

Ennisclare Corporate Centre

1235 North Service Road West
1275 North Service Road West



Tenant Manual

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INTRODUCTION

Canderel and its affiliates manage close to 20 million square feet of property in Montreal, Ottawa, Toronto, Edmonton, Calgary and Vancouver. In Ontario alone, we manage close to 4 million square feet* of commercial, industrial and office space.

Established in 1975, Canderel has solid expertise in development, construction and property management.

Throughout the years, we have developed valued relations with our tenants and tenant satisfaction is our top priority.

Canderel's goal is to provide you with the highest level of quality of care and service; we call this Tenant Loving Care ("TLC"). TLC is achieved through programs such as special events, Canderel's Tenant Services System (accessible via our web site), and most importantly, the attitude and attention of our staff.

Canderel is pleased to provide this "Tenant Manual" created exclusively for your property. It will assist you in becoming familiar with the building's features, facilities and operating procedures as well as with the team of trained professionals on staff to provide you with service.

The information outlined in this manual is general in nature and may differ in some instances from your lease. In all cases, the lease takes precedence over this manual.

Our property management team or your leasing representative will be pleased to answer and clarify any questions you may have concerning the information contained in this manual or about the property.

*As at February 2019

PROPERTY DESCRIPTION[1235 North Service Road West](#)

The five-storey office building consists of 79,089 square feet on a site of approximately 7.3 acres. There is surface parking for approximately 392 cars.

The building was constructed in 1999.

The structure is framed with reinforced concrete with dropped panels and capitals supported by columns.

The main auto access to the property is located on the southern side of the property from North Service Road West.

Heating, cooling and ventilation to the building are provided by rooftop air conditioning units. Treated air is supplied through VAV boxes/fan coil units.

[1275 North Service Road West](#)

The eight-storey office building has 143,946 square feet. There is surface parking for approximately 560 cars and underground parking for 36 cars.

The building was constructed in 1989.

The structure is framed with cast-in-place concrete.

The main auto access to the property is located on the southern side of the property from North Service Road West.

Heating, cooling and ventilation to the building is provided by one central air handling unit that supplies treated air to individual compartment units located on each floor. The main source of heating are 2 gas-fired boilers. The main source of cooling is a chiller located on the roof. The building is installed with sprinkler and standpipe systems.

The building is managed by Canderel Management Inc.

TECHNICAL INFORMATION

Building type:	Commercial Office
Class:	A
Number of floors:	5
Location:	1235 North Service Road West, Oakville, Ontario L6M 2W2
Year of construction:	1999
Fire protection systems:	CHUBB Edwards EST2
Security systems:	A1 Security
Elevators:	2
Parking:	381 surface stalls
Loading dock:	East side of the building
Exterior walls:	Glazed curtain wall system
Ceilings:	8' 6" Suspended T-Bar
Interior walls:	Drywall
Floors:	Concrete
Handicap access:	The building has a number of barrier free features including: barrier free ramp & parking spaces for disabled people located at south entrance. Barrier free elevator accessibility.
Major office tenants:	Bank of Nova Scotia, The Manufacturers Life, WSC Insurance, Re/Max, and CBRE

TECHNICAL INFORMATION

Building type:	Commercial Office
Class:	A
Number of floors:	8 + parking garage
Location:	1275 North Service Road West, Oakville, Ontario L6M 3M3
Year of construction:	1989
Fire protection systems:	Simplex Grinnell 4100
Security systems:	Reilly Security
Elevators:	3
Parking:	560 surface stalls, 36 underground stalls
Loading dock:	North side of building
Exterior walls:	Curtain wall, and precast concrete panels.
Ceilings:	8' 6" Suspended T-Bar
Interior walls:	Drywall
Floors:	Concrete
Handicap access:	The building has a number of barrier free features including: barrier free ramps and parking spaces for disabled persons located at west side entrance. Barrier free elevator accessibility.
Major office tenants:	Travellers Canada, Investors Group, and SCA Canada

LEED EB GOLD CERTIFICATION

1235 North Service Road West and 1275 North Service Road West are both certified LEED for Existing Buildings: Operations & Maintenance (EB: O&M 2009) Gold.

