

# 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

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

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Operations Manager..... (416) 205-4704 x 228

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Assistant Property Manager ..... (416) 205-4714 x 242

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

Jamie Fabia – [150kingwest@bgo.com](mailto:150kingwest@bgo.com)  
Administrative Assistant..... (416) 977-4397 x 221

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

Peter Bambulas – [peter.bambulas@bentallgreenoak.com](mailto: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), 7:00AM to 6:00PM

### **LIGHTING HOURS**

Monday to Friday (excluding holidays), 7:00AM 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](mailto:loriedielle.addun@bentallgreenoak.com) and Aleksia Gjoka, Property Administrator at (416) 205-4713 ext. 230 or via email at [aleksia.gjoka@bentallgreenoak.com](mailto: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](mailto: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](mailto: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](http://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@bgo.com](mailto:150kingwest@bgo.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 ClikFIX – BentallGreenOak’s Tenant Service Contact Centre by calling 1-866-ClikFIX (254-5349) or [www.clikfix.com](http://www.clikfix.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@bgo.com](mailto:150kingwest@bgo.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@bgo.com](mailto:150kingwest@bgo.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 7:00 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](mailto: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**

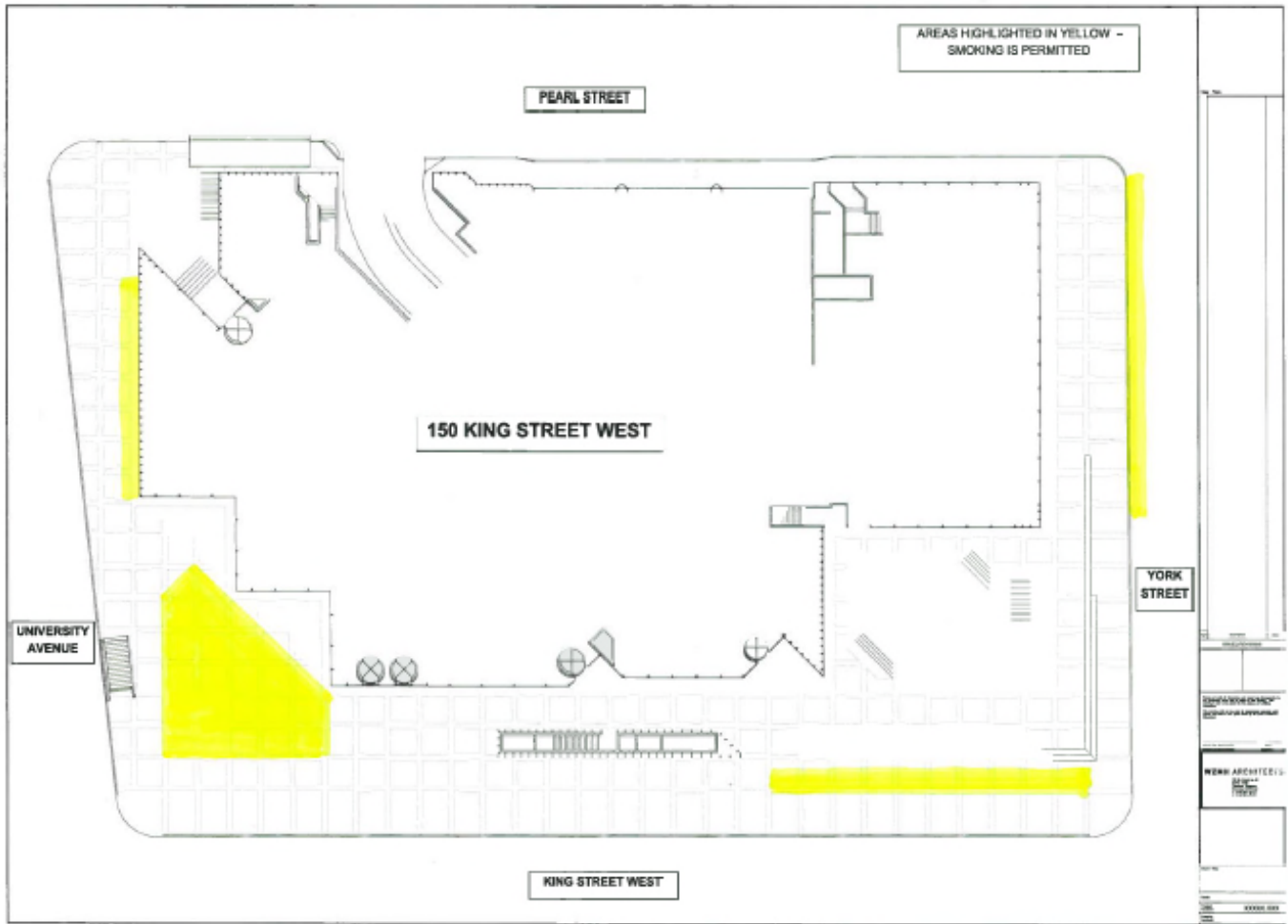
Provincial legislation bans smoking in partially enclosed and covered areas. The building’s non-smoking zone extends to 20 feet away from all building entrances. Smoking is prohibited in all building common areas including elevator lobbies, washrooms, elevators, parking levels and stairwells.

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?vgnextoid=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
- Towel Service
- 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@bgo.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	-
	Thai Express	416-593-1543
	Tim Hortons	416-979-8467
	Sam James Coffee Bar	-
Shops & Services	Scotiabank ABM Machine	
	Batteries-N-Things	416-599-8835
	International News	416-598-9443
	Vantage Venues (27 <sup>th</sup> floor)	416-366-4228
	<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
Car Wash	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.	
Convenience Station		



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**SECURITY & LIFE**

**SAFETY PROCEDURES**

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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/ or 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.

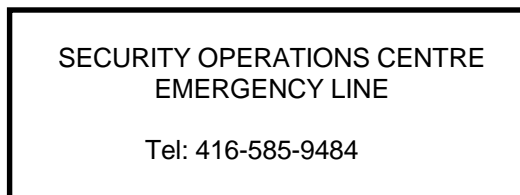
150 King Street West's Security team operates the Security Operations Centre on the ground floor, staffed 24 hours a day, 7 days a week.

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](mailto: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 #	# 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



Form #K002

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

<b>TENANT INFORMATION</b>			
Tenant / Company Name:			
Tenant Contact:			
Floor / Suite #			Phone#
Date Submitted:			
<b>COMPANIES AND INDIVIDUALS REQUESTING ACCESS</b>			
Service Provider / Company Name:			
Contractor / Company Name:			
Site Contact Name:			Phone#
<b>WORK INFORMATION</b>			
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"/>	Tenant/Employee Name _____	Authorized Signature _____	Date _____
<b>-PROPERTY MANAGEMENT USE ONLY-</b>			
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](mailto: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@bgo.com](mailto:150kingwest@bgo.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](mailto: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](mailto: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.

### Pick Up

Once the card has been processed and tested, security will advise when the card is ready for pick up at the lobby desk.

### 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](mailto: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

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## **BOMB THREATS PROCEDURES**

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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 wording, 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".

Poster from Canada Post – see canadapost.ca

## APPENDIX A

Integrated Pest Management Plan		
<b>Effective Date of Policy</b>	February 5 <sup>th</sup> , 2024	
<b>Last Revision Date</b> <i>(will be reviewed annually)</i>	February 2024	
<b>Applicability Tags</b>	<b>Responsible Party</b>	Sean Dawson, Assistant Property Manager
	<b>Asset Class</b>	All Asset Classes
	<b>Geographic Scope</b>	North America
	<b>Sustainability Certifications</b>	LEED v4.1 O+M, BOMA BEST v3.0, Fitwel v2.1
<b>Related Documents:</b> N/A		

### 1. GOALS

100% compliance with the requirements outlined in this Plan.

### 2. APPLICABILITY

This Plan applies to all interior and exterior pest management activities at 150 King West Street, Toronto, Ontario, M5H 1J9, **under BentallGreenOak’s control.**

For buildings where pest management is performed exclusively by individual tenants, this plan will be shared with tenant representatives to encourage adoption of similar integrated pest management procedures and goals.

