Authorized to Open Tenant Premises: (Initials in Box required)			
Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>
Tenant Authorized Signature			Date

~~PROPERTY MANAGEMENT USE ONLY-~~

Received at Property Management Office:		
By: _____	Date: _____	Time: _____
Authorized at Property Management Office:		
By: _____	Date: _____	Time: _____

Special PMO Instructions:		Approved By: _____
Distribution: MD S/R ENG	Received by Security: Initial: Date: Time:	

BUILDING OPERATIONS

Service Requests

Tenants of 150 King Street West are offered a variety of services.

Services that are available at no extra charge include:

- changing burnt out base building lights;
- temperature adjustment;
- some plumbing repairs (i.e., clogged sinks, leaky faucets, clogged toilets);
- some electrical repairs (i.e., resetting of tripped breakers to outlets and light fixtures);
- clean-up of spills or breakages in Tenant premises;
- any problems with washrooms that are not considered in tenant space (including re-stocking of supplies).

For service requests tenants can contact KlikFIX – BentallGreenOak’s Tenant Service Contact Centre by calling 1-866-KlikFIX (254-5349) or www.klikfix.com. Any chargeable requests will be forwarded to the Building Management Office to process and follow up with the tenant.

Processing Tenant Requests

Please submit all tenant requests such as work permits, security escort requests, after-hours service requests, visitor requests etc., before 3:00PM daily. Completed forms can be emailed to 150kingwest@bentallgreenoak.com or dropped off at the property management office, suite 101 in the main lobby.

Locksmith

Tenants requiring any locksmith work (i.e., cutting of keys, repair to a door or door closer, changing of locks etc.) can email the Building Management Office at 150kingwest@bentallgreenoak.com. Tenants will be charged back for this service when the invoice is received from the locksmith with a 15% administration fee and applicable taxes.

Please note that all keys and cylinders must be arranged with the Building Management Office and completed by the approved building locksmith as the building is on a high security Medeco keying system. A locksmith will be arranged, and tenants will be billed through the management office for the work including a 15% administration fee and applicable taxes.

Handyman Services

Any requests for handyman services (i.e., hanging or repair of window blinds, any adjustments to task and workstation lighting, hanging of pictures or white boards etc.) are not part of the services provided by the Building Management Office. Tenants can contact the Building Management Office for suggestions or referral to a handyman or arrange one on their own. If the work is to be completed after-hours, a work permit application form (page 10) should be completed and forwarded to the Management Office to arrange access into tenant premises.

Interior Window Cleaning

Once a year (usually mid-January or early February), our window cleaning contractor will clean the “Interior Windows” inside tenant premises. The Building Management Office will send a bulletin to all tenants prior to the commencement of the work. This work is performed during normal business hours. Our window cleaning contractor will deliver a form letter to advise tenants at least a week prior to the date they are scheduled for this service.

Additional interior glass cleaning may be arranged directly with Cancore Building Services and the tenant will be invoiced directly. Cancore Building Services can be contacted at 416-406-1900.

PLEASE NOTE:

If a tenant has a major electrical, plumbing or HVAC (heating ventilation air conditioning) issue, our building operator will be the first point of contact to assess the situation. With the tenant's approval, we would then call the appropriate contractor to remedy the situation. The tenant will be billed directly by the contractor for this additional work.

Hot water tanks in areas considered tenant premises (those found in kitchen areas or private bathrooms) are tenant owned and are not maintained by the Building Management Office. The maintenance, upkeep, repairs, and replacement of these hot water tanks are solely the responsibility of the tenant. In the event of a water leak from a tenant owned hot water tank, please contact ClikFIX tenant services. Our building operator will be dispatched to shut off the water supply to the tank to avoid a more serious situation. Tenants can either call in their own contractor or contact the Building Management Office to request contact information for building approved contractors.

Pest Control

Pest control is provided to all tenants in accordance with their lease. A technician is on site every two weeks to check pest control monitors in common areas. The office tower has a quarterly pest control inspection.

Lighting Control

150 King Street West is equipped with computer-controlled lighting systems for maximum energy efficiency.

Tenants can make after-hour lighting requests by calling the Security Control Centre (416) 205-4707 or in person with the Security Officer at the main lobby desk. For energy conservation, when leaving the premises please advise Security. Long-term lighting requests can be arranged by calling the Building Management Office at (416) 977-4397.

Lamp Replacement

The Building Management Office supplies light bulbs for base building lamps only (e.g., three (3) foot ceiling fluorescent, exit, washroom and base building lobby pot lamps).

Tenants will not be charged for the changing of fluorescent tubes and light bulbs in their premises. However, the bulbs must be supplied by the tenant.

To purchase non-standard lamps, please contact the Building Management Office for assistance.

Heating & Air Conditioning (HVAC)

Office areas are heated at the peripheral zone only, by continuous radiation units supplied with hot water from a "heat reclaim chiller." When the outside temperature is below zero degrees Celsius, supplementary hot water is provided by four (4) gas-fired boilers. Air is filtered, cooled, and distributed by a variable air volume system, which includes one (1) air movement fan unit for each office floor.

The building's HVAC hours are from 6:00 AM to 6:00 PM Monday to Friday (excluding holidays).

After Hours HVAC Requests

After hours HVAC (heating, ventilation and air conditioning) requests can be arranged by submitting a "Request For After Hour Services Form" (see page 13) to the Building Management Office. The form is to be signed by an authorized tenant representative. The Tenant will be charged for after hour HVAC (heating ventilation and air conditioning) requests based on an hourly rate of \$27.27 per hour.

Tenant representatives that want to designate specific persons as authorized to make such requests should forward a list of authorized names to the Building Management Office.

150 KING STREET WEST
AFTER-HOURS SERVICES REQUEST FORM

Tenant Name

Date of Request (d/m/y)

Tenant Billing Information

Suite Number

Tenant Representative/Phone Number

Services Requested HVAC* Lights Other: _____

Date	Start Time	End Time	Total Hours	Suite/Floors

Authorization ** After-hours HVAC charged at \$27.27 per hour plus 15% Administration Fee*

Requested by

Title

Date

Authorized by

Title

Date

Electrical System

In the event of a power failure, a diesel generator located on the penthouse floor provides emergency power. This generator will supply power to operate one passenger elevator per bank, the freight/fire fighter elevator, fire pumps, smoke control, emergency voice communications, fire alarm systems, and security systems should the building lose electrical power.

Each floor is covered by an emergency lighting system, which is connected to the emergency power distribution system and is designed to illuminate all egress routes from the building, lighting for elevators, lobbies, washrooms and stairways. In addition, luminescent strips are also located inside both stairwells.

Fully trained building personnel are on site twenty-four (24) hours a day, seven (7) days a week, including statutory holidays and they will respond to emergency situations and restore normal services as soon as possible. The Security Control Centre can be reached at 416-205-4707.

Housekeeping & Pre-Cleans

Pre-Cleaning

Tenants are responsible for any cleaning as a result of tenant improvement work or moving contractors prior to occupancy. Our housekeeping contractor, Hallmark Housekeeping Services would be pleased to arrange for any pre-clean services. Tenants will be billed for this additional service directly. Tenants can contact Hallmark Housekeeping by calling 416-205-4712.

Housekeeping

The housekeeping at 150 King Street West is under contract to Hallmark Housekeeping Services Inc., Basic services are offered in accordance with tenant leases. If a tenant wishes to arrange extra services above what is specified in their lease, they can contact Hallmark Housekeeping directly to make the arrangements. Hallmark Housekeeping will bill tenants for any extra cleaning services. Hallmark Housekeeping Services Inc. can be contacted at 416- 205-4712.

Day Cleaning

150 King Street West is on a Day Cleaning program. Day cleaning is designed as an interactive service so that your needs can be met. We encourage you to converse with your cleaner to achieve the best service possible.

DAY CLEANING PROGRAM DETAILS

1. Daily schedule - The normal cleaning schedule runs from Monday to Friday, with day cleaners working from 6:30AM to 2:00PM. During these daylight periods, cleaners are working throughout the building, cleaning restrooms, collecting Centralized Waste bins from your office, and responding to other requirements. Specialized equipment will be used to minimize noise disturbance.
2. Recycling and landfill management
 - Recycling and landfill materials are picked up daily at your office at about the same time every day.
 - If you do not wish to be disturbed by Centralized Waste bin collection at your workstation on a particular day, you can "wave off" your day cleaner, either by having your door shut or by saying "not today thanks" or by placing your bins just outside your office/workstation and your cleaner will empty it.
 - If you are not sure what to do with something you want to throw away, or your day cleaner has already emptied your bins, and you do not want to leave it in your office until the following day, discard it in the appropriate bins in your kitchen(s) as they are emptied at the end of the day.
3. Detail cleaning - Your office or workstation will be detail cleaned after hours. This will include surface cleaning, high and low dusting, and phone set sanitizing. Full vacuuming will occur after hours throughout the week with spot cleaning done during the day throughout the week.
4. Common areas - Our common areas are detail cleaned in the evening. Cleaning personnel will perform all heavy cleaning and floor maintenance projects after hours.

COMMUNICATING WITH YOUR DAY CLEANER

- Please be aware that your cleaner has specific areas of responsibility and should be in your area at approximately the same time every day.
- Feel free to introduce yourself to your cleaner and to inquire as to when they will be coming by your office/workstation.
- Every day you can expect your waste containers to be emptied, your office/workstation spot cleaned/dusted, and your carpet spot cleaned as needed with a non-motorized sweeper.
- As the cleaner enters your space, you are encouraged to talk to him/her regarding any cleaning requests you may have for your area.
- If you are busy and do not wish to engage with your cleaner, feel free to ‘wave them off’ and they will return tomorrow at approximately the same time.

The Day Cleaning program teaches the cleaners to imagine a two-foot bubble of personal space around all occupants. Your cleaner will work to respect your personal space and will only clean your workstation around and outside this boundary.