The program assesses the building's environmental performance in the five following categories:

1. Sustainable Sites
2. Water Efficiency
3. Energy & Atmosphere
4. Materials & Resources
5. Indoor Environmental Quality

LEED certification rewards the highest achievers of the building industry in terms of environmental performance and management.

BOMA BEST GOLD CERTIFICATION

1275 North Service Road West is BOMA BEST Gold since April 2017.

BOMA BEST is a national green building certification program launched by BOMA Canada in 2005 to address an industry need for realistic standards for energy and environmental performance of existing buildings based on accurate, independently verified information.

DIRECTORY

PROPERTY MANAGEMENT OFFICE

The Property Management office is located at:

1275 North Service Road West
Suite 103
Oakville ON L6M 3M3

Our office hours are: Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Holidays excepted).

Telephone/fax numbers & email address:

Main telephone number:(905) 330-6362

Website: www.canderel.com

General Manager

Fernanda Dias

fdias@canderel.com (416) 593-6366 ext. 4559

Senior Property Manager

Evelyn Silva

esilva@canderel.com (416) 593-6366 ext. 4592

Senior Property Administrator

Daniella Ross

dross@canderel.com(905) 330-6362

Operations Supervisor

Nelson Menezes

nmenezes@canderel.com(416) 628-6343

LEASING INFORMATION

For information regarding additional office or retail space requirements, contact Canderel at: (416) 593-6366.

EMERGENCY NUMBERS

Emergency

Fire.....	911
Police	911
Ambulance	911
Bomb Threat	911
Poison Control.....	(416) 813-5900

Hospitals

Oakville Trafalgar Memorial Hospital	(905) 845-2571
Trillium Health Partners.....	(905) 848-7100

LOCAL BUSINESS DIRECTORY

You will find enclosed a list, by category, of services in the area.

Entertainment

Glen Abbey Golf Club.....	(905) 844-1800
Oakville Conference & Banquet Centre.....	(905) 618-7510
Oakville Centre for the Performing Arts.....	(905) 815-2021

Banks

Bank of Montreal	(905) 849-6290
CIBC.....	(905) 825-1040
Royal Bank	(905) 849-4414
Scotia Bank.....	(905) 845-2424

Fitness Facilities

GoodLife Fitness Oakville Town Centre.....	(905) 337-7244
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Courier Services

FedEx 1 (800) 463-3339
Purolator..... 1 (888) 744-7123
UPS 1 (800) 742-5877

Hotels

Holiday Inn & Suites Oakville(905) 847-1000
Quality Suites Oakville.....(905) 847-6667

Taxi and Limousine Services

Airport Limo Oakville.....(289) 628-4645
Skyways Limo Taxi 1 (866) 338-4405
Oakville Taxi and Limo.....(905) 844-0050

Transportation

GO Transit 1 (888) 842-7245
Oakville Transit(905) 815-2020
VIA Rail Canada Reservations..... 1 (888) 842-7245
Air Canada Reservations 1 (888) 247-2262
WestJet Reservations 1 (888) 937-8538
Porter Airlines..... 1 (888) 619-8622
Enterprise Car Rental(905) 339-0852

BUILDING SERVICES

CLEANING

Daily janitorial service is provided Monday through Friday to clean your premises and all common areas, including the lobbies and restrooms. Cleaning is not provided on weekends or statutory holidays. Speak to your office manager regarding timing of your premises. If you are working late, the cleaning team will try to clean around you, but once the office is cleaned they will not return that evening.

Daily service includes:

- emptying of all wastebaskets and removal of garbage;
- vacuuming of carpets throughout all high traffic areas; and
- removal of minor stains from carpeted areas.

The cleaning team has been instructed not to dust desks covered with papers; if dusting is desired, please stack papers to one side. For safety and security reasons, cleaners have been instructed not to touch computer equipment.

Carpet stains that are not easily removable in the daily cleaning will be reported to the tenant. Additional or full carpet cleaning may be arranged through the Property Management Office at an additional cost.

Interior partition glass cleaning is not part of the standard janitorial service. If you wish to set up a scheduled cleaning it may be done through the Property Management Office at an additional cost.

Exterior building window cleaning is performed twice a year. All interior windows are washed once each year.

Our daytime cleaners service and clean the restrooms and the common areas. These individuals are also available for incidental services such as special cleaning prior to an important event or immediate removal of boxes or other

garbage.