This Plan shall not supersede applicable local regulatory requirements.

### 3. KEY REQUIREMENTS

<b>Pest Prevention •</b>	Pest prevention/alternative methods are to be used prior to applying chemical pesticides or baits.
<b>Pest Elimination</b>	If pest prevention/alternative methods fail, least-toxic pesticides are to be used prior to resorting to the use of non-least toxic pesticides or baits.
	If a non-least toxic pesticide application must be applied, occupants are to receive notification through signage at the application site at least 24 hours in advance of any application or within 24 hours in the case of emergency situations.

### 4. PERFORMANCE METRICS

Indoor and outdoor pest management activities and application of all pesticides shall be logged using a tracking log. Track outdoor and indoor applications separately.

- Pests are managed using non-toxic methods, with few or no complaints from tenants;

- Toxic methods of pest control are used only when other methods fail; and
- When toxic chemicals are required, all building occupants in affected areas are notified per the requirements above.

## 5. PROCEDURES AND STRATEGIES

### 5.1 Inspection and Pest Prevention

The pest management contractor shall inspect the building once a month for pests and advise Property Management of any structural, storage, landscaping, or sanitation deficiencies that may contribute to any pest problems. Property Management shall ensure appropriate action is taken to address these deficiencies.

Additionally, the pest management contractor shall monitor any pest populations, and advise Property Management on potential pest control methods, including: integrated methods, pest population monitoring, mechanical and living biological controls, other non-chemical methods, and, when required, least-toxic pesticides. Invasive plants and fungi are considered outdoor pests and are also addressed in this Plan.

Where possible, preventative measures shall include:

- Regular inspections and monitoring for the presence of pests and effectiveness of current preventative measures.
- Improved sanitation and management of pest attractants.
- Removal of landscape features that may harbor pests.
- Managing pest attractants, monitoring pest populations, controlling noxious weeds & invasive plants.
- Use of appropriate biological controls.
- Regular inspection of exterior hardscape and building envelope to identify cracks or crevices through which pests may enter the building.
- Ensuring food-service areas and break rooms are kept clean and waste kept in airtight containers.
- Promptly fixing dripping faucets or leaking pipes.
- Rinsing or isolating empty beverage containers to deter sugar-loving pests.
- Cleaning all spills promptly, eliminating clutter to simplify cleaning & minimizing hiding places for pests.
- Educating occupants to clean recycled containers before putting them into the blue box.

### 5.2 Pest Elimination

#### Use of Mechanical & Physical Traps

The pest management contractor shall service all exterior rodent bait stations at strategic locations throughout the facility at a frequency of once per month. All exterior stations shall be tamper-resistant, secured and locked. The pest management contractor shall analyze any existing equipment and offer recommendations for equipment replacement and/or re-mapping to improve the monitoring program.

The pest management contractor shall set up interior rodent devices and insect monitoring traps at strategic locations throughout the facility only if required. If set up, they shall be serviced at a frequency of once per month on the tenant floors, common, public, and utility areas, and non-food retail tenants. All food retail tenants, and anchor restaurants shall be serviced at least twice per month.

#### Pesticide Usage & Notice of Application

If pest activity is noted and not able to be controlled by traps or exclusion, the pest management contractor should apply a least toxic pesticide wherever possible. An acceptable threshold for each pest population shall be determined by the pest management contractor. All pesticide applications shall be logged in a tracking log.

In the case that a least toxic pesticide is required, the chemicals should be used minimally and only in target locations specifically for targeted species. Least toxic pesticides include any pesticide product for which all active ingredients

and known inert ingredients meet the least toxic Tier 3 hazard criteria under the San Francisco Hazard Review Process: <http://sfenvironment.org/article/residents/leasttoxic-pesticides-for-green-buildings>

The San Francisco Hazard Review Process website also provides a link to the Pesticide Research Institute, which can provide instant evaluations of most products using an online database: <https://pesticideresearch.com/site/evaluator/>  
 Non-rodent pesticides that exceed the Tier 3 hazard criteria are considered least toxic if they are used in self-contained baits and placed in locations inaccessible to the public.

Rodent baits are not considered least toxic under any circumstances. Rodent baits shall only be used if they are solid blocks placed in locked outdoor dispensers. Buildings adjacent to green spaces should not employ second-generation rodenticides which may harm wildlife. The notification protocol described in this policy shall be followed.

Application of a pesticide other than a least toxic pesticide shall only be permitted under the following emergency circumstances:

- When there is a threat of immediate danger to human life;
- Use of pesticide is necessary to destroy a health hazard; and/or
- To control termites or prevent serious property damage caused by pest infestation.

If a pesticide (other than a least toxic pesticide) is to be used after all alternative pest control measures have been exhausted, Property Management must notify any building occupant or employee who requests it and post a sign at the application site (according to the procedures below). The sign must remain in place for 24 hours prior to the application. For an emergency application of a pesticide, anyone who requested notice must be notified within 24 hours of the application and given an explanation of the emergency. Building occupants are to be notified using appropriate methods (e.g. email for office workers, posted signs for maintenance staff, second-language notices as necessary) so that the notice reaches all occupants. The notification must include the pesticide product name, EPA registration number, active ingredient, product label signal word (e.g., "caution", "danger"), the date, time and location of the application, and contact information for persons seeking more information.

See Appendix A for a sample Building Occupant Notification outline.

The use of non-least toxic pesticides or rodenticides as pest control in areas requiring frequent treatment on a permanent basis is not an acceptable strategy. Non-least toxic pesticides will not be continuously applied in the building and on the site. Integrated and alternative pest control measures will be resumed once the action threshold specified below for the applicable pest is no longer exceeded.

**Action Thresholds**

Regular treatment includes the use of first non-chemical controls (sanitation, exclusion, traps using non-chemical baits), followed by the use of least-toxic control methods if the situation is not resolved, and then non-least toxic control methods if the situation is still not resolved.

Emergency treatment includes the use of the most effective control method as a first step, which may be non-least toxic.

PEST TYPE	ACTION THRESHOLDS
<b>Ants</b>	<ul style="list-style-type: none"> <li>• Regular treatment will be performed if any ants are noted in the building and their presence is confirmed through monitoring.</li> <li>• Emergency treatment may be used if there are ten or more reported cases or complaints of ants within a two day period.</li> </ul>
	<ul style="list-style-type: none"> <li>• Regular treatment will be performed if nuisance insects are noted in the building and their presence is confirmed through monitoring.</li> </ul>

<b>Other insects</b>	<ul style="list-style-type: none"> <li>Emergency treatment may be used if there are ten or more reported cases or complaints of nuisance insects within a two day period.</li> </ul>
<b>Cockroaches</b>	<ul style="list-style-type: none"> <li>Regular treatment will be performed if any cockroaches are noted in the building and their presence is confirmed through monitoring.</li> <li>Emergency treatment may be used if the presence of cockroaches is confirmed in two different spaces within the building OR if the presence of a large population of cockroaches is confirmed in one space in the building.</li> </ul>
<b>Rat, Mouse</b>	<ul style="list-style-type: none"> <li>Regular treatment will be performed if rats or mice are noted in the building and their presence is confirmed through monitoring.</li> <li>Emergency treatment may be used if the presence of rats or mice is confirmed in two or more different spaces within the building.</li> </ul>
<b>Bed bugs</b>	<ul style="list-style-type: none"> <li>Emergency treatment may be used if the presence of bed bugs is confirmed in the building.</li> </ul>
<b>Other occasional invaders</b>	<ul style="list-style-type: none"> <li>If the pests pose a threat to occupants' health, emergency treatment may be sought. Otherwise, regular treatment will be performed.</li> </ul>

### 5.3 Recommended Resources

The following resources offer suggestions on how the strategies above can be implemented.

- San Francisco Hazard Review Process: <http://sfenvironment.org/article/residents/leasttoxic-pesticides-for-green-buildings>
- Integrated Pest Management Institute of North America: <http://www.ipminstitute.org>

## 6. QUALITY ASSURANCE

Prior to applying any non-least toxic pesticides, this Plan shall be consulted to ensure that pest management practices align with the objectives and requirements outlined. A copy of this Plan will be maintained on site.