Any special requests, emergencies or complaints can be handled by either talking directly to your cleaner, or through ClkFix via email at service@ClkFIX.com or by website at <http://www.clkfix.com/service-request.aspx> or by calling 1-866-254-5349.

For any questions or concerns about the day cleaning program, please contact the Building Management Office.

Elevators

150 King Street West has a total of 12 passenger elevators, 2 shuttle elevators for the parking levels and one Freight/Service elevator which is also designated as the building Fireman’s elevator.

The building’s elevators operate on a destination entry system called Compass. Instead of pressing the traditional up and down buttons to call an elevator, passengers instruct the system to their requested floor number before they board the elevator. Using this information, the Compass system intelligently groups passengers going to common or nearby floors to the same car and controls the number of unique stops. Compass offers passengers shorter waiting times, shorter time to their destination and improves building traffic flow.

All elevators are equipped with a security pass card reader for after-hours access by authorized tenants. All passenger and shuttle elevators are also equipped with Braille symbols for the visually impaired to identify the floor numbers and an Emergency Call button which when pushed activates the elevator’s communications system.

One elevator per bank is connected to the building’s emergency power in case of a power failure and will continue to operate normally. Both elevator banks can also be accessed via the building’s main “cross-over” floor located on the 15th floor. However, during high traffic hours, the high-rise elevator bank has been programmed not to attend the 15th floor between the hours of 7:45AM - 9:15AM and 3:45PM –5:00PM.

Smoking

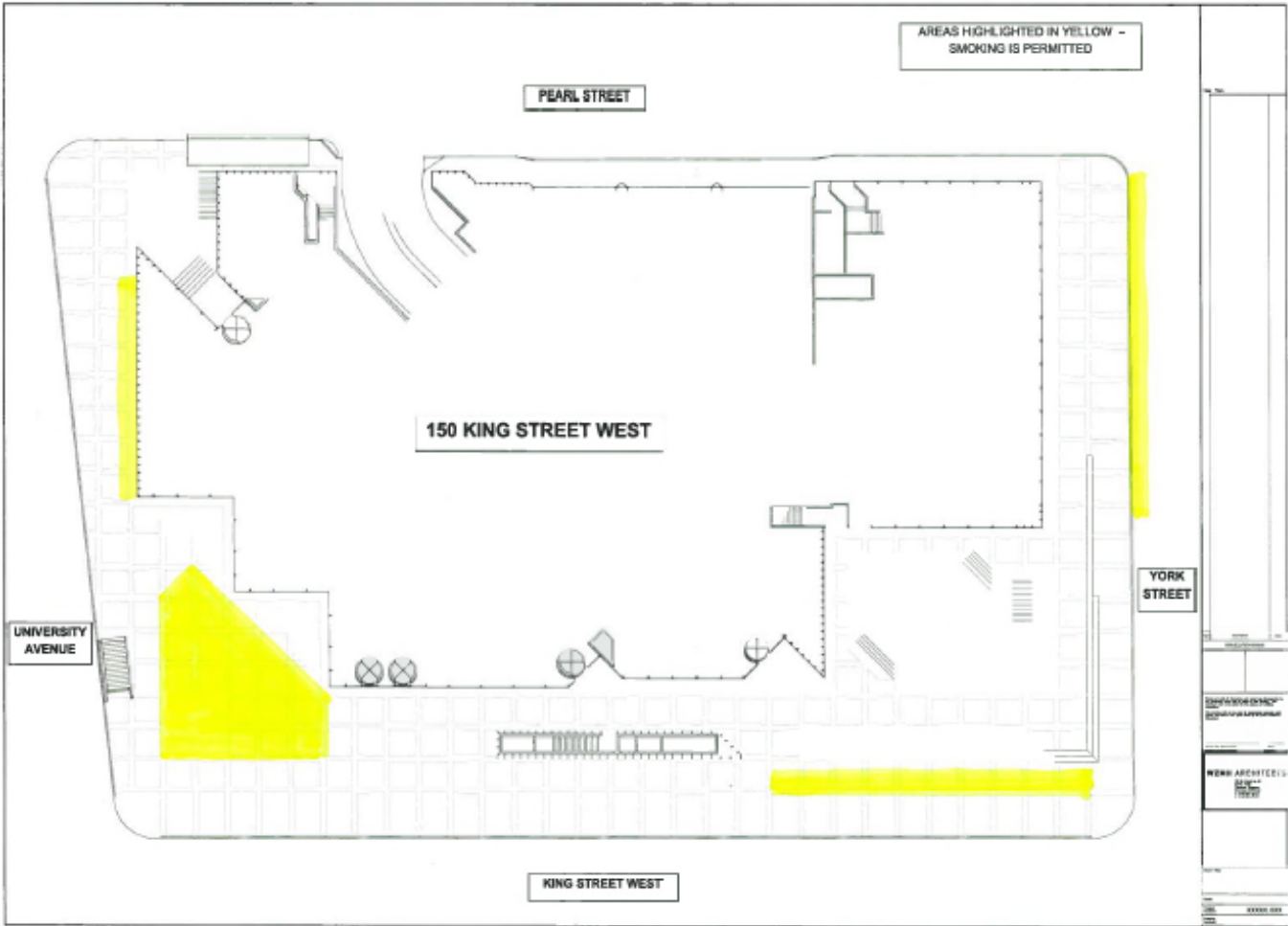
Provincial legislation bans smoking in partially enclosed and covered areas. The building’s non-smoking zone extends to 20 feet away from all building entrances. Smoking is prohibited in all building common areas including elevator lobbies, washrooms, elevators, parking levels and stairwells.

Ashtrays for your convenience are located in designated areas away from building entrances. Our security team will be enforcing these requirements.

For more information, please refer to the City of Toronto website at:

<http://www1.toronto.ca/wps/portal/contentonly?vqnextoid=5cfb62ca69902410VgnVCM10000071d60f89RCRD>

For your reference, please find below a site map with areas highlighted in yellow where smoking is permitted.



RECYCLING PROGRAM AND WASTE REMOVAL – CENTRALIZED WASTE SYSTEM

At 150 King Street West we are firmly committed to the environment and have implemented a Centralized Waste System to reflect this commitment. With Centralized Waste Stations, we can learn how to better sort our waste, keep recyclables out of landfills, and reduce the environmental footprint of our buildings, while improving sustainability, health & safety, and cleaning services. Rather than each desk having its own waste and recycling bins, Centralized Waste entails sorting and disposing of your waste and recycling in strategically placed sorting stations throughout your office space. The goal is to capture more recyclable materials and decrease what goes into a landfill.

Recyclable Items Disposal

- Please rinse containers to remove residue.
- Put shredded material in clear bags, then place in proper recycle bins.

The following materials can be placed in the recycling sections:

➤ **Containers – Plastics and Bottles:**

Please Note: Rinse containers before putting in bin.

- Aluminum/steel cans
- Glass bottles
- Plastic water bottles
- Tetra pack/yogurt containers

➤ **Paper:**

- Newspaper
- Office paper
- Envelopes
- Box board/toilet paper roll

The following materials cannot be placed in the recycle sections:

➤ **Paper**

- Paper towel/paper tissue
- Coffee cups or pods

➤ **Containers – Plastics and Bottles**

- Styrofoam
- Black plastic containers

Garbage/Landfill Disposal

The following materials can be placed in the garbage/landfill section:

- Coffee cups or pods
- Styrofoam
- Disposable food packaging
- Paper towel/paper tissue

The following materials cannot be placed in the garbage/landfill sections:

- Vegetables and fruit
- Plastic containers/newspaper

Organics

The following materials can be placed in your organics bin:

- Fruits & vegetables
- Leftover plate scrapings
- Meat, fish & bones
- Bread & grains
- Eggs & dairy
- Coffee & tea
- Napkins & paper
- Plants & wood
- Compostable dishware

The following materials cannot be placed in the organics bin:

PLEASE NOTE: These items do not break down and cannot be turned into compost.

- Plastic wrap, baggies, sandwich bags
- Plastics such as food containers (e.g., yogurt or margarine tubs), cutlery
- Non-biodegradable plastic bags
- Styrofoam, meat tray liners
- Polystyrene Foam
- Foil; Wax paper
- Artificial flowers and plants
- Cigarette butts, tobacco
- Gum
- Personal Hygiene Products
- Straws; Condiment Packets
- Rocks; Bricks
- Glass
- Fryer oiler
- Utensils

PLEASE NOTE: Cardboard boxes will be picked up by the building cleaners; however, cardboard boxes that have not been flattened will not be collected.

Recycling - Batteries, Laser Printer Cartridges, and Cell Phone Batteries

Batteries, Laser Printer Cartridges, and cell phone batteries may be deposited into the Recycling bins located at 150 King Street West's loading dock during normal business hours.

Recycling – E-Waste

Eligible collection items include computers, hard drives, cell phones, phones, TVs, radios, printers, scanners and any electronic device with a plug. A list of materials and additional information can be found at <http://recycleyourelectronics.ca/what-can-be-recycled/>. Please be sure to clear all personal information from devices before depositing them within the collection bin at the loading dock. The loading dock is open from 7:00AM to 5:00PM, Monday to Friday.

BICYCLE PARKING

To arrange bicycle parking, please contact the Building Management Office to complete a Bicycle Parking form. (Please refer to pages 20-21). Once the Bicycle Parking Agreement form is signed and approved by the Building Management Office bicycle parking access will be added to the cyclist's building pass and an email will be sent to confirm access has been added. There is no cost to utilize our bicycle parking facilities on P2 level.

The secure bicycle cage with racks is located on the P2 level of the building. The P2 secure bicycle cage can be accessed from the back of the building on Pearl Street by following down the bicycle ramp to the P2 level. For the safety and comfort of all tenants please ensure your staff is aware that bicycles are not to be brought into the building other than the designated area in the parking facility. Tenants are required to provide their own locks. Please note that 150 King Street West is not responsible for lost or stolen bikes.