Comments or requests for additional janitorial services should be made through your tenant representative or the Property Management Office by calling (905) 330-6362.

CLIMATE CONTROL

Heating, Ventilation and Air Conditioning

Efficient air-conditioning and heating systems serve the needs of the occupants from equipment located in mechanical rooms that are strategically situated throughout both properties. Fresh air is drawn into the building, cleansed by high-efficiency filters and heated or cooled as required. HVAC is provided during regular business hours. For additional HVAC outside of regular business hours, arrangement are to be made through property management at an additional cost.

1275 North Service Road West

The Heating, Ventilation and Air Conditioning (HVAC) system is a variable air volume (VAV) system controlled by compartment fans located on each floor. Fresh air is filtered, heated or cooled by these fan units prior to being supplied to the floor through ceiling-mounted diffusers. Warm air generated from lights, computers and people is returned to the floor fan unit (through slots in the light fixtures) where a portion is mixed with incoming fresh air for re-circulation. Floor area temperatures are automatically "monitored" by local thermostats through a sophisticated computer-controlled automation system.

1235 North Service Road West

The Heating, Ventilation and Air Conditioning (HVAC) system is controlled by our building automation system. Floor area temperatures are automatically "monitored" by local thermostats through a sophisticated computer-controlled automation system. Warm air generated from lights, computers and people is returned to the floor fan unit (through slots in the light fixtures) where a portion is mixed with incoming fresh air for re-circulation. The HVAC system operates during regular business hours.

If you have a question during weekdays concerning the ventilation system, please call the Property Management Office at (905) 330-6362.

ELEVATORS

No service elevator located onsite, all deliveries requiring a dedicated elevator are to be completed outside of business hours.

LOADING DOCK

All incoming and outgoing materials must go through shipping and receiving as follows:

1275 North Service Road West - North side.

1235 North Service Road West - East side.

Hours of operation – 8:00 a.m. to 5:00 p.m. Monday to Friday.

All access through the Shipping & Receiving docks after normal business hours require a minimum of 24 hours' notice to the Property Management Office. Any charges incurred for after hour dock access will be charged directly to the tenant.

Dock space is limited and available on a first come first serve basis, unless prior arrangements for large shipments have been made with the Property Management Office at (905) 330-6362.

COURIER SERVICE

As there is no dedicated elevator at either property, large deliveries must be arranged outside of regular business hours.

NEWSLETTER

It is our way of keeping you informed on the latest news related to the building's activities.

PARKING

Surface Parking Facility

The surface parking which is located on the north, east, west and south side of each building is accessible via North Service Road West. There are 560 surface stalls, 36 underground stalls at 1275 North Service Road West and 381 surface stalls at 1235 North Service Road West.

Designated Parking for the Physically Challenged

Specific parking spaces to serve the needs of people who are physically challenged are provided throughout the tenant and visitor parking lot. Stalls are clearly marked and identified by signs.

Visitor Parking

Specific parking spaces for visitors are available adjacent to the west lobby entrance of 1275 North Service Road West and south lobby entrance of 1235 North Service Road West. These parking stalls are reserved for visitors for a period of up to 2 hours.

Public Transportation

The complex enjoys easy access via public transportation services provided by Oakville Transit.

One bus loop is located off North Service Road West, at the entrance to both 1235 & 1275 North Service Road West.

SERVICE REQUESTS

Your designated office representative will log your request using a secure password to our Tenant Services System. The system contacts the building's technical staff by electronic messaging. Our personnel will respond to the request promptly. A confirmation email will be sent to your office representative once the job has been completed. The system is accessed through the Canderel web site at www.canderel.com.

SECURITY

ACCESS TO THE BUILDING

Security and safety of our tenants are our highest priorities. Therefore, surveillance cameras, an alarm system and an access card system is in place to ensure our tenants feel safe in their work environment.

ACCESS CARDS

Access cards are required to access the building between 6:00 p.m. and 6:00 a.m. for 1275 North Service Road West and 6:00 p.m. to 7:00 a.m. for 1235 North Service Road West. Authorized personnel may obtain access cards from Property Management.

Card readers are located at the main entrance of the building.

Tenants must promptly report lost cards and card numbers of personnel no longer employed by the tenant.

Replacement of lost or damaged cards will be at tenant's expense.