The pest management contractor is expected to monitor their practices on a monthly basis using a tracking log. The Property Manager will review these tracking forms at least quarterly to determine if the measures outlined within this document are being maintained and identify any applications that did not meet their requirements. The responsible parties shall be notified of the deficiency and a procedure shall be developed to track corrective a

## Pest Control

### Procedures

The procedures for pest management in BGO buildings aim to protect human health, the environment, and economic returns while using the most effective and least risky methods. This Integrated Pest Management (IPM) approach involves minimizing chemical pesticide use, targeting specific locations and species, and applies to both indoor and outdoor areas of the buildings.

When dealing with a pest issue, the following steps are taken:

1. Explore non-chemical remediation options before considering chemical solutions.
2. Involve responsible parties in devising strategies to reduce risks and exposure.
3. Begin sharing information about the pest problem.
4. Document the strategies and actions taken.
5. Evaluate the results of the pest control efforts.
6. Adjust the program for improved effectiveness.

Non-chemical methods for pest control include practices like sanitation (removing food and water sources), exclusion, removal of harbourage areas, denying access to harbourage, trapping and monitoring, vacuuming, appropriate lighting, and manual weeding to remove invasive plants.

### IPM Emergency Conditions

We always aim to give occupants a 72-hour notice before any pesticide application. However, in certain emergency situations, we may need to apply pesticides or take immediate action within 24 hours. These emergencies include pest problems that pose immediate food safety or environmental risks or when live pests are found in highly visible areas.

If an emergency service is required:

- The affected area will be closed or evacuated for the necessary treatment.
- A licensed pesticide applicator will provide instructions on when it's safe to reopen the area based on the specific issue.
- Your safety and well-being are our top priorities, and we appreciate your understanding in these emergency situations.

## Paper Recycling

The building paper recycling program is an "All Fibre" program. The All Fibre Recycling Program requires minimal separation of the material being thrown out in an office. The motto is "IF IT'S PAPER, RECYCLE IT".

Each employee will receive a desk-side recycling box. The sorting guide at the end of this section can be posted in a common area for reference purposes. The desk-side recycling boxes will be emptied by the janitorial staff each evening with your regular waste. If you require additional recycling boxes, please advise Building Management.

If a large number of cardboard boxes are to be recycled and it is not feasible to put them in the recycling, please label them and they will be removed by the cleaning staff.

Please Building Management office to arrange for recycling bins if you are planning to purge a large quantity of paper, and our cleaning staff will make arrangements for pick-up.

## Recycling Sorting Guide

HELP US KEEP WASTE OUT OF THE LANDFILL!

# MIXED RECYCLING

			
ALUMINUM/ STEEL CANS	GLASS AND PLASTIC WATER BOTTLES	TETRA PACK/YOGURT CONTAINERS	NEWSPAPER/ OFFICE PAPER/ ENVELOPES
			
BOX BOARD/ TOILET PAPER ROLL	NO STYROFOAM/ BLACK CONTAINERS	NO PAPER TOWEL/ PAPER TISSUE	NO COFFEE CUPS OR PODS



 **BGO**  
Properties

For additional desk-side recycling boxes, please contact Property Management.





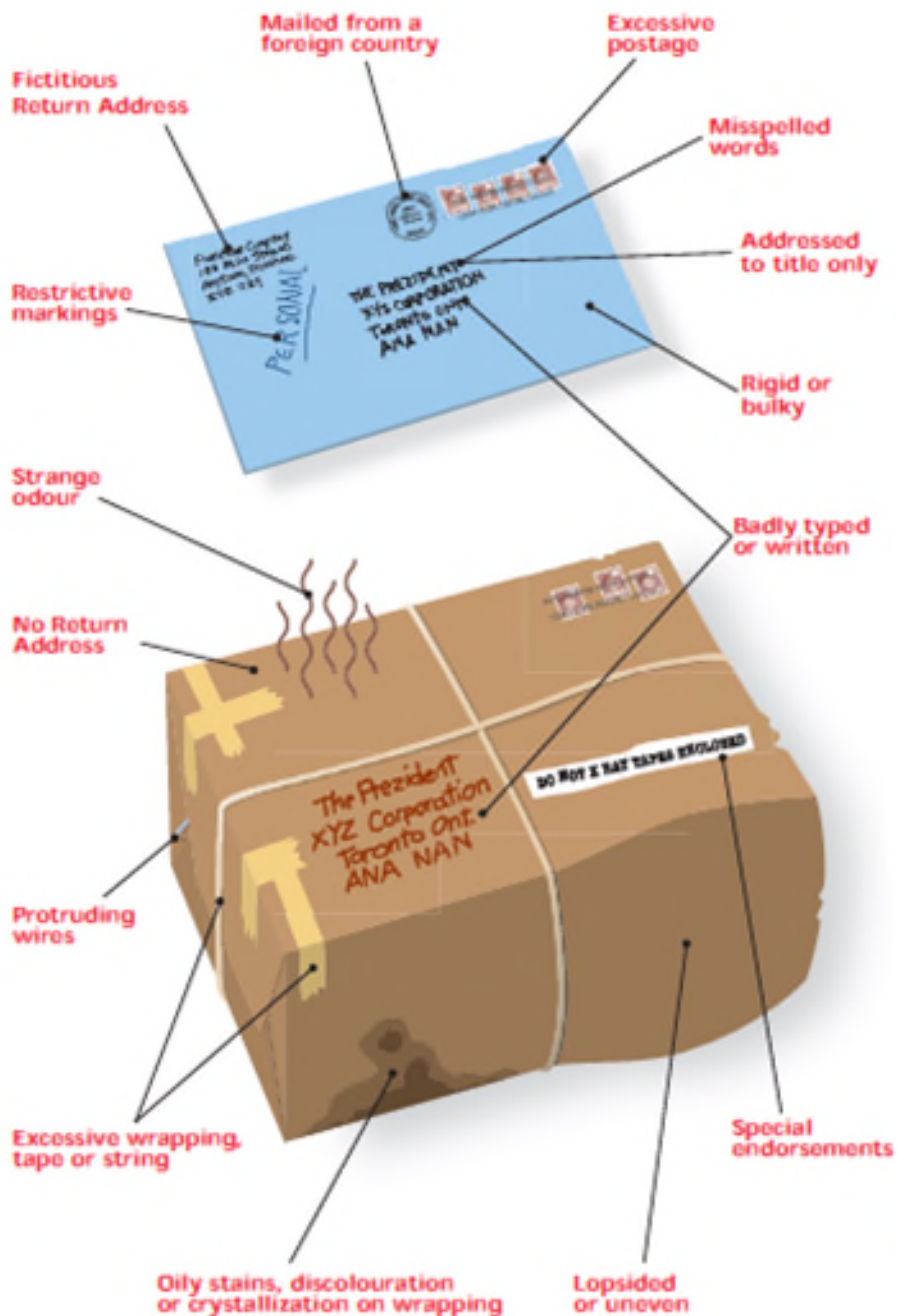
# Suspicious Mail Alert



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](http://www.canadapost.ca)

## Indoor Air Quality Testing

BentallGreenOak is strongly committed to the comfort and health of our tenants. To this end, we conduct an indoor air quality (IAQ) assessment annually. From September 17-19, 2024, an indoor air quality assessment was carried out by AQE Indoor Environmental Engineering Inc. (AQE). The purpose of this investigation was to complete the requirements of the AQE Comprehensive Air Quality Program. This is the 19<sup>th</sup> proactive inspection of this building. AQE tested the building for carbon dioxide, carbon monoxide, airborne particulate (dust) levels, relative humidity, and total volatile organic compounds in compliance with Fitwel® requirements. In addition, temperature was sampled, and indoor pollutant screening and microbial assessments were conducted.

The AQE Comprehensive Air Quality Program includes a detailed visual assessment of the main air-handling systems as well as air monitoring in the occupied areas. This program combines years of professional air quality experience with recommendations and guidelines from well-established government and professional organizations.

The results from this assessment were compared to applicable standards and guidelines, outside air conditions for control purposes, and expected norms from other buildings of similar design and use. The first table provides a summary of average results for the entire building. The subsequent tables provide the results for zones within spaces under the control of building management and within tenant spaces.