SHOWER / DAY LOCKER

To arrange to use the P2 shower/locker facilities, please contact the Building Management Office to obtain a shower/locker registration form. (Please refer to page 23/24). Access to the corridor leading to the shower/locker area will be added to your building pass card.

All day lockers are free of charge and are available on a first come first served basis. Tenants are required to bring their own lock for the lockers and must remove their items from the lockers daily. Please note that 150 King Street West is not responsible for any loss, theft or damage to the locker content and tenants use the lockers at their own risk.

Please note for added security, the women's washroom has been equipped with a keypad entry. The code will be provided once the form has been approved and access has been arranged by the Building Management Office.

AMENITIES

Tenant of 150 King West can enjoy direct access to the wellness facility located on P1. Wellness at work offers:

- Bicycle Parking
- Change Rooms, showers, and day lockers
- Steam rooms
- 2500 sq. ft. yoga/flex studio (exercise on your own or join a fitness class)
- Fitness equipment (treadmills, elliptical, rowing machines, multi-functional, trainer, air runner, boxing station and indoor cycles)

Hours of operation are Monday to Friday, 6am-8pm. The annual membership fee is \$200.00.

To join, tenants must complete an Amenities Area Membership & Bicycle Parking Form (see page 24). Access will be added to the card once you have registered, and your application is processed.

Please note that this facility is exclusive to tenants and not open to the public.

For more information, please visit <http://150kingwest.ca/amenities/> or contact the management office.

150 KING STREET WEST
BICYCLE PARKING AGREEMENT

BETWEEN: BentallGreenOak (Canada) Limited Partnership (by its General Partner, BentallGreenOak (Canada) G.P. Ltd.)
As Authorized Agent for
SUN LIFE ASSURANCE COMPANY OF CANADA
(Landlord)

_____ (the "Customer")

_____ and (the "User")

LOCATION: 150 King Street West

COMMENCEMENT DATE: _____

MONTHLY RATE: NO CHARGE

The Owner hereby grants to the User a non-exclusive agreement to allow the user to park their bicycle in the bicycle racks located on the P1 level of the parking garage in the building referred to above.

This agreement shall be for a period of one month from the Commencement Date and shall thereafter renew automatically from month to month unless terminated by either the Customer or the Owner on thirty (30) days' written notice to the other.

To gain access to/from the parking garage, the Owner will provide the User with access to the freight elevator on their building access card.

Except to the extent that the same is caused by the negligence of the Owner or those for whom it is responsible in law, the Owner shall not be liable for:

- (i) any personal injuries or death suffered in or about the parking garage by the Customer or the User, or by their employees, agents, guests or invites; or
- (ii) any loss or damage which occurs in or about the parking garage to any property of the Customer or the User, or of their employees, agents, guests or invites, including vehicles and content.

Regardless as to the cause of such damage, injury or loss; notwithstanding the foregoing, it is agreed that the Owner shall not be responsible for providing or maintaining any security in or about the parking garage and accordingly, the Owner shall not be liable for any personal injuries, death or property damage resulting from improper security or lack of security regardless as to whether or not the Owner or those for whom it is responsible in law are found to be negligent.

The parking rights granted by this agreement are by way of licence only and shall not constitute a lease or an interest in the land. Under no circumstances shall the Owner be considered to have custody of or be a bailee of the Customer's or the User's vehicle(s).

Neither the Customer nor the User shall be entitled to transfer this agreement to any other person.

The Customer and the User each agree to comply with all reasonable rules and regulations established by the Owner from time to time in respect to the parking garage.

Any notices required or permitted under this agreement may be given to the Customer at its address indicated below. All such notices shall be given to the Owner at the following address:

BentallGreenOak (Canada) Limited Partnership
150 King Street, Suite 101
P.O Box 77
Toronto, Ontario, M5H 1J9

I have read the above and agree to the conditions set out herein;

SIGNATURE: _____

DATE: _

ADDRESS: _____ SUITE #: _____

CITY: _____ TELEPHONE: _____

BICYCLE SERIAL NUMBER MAKE/MODEL: COLOUR:

ACCEPTANCE:	BentallGreenOak
Per: _____	

150 KING STREET WEST
 DAY LOCKER REGISTRATION FORM

Locker Location: 150 King Street West, P-2 Level, Parking Garage

Please print clearly:

Applicant's Name: _____

Company Name: _____

Company Address: _____

E-Mail Address: _____

Telephone Number: _____

The following guidelines have been established for day locker use. BentallGreenOak reserves the right to revise the guidelines from time to time.

1. Day lockers are only for use during the day while using our facilities.
2. All day lockers are free of charge and available on a first come, first serve basis.
3. Day locker locks and contents must be removed by facility closing time every day. Failure to do so will result in your lock being cut and your belongings confiscated and discarded and no claims whatsoever will be entertained thereafter.
4. Users must supply their own locks and keys for lockers.
5. The contents of the locker shall at all times be at the sole risk of the user and BentallGreenOak is not responsible for any loss, theft or damage to such items or for any injury resulting from the use of the locker. Management and community laws, codes and regulations including but not limited to Occupational Health & Safety, Fire Prevention and property damage apply to the use of lockers.
6. BentallGreenOak reserves the right to inspect the lockers and remove all forms of offensive and illegal items without informing the user.
7. All users of the facility must be registered with BentallGreenOak management office.
8. The BentallGreenOak management office will coordinate the facility registration application and assignment system each year and may at its sole discretion refuse to renew the application.
9. If the user loses their key/combination or if a lock needs to be cut off, there will be a charge of \$10.00.

10. Permanent name signs, stickers, tape, labels, paint, stickers or any other marks are not to be placed on the lockers.
11. The following materials are not to be kept in lockers: no perishable foods, flammable, chemical, caustic, poisonous or other hazard materials; no unsealed containers of liquids, no illegal objects or substances.
12. Tagging, scratching, denting, painting, or otherwise marking on lockers is regarded as defacement of BentallGreenOak property and is not permitted.
13. Anyone found tampering or vandalizing the lockers will be reported to the relevant authority. Your cooperation is sought to report any such activities. This would ensure the safety of your belongings.
14. Inquiries and difficulties are to be directed to the BentallGreenOak contact below.

I have read, understand and accept all the terms and conditions above.

Applicant Signature _____ Date _____

Day locker applications can be dropped off at the:

BentallGreenOak management office, 150 King Street West, Suite 101
Or faxed to: 416-977-5545
Or emailed to: 150kingwest@bentallgreenoak.com

Applications will not be taken over the phone.

150 KING STREET WEST
 AMENITIES AREA MEMBERSHIP APPLICATION & BICYCLE PARKING FORM

LAST NAME: _____ FIRST NAME: _____
 FEMALE MALE
 HOME ADDRESS: _____
 CITY: _____ POSTAL CODE: _____ TELEPHONE: _____
 EMAIL: _____ ALTERNATE TEL #: _____
 COMPANY NAME: _____ SUITE #: _____
 BUSINESS TELEPHONE: _____ EXT #: _____
 EMERGENCY CONTACT: _____ RELATIONSHIP: _____
 TELEPHONE: _____ BUSINESS TELEPHONE: _____

I hereby agree to pay for the term of my membership ("Membership Fee")
 1-Year term for \$ 200.00 - 12 month period from day of payment
 Start Date: _____ End Date: _____

Total Payable: _____

AGREEMENT

For valuable consideration:

1. I hereby apply for membership in the amenities area at 150 King Street West, Toronto, Ontario (the "Amenities Area") operated by BentallGreenOak (Canada) Limited Partnership (the "Operator"), as agent for the owner of the building, SUN LIFE ASSURANCE COMPANY OF CANADA and its successors and assigns (the "Owner"), and its offered or associated events, workshops and activities (collectively the "Events").
2. I agree to abide by all rules and regulations made by the Operator from time to time relating to the Amenities Area.
3. I acknowledge that the use of the Amenities Area, and the engaging in the Events, all have certain inherent and associated risks and may result in personal injury or death. I agree that my use of the Amenities Area, and my engaging in the Event therein, shall be at my own risk and I, for myself, my heirs, executors, administrators, successors and assigns, do hereby release and discharge and agree to indemnify and save harmless the Operator and the Owner and all their respective agents, employees, representatives and others for whom they are in law responsible, from any actions, causes of actions, claims, costs, expenses, liabilities and demands in respect of any damages, personal injury or death resulting from any use of the Amenities Area or engaging in the Events therein, however caused, whether through negligence or otherwise.
4. I acknowledge that the Operator shall have the right to terminate this agreement at any time, for any reason, upon written notice to me.
5. The Owner reserves the right to close the Amenities Area, and terminate all memberships in connection therewith, at any time by posting notice of termination at the entrance to the Amenities Area.
6. I acknowledge that my Membership Fee is otherwise non-refundable and I have no right to terminate this agreement.
7. There are no warranties or guarantees given by the Operator and this agreement forms the entire agreement between the parties hereto.
8. I acknowledge and agree that I have the requisite skills, physical abilities, training and knowledge necessary for proper and safe use of the equipment and facilities and to participate in the Events. If I believe the conditions of an Event to be unsafe, I will immediately discontinue further participation.

Applicant's Signature: _____ Date: _____

150 KING STREET WEST AMENITIES AREA POLICIES AND PROCEDURES

Membership

Membership provides free access to the bike parking, change rooms, showers, steam rooms and the wellness/fitness studio. Fitness classes are included. Space is limited.

Membership Eligibility

All full and part-time employees of all tenants within 150 King Street West are eligible for membership in the Amenities Area, and the use of the facilities and equipment provided therein.

Membership Fees

The annual membership fee is \$ 200.00.