EMERGENCY CONTACT

Names and telephone numbers of at least two emergency contact persons for each tenant are kept on file by the property management office. Please notify the property management office immediately regarding any changes in contact personnel details.

EMERGENCY PROCEDURES

Fire

What you must know

- ◆ The location of two (2) staircases or exits;
- ◆ The location of the closest manual fire alarm station;
- ◆ The telephone number of the Toronto Fire Department - 911;

- ◆ The name of the sector/floor fire warden and follow his/her instructions.

What to do when you are alone and you discover smoke or flames

- ◆ Activate the closest manual fire alarm station;
- ◆ Evacuate and leave the building by the closest exit;
- ◆ Close doors as you leave;
- ◆ Alert the Fire Department by dialling 911 from a safe location.

What to do in case of a general fire alarm

- ◆ Leave the premises immediately following an evacuation order and/or hearing a ringing alarm;
- ◆ Make sure windows and doors are closed to prevent smoke from going into evacuation ways and stop machinery that could be dangerous;
- ◆ Do not waste time retrieving personal objects. Leave the building by the closest exit;
- ◆ Never return to your work station after the evacuation order has been given;
- ◆ Help anyone in need **however, only firefighters are authorized to return to the floors in order to evacuate people in need of assistance;**
- ◆ Persons requiring assistance (if able) should proceed to the nearest stairwell door and enter the stairwell when it is clear of traffic;
- ◆ Do not use the elevators during a fire or general evacuation;
- ◆ Move away from the exit area - approximately 100 meters to allow others to leave the building;
- ◆ Do not hinder the work of the firefighters, the security and/or the evacuation team;
- ◆ Go to the pre-determined meeting area of your group.

What to do if you are alone

- ◆ Try to reach an organized group;
- ◆ Do not run into a corridor or stairwell before checking:
 - ◇ if the door is warm (with the back of your hand);
 - ◇ if there is any heat (extending your hand in the corridor);
 - ◇ if there is any smoke (in this case, you must find another exit or go through a corridor, moving on your hands and knees, the air is cooler near the floor).
- ◆ Go to your group's meeting area.

What to do at the meeting area

- ◆ Follow the instructions of the person in charge;
- ◆ Wait for the authorization from the person in charge before leaving the group or entering the building.

Elevators**What to do if the elevator breaks down:***If you are trapped inside*

- ◆ Stay calm;
- ◆ Press the emergency alarm button. This will activate the emergency bells and alert the security monitoring company;
- ◆ The elevator will have either an emergency phone or a call button. Press the call button and inform the answering party of the site location; floor where the elevator has stopped; and the number of people in the elevator;
- ◆ If the breakdown is prolonged, sit on the elevator floor, loosen tight clothing and stay calm.

If you are aware that people are trapped inside

- ◆ If there is a fire or you believe someone is in medical distress call 911 and specify that "people are trapped in an elevator"

- ◆ Otherwise, if there is **NO** fire or medical emergency, contact:
1275 North Service Road West please call A1 Monitoring at 1-800-268-6870
1235 North Service Road West please call Reilly Security at 1-844-438-0280.
- ◆ If possible, inform the individual(s) that help is on the way; keep a verbal communication to reassure the individual(s);
- ◆ If there are no safety risks for you, remain on the premises;
- ◆ Do not attempt to remove the occupants without the help of the expert technician. Wait for their arrival.

Bombs and Other Threats

What to do if you find a suspicious looking parcel

- ◆ Do not touch the parcel;
- ◆ Ask everyone close to move away;
- ◆ Inform your superiors, your fire warden and security at **(905) 827-6655**. If there is no answer, dial: **911**.

DO NOT USE A CELLULAR PHONE OR WALKIE TALKIES

What to do if you receive a bomb threat

- ◆ Be calm and courteous;
- ◆ Do not interrupt the caller;
- ◆ Try and get the most information possible;
- ◆ Pay attention to the background noise and take note of the expressions used;
- ◆ Record the call if possible, and/or
- ◆ Note the exact terms used during the call.
- ◆ Note if the telephone number of the caller is displayed.

Questions to ask

- ◇ What time is the bomb scheduled to detonate?
- ◇ Where is it?
- ◇ Do you have any demands?
- ◇ Why did you place the bomb?
- ◇ What does it look like?

- ◇ Where are you calling from?
- ◇ What is your name?