If you would like to learn more about the 2024 Indoor Air Quality Assessment, please contact the Property Management Office at [150kingwest@bgo.com](mailto:150kingwest@bgo.com).

**Terminology:**

- µg/m<sup>3</sup>: micrograms per cubic metre
- PPM: parts per million
- PPM: parts per billion

**Average Results for Entire Building**

Parameter	Range of Results	Notes
Carbon dioxide	620 to 1090 ppm	Below Fitwel maximum guideline of 1,100 ppm
Carbon monoxide	<1 ppm	Below Fitwel maximum guideline of 9 ppm
Fine particulate matter (PM2.5)	<5 to 10 µg/m <sup>3</sup>	Below Fitwel maximum guideline of 25 µg/m <sup>3</sup>
Relative humidity	56% to 60%	Within Fitwel guideline of 30%-60%
Total volatile organic compounds (VOCs)	At or <125 ppb	Below Fitwel maximum guideline of 132.73 ppb

**Results for Zones Within Spaces Under Control of Building Management & Within Tenant Spaces  
Carbon Dioxide**

Sample No.	Location	Carbon Dioxide Concentration (ppm)	
		Morning	Afternoon
1	Outside – South side of building (17 Sept 2024)	410	400
2	FL 28 -SW perimeter open office area	720	860
3	FL 28 -NW interior meeting room	740	850
4	FL 27 -NE perimeter kitchenette	870	1080
5	FL 27 -SE interior reception	880	1090
6	FL 26 -NW perimeter open office area	990	1010
7	FL 26 -SW interior office	960	990
8	FL 25 -NE perimeter open office area	880	960
9	FL 25 -NW meeting room	860	950
10	FL 24 -SE perimeter kitchenette	690	790
11	FL 24 -NE interior open office area	700	780
12	FL 23 -South perimeter open office area	850	960
13	FL 23 -West interior meeting room	820	940
14	FL 22 -East interior meeting room	800	870
15	FL 22 -North perimeter open office area	810	890
16	FL 21 -West perimeter meeting room	890	990
17	FL 21 -South interior copy room	860	980
18	FL 20 -NW interior office	900	890
19	FL 20 -SW perimeter office	860	880
20	FL 19 -East interior office	790	810
21	FL 19 -North perimeter office	780	820
22	FL 18 -West perimeter open office area	820	840
23	FL 18 -South interior open office area	810	850

Sample No.	Location	Carbon Dioxide Concentration (ppm)	
		Morning	Afternoon
24	FL 17 -West perimeter office	910	990
25	FL 17 -North interior open office area	900	1010
26	FL 16 -West perimeter lunch area	740	820
27	FL 16 -East interior reception	720	830
28	FL 15 -North perimeter office	800	860
29	FL 15 -East interior open office area	790	840
30	FL 14 -SW perimeter open office area	960	1010
31	FL 14 -SE interior open office area	940	1040
32	FL 13 -NE perimeter office area	760	860
33	FL 13 -NW interior office area	750	870
34	FL 12 -North interior open office area	820	850
35	FL 12 -West perimeter seating area	810	910
36	FL 11 -East interior reception	760	920
37	FL 11 -South interior office	900	930
38	FL 10 -East perimeter open office area	850	980
39	FL 10 -North interior reception	860	990
40	FL 9 -SE interior open office area	870	980
41	FL 9 -NE perimeter conference room	870	990
42	FL 8 -NW perimeter kitchenette	850	960
43	FL 8 -SW interior office	900	990
44	FL 7 -West perimeter meeting room	990	960
45	FL 7 -South interior hallway	970	970
46	FL 6 -North interior open office area	890	990



Sample No.	Location	Carbon Dioxide Concentration (ppm)	
		Morning	Afternoon
47	FL 6 -East perimeter kitchenette	860	980
48	FL 5 -West interior conference room	900	960
49	FL 5 - South perimeter open office area	910	1000
50	FL 4 - East perimeter open office area	990	1010
51	FL 4 - North interior open office area	1000	1020
52	FL 3 -SW interior kitchenette	940	1050
53	FL 3 -SE interior open office area	930	1040
54	FL 2 -East interior open office area	820	1030
55	FL 2 -South perimeter office area	840	1020
56	FL G -South interior hall, near security desk	700	900
57	FL G -NE interior security office	620	790
58	FL P2 -Central security office	820	850
59	FL P2 – Central lunchroom	900	850
60	Outside -South side of building (18 Sept 2024)	460	500
61	FL 28 -Central Building operations office	790	940
62	FL 28 -Central Building operations open area	760	950

## Carbon Monoxide

Sample No.	Location	Carbon Monoxide (ppm)	
		Morning	Afternoon
1	Outside – South side of building (17 Sept 2024)	< 1	< 1
2	FL 28 -SW perimeter open office area	< 1	< 1
3	FL 28 -NW interior meeting room	< 1	< 1
4	FL 27 -NE perimeter kitchenette	< 1	< 1
5	FL 27 -SE interior reception	< 1	< 1
6	FL 26 -NW perimeter open office area	< 1	< 1
7	FL 26 -SW interior office	< 1	< 1
8	FL 25 -NE perimeter open office area	< 1	< 1
9	FL 25 -NW meeting room	< 1	< 1
10	FL 24 -SE perimeter kitchenette	< 1	< 1
11	FL 24 -NE interior open office area	< 1	< 1
12	FL 23 -South perimeter open office area	< 1	< 1
13	FL 23 -West interior meeting room	< 1	< 1
14	FL 22 -East interior meeting room	< 1	< 1
15	FL 22 -North perimeter open office area	< 1	< 1
16	FL 21 -West perimeter meeting room	< 1	< 1
17	FL 21 -South interior copy room	< 1	< 1
18	FL 20 -NW interior office	< 1	< 1
19	FL 20 -SW perimeter office	< 1	< 1
20	FL 19 -East interior office	< 1	< 1
21	FL 19 -North perimeter office	< 1	< 1
22	FL 18 -West perimeter open office area	< 1	< 1
23	FL 18 -South interior open office area	< 1	< 1

Sample No.	Location	Carbon Monoxide (ppm)	
		Morning	Afternoon
24	FL 17 -West perimeter office	< 1	< 1
25	FL 17 -North interior open office area	< 1	< 1
26	FL 16 -West perimeter lunch area	< 1	< 1
27	FL 16 -East interior reception	< 1	< 1
28	FL 15 -North perimeter office	< 1	< 1
29	FL 15 -East interior open office area	< 1	< 1
30	FL 14 -SW perimeter open office area	< 1	< 1
31	FL 14 -SE interior open office area	< 1	< 1
32	FL 13 -NE perimeter office area	< 1	< 1
33	FL 13 -NW interior office area	< 1	< 1
34	FL 12 -North interior open office area	< 1	< 1
35	FL 12 -West perimeter seating area	< 1	< 1
36	FL 11 -East interior reception	< 1	< 1
37	FL 11 -South interior office	< 1	< 1
38	FL 10 -East perimeter open office area	< 1	< 1
39	FL 10 -North interior reception	< 1	< 1
40	FL 9 -SE interior open office area	< 1	< 1
41	FL 9 -NE perimeter conference room	< 1	< 1
42	FL 8 -NW perimeter kitchenette	< 1	< 1
43	FL 8 -SW interior office	< 1	< 1
44	FL 7 -West perimeter meeting room	< 1	< 1
45	FL 7 -South interior hallway	< 1	< 1
46	FL 6 -North interior open office area	< 1	< 1

**Airborne Particulate (Dust)**

Sample No.	Location	Carbon Monoxide (ppm)	
		Morning	Afternoon
47	FL 6 -East perimeter kitchenette	< 1	< 1
48	FL 5 -West interior conference room	< 1	< 1
49	FL 5 - South perimeter open office area	< 1	< 1
50	FL 4 - East perimeter open office area	< 1	< 1
51	FL 4 - North interior open office area	< 1	< 1
52	FL 3 -SW interior kitchenette	< 1	< 1
53	FL 3 -SE interior open office area	< 1	< 1
54	FL 2 -East interior open office area	< 1	< 1
55	FL 2 -South perimeter office area	< 1	< 1
56	FL G -South interior hall, near security desk	< 1	< 1
57	FL G -NE interior security office	< 1	< 1
58	FL P2 -Central security office	< 1	< 1
59	FL P2 – Central lunchroom	< 1	< 1
60	Outside -South side of building (18 Sept 2024)	< 1	< 1
61	FL 28 -Central Building operations office	< 1	< 1
62	FL 28 -Central Building operations open area	< 1	< 1