Membership shall be activated within 24 hours upon registration and terminate on the last calendar day of your 12 month membership period.

Cancellation of Eligibility

Termination of employment with a tenant within 150 King Street West automatically cancels an employee's eligibility for membership to the Amenities Area and automatically terminates any membership such employee may have in place. Membership fee is non-refundable.

Membership Processing

All new members must complete the Amenities Area application form/waiver prior to using the facility.

Hours of Use

The Amenities Area shall be available for use from Monday to Friday, from 6am to 8pm.

Facility Access

A pass card is required to gain entry into the facility. Once an individual has completed the requisite application form, they will be provided with a pass card to access the Amenities Area.

Guest Privileges

There are no guest privileges. The Amenities Area is available for the exclusive use of 150 King Street West tenants.

Lockers

Lockers are provided for members' use only while using the Amenities Area. Lockers are not to be used for long-term storage unless reserved for an additional fee. Members are advised to keep valuables locked at all times while using the Amenities Area. None of BentallGreenOak (Canada) Limited Partnership, BentallGreenOak (Canada) G.P. Ltd., SUN LIFE ASSURANCE COMPANY OF CANADA and its successors and assigns, shall be liable for members' personal belongings, or any theft, loss, or damage thereto. Contents left in lockers overnight will be removed and will be placed in the lost and found located in the Security Office at 150 King Street West.

Safety and Hygiene

The following guidelines are in place to ensure a safe workout environment:

- (a) Immediately report any facility-related accident or injury to BentallGreenOak at 416-977-4397.
- (b) Include a thorough warm-up and cool-down with each exercise session.
- (c) Work out at your own pace; trying to keep up with someone else could be dangerous.
- (d) Keep your medical professional informed of any changes in your health status (including pregnancy).
- (e) If you have been away from your exercise routine for a prolonged period due to illness, injury or any other reason, consult your medical professional before resuming your exercise routine.
- (f) Immediately stop exercising if you feel any unusual pain or discomfort.
- (g) Proper attire must be worn while working out in the Amenities Area. Athletic wear, T-shirts, shorts, sweatpants, exercise, yoga or aerobic outfits are recommended.
- (h) For the benefit of those around you, please launder work-out clothing regularly.
- (i) For hygienic purposes, members are asked to wipe down equipment after use. Spray bottles of disinfectant and paper towels are available in the Amenities Area.

BICYCLE PARKING

Bike racks are available on first come first serve basis. To gain access to/from the parking garage, the Owner will provide the User with a pass card.

The Owner hereby grants to the User a non-exclusive agreement to allow the user to park their bicycle in the bicycle racks located inside the secure bike cage on the P1 level of the parking garage in the building referred to above.

Except to the extent that the same is caused by the negligence of the Owner or those for whom it is responsible in law, the Owner shall not be liable for:

- (i) any personal injuries or death suffered in or about the parking garage by the Tenant or the User, or by their employees, agents, guests or invites; or

(ii) any loss or damage which occurs in or about the parking garage to any property of the Tenant or the User, or of their employees, agents, guests or invites, including vehicles and content.

Regardless as to the cause of such damage, injury or loss; notwithstanding the foregoing, it is agreed that the Owner shall not be responsible for providing or maintaining any security in or about the parking garage and accordingly, the Owner shall not be liable for any personal injuries, death or property damage resulting from improper security or lack of security regardless as to whether or not the Owner or those for whom it is responsible in law are found to be negligent. The parking rights granted by this agreement are by way of licence only and shall not constitute a lease or an interest in the land. Under no circumstances shall the Owner be considered to have custody of or be a bailee of the Tenant's or the User's vehicle(s).

The Tenant and the User each agree to comply with all reasonable rules and regulations established by the Owner from time to time in respect to the parking garage.

Neither the Tenant nor the User shall be entitled to transfer this agreement to any other person.

BICYCLE SERIAL NUMBER:

MAKE/MODEL:

COLOUR:

ACCEPTANCE:	BentallGreenOak
Per: _____	

MOVING OUT OF THE BUILDING

Please arrange all tenant move-outs through the Building Management Office at 416-977-4397. In order to minimize disruption to tenants, all large deliveries and moves take place during non-business hours. For the safety of other tenants and to protect building finishes, only the designated freight elevator and the loading dock area are to be used during the move. There is a service charge for the service personnel who are required for the supervision of the loading dock and freight elevator.

The Building Management Office requires that tenants give as much notice as possible to book their move and not less than twenty-four (24) hours before the move. Tenants will be charged for any cancellations.

General Move-Out Checklist

In accordance with the Lease, the Tenant is required to deliver vacant possession of the Premises to the Landlord in the condition in which the Tenant was required to maintain same during the Term. In addition, prior to the expiry of the Term, the Tenant is required to remove from the Premises all of its trade fixtures, furniture, equipment and personal property, and the Tenant may be required to remove from the Premises certain Leasehold Improvements or Non-Standard Leasehold Improvements, all as may be more particularly set forth in the Lease.

Prior to the Tenant's delivery of vacant possession of the Premises to the Landlord in accordance with the Lease, the Landlord requires a move-out inspection to be performed with the Building Management Office in order to confirm that the Tenant has complied with its obligations under the Lease.

Office Areas

- Doors/Hardware: Ensure all doors and hardware operational.

- Windows: All interior windows must be cleaned. (i.e. paper, tape, etc.)

- Curtains/Blinds: All missing/damaged fins to be replaced and all blinds and tracks to be in good working order.

- Flooring: Ensure all floors are left clean; all carpets be vacuumed, and all hard floors be stain free and left in broom swept condition.

- Walls: Remove all pictures and shelving hanging from walls; all holes in walls be patched ready to receive paint. (All network cables must be removed from the walls and inside the ceiling plenum. Wiring in computer room must be removed.) Please refer to your lease. Remove any interior signage.

- Ceilings: All damaged/stained/missing ceiling tiles to be replaced.

- Lights/Lenses: Any damaged or missing light lenses must be replaced. All EXIT signs must be operational. Any emergency lighting must be operational.

- General: Entire Office area, including kitchens, to be cleaned. All business specific plumbing, lighting and electrical must be removed from offices. Existing alarm system must be disconnected.

EXTERIOR

- Signs: Exterior sign to be removed.

Shops and Services

The convenient location of shops, services, and restaurants on the concourse level at 150 King West can save you time during the business day, or on a precious lunch hour. Business and personal needs can be easily fulfilled by a variety of shops and services throughout the PATH without ever going outside.

Type of Service	Tenant Name	Phone Number
Food	Nosh & Go Fresh Yogurt Bar	647-808-0336
	Bento Sushi	416-598-1212
	Earl's (Main Floor)	416-916-0227
	The Krys Milktea Bar	-
	K& K Food Stand	416-504-0327
	Sam James Coffee Bar	-
	Thai Express	416-593-1543
	Tim Hortons	416-979-8467
Shops & Services	Scotiabank ABM Machine	
	Batteries-N-Things	416-599-8835
	Esquire Garment Care	416-408-0990
	International News	416-598-9443
	Vantage Venues (27 th floor)	416-366-4228
Car Wash	<u>Gabor's Auto Spa</u> Tenants that have monthly parking in the 150 King Street West garage can contact Gabor's Auto Spa and have their car washed on site. Tenants will be billed directly by Gabor's Auto Spa for this useful service.	416-903-6341
Convenience Station	A convenience station is available for monthly parkers to use on the P2 parking level. Tenants can use the vacuum, windshield washer fluid and inflate their tires.	

SECURITY & LIFE

SAFETY PROCEDURES

150 KING STREET WEST

Introduction

The objective of 150 King Street West's Security & Life Safety program is to provide effective protection for tenants, their property, and the building. The Security & Life Safety team will endeavour to maintain this objective, however, tenant cooperation and support in the various aspects of this program is essential to its success.

Security Services

The Security & Life Safety team is led by the Manager of Security Operations (Tel: 416-205-4705), who is reachable during normal business hours. Prior to/upon occupancy, please ensure your Tenant Representative contacts the Manager of Security Operations to arrange for a security process briefing & orientation, or for any other assistance you may require.

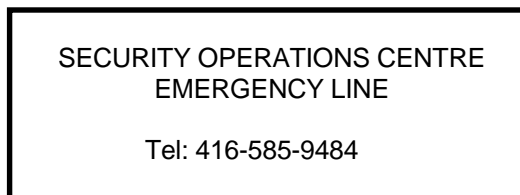
150 King Street West's Security team operates the Security Operations Centre on the ground floor, staffed 24 hours a day, 7 days a week.

Selected procedures and recommendations are outlined in this manual for your guidance.

SECURITY TELEPHONE COMMUNICATIONS

Emergency Assistance

In order to facilitate appropriate coordinated response to all emergencies, (e.g., fire, flood, bomb threat, building collapse, personal illness, accident, etc.) a telephone number FOR EMERGENCY USE ONLY, 24 hours a day has been established in the Security Operations Centre of 150 King Street West.



Upon calling the above number please then promptly:

- Identify yourself by name.
- Provide the exact location of the occurrence you are reporting.
- Your telephone contact number
- The exact nature of the emergency.

If any tenant contacts Emergency Service (i.e. 911) directly, the Security Operations Centre must also be contacted so that Security can direct emergency assistance to the appropriate area immediately upon their arrival.

Please note that the number is for emergency use only, and that Security will immediately clear the line of any non-emergency calls.

Automated External Defibrillator

An Automated External Defibrillator (AED) is located in the Security Operations Centre (SOC). Our trained staff will respond to any call for emergency assistance with this device.

Customized signage (decals) containing the twenty-four (24) hour emergency numbers are provided by Building Management. It is recommended that they be affixed to all telephones. Additional telephone decals can be obtained from the Building Management Office on request.

