

April 2026

[commercecourt.ca](http://commercecourt.ca)

# Tenant Information Guide

**Welcome To Commerce Court**

# HELLO

## Welcome to Commerce Court

Your safety, comfort, and convenience are top priorities for us daily. We're happy you're here.

Commerce Court is an iconic complex of office space, retail shopping, entertainment, and dining. Its distinguished history dates back to 1931. Since then, it has grown into an entire urban community designed and maintained to enhance the lives of the people it serves daily.

As the property managers here, we're committed to creating a sustainable environment that brings value to people both now, and for years to come. Our on-site staff offer a tangible presence, providing hands-on, in-person guidance to each and every one of our customers. It's this commitment to customer service that has made us leaders in the management of major commercial properties across Canada.

We've created the following guide to give you and your coworkers all you need to know as Commerce Court tenants. It contains information about the features, facilities, and safety protocols here – as well as the suite of tenant services we've designed with you and your business in mind. Please note this information is general in nature and may differ from your respective lease. In all cases, your lease takes precedence over this guide, which can be found at [commercecourt.ca](https://commercecourt.ca).

We are available for any questions or concerns you may have. Please call us at 1-877-977-2262 or email us anytime at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

Thank you. We look forward to working with you here.

Taryn Kelly

**Vice President, Office**

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# For Quick Reference

## 1 | Key Phone Numbers

Emergency	416-364-2050
24-Hour Tenant and Guest Host Desk	416-364-5830
Property Management Office	416-364-2281
Pass card Office	416-364-7488
24-Hr Security Shift Supervisor	416-364-5545
Personal Security Escort/Security Non-Emergency Line	416-364-6366
QuadReal CONNECT	1-877-977-2262
	<a href="mailto:service@quadrealconnect.com">service@quadrealconnect.com</a>

## 2 | Visitors

All visitors to Commerce Court West need to be registered by a designated tenant. Pre-registration is quick and easy when completed online at [Commerce Court Visitor Management System](#). Pre-registered guests receive a QR Code via text or email that can be used to enter the pedestrian access lanes. If this method is not available, your guest can visit the Tenant and Guest Host desk located at the North end of the ground floor lobby of Commerce Court West to receive a printed copy.

Non-registered and unexpected visitors should be asked to see the Tenant and Guest Host desk, where contact will be made with the expecting tenant. After approval, the visitor will be issued a QR Code and granted access.

## 3 | QuadReal CONNECT – Key Contact Portal

At QuadReal we're proud to serve the people who call our communities home. That's why we developed QuadReal CONNECT, a 24/7 service centre offering the support you need day and night. Order any number of on-call tenant services; learn more about recycling protocols; inquire about additional cleaning; or simply ask a question. Contact your service team at QuadReal CONNECT by phone at 1-877-977-2262 or email at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## 4 | QuadReal+ Tenant Portal

Stay on top of all things related to your building with QuadReal+, the app we've designed with your day-to-day tenant needs in mind. Download it easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at [quadrealplus.com](http://quadrealplus.com).

## 5 | QuadReal Access – Tenant Portal, On-Demand

Manage your account and building information in one convenient place with our tenant portal, QuadReal Access. This on-demand service complements QuadReal+ and QuadReal CONNECT. View property guides, upload Certificates of Insurance, manage tenant contact information, make payments, request a copy of your lease, and stay informed with property announcements and bulletins – all through QuadReal Access. Login today at [quadrealaccess.com](http://quadrealaccess.com).

## 6 | Lost & Found

If you've lost something, please call 416-361-4509 or drop by the Security office on Commerce Court Level 2B. If you've found something, please bring it by the Security office or the Tenant and Guest Host desk.

## 7 | Emergency

If you feel a situation at Commerce Court is an emergency, please call 416-364-2050. Our team at that number is specially trained to receive emergency calls and dispatch personnel to provide immediate assistance. If an event is life-threatening, please call 911 before calling us. For non-emergencies, please call 416-364-6366.

## Management & Operations Staff

Emergency  
24-Hour Tenant and Guest Host Desk  
QuadReal CONNECT

416-364-2050  
416-364-5830  
1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### Property Management

Vice President, Office	Taryn Kelly	416-572-8594
General Manager	Nick MacKeil	416-572-4832
Property Manager	Gena Echegaray	416-572-4835
Assistant Property Manager	Aleks Palo	416-673-7552
Property Administrator	Jennifer Manglinong	416-364-3843
Property Administrator	Brenna Robinson	416-673-7727
Reception		416-364-2281

### Tenant Services

Tenant Relations Manager	Rebecca Landman	416-673-7744
Tenant Services Coordinator	Sabrina Kulnys-Douglas	416-364-3478