Sample No.	Location	Airborne Particulates ( $\mu\text{g}/\text{m}^3$ )			
		Total (<10 $\mu\text{m}$ )	Respirable (<4 $\mu\text{m}$ )	Fine (<2.5 $\mu\text{m}$ )	Ultra-Fine (<1.0 $\mu\text{m}$ )
1	Outside – South side of building (17 Sept 2024)	60	60	55	40
2	FL 28 -SW perimeter open office area	20	5	< 5	< 5
3	FL 28 -NW interior meeting room	10	5	< 5	< 5
4	FL 27 -NE perimeter kitchenette	5	< 5	< 5	< 5
5	FL 27 -SE interior reception	5	< 5	< 5	< 5
6	FL 26 -NW perimeter open office area	10	< 5	< 5	< 5
7	FL 26 -SW interior office	15	< 5	< 5	< 5
8	FL 25 -NE perimeter open office area	10	5	< 5	< 5
9	FL 25 -NW meeting room	5	< 5	< 5	< 5
10	FL 24 -SE perimeter kitchenette	5	< 5	< 5	< 5
11	FL 24 -NE interior open office area	5	< 5	< 5	< 5
12	FL 23 -South perimeter open office area	5	< 5	< 5	< 5
13	FL 23 -West interior meeting room	10	< 5	< 5	< 5
14	FL 22 -East interior meeting room	5	< 5	< 5	< 5
15	FL 22 -North perimeter open office area	10	< 5	< 5	< 5
16	FL 21 -West perimeter meeting room	5	< 5	< 5	< 5
17	FL 21 -South interior copy room	5	< 5	< 5	< 5
18	FL 20 -NW interior office	5	< 5	< 5	< 5
19	FL 20 -SW perimeter office	5	5	< 5	< 5
20	FL 19 -East interior office	5	< 5	< 5	< 5
21	FL 19 -North perimeter office	5	< 5	< 5	< 5
22	FL 18 -West perimeter open office area	5	< 5	< 5	< 5
23	FL 18 -South interior open office area	5	< 5	< 5	< 5

Sample No.	Location	Airborne Particulates ( $\mu\text{g}/\text{m}^3$ )			
		Total (<10 $\mu\text{m}$ )	Respirable (<4 $\mu\text{m}$ )	Fine (<2.5 $\mu\text{m}$ )	Ultra-Fine (<1.0 $\mu\text{m}$ )
24	FL 17 -West perimeter office	5	< 5	< 5	< 5
25	FL 17 -North interior open office area	10	< 5	< 5	< 5
26	FL 16 -West perimeter lunch area	10	< 5	< 5	< 5
27	FL 16 -East interior reception	10	5	< 5	< 5
28	FL 15 -North perimeter office	10	5	< 5	< 5
29	FL 15 -East interior open office area	5	5	< 5	< 5
30	FL 14 -SW perimeter open office area	5	< 5	< 5	< 5
31	FL 14 -SE interior open office area	5	< 5	< 5	< 5
32	FL 13 -NE perimeter office area	15	10	5	5
33	FL 13 -NW interior office area	20	10	5	5
34	FL 12 -North interior open office area	5	< 5	< 5	< 5
35	FL 12 -West perimeter seating area	10	< 5	< 5	< 5
36	FL 11 -East interior reception	10	< 5	< 5	< 5
37	FL 11 -South interior office	5	< 5	< 5	< 5
38	FL 10 -East perimeter open office area	5	< 5	< 5	< 5
39	FL 10 -North interior reception	10	< 5	< 5	< 5
40	FL 9 -SE interior open office area	10	< 5	< 5	< 5
41	FL 9 -NE perimeter conference room	5	< 5	< 5	< 5
42	FL 8 -NW perimeter kitchenette	15	10	5	< 5
43	FL 8 -SW interior office	15	10	10	< 5
44	FL 7 -West perimeter meeting room	5	< 5	< 5	< 5
45	FL 7 -South interior hallway	5	< 5	< 5	< 5
46	FL 6 -North interior open office area	5	< 5	< 5	< 5

Sample No.	Location	Airborne Particulates ( $\mu\text{g}/\text{m}^3$ )			
		Total (<10 $\mu\text{m}$ )	Respirable (<4 $\mu\text{m}$ )	Fine (<2.5 $\mu\text{m}$ )	Ultra-Fine (<1.0 $\mu\text{m}$ )
47	FL 6 -East perimeter kitchenette	10	< 5	< 5	< 5
48	FL 5 -West interior conference room	5	< 5	< 5	< 5
49	FL 5 - South perimeter open office area	5	< 5	< 5	< 5
50	FL 4 - East perimeter open office area	10	< 5	< 5	< 5
51	FL 4 - North interior open office area	5	< 5	< 5	< 5
52	FL 3 -SW interior kitchenette	5	< 5	< 5	< 5
53	FL 3 -SE interior open office area	5	< 5	< 5	< 5
54	FL 2 -East interior open office area	5	< 5	< 5	< 5
55	FL 2 -South perimeter office area	5	< 5	< 5	< 5
56	FL G -South interior hall, near security desk	10	10	5	5
57	FL G -NE interior security office	15	10	10	5
58	FL P2 -Central security office	15	15	10	5
59	FL P2 – Central lunchroom	25	15	10	5
60	Outside -South side of building (18 Sept 2024)	180	70	60	60
61	FL 28 -Central Building operations office	10	10	5	5
62	FL 28 -Central Building operations open area	30	10	10	5



## Total Volatile Organic Compounds

Sample No.	Location	Relative Humidity (%)	
		Morning	Afternoon
1	Outside – South side of building (17 Sept 2024)	91	82
2	FL 28 -SW perimeter open office area	56	60
3	FL 28 -NW interior meeting room	56	60
4	FL 27 -NE perimeter kitchenette	56	58
5	FL 27 -SE interior reception	56	56
6	FL 26 -NW perimeter open office area	56	56
7	FL 26 -SW interior office	56	56
8	FL 25 -NE perimeter open office area	56	56
9	FL 25 -NW meeting room	56	56
10	FL 24 -SE perimeter kitchenette	56	56
11	FL 24 -NE interior open office area	56	56
12	FL 23 -South perimeter open office area	56	56
13	FL 23 -West interior meeting room	56	56
14	FL 22 -East interior meeting room	56	56
15	FL 22 -North perimeter open office area	56	56
16	FL 21 -West perimeter meeting room	56	60
17	FL 21 -South interior copy room	56	60
18	FL 20 -NW interior office	56	60
19	FL 20 -SW perimeter office	56	60
20	FL 19 -East interior office	56	58
21	FL 19 -North perimeter office	56	58
22	FL 18 -West perimeter open office area	56	58
23	FL 18 -South interior open office area	56	58

Sample No.	Location	Relative Humidity (%)	
		Morning	Afternoon
24	FL 17 -West perimeter office	56	58
25	FL 17 -North interior open office area	56	58
26	FL 16 -West perimeter lunch area	56	60
27	FL 16 -East interior reception	56	60
28	FL 15 -North perimeter office	56	60
29	FL 15 -East interior open office area	56	60
30	FL 14 -SW perimeter open office area	56	60
31	FL 14 -SE interior open office area	56	60
32	FL 13 -NE perimeter office area	56	60
33	FL 13 -NW interior office area	56	60
34	FL 12 -North interior open office area	56	60
35	FL 12 -West perimeter seating area	56	60
36	FL 11 -East interior reception	56	60
37	FL 11 -South interior office	56	60
38	FL 10 -East perimeter open office area	56	60
39	FL 10 -North interior reception	56	60
40	FL 9 -SE interior open office area	56	60
41	FL 9 -NE perimeter conference room	56	60
42	FL 8 -NW perimeter kitchenette	56	60
43	FL 8 -SW interior office	56	60
44	FL 7 -West perimeter meeting room	56	58
45	FL 7 -South interior hallway	56	58
46	FL 6 -North interior open office area	56	58