Your caller

- ◇ What gender do you think they are?
- ◇ What approximate age? What language are they using, do they have an accent?
- ◇ Voice (strong, stutter, etc.)?
- ◇ Flow of speech (rapid, etc.)?
- ◇ Pronunciation (nasal, lisp, etc.)?
- ◇ Is the voice familiar?
- ◇ Does the caller seem familiar with the premises?

Note your details

- ◇ Date and time of the call;
- ◇ Your name;
- ◇ Your function;
- ◇ Whom did you advise;
- ◇ Their phone number.

Once you hang up

- ◇ Without delay, advise your supervisor and security at **(905) 827-6655**. If there is no answer, dial: **911**.

For more information on emergency procedures, please contact the property management office at (905) 330-6362.

FIRE DRILL

All tenants are required to participate in the annual fire drill to ensure adherence to directions provided by the fire safety team and property management personnel. Municipal requirements specify that all tenants are responsible for fielding their own fire safety team.

Emergency evacuation drills may be monitored by the fire department and occur at random, once a year.

LOST AND FOUND

Lost and found items can be turned in or claimed at the Management Office located on the ground floor.

MEDICAL EMERGENCY

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

- ◆ **Call 911**, provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.
- ◆ Call building security at (905) 827-6655 which will provide interim assistance and will direct emergency personnel to arrive at your location as quickly as possible.
- ◆ Post one person at the elevator lobby on your floor to lead medical personnel to the person in distress.

PANDEMIC PLAN

Experts agree that a new influenza strain, capable of triggering the next human flu pandemic, could appear with little or no warning anywhere in the world.

Once a pandemic virus appears, it is too late to start planning a response. Such a virus is highly contagious and spreads rapidly. There will be a very short period of time between the appearance of the disease and the onset of the pandemic and it may take just a few days for a person to develop symptoms.

Canderel prepared a Business Continuity Plan in order to be ready should a pandemic occur. The purpose of this plan is to minimize the risks posed by the pandemic in terms of employees' health and safety and continuity of operation.

You will be informed in the eventuality of a pandemic, and the plan will take effect immediately. Access to the building may be restricted to its occupants. Special measures for critical deliveries will be enforced. A line of communication will keep your office representative informed during the pandemic.

As a preventive measure, hand sanitizers are provided in the public washrooms. Hand sanitizers are also strategically placed throughout the building.

We encourage each of our tenants to develop their own pandemic plan and business continuity plan.

For more information on this topic, a number of excellent web sites are available. We suggest the following:

Government of Canada

<http://www.phac-aspc.gc.ca/index-eng.php>

Government of Ontario

http://www.health.gov.on.ca/en/pro/programs/emb/pan_flu/pan_flu_plan.aspx

World Health Organization

<http://www.who.int/csr/disease/en/>

POWER FAILURE

While power failures are rarely due to internal building system problems, external occurrences can cause power loss. Your building has been designed to minimize the risk of a general power failure resulting from causes within the building. 1275 North Service Road West is equipped with an emergency power generator providing power to life safety equipment (i.e. exit signs, elevators, emergency lights and main fire equipment). 1235 North Service Road West emergency lighting is equipped with battery packs.

SURVEILLANCE CAMERAS

Strategically placed throughout the building, surveillance cameras record and/or monitor activities in the common areas of the building 24 hours a day, 7 days a week.

WITNESSING ACTS OF SABOTAGE, VANDALISM, ETC.

When witnessing an act of sabotage, vandalism, arson or intentional damage, please inform security at (905) 827-6655 or property management at (905) 330-6362. All reported cases will be dealt with in a strictly confidential manner.

The property management and security staff will do everything possible to provide adequate security but you, as building occupants, can provide assistance by advising of any irregularities, and taking appropriate security measures for your suite.

CONSTRUCTION PROCEDURES

This section of the manual is intended to be read in conjunction with your lease document. In the event of conflict between this manual and the lease, the provisions on the lease or any other specific written agreement between the landlord and the tenant shall prevail.

The landlord will appoint a coordinator who will assist the tenant throughout the construction and renovation period and will act as a point of contact within the landlord's organization.

Prior to construction, the tenant must submit to the landlord for review three (3) complete sets of professional working drawings (which may include engineering drawings) detailing the work proposed in your leased premises. The landlord will respond with comments or recommendations. The landlord will give the tenant approval to proceed, once required changes have been incorporated and appropriately revised drawings have been submitted to landlord.