### Security & Life Safety Security

Manager	Shaun McGrath	416-364-5063
Senior Supervisor	Devash Chaudary	416-953-9598
Systems Coordinator	Temir Nurtazin	416-673-7752
Pass Card Office		416-364-7488
Non-emergency		416-364-6366
24-Hr Security Shift Supervisor		416-364-5545

### Building Operations

Operations Manager	Steven Bowers	416-361-4507
Operations Supervisor	Murray Good	416-364-5661
Supervisor, Fire and Safety	Ralph Martell	416-364-7321

### Construction Services Project

Director, Capital Management	Rachel Lam	416-673-7753
Director, Capital Management	Orel Samson	416-673-7835
Project Manager	Adrian White	416-673-7746
Project Manager	Saruha Yoganathan	416-673-7437

### Property Services

Manager, Building Services	June Jack	416-364-1267
Manager, Housekeeping	Cathy Branco	416-364-1757
Dispatcher, Courier Intercept		416-364-6769

# Tenant Services

Tenant and Guest Host Desk	24 hours	416-364-5830
QuadReal CONNECT	24 hours	1-877-977-2262 <a href="mailto:service@quadrealconnect.com">service@quadrealconnect.com</a>

## Communications

We believe a thriving community is one grounded in transparency. Throughout your time with us here, you'll see us use several communication channels to keep you informed about what's happening. These will include elevator screens, the Food Court media wall, programming/event calendars, and our Instagram channel [@commerce.court](https://www.instagram.com/commerce.court).

### QuadReal+ Tenant Portal

We've designed this app with your day-to-day tenant needs in mind. Download it easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events offers, and more. Download QuadReal+ at [quadrealplus.com](https://quadrealplus.com).

### QuadReal Access – Tenant Portal, On-Demand

This on-demand tenant portal has been designed to make managing your account and building information simple and convenient. View property guides, upload Certificates of Insurance, manage tenant contact information, make payments, request a copy of your lease, and stay informed with property announcements and bulletins — all in one place through QuadReal Access. Login today at [quadrealaccess.com](https://quadrealaccess.com).

### Tenant Bulletins

We share regular communications about building & operational issues with appropriate tenant contacts. In turn, they're encouraged to share with their colleagues, so everyone is kept informed.

### MIR3 Mass Notification System

MIR3 is a mass notification system, which will be used for communication during emergencies or incidents. The MIR3 system allows us to share updates about incidents and/or emergencies taking place on or around the property – such as protests/demonstrations or fire alarm activations – all within minutes of an event taking place.

Messages will be distributed to the Tenant Emergency Contacts, who will be responsible to distribute accordingly. Messages are mainly sent to e-mail addresses however, for larger, potentially disruptive events, such as a building lockdown, the system may call or send a text message.

### Request for Info

We will always strive to keep you informed about what's happening here at Commerce Court. In order to do so effectively, we circulate a tenant contact sheet annually for you to complete and return to us. The information on this sheet enables us to inform you of operational events and building updates. It's also vital in case of emergency and will enable us to keep you informed at all times.

### Statutory Holidays

The Commerce Court property management operates with a reduced staff on the following stat holidays:

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

The Building Control Centre is operational 24/7.

## Additional Services

The Landlord offers a variety of maintenance & design services with your business needs in mind. You can conveniently request any of these services at an additional charge the following ways:

### Online

- Go to [commercecourt.ca](http://commercecourt.ca).
- Click QuadReal CONNECT in the bottom left corner.
- Enter your password and the type of request & submit. You'll receive a confirmation email in return.

### Email

You can also email any service request to [service@quadrealconnect.com](mailto:service@quadrealconnect.com). Please describe the service you're looking for in detail. You'll receive a confirmation email in return.

To ensure security, only pre-authorized tenant contacts can submit these requests. We ask you, as the tenant, to provide to us in writing the name(s) of the tenant contact(s) authorized on behalf of your company to request any of these services for your space.

### Services Available

- Pass card programming
- Security escort
- Electrician
- Locksmith
- Pest control
- Painting & wall repair
- Plumbing repair & maintenance
- General repair & maintenance
- Light labour (picture hanging, furniture moving, etc.)
- Housekeeping
- Executive hand towels & special hand soap for washrooms
- Private washroom / executive area cleaning
- Post-event clean-up
- Floor waxing / refinishing
- Wall & door glass cleaning
- Carpet / upholstery cleaning
- Drapery vacuuming, cleaning
- Desk / furniture waxing
- Fabric furniture spot cleaning
- Metal furniture cleaning / maintenance
- Leather / vinyl furniture cleaning
- Waste & heavy item removal

## Additional Service Rates

### Security Services

Locksmith	\$58.78 / hr, 30-min minimum
Locksmith after hours	\$187.50 for hour 1, \$140.50 for hour 2 and beyond, 2-hr minimum
Pass card	\$16.80 / card (New or replacement)
Paid duty security guard	\$46.27 / hr, 4-hr minimum
Security check / Inspection	\$28.25 / inspection
Access report	\$11.76 / report
Alarm response	\$28.25 / incident (Including false alarms and for tenants with security devices connected to base building security)