Sample No.	Location	Relative Humidity (%)	
		Morning	Afternoon
47	FL 6 -East perimeter kitchenette	56	58
48	FL 5 -West interior conference room	56	58
49	FL 5 - South perimeter open office area	56	58
50	FL 4 - East perimeter open office area	56	58
51	FL 4 - North interior open office area	56	58
52	FL 3 -SW interior kitchenette	56	58
53	FL 3 -SE interior open office area	56	58
54	FL 2 -East interior open office area	56	58
55	FL 2 -South perimeter office area	56	58
56	FL G -South interior hall, near security desk	56	60
57	FL G -NE interior security office	56	60
58	FL P2 -Central security office	56	60
59	FL P2 – Central lunchroom	56	60
60	Outside -South side of building (18 Sept 2024)	89	80
61	FL 28 -Central Building operations office	60	60
62	FL 28 -Central Building operations open area	60	60



Sample No.	Location	VOCs Concentration (ppb)	
		Morning	Afternoon
1	Outside – South side of building (17 Sept 2024)	< 1	< 1
2	FL 28 -SW perimeter open office area	1	110
3	FL 28 -NW interior meeting room	1	100
4	FL 27 -NE perimeter kitchenette	1	110
5	FL 27 -SE interior reception	1	100
6	FL 26 -NW perimeter open office area	1	110
7	FL 26 -SW interior office	1	115
8	FL 25 -NE perimeter open office area	1	110
9	FL 25 -NW meeting room	1	100
10	FL 24 -SE perimeter kitchenette	1	110
11	FL 24 -NE interior open office area	1	100
12	FL 23 -South perimeter open office area	1	110
13	FL 23 -West interior meeting room	10	110
14	FL 22 -East interior meeting room	20	110
15	FL 22 -North perimeter open office area	25	110
16	FL 21 -West perimeter meeting room	40	120
17	FL 21 -South interior copy room	45	120
18	FL 20 -NW interior office	1	110
19	FL 20 -SW perimeter office	1	110
20	FL 19 -East interior office	25	90
21	FL 19 -North perimeter office	40	100
22	FL 18 -West perimeter open office area	50	100
23	FL 18 -South interior open office area	45	100

Sample No.	Location	VOCs Concentration (ppb)	
		Morning	Afternoon
24	FL 17 -West perimeter office	45	110
25	FL 17 -North interior open office area	50	115
26	FL 16 -West perimeter lunch area	60	120
27	FL 16 -East interior reception	90	120
28	FL 15 -North perimeter office	60	90
29	FL 15 -East interior open office area	55	80
30	FL 14 -SW perimeter open office area	80	90
31	FL 14 -SE interior open office area	85	95
32	FL 13 -NE perimeter office area	100	120
33	FL 13 -NW interior office area	100	120
34	FL 12 -North interior open office area	115	120
35	FL 12 -West perimeter seating area	120	120
36	FL 11 -East interior reception	120	120
37	FL 11 -South interior office	120	115
38	FL 10 -East perimeter open office area	115	120
39	FL 10 -North interior reception	120	120
40	FL 9 -SE interior open office area	120	120
41	FL 9 -NE perimeter conference room	120	120
42	FL 8 -NW perimeter kitchenette	120	120
43	FL 8 -SW interior office	120	120
44	FL 7 -West perimeter meeting room	120	120
45	FL 7 -South interior hallway	120	120
46	FL 6 -North interior open office area	120	120



Sample No.	Location	VOCs Concentration (ppb)	
		Morning	Afternoon
47	FL 6 -East perimeter kitchenette	120	120
48	FL 5 -West interior conference room	115	115
49	FL 5 - South perimeter open office area	110	115
50	FL 4 - East perimeter open office area	110	115
51	FL 4 - North interior open office area	110	120
52	FL 3 -SW interior kitchenette	1	5
53	FL 3 -SE interior open office area	1	1
54	FL 2 -East interior open office area	1	15
55	FL 2 -South perimeter office area	1	10
56	FL G -South interior hall, near security desk	1	1
57	FL G -NE interior security office	1	25
58	FL P2 -Central security office	125	120
59	FL P2 – Central lunchroom	1	90
60	Outside -South side of building (18 Sept 2024)	< 1	< 1
61	FL 28 -Central Building operations office	1	1
62	FL 28 -Central Building operations open area	1	1

## Green Cleaning Program

150 King Street West has implemented green cleaning program to reduce building occupant's and maintenance personnel's exposure to potentially hazardous chemical, biological, and particle contaminants, which can adversely affect indoor air quality, human health, building finishes, building systems, and the environment. The following are components of our green cleaning program:

### TRAINING REQUIREMENTS

Operations and Maintenance staff must understand the principles and objectives of green cleaning and are familiar with product selection criteria, i.e., third-party recognized green cleaning standards (such as EcoLogo, GreenSeal, and Environmental Choice). Staff also received Workplace Hazardous Material Information System (WHMIS), spill control, and personal protective equipment training.

Job specific training is required for all custodial employees. All employees receive training on the proper use and disposal of products; proper usage of the dispensing system; proper cleaning techniques; use and maintenance of powered equipment. Training also covers the company's health and safety program, emergency evacuation procedures, and the building's recycling program. All employees receive WHMIS (2015) training.

### STANDARD OPERATING PROCEDURES (SOP)

The Cleaning Contractor is required to create SOPs that form the basis for training and cleaning, which management will review and approve. These SOPs should address effective cleaning, hard floor maintenance, and carpet maintenance implementation, management, and auditing. Overall, the SOPs should reflect management's green cleaning principles, which include:

- Minimized use of potentially harmful and irritating chemicals, and use of environmentally friendly certified chemicals instead;
- The removal or elimination of dirt, dust, and other contaminants;
- The protection and preservation of surfaces during cleaning (particularly hard floors and carpets);
- Proactive strategies to reduce contaminant infiltration at source;
- Specific green cleaning procedures for daily tasks, including dusting, mopping, and surface cleaning;
- Environmentally responsible procedures for restroom cleaning; and
- Green methods for floor care, including the use of eco-friendly floor cleaners.

Waste collection requirements should include:

- Separating recyclables, compostables, and general waste.
- Following guidelines for the proper disposal of hazardous waste, ensuring compliance with local regulations.
- Reduction of single-use cleaning materials and promote the use of refillable containers.

### CLEANING PRODUCTS AND SUPPLIES

Cleaning products and supplies must meet third-party recognized green cleaning standards, such as EcoLogo, Green Seal, or equivalent. This includes disinfectants, metal polish, floor finishes, strippers, garbage bags, and hand soaps. Paper cleaning supplies (including toilet paper and paper towels) must be certified by GreenSeal, EcoLogo, the Sustainable Forestry Initiative Inc.® (SFI®), and/or Forest Stewardship Council (FSC) programs. Additional requirements include:

- Choose cleaning products with low or no VOC content.
- Prioritize products that are biodegradable and have minimal environmental impact.
- Replace disposable wipes with reusable, washable microfiber cloths.
- Opt for cleaning supplies that come in bulk or concentrate form, using refillable containers to reduce waste.
- Install dispensers for hand soap and sanitizers that promote the use of eco-friendly refills.

## CLEANING EQUIPMENT

Equipment used at the property must meet one or more of the following standards:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute “Green Label” Testing Program: Vacuum Cleaner Criteria and can capture 96% of particulates 0.3 microns in size and operate with a sound level less than 70dBA.
- High efficiency particulate air (HEPA) filters must be installed on vacuums.
- Energy-efficient vacuums to reduce electricity consumption.
- Explore alternatives like ionized water systems for chemical-free cleaning.
- Mobile Ultraviolet (UV) cleaning devices that use UV-C technology to disinfect surfaces without the need for chemicals.
- Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute “Seal of Approval” testing program for deep cleaning extractors.
- Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids.
- All powered equipment must operate with a sound level less than 70 decibels.
- All battery-powered equipment must be equipped with environmentally preferable gel batteries.