Non-Emergency Assistance

All non-emergency telephone enquiries requiring Security assistance should be directed to the Security Operations (SOC) Centre at 416-205-4707.

EMERGENCY TELEPHONE NUMBER (LOCAL)
(Appendix C)



SECURITY ESCORT SERVICE

Upon request, Security will provide an escort as necessary, from the main lobby to any vehicle parked at 150 King Street West outside of office hours (i.e. weekdays between 6:00PM and 7:00AM, and on weekends).

To request an escort please report to the main lobby reception desk or phone 416-205-4707 after 11:00PM to request an escort. The escort will be provided at the time of the request.

Escort provision is provided as a complimentary service at 150 King Street West in our continuing effort to provide the highest standard of security and safety.

LIFE SAFETY - FIRE EVACUATION

Total Building Evacuation

Evacuation of the total building is only necessary in the case of a serious fire or bomb threat. The Building Management Office will announce this decision via the Emergency Voice Communication System on the advice of the Municipal Fire Chief / the Floor Chief Warden on the Fire Emergency Floor(s).

Phased Evacuation

In the event of a fire, a workable system of emergency evacuation dependent on the orderly phasing of floor clearance throughout the building will occur as follow:

- Immediate evacuation of the first emergency floor
- Immediate evacuation of the fire emergency floor
- Evacuation of the floor above and then the floor below.
- Continuance of this sequence occurs until all occupants have been evacuated to a safe area outside the building.

GENERAL SECURITY - TENANT PREMISES

Access Control - Door Security

When premises are unoccupied, always lock main reception doors and all other doors that can be accessed from a common corridor. Designate one person and an appropriate number of alternates to ensure each day that all doors are locked, as the last person leaves the premises.

Access Control – Normal Business Hours

Staff who sit near the main reception door, provide the first line of defence with respect to office security and should be always alert for unauthorized persons attempting to enter the office area. Whenever possible, visitors should be accompanied to and from offices.

Identification Of Authorized Persons

Identification of all service personnel attending tenant premises should always be verified. All contractors, repairmen and other trades persons authorized to work on this site must sign in at the Security Operations Centre in the lobby. Contractors are issued badges identifying them as authorized personnel. In addition, 150 King Street West Security and Building Operations Staff must carry a building photo identification card. Should you have any questions with respect to identification, please contact Security immediately.

Unauthorized Persons

Solicitors, peddlers, or loiterers found within a tenant area or in any other area should be reported to Security immediately.

Protection Of Money and Other Valuables

Employees should be cautioned to always lock valuables away in desk drawers or other appropriate secure areas especially on and around pay days.

Cash boxes should always be kept in locked drawers and cabinets, and the relevant key carried by a designated person rather than being kept in places of common access.

Key Control

Keys will be issued for Tenant premises only. Once issued, a key becomes the responsibility of the Tenant. For greater security, 150 King Street West is keyed on a Restricted Blank System. All keying of tenant premises must conform to this system. Replacement keys, additional keys or cylinders may be obtained by contacting the Building Management Office.

TENANT CONTACT INFORMATION

When tenants move into 150 King Street West a tenant representative will need to be designated who will act as the main point of contact. The tenant representative will be required to complete building forms, receive tenant bulletins, or to contact ClickFix or the Building Management Office with service requests. (i.e., burnt out lights, plumbing issues etc.,).

The "Tenant Contact Information" – Form no. K001 (see page 34) of this manual. The form is to be completed and signed by the authorized tenant contact.

A copy is given to Security and kept on file in the Security Operations Centre. Confidentiality with respect to this information is always maintained.

After Hours Emergency Contact

After hours, it may be necessary for Building Management or Security to contact designated tenant representative(s) at home. The "After Hours Emergency Contact" form – Form no. K002 (see page 34) of this manual. There is provision on the form for five (5) designated names and telephone numbers. Confidentiality with respect to this information is always maintained.

The form should be completed and signed by an authorized tenant contact with the required information completed in telephone call order as appropriate. Please provide details for at least three (3) members of staff. A copy is given to Security and kept on file in the Security Operations Centre.

Emergency Alert Service – "Send Word Now"

150 King Street West has subscribed to Send Word Now, an emergency notification voice and text alerting service. Subscription to this service improves security, safety of the building and timely tenant emergency communication.

This emergency alert service will enable us to communicate critical information during a time-sensitive unexpected crisis, including severe weather conditions, systems outage, flooding, or a widespread power outage.

The service will simultaneously alert designated emergency contacts by email, text message and all work, mobile and home phones. The alert service has a real-time response capability that allows recipients to respond to alerts.

Please note this service will be tested periodically and if you do get a test notification it will be clearly marked so as not to be confused with a real emergency alert.

The "Emergency Alert Service – Emergency Tenant Contact Information" form – Form # K017 (see page 39)

Please forward all completed tenant contact forms directly to the Building Management Office at 150kingwest@bgo.com.

150 KING STREET WEST
TENANT CONTACT INFORMATION FORM

This form is to be completed to provide building staff, security, and management with appropriate contact names and numbers for specific situations.

Company Name	Suite #	<div style="border: 1px solid black; width: 40px; height: 20px; margin: 0 auto;"></div> # of Employees		
Name (please print)	Position	Date	Telephone	Extension
Signature				

MAIN CONTACT

Please provide the name and telephone numbers for the person designated as a MAIN CONTACT. This is for the purposes of receiving general correspondence etc. This person will also be calling BentallGreenOak for work orders and general inquiries.

1) _____

Name	Position	Telephone	Fax / E-mail
------	----------	-----------	--------------

ACCOUNTING CONTACT

The ACCOUNTING CONTACT will be receiving any invoices and billing-related correspondence.

1) _____

Name	Position	Telephone	Fax / E-mail
------	----------	-----------	--------------

EXECUTIVE CONTACT

The EXECUTIVE CONTACT is usually a CEO, VP, or equivalent, and would be receiving only specific and very important notices that would be of importance or of interest to them.

1) _____

Name	Position	Telephone	Fax / E-mail
------	----------	-----------	--------------

POWER SHUTDOWN CONTACT

The POWER SHUTDOWN CONTACT will be receiving notices related to required power shutdowns or failures. This person is usually a member of the IT department. Main Contacts also receive Power Shutdown information.

1) _____

Name	Position	Telephone	Fax / E-mail
------	----------	-----------	--------------

EMERGENCY CONTACTS

Please provide the name and telephone numbers for persons to be contacted in an emergency. These numbers will be kept confidential and used in an emergency only. Please advise us if this information changes.

1) _____

Name	Position	Home Telephone	Alternate Telephone
------	----------	----------------	---------------------

2) _____

Name	Position	Home Telephone	Alternate Telephone
------	----------	----------------	---------------------

3) _____

Name	Position	Home Telephone	Alternate Telephone
------	----------	----------------	---------------------



150 King Street West, Suite 101 | Toronto, ON M5H 1J9 | Main: 416.977.4397 | Fax: 416.977.5545

150 KING STREET WEST
AFTER HOURS EMERGENCY CONTACT

This form is to be completed to provide building security with emergency telephone numbers to enable them to contact you during non-business hours.

Company Name		Floor(s)	Suite #
Name (please print)	Position	Date	Telephone
			Extension

Signature

Please provide the name and telephone numbers for persons to be contacted in an emergency. These numbers will be kept confidential and used in an emergency only. Please advise us if this information changes.

1)	_____	_____	_____	_____
	Name	Position	Home Telephone	Alternate Telephone
2)	_____	_____	_____	_____
	Name	Position	Home Telephone	Alternate Telephone
3)	_____	_____	_____	_____
	Name	Position	Home Telephone	Alternate Telephone
4)	_____	_____	_____	_____
	Name	Position	Home Telephone	Alternate Telephone
5)	_____	_____	_____	_____
	Name	Position	Home Telephone	Alternate Telephone

Please provide us with additional information regarding your suite.

- A) Do you have an alarm system for your suite? Yes No
- B) If yes, is this system monitored by an alarm company? Yes No
- C) If yes, please fill out this section.

Alarm Company	Contact	Telephone (Day)	24 hour
---------------	---------	-----------------	---------

- D) Are there sensitive areas in your suite which security should be aware, i.e., temperature in computer room? If yes, please indicate the area(s) in the space provided below. Yes No

150 KING STREET WEST
EMERGENCY ALERT SERVICE – SendWord Now

Please complete this form for all tenant contacts who will be contacted by the building’s emergency notification voice and text alerting service in the event of an emergency.

Date:

GENERAL INFORMATION			
Company Name			
Last Name			
First Name			
Title			
COMPANY ADDRESS			
Address			
City			
Province			
Postal Code			
Country			
Preferred Language			
PHONE NUMBERS			
Phone - Office		Phone Extension	
Phone – Cell			
Phone - Home			
EMAIL ADDRESSES			
Email - Office			
Email - Personal			
BB PIN		SMS	
BB PIN – Work		SMS – Work	
BB PIN – Personal		SMS - Personal	

REMOVAL OF TENANT PROPERTY

In order to protect against the unauthorized removal of property from your premises, all items being removed should be accompanied by a "Property Removal Form" (PRF) – Form#K005 found on page 40 of this manual which must be in the possession of the person removing the goods.

Tenants are asked to implement the following procedures:

- 1.1 Within each tenant office, designated persons should be authorized to allow the removal of any goods (includes discarded items) by completing and signing the PRF.
- 1.2 Authorized personnel should be identified by official letter addressed to the Security Manager of Operations.
- 1.3 All tenants and especially those who have occasion to work after hours - should be familiar with this procedure in order to control petty theft more effectively within the building.
- 1.4 All items being removed from your premises should be accompanied by the PRF form.