### Cleaning Services

Housekeeping	\$37 / hr, 1-hr minimum
After-hours housekeeping	\$55.50 / hr, 1-hr minimum

### Building Services

Bin Rentals	\$45 / day, \$22.50 multi-day
Elevator operator	\$38.15 / hr, 4-hr minimum
Electrician*	\$64.19 / hr, 30-min minimum
Plumber*	\$103.06 / hr, 30-min minimum
Special services staff	\$45 / hr, 30-min minimum, for event set-up, light furniture moving, etc.
Operator Level 2*	\$56.45 / hr, 30-min minimum, charges only apply to tenant equipment dispatched as first response on HVAC, lighting, plumbing, electrical.
Operator Level 1*	\$61.72/ hr, 30-min minimum, charges only apply to tenant equipment dispatched for more complicated matters.
Building Automation System (BAS) monitoring	For tenants with equipment connected to BAS
After-hours HVAC	\$25 / point / month + labour costs of a field investigation. Rates for additional hours are charged as per your lease.

**\*These rates are for regular business hours and are subject to increase after-hours.**

All rates indicated do not include 13% HST, out-of-pocket expenses / supplies, or associated admin fees, as outlined in your lease. These will be applied at the time of invoicing. Rates are subject to change at any time. "Regular business hours" are defined as 7 am to 6 pm, Monday to Friday. Other times are considered "after hours."

# About Your Building

## The Property

The buildings of Commerce Court make up a critical piece of Toronto's financial core. It first opened in 1931 with Commerce Court North, then the tallest building in the British Empire. The historic banking hall remains one of the city's most extraordinary rooms.

In 1972, the complex took shape, adding 1.6 million square feet with the construction of Commerce Court West, East and South, as well as the concourse retail mall.

In 1993, the modernization of the complex continued with the introduction of artistic steel and glass canopies and skylights, designed by I.M. Pei, the celebrated architect of Paris's Louvre pyramid.

### Commerce Court East

- Built 1972
- 13 storeys
- 167,000 sq ft of office space
- Typical floor plate is 13,600 sq ft

### Commerce Court North

- Built 1931
- 34 storeys
- 237,000 sq ft of office space
- Typical low-rise floor plate is 15,000 sq ft
- Typical mid-rise floor plate is 6,500 sq ft
- Typical high-rise floor plate is 3,800 sq ft

### Commerce Court South

- Built 1972
- 5 storeys
- 98,000 sq ft of office space
- Typical floor plate is 22,000 sq ft

### Commerce Court West

- Built 1972
- 57 storeys
- 1.2 million sq ft of office space
- Typical floor plate is 24,000 sq ft
- The tallest building in Canada 1972-76

## Courtyard

The courtyard forms the centre of all four buildings of Commerce Court. It's the ideal location to have a quick coffee meeting with a friend or even a bit of lunch-hour solo time before heading back to work. It is home to *Tembo, Mother of Elephants*, a three-piece bronze sculpture by UK artist Derrick Stephan Hudson (2005). Like all interior & exterior spaces at Commerce Court, the courtyard is a designated smoke-free space.

### Commerce Court Concourse Level

With more than 100,000 sq ft of underground retail & food court space, Commerce Court Concourse Level forms the retail heart of our urban community. It is situated at a critical part of the underground PATH system, connecting four other iconic complexes, as well as the TTC and GO transit systems.

## Accessibility

QuadReal is committed to providing a respectful, welcoming, and inclusive environment for everyone. We work to make every aspect of this complex accessible. If you have any questions or concerns about our approach to accessibility, please contact QuadReal CONNECT by phone at 1-877-977-2262 or email at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## ESG

QuadReal is dedicated to creating better outcomes for our stakeholders through stringent sustainable practices. We've set ambitious targets around sustainability, to reduce water, waste, and energy and ensure all our Canadian offices achieve net zero emissions by 2040. We even host a calendar of events and programs throughout the year, all designed to benefit the wellbeing of our communities. And because the health and wellness of our tenants is a top priority, we hold ourselves to strict indoor air quality (IAQ) standards when it comes to air quality, humidity, and thermal comfort. For more information about our approach to ESG practices and healthy buildings, please visit our [ESG page](#).

## Smart Buildings

Safer, sleeker, smarter – we're creating buildings that push the boundaries of what you can expect from your QuadReal workplace. Using digital and automation technologies such as artificial intelligence, interconnected devices and smart systems, we're building healthier, happier and more harmonious communities for our customers to thrive in.