If tenant is required to hire its own contractors for the purpose of carrying out its work, all contractors:

- ◆ are subject to approval by the landlord;
- ◆ must be in good standing with the provincial Workers' Compensation Board;
- ◆ must utilize the base-building's subcontractors for all work on systems such as HVAC, sprinklers, electrical fire alarm panel, access cards, controls, roofing, balancing, etc.;
- ◆ must have construction experience in class "A" office buildings in Toronto and the GTA; and
- ◆ Must have labour union affiliations that are compatible with other trades working in the building.

A list of approved contractors is available from property management.

Construction may proceed only after the tenant has completed the following:

- ◇ Provide proof of insurance for at least 5 million dollars (\$5,000,000.00) worth of general liability, which will name the landlord and/or its property manager as additional insured;
- ◇ The tenant shall undertake to protect the landlord against the placement of liens under the Construction Lien Act by the tenant's contractors or suppliers, a security deposit may be required;
- ◇ The tenant must obtain all necessary permits and approvals from the applicable authorities;
- ◇ The tenant must submit a complete list of all trades and sub-trades involved in the construction design with emergency contact numbers;
- ◇ The tenant must submit a construction schedule outlining commencement and end date.

All the contractors and subcontractors will respect the following rules:

- ◇ All contractors' personnel must check in with Building Operation Staff;
- ◇ It is the tenant's responsibility to ensure that the tenant's contractor observes and complies with all applicable construction safety regulations;
- ◇ The tenant contractor is required to post, at the site, a name and telephone number that is not an answering service or an answering machine, for a 24 hour emergency contact;

- ◊ All work that will negatively impact or interfere with other tenants must be performed outside of the normal business hours of the building.

ACCESS AND DELIVERIES

All construction materials are to be delivered through the building loading dock outside of regular business hours. At no time are deliveries allowed to be stored in the loading dock or delivered through the main lobby entrance of the building.

DELIVERY / MOVES:

Monday to Friday: Before 7:30 a.m. and after 5:00 p.m.
After-hours access: Use of elevators or loading dock by reservation only.

GARBAGE

Daily removal of garbage and construction debris generated by the work of a tenant's contractor will be its responsibility at its cost. Please note that the removal of garbage and construction debris via bins or trucks is only permitted between the hours of 8:00 a.m. and 5:00 p.m. If after hours coverage is required, then arrangements are made 24 hours in advance through the Property Management Office at (905) 330-6362.

Canderel encourages the use of contractors which use recycling methods and who attempt to source recycled materials as per LEED building standards.

INSPECTION OF TENANT WORK IN PROGRESS

The landlord shall have unlimited access to the tenant's premises for the purpose of inspecting the tenant work in progress. Deficiencies in the tenant work shall be corrected by the tenant immediately upon notice from the landlord.

SHUT DOWNS

Any temporary shutdown of services (electrical power, drinking water, sprinkler system, HVAC system, etc.) must be planned in advance by the tenant, whether for himself or his

subcontractors, in conjunction with the property management office at least two (2) full business days prior to commencement of the work. Charges may apply.

WASHROOMS

Contractors are not to use the building washroom area for the cleaning or disposing of any construction materials. If there is any damage to the washrooms due to improper usage by the tenant's contractor, the tenant will be responsible for repair of all damages.

WORK AREAS

All construction materials, tools, equipment and work benches must be kept within the tenant premises throughout the construction period. All public lobbies, corridors, washrooms and stairs shall be kept clean and clear of construction materials and contractor tools at all times.

WORKERS' COMPENSATION

The tenant's contractors shall furnish a current clearance certificate issued by the Workplace Safety and Insurance Board (WSIB) and demonstrate that all employees engaged in the work are covered in accordance with the statutory requirements of authorities having jurisdiction.

The tenant shall pay the landlord a coordination fee to offset the cost incurred by the landlord in paying a third party to coordinate tenant's work on the landlord's behalf, in addition to all of landlord's out-of-pocket costs to review tenant's plans.

The landlord reserves the right to stop work without recourse or prior notice by either the tenant or the tenant's contractor if the building procedures are not respected.