Security will act to prevent the removal of such property by anyone who does not have this written authorization to do so. Written authorization (PRF) will be verified by Security as follows:

- 1.5 A list of persons (names and signatures) authorized to complete the PRF will be maintained at Security Control Centre.
- 1.6 The signature on the PRF will be verified against the tenant contact telephone listing.
- 1.7 The materials described on the PRF will then be verified.
- 1.8 Security will retain the PRF for future tenant reference.

This procedure does not apply to the moving of heavy equipment or other office equipment or furniture, movement of which may only take place outside of normal business hours after providing written notice of at least 24 hours to the Building Management Office followed by completing and forwarding the appropriate paperwork (Request for Movement Supervision Form (see page 7) & Work Permit Application form (see page 10/11) to the Building Management Office. A security guard will then be booked to provide loading dock/freight elevator supervision at the tenant's cost.

150 KING STREET WEST
PROPERTY REMOVAL FORM

To: The Receiver or Security Officer

Date: _____
Year/Month/Day

Building

From: _____
Tenant

Location from which item is taken.

To remove from our premises, the following items:

1. _____
Serial No: _____

2. _____
Serial No: _____

3. _____
Serial No: _____

4. _____
Serial No: _____

5. _____
Serial No: _____

6. _____
Serial No: _____

7. _____
Serial No: _____

Special Instructions:

Signature of Person Removing Item

Authorized by (Clearly Print Name)

Signature of Receiver/Security Officer

Authorized Signature

Date: _____

Time: _____

BUILDING ACCESS

Access to 150 King Street West is controlled from 6:00PM to 7:00AM weekdays and from 6:00PM Friday to 7:00AM on the first regular working day of the next week and all statutory holidays. Only an authorized pass card will allow the holder access to the Tower during these hours. This is subject to change at any time by the Landlord.

AUTHORIZATIONS

During the hours of access control, Security will grant access upon verification of one of the following:

Photo Identification Card – After Hours Access

Persons requiring after hour access must present a valid identification card for verification.

Written Authorization/Escort – Emergency or Short Notice Access

Arrangements may be made for emergency or short notice authorization of staff or visitors who are not in possession of a valid identification card by a written authorization letter (email) forwarded to the Building Management Office during normal business hours or by providing an escort who is a bona fide identification cardholder of the tenant. Persons having an escort are not required to sign in or out.

Should there be a change of status with respect to access times, restrictions of locations, etc., or if an employee leaves the tenant employ, please contact the Building Management Office in writing via email or fax.

Work Permit

Contractor/Service personnel requiring after hour access must be authorized by a Work Permit submitted to the Building Management Office during normal business hours.

Contractors requiring access to other building area must also be authorized by a Work Permit. "A Work Permit Application form" – Form # K006 can be found on page 10. Please contact the Building Management Office if additional forms are required.

Upon arrival to the building, Contractor/Service personnel should check in with the Security Operations Centre. Security will reference the Work Permit binder for authorization in order to grant access. Upon verification the Contractor/Service personnel will be "signed in" and issued a contractor badge.

When exiting 150 King Street West all Contractor/Service personnel must "sign out" at the Security Operations Centre and return the contractor badge.

Riser Room Access

Contractors requiring access to the riser room must complete and forward to the management office the Riser Room Access Request Form. "A Riser Room Access Request form" – Form # K018 can be found on page 42/43. All work must be performed after business hours. Security Escort will be charged back to the tenant at a rate of \$35 per hour (4hrs minimum), plus 15% Admin Fee and HST. "A Security Escort Request form" – Form #K004 can be found on page 7.

150 KING STREET WEST
RISER ROOM ACCESS REQUEST

Form #K018

TENANT INFORMATION					
Tenant / Company Name:					
Tenant Contact:					
Floor / Suite #				Phone#	
Date Submitted:					
COMPANIES AND INDIVIDUALS REQUESTING ACCESS					
Service Provider / Company Name:					
Contractor / Company Name:					
Site Contact Name:				Phone#	
WORK INFORMATION					
Brief Description of Work:				Number of Workman:	
Floor(s)/Area(s) Where Work to be Performed:					
Special Equipment Used:					
Commencement Date:				Time:	
Completion Date:				Time:	
Use of Freight Elevator Required? **		Yes	<input type="checkbox"/>	No:	<input type="checkbox"/>
**If yes, please complete below:					
Date:		Time:		Intended Use:	
Movement Supervision Form completed and attached?				Yes: <input type="checkbox"/>	
Tenant Authorized Security to Open Tenant Premises: <i>(Initials in Box required)</i>					
Yes: <input type="checkbox"/>		No: <input type="checkbox"/>		_____	
		Tenant/Employee Name		Authorized Signature	
				Date	
Tenant Authorized to be Billed for the Attain Group and Security Escort Applicable Charges: <i>(Initials in Box required)</i>					
Yes: <input type="checkbox"/>		No: <input type="checkbox"/>		_____	
		Tenant/Employee Name		Authorized Signature	
				Date	
-PROPERTY MANAGEMENT USE ONLY-					
Received at Property Management Office:					
By: _____		Date: _____		Time: _____	
Authorized at Property Management Office:					
By: _____		Date: _____		Time: _____	
Special PMO Instructions:				Approved By: _____	
Received by Security:					
Initial: _____		Date: _____		Time: _____	

RISER ROOM ACCESS/CABLING PROCEDURES

The 150 King Street West electrical riser rooms are managed and maintained by the Attain Group.

Any tenant that requires a new telephone or network cabling system must submit their requests as follows.

- i. The tenant must provide a complete set of drawings to the Management Office with a copy to the Attain group.

The Attain Group Contact Information:

Jessica McGinn

The Attain Group Inc.

Ph: (866) 439-9424

Fx: (613) 739-9424

Email: client.services@theattaingroup.com

- ii. The Attain group will review the proposed installation and issue installation best practices guidelines, sealant requirements, grounding and bonding requirements, labeling requirements, provide a post telecommunication inspection to identify any deficiencies, oversee the remediation of deficiencies and provide a complete set of rules and regulations to the contractor.
- iii. A fee of \$500.00, plus 15% Admin Fee and HST applies for these services and is charged back to the tenant initiating the request.
- iv. Once installation is approved by the Attain Group, access to the riser rooms and any other space must be requested through the Management Office by completing Riser Room Access Form # K018 and Request for Movement Supervision Form # 004.
- v. Riser Room Access Form # K018 and Request for Movement Supervision Form # 004 must be submitted by email to 150kingwest@bentallgreenoak.com at least 72 hours prior to granting access to any space.
- vi. All work must be performed after business hours and contractors must be accompanied by Security at all times.
- vii. Security Escort will be charged back to the tenant at a rate of \$35 per hour (4hrs minimum), plus 15% Admin Fee and HST.

BUILDING ACCESS CONTROL – ENTRY PROCEDURES

After normal business hours, all persons are required to have a valid photo identification building pass card to enter the building and up the elevators.

Emergency Or Short Notice Authorization

Such authorizations are to be originated by a tenant representative and supported by personal identification satisfactory to Security, e.g., valid driver's licence or company identification card. The authorized person is then required to sign the "Access Control Register." When exiting, all non-pass card holders are requested to sign out in the "Access Control Register."

PHOTO IDENTIFICATION BUILDING PASS CARDS

All tenants are required to have a photo identification building pass cards to access 150 King Street West after-hours, weekends and in the event of an emergency as identification that they are a building tenant. To obtain a building pass card for a new employee please submit an "Application for Pass Card form –Form # K003 found on page 46 to the Building Management Office either by email to 150kingwest@bgo.com or fax to 416-977-5545. The pass card application form should be completed and signed by a tenant representative or by a person authorized by the tenant representative.

Additional forms may be obtained by contacting the Building Management Office at 416-977-4397 or emailing 150kingwest@bgo.com . If a replacement card is required, a new application form must be submitted. Please check the appropriate category on the pass card application form - Item 7 (other).

Completed pass card applications are to be forwarded to the Building Management Office. Tenants are to attend the following day for their photograph.

Photographs

The Building Management Office will forward all "approved" applications to the Security Supervisor. Photographs are taken in the ground floor Security Operations Centre at 150 King Street West during the following hours: Monday through Friday 10:00AM - 2:00PM.

If the individual does not take their photograph within fifteen (15) working days, the application will be marked "cancelled" and returned. If a card is still required, a new application must be submitted.

Pass Card Processing

After the photograph is taken, the card will be processed and programmed using all pertinent data reported on the application form.

Delivery

Once the card has been processed and tested, security will deliver the card to the Tenant Representative.

Replacement Building Pass Cards

A new application is required for a replacement card. Under the heading "Reason for Request", please check the appropriate category.

Terms Of Building Pass Cards Issuance

All cards are issued to the person named on the pass card application and are not transferable for any reason. The card remains the property of 150 King Street West and must be returned upon request of Building Management or Security.

Cancellation Of Building Pass Cards

All notifications for pass card cancellations/deletions are to be forwarded to the Building Management Office in writing by an authorized tenant representative. Cancelled building pass cards are to be returned to the Building Management Office to be destroyed or reused if in good condition.

Processing Fees

Tenants will be invoiced \$25.00 for a replacement pass card for any of the following reasons:

(If the pass card is less than one (1) year old)

- (a) Lost Card
- (b) Stolen Card
- (c) Card damaged beyond normal wear and tear

There is no charge for issuing building pass cards for the following reasons:

- (a) Initial pass card
- (b) Inoperative Card - fair wear and tear
- (c) Change of Status Levels

Request For Temporary Pass

To obtain a Temporary Pass, a Tenant with an authorized signature should complete a Pass Card Application form (see page 46) with an expiry date. The application for pass card form is then forwarded to the Building Management Office (one form for each temporary pass card must be completed). The Building Management Office date stamps the form and gives it to the Security Supervisor who programs and delivers the temporary pass card(s) directly to your office.

The temporary pass card(s) must be returned to the Building Management Office by the expiry date, or a \$ 25.00 fee will be charged to the tenant for each pass card not returned.