## CONCLUSION

The Green Cleaning Program aims to promote sustainable practices, reduce environmental impact, and contribute to a healthier indoor environment for the occupants of the commercial building. Regular training, ongoing evaluation, and collaboration with suppliers will be crucial for the program's success.

## Enhanced Cleaning Program

During flu season and pandemic response, there is elevated risk for frequently touched surfaces to harbour bacteria and viruses. Frequently touched surfaces, such as door handles and elevator buttons and shared common areas, such as kitchens and washrooms can harbour bacteria and viruses for extended periods.

As such, an enhanced sanitation schedule is followed by Hallmark Housekeeping Services Inc. during flu season and pandemics. The schedule identifies frequently touched surfaces (e.g., door handles/knobs, elevator call buttons, handrails, light switches, faucets, drinking water stations, kitchen equipment, countertops, shared office equipment, etc.) and commonly shared areas (e.g., fitness rooms, boardrooms, break areas, shared kitchens, shared washrooms, shared office equipment, lobbies, hallways, elevators, stairs, etc.).

The following practices are included as part of our Enhanced Cleaning Protocol and will be following during flu seasons and any pandemics:

- Frequently touched surfaces must be easily cleanable and sanitized with a disinfectant at least twice daily during flu season, pandemic response, or similar circumstances.
- Use of acceptable disinfection products registered with Health Canada (DIN) and products must be certified by EcoLogo or equivalent.
- Hand sanitizers should contain at least 60% alcohol content for effective virus control and be approved for use by local health authorities. Hand sanitizers should be placed in central locations for easy access.
- Signage shall be placed throughout the building to raise awareness, remind occupants about proper handwashing practices, reminders to practice social distancing, etc.
- The cleaning contractor shall increase the supply and upkeep of soap, toilet paper, and paper towels.
- Re-training will be organized to ensure building and custodial staff are appropriately trained in proper cleaning and safety techniques.



## Green Cleaning Policy

<b>Department Owner</b>	Sustainable Investing	
<b>Effective Date of Policy</b>	April 30, 2021	
<b>Last Revision Date</b> <i>(will be reviewed annually)</i>	April 30, 2021	
<b>Applicability Tags</b>	<b>Responsible Party</b>	Building Management
	<b>Asset Class</b>	All Asset Classes
	<b>Geographic Scope</b>	Canada only
	<b>Sustainability Certifications</b>	Fitwel v2.1, Fitwel Viral Response Module
<b>Related Documents:</b> N/A		

### 1. GOALS

- Reduce transmission of contagious diseases by removing microbial and viral pathogens from the environment through regular cleaning, disinfecting and maintenance.
- Ensure that materials brought into the building conform to standards that preserve high Indoor Air Quality (IAQ) and sustainability, contributing to enhanced respiratory and mental health.
- Enable regular disinfection of high-touch areas through the placement of surface hygiene stations at common areas to supports the frequent removal of microbial and viral pathogens from the environment.
- Support improved handwashing practices, reducing contagious disease transmission, increasing sense of safety and contributing to feelings of well-being.

### 2. APPLICABILITY

This Policy applies to the green cleaning practices within BentallGreenOak buildings and under BentallGreenOak's control, including common elevator banks on tenant floors within multi-tenant commercial and residential buildings.

For Hand Hygiene only: All tenant spaces for projects pursuing the Fitwel Multi-Tenant Whole Building Scorecard.

Temporary health circumstances or public health recommendations may require the use of specific products that do not meet the requirements outlined in this Policy. However, there are cleaning products, including disinfectants, that are both effective and meet green cleaning requirements. Compliant products should be used to the greatest extent possible.

This Policy shall not supersede applicable local regulatory requirements.

### 3. PROCEDURES AND STRATEGIES

Potentially harmful or irritating chemical use should be reduced or eliminated to reduce impact on indoor air quality and occupant health and safety (details on compliant products can be found in Appendix A).

#### 3.1 *Enhanced Cleaning, Disinfecting, and Maintenance*

Implement the following:

1. Twice daily cleaning of the following areas, as applicable:
  - a. Common spaces (such as fitness and exercise rooms, lactation rooms, multipurpose rooms, break areas, game rooms, or other spaces designated for shared activity)
  - b. Shared kitchens (including kitchenettes, snack bars, or other areas that are used for shared eating or food preparation)

- c. Shared bathrms
  - d. Lobbies
  - e. Hallways
  - f. Elevators
  - g. Stairs
  - h. High-touch surfaces\*
2. Twice daily upkeep of the following:
    - a. Soap
    - b. Toilet paper
    - c. Paper towels, where applicable.
  3. Disinfection procedures that meet the following:
    - a. Disinfection of all high-touch surfaces\* only, twice daily.
    - b. Follow the CDC guidelines\* and manufacturer instructions for safe and effective disinfectant use.
    - c. As available, limit disinfectant use to those listed on EPA List N\* that contain any of the following safer active ingredients:
      - i. Hydrogen peroxide
      - ii. Ethyl alcohol/ethanol
      - iii. Citric acid
      - iv. L-lactic acid
      - v. Caprylic acid
      - vi. Thymol
    - d. If chemical disinfectants with the active ingredients listed above are not available, select a disinfectant listed on EPA List N.\*
    - e. Limit use of chemical disinfectants to those that are not premixed with either peracetic acid or quaternary ammonium compounds.
  4. Maintain an inventory that stocks all the following cleaning supplies:
    - a. Gloves
    - b. Paper towels
    - c. Multipurpose cleaning wipes or spray
    - d. Soap
    - e. Disinfecting wipes or spray
    - f. Trash bags
  5. Provisions of the following for all cleaning, maintenance, and engineering staff (including third party contractors, if not provided by third party contractor):
    - a. Medical-grade masks
    - b. Reusable gloves
    - c. Eye protection
  6. Completion of cleaning logs that:
    - a. Document cleaning and disinfection activity in all required areas
    - b. Outline a method for collecting feedback from building occupants
  7. Monthly auditing using one of the following methods:
    - a. Direct practice observation
    - b. Swab cultures
    - c. Fluorescent markers
    - d. Adenosine triphosphate (ATP) bioluminescence
  8. Immediate implementation of the following steps after an individual(s) who is confirmed or suspected to be infected by COVID-19 (or another virus where no therapeutic or vaccine is currently available) has left a space:
    - a. Closing of the area(s) used by the infected individual(s)
    - b. Waiting 24 hours before starting deep clean
    - c. Deep cleaning the space by disinfecting high-touch surfaces\*, as per EPA guidelines above and cleaning all area(s)
    - d. Opening of outside doors and windows and ensuring use of adequate ventilation, prior to re-occupancy.

\*High-touch surfaces include, but are not limited to, door handles/knobs, elevator call buttons, handrails, light switches, faucets, drinking water stations, kitchen equipment, countertops, shared office equipment, and other surfaces that are frequently touched by occupants.

- The EPA List N can be found at:  
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sarscov-2-covid-19>
- The CDC Guidelines can be found at:  
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfectingbuilding-facility.html>

### 3.2 Surface Hygiene Stations

Place surface hygiene stations in all of the following spaces, as applicable:

1. Common spaces, including fitness and exercise rooms, lactation rooms, multipurpose rooms, break areas, game rooms, or other spaces designated for shared activity.
2. Shared kitchens, including kitchenettes, snack bars, or other areas used for shared eating or food preparation
3. Shared bathrooms
4. Shared office equipment, such as printing stations, call areas, and areas where equipment may be shared by occupants

Disinfectant use must meet the following:

1. Limit disinfectant use to those listed on EPA List N that contain the following safer active ingredients:
  - a. Hydrogen peroxide
  - b. Ethyl alcohol (ethanol)
  - c. Citric acid
  - d. L-lactic acid
  - e. Caprylic acid (octanoic acid)
  - f. Thymol

If disinfectants with the active ingredients listed above are not available, select disinfectants listed on EPA List N. The EPA List N can be found at: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

2. Limit use of disinfectants to those that are not premixed with either peracetic acid or quaternary ammonium compounds.
3. Limit use to lowest concentration of disinfectant that is still effective in killing virus.