RULES AND REGULATIONS

For more information on this topic, please refer to your lease where you will find a detailed description of the rules and regulations established for the building.

These rules and regulations are in place such that the building operates in the most efficient and equitable manner while also ensuring safety and comfort of all tenants. In addition, it is necessary to maintain and preserve the image and character of the building. All leases contain a schedule that clearly defines the building rules and regulations as set out at the time when the lease document was prepared. However, you should be aware that these rules could be different than those stated in the lease as they do change from time to time. The following is not at all encompassing but is intended to provide information on the most common rules and regulations currently in place for this property.

ACCESS BY THE LANDLORD FOR MAINTENANCE AND REPAIRS

The tenant shall permit and facilitate the entry of the landlord, or those designated by it, into the premises for the purpose of inspecting, repair, window cleaning and the performance of other janitorial services. The tenant shall provide unobstructed access to main heaters, ducts, janitorial and electrical closets and other facilities. The tenant shall not place any additional locks or other security devices upon any doors of the premises without prior written approval of the landlord and subject to any conditions imposed by the landlord for the maintenance of necessary access.

AFTER HOURS ACCESS TO PREMISES

The landlord may require that all or any persons entering and leaving the building at any time other than normal business hours, satisfactorily identify themselves prior to entering the building. The landlord may prevent any person from entering the premises unless provided with a key or access card or a security pass or other authorization from the tenant in a form satisfactory to the landlord and may prevent any person removing any goods without proper written authorization.

BICYCLES

Bicycles are not permitted in the office tower or in any other common area of the building. For your convenience, bike racks are located on the north side of the parking lot at 1275 North Service Road West and on the east side at 1235 North Service Road West.

CANVASSING, SOLICITING, PEDDLING

The tenant shall not perform, patronize or (to the extent under its control) permit any canvassing, soliciting or peddling in the building. Tenants encountering solicitors should immediately contact building security or management office and provide details.

CLEANING

The tenant shall not permit the premises to become untidy or unsightly to the extent that it is visible to other tenants or can be seen from the exterior of the building.

The tenant shall not employ any person other than the janitorial staff of the landlord for the purpose of cleaning. The landlord shall be provided with a pass-key and shall be allowed admission into the premises.

FLOOR COVERINGS

The tenant shall not lay linoleum, rubber, cork, wood or other floor coverings, without landlord's prior written approval.

GARBAGE DISPOSAL

The tenant shall not place any debris, garbage, trash or refuse or permit the same to be placed or left in or upon any part of the building outside of the premises except areas designated by the landlord for such purposes. If the tenant is using perishable articles or generates wet garbage, the tenant shall provide suitable storage facilities approved by the landlord in writing. Wet garbage shall not, at any time, be mixed with normal, dry office waste.

LEASEHOLD IMPROVEMENTS

All tenant work must be approved in advance in writing by the landlord.

OBSTRUCTION OF COMMON AREAS

The entrances, lobbies, elevators, staircases and other similar facilities of the building are for access and egress usage only. The tenant shall not obstruct or misuse such facilities or permit them to be obstructed or misused by its agents, employees, invitees or others under its control.

PROPER USAGE / CARE

The tenant shall not abuse, misuse or damage the premises or any of the improvements or facilities therein and in particular shall not deposit waste in any plumbing apparatus or use it for any other purpose for which it was intended, and shall not materially deface or mark any walls or other parts of the premises.

SIGNAGE

All signs visible to the public are subject to the prior written approval of the landlord. The landlord provides a directory identifying all the tenants located in the building. The landlord determines font style and size so that they are uniform and professional in appearance.

If any sign, advertisement or notice is inscribed, painted or affixed by the tenant on any part of the premises or building

without the prior written consent of the landlord, the landlord shall be at liberty to forthwith remove same at tenant's expense.

SMOKING

Smoking is prohibited in the building and within at least nine (9) meters from the entrances. Building management strictly enforces the No Smoking law.

UNDESIRABLE EFFECTS

The tenant shall not permit or allow any odours, vapours, steam, water, vibrations, noises or other undesirable effects to emanate from the premises, or any equipment or installation which, in the landlord's opinion, are objectionable or cause any interference with the safety, comfort or convenience of other tenants and occupants of the building.

WINDOWS

The tenant shall not install window shades, venetian blinds, curtains or drapes of any kind or description without the landlord's prior written approval.