Form #K003

150 KING STREET WEST
PASS CARD APPLICATION

Tenant Name: _____

Request For: _____

Surname: _____ First Name: _____

Business Telephone Number: _____

Employed at: 150 King Street West

Tenant Area: _____

Floor Number(s): _____

Reason for Request:

1. Initial Application ()

2. Change of Name ()

3. Card Mutilated ()

Please state the condition of the pass card and the reason _____

4. Card Inoperative ()

5. Change of Status ()

6. Pass Lost ()


7. Other ()

8. Cancel ()

Authorized By: Name: _____

Signature: _____ Date: _____

Please deliver signed forms to the management office or by email at 150kingwest@bgo.com.

 **BGO** 150 King Street West, Suite 101 | Toronto, ON M5H 1J9 | Main: 416.977.4397 | Fax: 416.977.5545

ADAPTIONS FOR THE DISABLED

Introduction

150 King Street West has many features to accommodate and ensure the safety of persons with disabilities. These features are described below.

Unimpeded Mobility

150 King Street West is constructed and equipped to allow movement between and through any public and tenant area without encountering stairs.

Special Doors

A remotely controlled door, allowing unobstructed passage between lobby and sidewalk, is situated at the south-east entrance to 150 King Street West, Main Lobby. This door is observed and controlled by the Main Lobby Desk Security Officer. In addition, the approaches to these doors are linked to their respective Lobby Desk Security Station by an intercom system.

Automatic doors grant unimpeded passage between the parking garage and the elevator lobby on Parking Level (2) Two and (3) Three of 150 King Street West. These doors are activated by pushing a large, obviously marked and conveniently located panel.

Passenger Elevator Features

All 150 King Street West passenger elevators have been modified for the convenience of persons with disabilities.

- (a) All elevator control buttons are within reach of a person seated in a wheelchair. The EMERGENCY CALL button, when pushed, activates the Elevator Communications System, and puts the caller in two-way contact with a Security Officer.
- (b) Similar brass discs bearing Braille symbols identifying the floor that the person is entering are located on each side of elevator entrances.
- (c) Floor "call lights" which signal the arrival of an elevator are supplemented by bells that sound once if the elevator is ascending and twice if it is descending.
- (d) Light rays keep elevator doors open without bodily contact for persons entering or leaving elevators.

Washroom Facilities

Special washroom facilities for the disabled are located on all floors in the tower. Each of these special washrooms contains an Alarm Button, which activates an audible alarm indicating the location of the problem, in the Security Operations Centre. When activated, Security personnel are dispatched to investigate and assist.

Assistant in the Event of Emergency

Provisions have been made to assist the disabled in the event of a fire, or other emergency, by appointing special Tenant Floor Warden Organization personnel on each floor; and by ensuring that Building Management as well as Floor Warden personnel are aware of the identity and location of any tenant employee who is known to require such assistance.

The Tenant Floor Warden Organization, which has been formed to ensure that all occupants are evacuated in a safe, orderly, and efficient manner, includes:

- a) Male and Female Searchers, who, in the event of an alarm, will thoroughly check their tenant area, including washrooms, to ensure that all persons are aware of the

situation and responding in accordance with Fire Emergency Evacuation Procedures. They will assist any person encountering difficulties.

- b) Two Assistance Monitors who are pre-assigned to aid each fellow employee with a known disability throughout the emergency and evacuation process.

The skills necessary for the performance of such vital functions are sharpened in regular training sessions as well as in the participation in our annual fire drill.

EMERGENCY EVACUATION PROCEDURES IN CASE OF FIRE

1.0 If the Fire Alarm Sounds

1.1 Fast Chime

This is the evacuation alarm - evacuate immediately.
 Follow the directions of your floor warden organization.
 Close doors behind you.
 Do not use elevators - use stairs only.
 If necessary, alternate stairways may be accessed on the following floors:

150 King Street West: 3, 7, 11, 13, 17, 20, 25 & 28M

2.2 Slow Chime

This is the alert alarm.
 Stand by and be prepared to evacuate.

3.3 Emergency Voice Communications

After one (1) minute, instructions will be given over the emergency voice communications system.

2.0 If You See a Fire

Leave the fire area.
 Close doors behind you.
 Pull a fire alarm (located at each stairwell).
 Contact the floor warden.

Dial 911 and advise:
 150 King Street West
 Floor _____

Use fire extinguisher on readily containable fires only.

3.0 Operations in the Event of Fire

- 3.1 Any person discovering a fire shall immediately call 911.
- 3.2 The fire alarm is to be activated to alert the other occupants of the emergency and to put into effect the building emergency evacuation procedures.
- 3.3 To open an electromagnetically locked door marked "Emergency Exit Unlocked by Fire Alarm", activate the fire alarm pull station (pull handle down) beside the door and the lock will release.
- 3.4 Upon the sounding of the alarm the Emergency Coordinator will attend the Fire Control Panel and coordinate any evacuation until the arrival of the Fire Department.
- 3.5 The Emergency Coordinator shall initiate voice communication with the emergency floors by announcing a floor evacuation order over the voice communications system.
- 3.6 On arrival of the Fire Department, the Emergency Coordinator will inform the Chief Fire Officer regarding conditions in the building and coordinate the operations of the building under the instruction of the Fire Department.
- 3.7 The building will continue to be evacuated until the Chief Fire Official has given permission for the "All Clear" announcement to be made.
- 3.8 Call 911 for assistance if unable to evacuate floor for any reason.

BentallGreenOak Emergency Action Guidelines for Tenants of 150 King Street West



Emergency	First Action	Second Action	Third Action	Fourth Action	Fifth Action
Fire Alarm Alert Tone	Fire Wardens stand by to evacuate the floor.				
Fire Alarm Evacuation Tone	Follow Fire Warden instructions and leave the building.	Evacuate only via the stairwells.	Persons requiring assistance to evacuate should wait by the freight elevator.	Avoid using Blackberrys and carrying beverages.	Regroup at a designated area at least 100m away from the building.
If You Discover A Fire	Evacuate the area immediately and activate the nearest pull station.	Call 9-1-1 with the location of the fire when safe to do so.	Exit via stairwells only. Use a fire extinguisher to clear a path if necessary.	If you encounter smoke in the stairwell, use a cross over floor to access the other stairwell.	Regroup at a designated area at least 100m away from the building.
Medical Emergency	Check area for safety. Check victim responsiveness.	If victim is conscious ask if they require an ambulance.	If yes, call 9-1-1. Call Security.	Administer first aid if able without moving victim.	Wash hands after administering care.
		If victim is unconscious check for breathing.	Call 9-1-1. Call Security.	If not breathing, administer CPR if able (2 breaths followed by 30 chest compressions).	Continue until relieved by EMS. Wash hands after administering care.
Elevator Entrapment	Remain calm.	Press the "Emergency Call" button to Security.	Inform Security of your name and condition.	Sit down on the floor and wait to be released.	Stay calm. It may require some time to be released.
Telephone Bomb Threat	Locate Bomb Threat Telephone Checklist (on reverse side).	Signal a co-worker to call your supervisor and Security.	Keep the caller on the phone and be polite.	Fill out as much as possible on the checklist.	If you must leave after the call, have someone at that phone in case of a call back.
Suspicious Package	Put the package down gently and ensure no one else comes in contact with it.	Notify your supervisor and Security immediately.	Evacuate the area (room).	Do not use cellular phones around the package.	Wash hands thoroughly and remain available for debriefing with Police.
Shelter In Place (when unable to evacuate)	Locate "shelter in place" emergency supplies.*	Gather staff in a designated room with minimal glass and close to the building core.	Call 9-1-1. Call Security and notify them of your status.	If fire, seal doors, vents, windows etc. with tape or cloth.	Request that staff call personal emergency contacts and notify them of the situation.
Earthquake	Take cover under tables, desks or crouch against an interior wall. Stay clear of windows, light fixtures, shelves, filing cabinets and other fall hazards.	Do not leave your position until the shaking has stopped.	If fire occurs, activate the nearest pull station and evacuate.	Check the floor area for injured or trapped persons. Watch for exposed electrical wires, broken glass and leaking water pipes.	Evacuate using the stairwells.

In a **Power Failure** the building's generator provides power to emergency lights, 1 high rise and 1 low rise passenger elevator, 1 parking shuttle, the fire alarm panel and the P/A system. Card readers will continue to function on their back up batteries. Building security will provide updates from Toronto Hydro.

***Suggestions for 72 Hour Shelter In Place Office Emergency Kit:**

- Water – 2-3 litres per person per day | Food – 3 day supply of dry goods
- Medical items for persons with disabilities or allergies, first aid kit
- Sanitation and hygiene items, plastic bags, blankets, flashlights, vinyl gloves, duct tape
- Battery powered radio/television, entertainment (cards/games)

Emergency: 9-1-1
Security: 416-205-4707
BentallGreenOak Management Office: 416-977-4397

BOMB THREATS PROCEDURES

150 KING STREET WEST

Preface

A comprehensive "Bomb Threat Response Procedures" detailing threat assessment and response, building personnel training and tenant coordination have been developed for 150 King Street West.

All threats must be evaluated, and the appropriate coordinated action taken by Building Management, Tenants and the Police.

This Tenant Supplement is provided to all tenancies as a "Guideline" only; the actual circumstances will dictate the appropriate response.

Introduction

The use of or the threatened use of explosives is becoming more prevalent in our society. The results range from a minor disruption of normal activities to death and destruction of property.

Most of the Bomb Threats are a hoax perpetrated to create disruption and excitement as is sometimes evidenced by hundreds of people evacuated to the street and the presence of various emergency vehicles. Often, these threats are orchestrated by former "disgruntled" employees. High-rise commercial complexes are particularly susceptible because of the large number of people that may be evacuated, and the time required performing searches.