Provide the following at surface hygiene stations:

1. Disinfectant
2. Paper towels
3. Disposable gloves
4. Trash receptacle for safe disposal of paper towels
5. Educational materials for safe use of disinfectants that include instructions for proper use and instructions to wash hands after use

These guidelines must be included in relevant tenant manual for multi-tenant commercial and residential buildings.

### 3.3 Hand Hygiene

Hand hygiene stations are required in all of the following spaces, if applicable:

1. Entryways
2. Restrooms
3. Break areas
4. Each floor

The following are required for managing and maintaining hand hygiene stations:

1. Managing inventory of supplies (soap, sanitizer, and paper towels).
2. Restocking supplies at stations daily.
3. One of the following hand drying methods: paper towels, hand dryers with HEPA filtration that are maintained per the manufacturer's instructions.
4. Twice daily cleanings of sinks, faucets, soap dispensers, towel dispensers, counters, door handles, and countertops.

Hand hygiene stations must include hand sanitizer or hand-washing provisions that include soap, water, and a hand drying method. Hand sanitizers meet the following requirements:

1. At least 60% ethanol
2. No presence of methanol, triclosan, or triclocarban
3. Not on the FDA list of recalled products
4. Soap (when provided) is plain, and not antibacterial, and dispensed in liquid, foam, or powdered form.

- The FDA list of recalled products can be found at:

<https://www.fda.gov/drugs/drug-safety-and-availability/fda-updates-hand-sanitizers-methanol>

## A: ENHANCED GREEN PURCHASING

All cleaning products, materials and equipment including chemical dilution systems shall comply with the standards outlined below:

Cleaning Product	Acceptable Standard
Cleaning and Degreasing Compounds	UL EcoLogo 2792 (formerly CCD-110)
Hard-Surface Cleaners	UL EcoLogo 2759 (formerly CCD-146)
Hard Floor Care Products	UL EcoLogo 2777 (formerly CCD-147)
Carpet and Upholstery Cleaners	UL EcoLogo 2795 (formerly CCD-148)
Industrial and Institutional: Floor-Care Products	Green Seal GS-40
Industrial and Institutional: General-purpose, Bathroom, Glass and Carpet Cleaners	Green Seal GS-37
Biological Digestion Additives for Cleaning and Odor Control	UL EcoLogo 2798 (formerly CCD-112)
Drain and/or Grease Trap Additives	UL EcoLogo 2791 (formerly CCD-113)
Odor Control Additives	UL EcoLogo 2796 (formerly CCD-115)
Specialty Cleaning Products	Green Seal GS-52/53
Cleaning Products (General)	California Code of Regulations maximum allowable VOC levels
Cleaning Products (General)	EPA Safer Choice program (formerly the EPA Design for the Environment program)
Cleaning devices that use only ionized water or electrolyzed water	Must have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

Janitorial Paper Products & Trash Bags	Acceptable Standard
Tissue Paper, Paper Towels & Napkins	Green Seal GS-01
Toilet Paper & Paper Towels	UL EcoLogo 175 (formerly CCD-082 for Toilet Paper and CCD-086 for Paper Towels)
Janitorial Paper Products	Derived from rapidly renewable resources or made from tree-free fibers or FSC certification + U.S. EPA Comprehensive Procurement Guidelines
Fiber Procurement	FSC certification

Hand Soaps and Hand Sanitizers*	Acceptable Standard
Hand Cleaners	UL EcoLogo 2784 (formerly CCD-104)
Hand Sanitizers	UL EcoLogo 2783 (formerly CCD-170)
Industrial and Institutional: Hand Cleaners	Green Seal GS-41
Hand Soaps and Hand Sanitizers (General)	EPA Safer Choice program (formerly the EPA Design for the Environment program)

\*No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements).







**CLEANING SPECIFICATIONS**

**150 King Street**

<b>GENERAL OFFICES, BOARDROOMS AND MEETING ROOMS</b>	<b>FREQUENCY</b>
All hard surface floors to be swept and washed	Daily
Carpet traffic areas to be vacuumed daily	Daily
Office waste receptacles will be emptied, and a new plastic liner inserted if needed.	Daily
Glass tops will be spot cleaned	Daily
All refuse and recyclable material will be taken from floor central bins to a designated area in the building for disposal	Daily
Horizontal surfaces will be dusted, and spot cleaned, ie. tops of desks (cleared space only), window ledges, tables, chairs, and partition ledges	Weekly
Finger marks will be removed from the door glass, partition wall glass and office partitions	Daily
Partitions, partition glass, walls, light switches, and doors to be spot cleaned. Sanitize all touch points.	As Required
High dusting of wall hangings, such as pictures, etc., tops of doors, high cabinets, high ledges will be done	Weekly
Dust the vertical surfaces, ie. side of desks, chairs, tables, filing cabinets and equipment will be done monthly. Sanitize all touch points daily	Weekly
All carpets to be fully vacuumed once weekly	Weekly
All chairs to be spot cleaned and vacuumed as needed	As Required
Vinyl and leather furniture to be damp wiped monthly	Monthly
Door kick plates to be polished monthly	Monthly
All light fixtures within reach to be dusted as needed	As Required
<b>KITCHENETTES, COFFEE STATIONS</b>	<b>FREQUENCY</b>
All hard surface floors to be swept and washed	Daily
Trash containers to be emptied and spot cleaned	Daily
Sinks to be cleaned and polished	Daily
Counters, exteriors of cupboards and appliances to be wiped, and spot cleaned, as necessary.	Daily
All dispensing machines exterior to be cleaned and wiped down. Sanitize all touch points.	Daily
Horizontal surfaces of tables and chairs to be cleaned	Daily
Walls, light switches, and doors to be spot cleaned	Daily
High dust ledges and appliances (all microwaves and refrigerators are exteriors cleaned only)	Weekly
Buff hard surface floors as required, scrub and refinish or strip and refinish hard surface floors	As Required
Upkeep & restock of hand soap, dish soap, and sponges	Daily
<b>PUBLIC AND PRIVATE WASHROOMS &amp; SHOWERS</b>	<b>FREQUENCY</b>
Police/check all washrooms several times a day	Daily
Clean and sanitize all restroom fixtures, spot wipe partitions, mop floors using a germicidal cleaner using separate rags system for toilets, sink areas and doors on both sides	Daily
Sweep and wash floors and corners using an acceptable germicidal detergent	Daily
Dust tops of partitions and all other ledges within a standard arm's reach	Daily
Clean and sanitize partitions and tile walls using a separate identifiable cloth system	Daily
Clean and decalcify the urinals and toilets with a non-corrosive product.	Daily
Wash and polish mirrors, vanities, dispensers, and all bright metalwork, faucets, grab bars, shelving, hooks, door handles, flushometers, exposed piping, etc. Sanitize all touchpoints	Daily
Remove graffiti from all surfaces where applicable	Daily



Spot clean all walls, light switches, doors & frames, push & kick plates, mirrors. Sanitize all touchpoints.	Daily
Wash and sanitize all toilet seats and fixtures and all urinal and fixtures with germicidal detergent, including all touch points	Daily
Empty all waste and sanitary receptacles and clean thoroughly, sanitize and replace sanitary bags where applicable, remove trash to designated area, wipe	Daily
Vacuum/sweep and mop flooring wall to wall	Daily
Upkeep restock dispensing machines for sanitary products	Daily
Upkeep restock dispensing machines for toilet tissue	Daily
Upkeep restock dispensing machines for hand towels	Daily
Upkeep & restock of hand soap, dish soap, and sponges	Daily
Report to property management any deficiencies that require attention, including any reported or seen issues with feminine hygiene disposal units and sharps disposal units	Daily
Remove scuff marks from all floor surfaces	Daily
Clean ceiling grills ensuring no debris, dust, or handprints.	As Required
Scrub shower stalls with soap scum remover	As Required
Power scrub clean entire washroom including floors	As Required
Dust and clean all return air vents	As Required
Fill floor drains with water	Weekly
Wash all restroom partitions on both sides. Sanitize all touchpoints	As Required
Wash all ceramic tile walls by hand	As Required
Machine scrub the hard surface floor using germicidal detergent and refinish	As Required