The resultant disruption and the potential for injury and damage can be minimized by pre-planned procedures.

All tenants are asked to familiarize themselves with these "Guidelines". The Manager Security Operations (416-205-4705) is available to assist all Tenants in the implementation of these procedures and coordinate any specific Tenant requirements.

GENERAL PROCEDURES

Bomb Threat Received

When any Tenant receives a Bomb Threat which may be associated to that tenancy and/or 150 King Street West, the following general procedures should be initiated immediately:

Tenant Action

- (a) Implement the pre-planned Bomb Threat procedures specific to your office (Reference "Types of Threats and Basic Procedures" on Page 55).
- (b) Notify in descending order.
 - i. Your Superior
 - ii. Toronto Police Services 911
 - iii. Building Security Control Centre (416-585-9484)

Building Control Centre Action

- (a) Immediately initiate Base Building Level I Bomb Threat Procedures; and
- (b) Contact the Building Emergency Coordinator.

Building Emergency Coordinator Action

- (a) Confirm the implementation of Level I, Base Building Bomb Threat Procedures.
- (b) Immediately contact Tenant complainant and confirm all available information.
- (c) Implement additional Level of Base Building Bomb Threat Procedures as may be required.
- (d) Meet with the Police liaison or ETF and brief the Officer-in-Charge.

Toronto Police Service Action

Upon receipt of a complaint of a Bomb Threat, shall attend 150 King Street West and liaise with the Emergency Coordinator with respect to Base Building Bomb Threat Procedures.

DEVICE OR SUSPICIOUS ARTICLE LOCATED

Toronto Police Service Action

Take full command of the scene with respect to securing the area, isolating and removing the device or suspicious article.

Emergency Coordinator Action

Will assist the Police in the coordination of additional searches and the continuance or initiation of an evacuation.

TYPES OF THREATS AND BASIC PROCEDURES

Anyone who answers a telephone or opens mail during the normal course of his/her duties could be the recipient of a Bomb Threat. Further, an article may because of the specific circumstances, be a suspected bomb. All threats must be treated as real unless proven otherwise.

This section discusses four (4) types of threats and the recommended procedures for handling each.

Telephone Threats

On receipt by telephone of a threat directed against a person and/or this property.

- (a) Remain CALM - immediately reference the Bomb Threat Telephone Procedures leaflet, a copy of which is included in the appendices.
- (b) If an automatic recording system is available, tape the call.
- (c) Be courteous - DO NOT interrupt the caller.
- (d) LISTEN - obtain as much information as possible: exact working, identifying speech and voice characteristics, background noises. Be "all ears".
- (e) WRITE all information down. What you consider to be insignificant could be immensely valuable to the investigation.
- (f) Keep the caller talking as long as possible. The longer he or she is on the line, the more you will hear. When the caller stops talking - remember, do not interrupt! - ask any of the following questions that were not answered in his message:
 - i) What time will the bomb explode?
 - ii) Where is it?
 - iii) Why did you place the bomb?
 - iv) What does it look like?
 - v) Where are you calling from?
 - vi) What is your name?

It may seem unlikely that the caller will answer such questions, but since the purpose of such calls is usually to alert the occupants and decrease the possibility of injury or death, the caller may give the essential information if asked.

- (g) Record the time that you received the call and the time that it was terminated.
- (h) Record the number of the telephone line on which the call was received.
- (i) Provide every possible assistance to the Emergency Coordinator who will attend your area to investigate the matter.

Letter Bombs

This threat may take form of unsolicited letters, packages or gifts, and can originate either in this country or abroad. Envelopes may appear to contain small items such as a disc or a tube and may bear excessive securing materials and/or postage. They may be addressed to a title rather than a name or a misspelled name. Employees should be alert for suspicious letters or parcels.

Upon discovering suspicious mail:

- i) NEVER OPEN THE SUSPECTED ARTICLE.
- ii) Do not touch it - if you are handling it when your suspicion is aroused, put it down gently.
- iii) Isolate the object and warn anyone approaching to stay away from it.
- iv) Turn off any nearby electrical equipment, e.g., photocopier, radio, computer etc.,
- v) Notify your superior.
- vi) Notify the Toronto Police Services at 911.
- vii) Notify the Building Control Centre (416-585-9484); report the object, the exact location and the nature of your suspicions.

Suspicious Objects

NOTE
NEVER ATTEMPT TO MOVE OR HANDLE ANY OBJECT IF
THERE IS ANY REASON TO SUSPECT THAT IT MAY BE OR
CONTAIN AN EXPLOSIVE DEVICE OR HARMFUL SUBSTANCE

Explosive devices can easily be concealed within any container, from a length of pipe to a paper bag. All employees should be alert for foreign or suspicious objects or parcels, which do not appear to belong in the area.

Upon discovering a suspicious article:

- i) Do NOT touch or allow anyone to approach any article suspected of containing an explosive device.
- ii) Notify your superior.
- iii) Notify the Building Control Centre (416-585-9484). The Emergency Coordinator will respond by attending your location. If required, the Emergency Coordinator will have the Police Explosives Disposal Squad brought in to take charge of the situation.

- iv) While waiting for the Emergency Coordinator to arrive, record the time and circumstances of the discovery as well as any information that might be of interest to the Police, such as the description of persons seen in the vicinity who are obviously not employed in the area.

For more information, please see “Suspicious Mail Alert”.

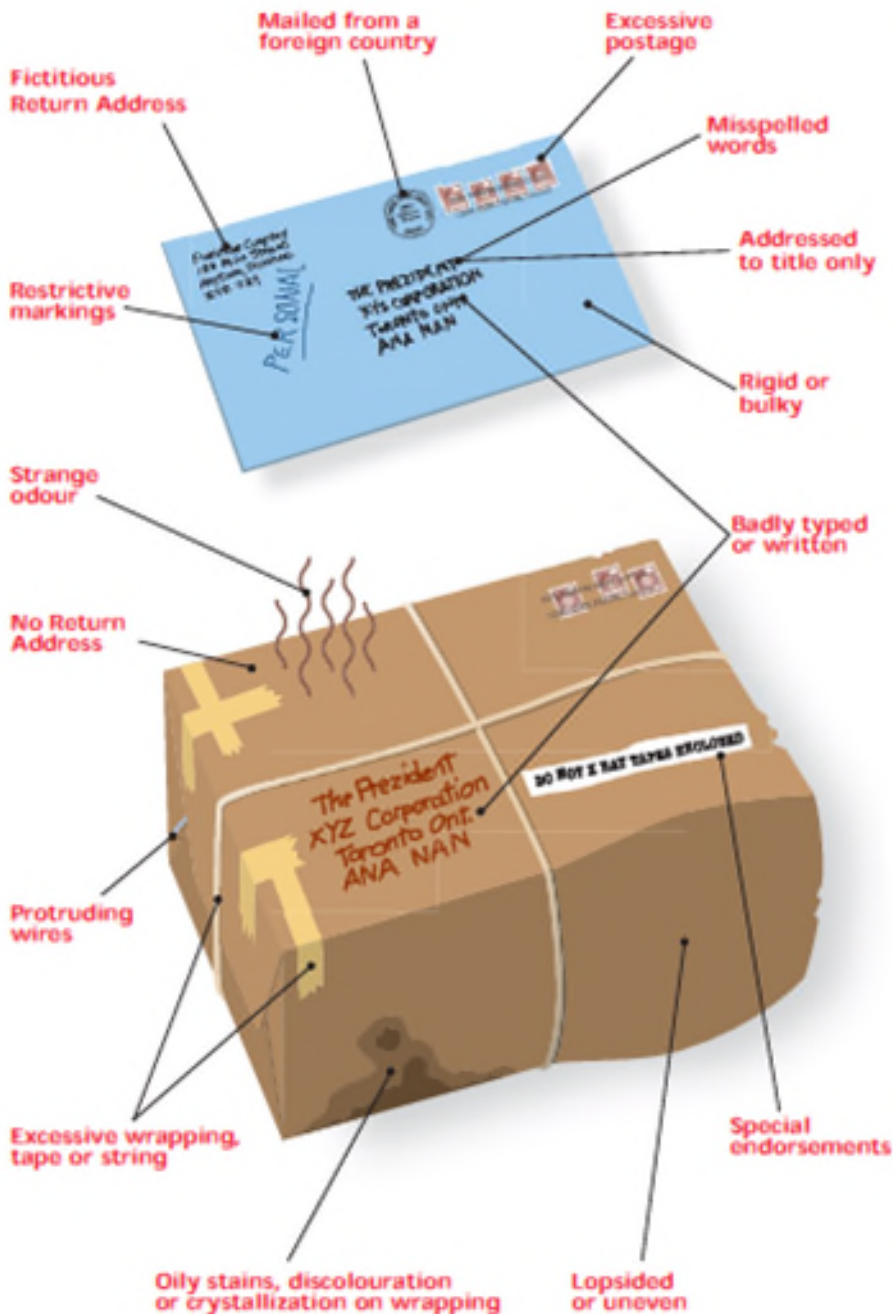
Suspicious Mail Alert



From anywhere... to anyone

If you receive a suspicious letter or parcel

(A COMBINATION of the following may constitute a suspicious mail item)



1 Immediately advise local emergency services of the situation.

2 Do not handle, shake, smell, or taste the suspicious article.

3 Isolate the article, and evacuate the immediate vicinity.

4 Anyone who has handled the article should immediately wash their hands with soap and water.

If a letter or parcel is open and/or a threat is identified

For a Bomb:

- Evacuate area immediately
- Call local emergency services

For Biological or Chemical:

- Isolate - do not handle
- Evacuate area immediately
- Wash your hands with soap and warm water
- Call local emergency services

For Radiological:

- Limit exposure - do not handle
- Evacuate area immediately
- Shield yourself from object
- Call local emergency services

Corporate Security

www.canadapost.ca