## Awards

Commerce Court is the proud recipient of several national and global awards for outstanding tenant service, building management & hospitality, design, and sustainability.

### Complex

2024 BOMA Toronto Pinnacle Award for Customer Service

#### **Commerce Court West – 199 Bay Street**

LEED (OM) Certified Platinum  
BOMA Best Certified Platinum  
BOMA 360 Performance Building  
Fitwel Certification of 2 Stars  
WiredScore Certified Platinum  
Rick Hansen Foundation Accessibility Certification

#### **Commerce Court North – 25 King Street West**

2025 BOMA Toronto Certificate of Excellence and TOBY Award  
LEED (OM) Certified Gold  
BOMA Best Certified Platinum  
BOMA 360 Performance Building  
Fitwel Certification of 2 Stars  
WireScore Certified Platinum

#### **Commerce Court East – 21 Melinda Street**

BOMA Best Certified Platinum  
BOMA 360 Performance Building  
Fitwel Certification of 2 Stars  
WiredScore Certified Platinum

#### **Commerce Court South – 30 Wellington Street West**

BOMA Best Certified Gold  
BOMA 360 Performance Building  
Fitwel Certification of 2 Stars  
WireScore Certified Platinum

## Parking

Precise ParkLink office

P1 Level

416-364-1934

You have a vast parking facility at your convenience right below Commerce Court. Parking is located on levels P1, P2 and P3, with EV charging stations on P1 and P2. Entrance to the parking garage is off Wellington Street, just West of Yonge Street on the North side. The maximum vehicle height is 6 feet 2 inches.

### AutoAccess

The parking garage is accessible 24 hours a day, 365 days a year. If you're a monthly customer, "AutoAccess" allows you the convenience of a transponder to be attached to the inside of your windshield. This automatically raises the parking gate for entry and exit whenever you need it.

### Parking Allocation & Payment

Monthly parking spaces are typically assigned in accordance with your lease. If your parking needs to change at any time, please contact the Precise Parklink parking office at 416-364-1934.

### Active Commuter Indoor Bike Parking

For safety reasons, we don't allow bikes in the building, but you do have a couple options for securely locking up your bike while you're at work.

We have outdoor bike racks located at the forecourt, in the courtyard, and along Wellington Street.

We also have indoor bike parking for all tenants, located in Commerce Court South, on the court level and only accessible through the courtyard. No e-bikes or e-scooters shall be brought within any leased premises at Commerce Court, however, can be stored in the secure bike room. Charging of e-bikes and e-scooters onsite is strictly prohibited.

Access to indoor bike parking is by registered pass card or mobile access and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at [commercecourt.ca/resources/forms-and-manuals](https://commercecourt.ca/resources/forms-and-manuals).

Once we have received your waiver form, your pass card will be updated (please allow 24 hours), granting you access to indoor bike parking.

All indoor and outdoor bike parking is limited to 24 hours of use at a time.

For safety reasons, cyclists and pedestrians should never use the parking ramp.

### Active Commuter Shower Facilities

For your convenience, there are accessible, barrier-free showers available on a first-come, first-serve basis to all tenants. They're located on the Concourse Level corridor, next to the parking elevators, and they come with complimentary towel service and amenities.

Shower access is by registered pass card or mobile access and requires a completed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at [commercecourt.ca/resources/forms-and-manuals](https://commercecourt.ca/resources/forms-and-manuals).

Once we have received your waiver form, your pass card or mobile access will be updated (please allow 24 hours), granting you access to the showers.

## General Information

We're here for you. Please always feel free to share your comments, compliments, or concerns. You can begin by calling us.

### **Property Management Office**

Commerce Court West  
25 King Street, Suite 1700  
Toronto, ON, M5L 2A1

Phone 416-364-2281

Monday – Friday  
8:30 am – 5:00 pm  
(Excluding holidays)

### **Office Leasing**

Jennifer Balcerak, Senior Vice President, Leasing  
416-673-7490  
[jennifer.balcerak@quadreal.com](mailto:jennifer.balcerak@quadreal.com)

### **Retail Leasing**

Carrie De Vries, Vice President, Leasing  
416-673-7534  
[carrie.devries@quadreal.com](mailto:carrie.devries@quadreal.com)

## Building Services

QuadReal CONNECT	1-877-977-2262
Building Control Centre (BCC)	416-364-8025
Building Services Manager	416-364-1267
Courier Intercept	416-364-6769

In addition to the number of on-call services we offer, your tenancy here at Commerce Court entitles you logistics-based services all offices need from time to time.

### Third-Party Access

Please let us know if you want a third party to have access to your space. We can either provide them with an access card for a limited time or we simply unlock your door for them at a given time. Please have an authorized tenant submit a "Permission to Grant Access to Tenant Space Form," found here: [Forms and Manuals | Commerce Court - QuadReal](#).

Please note any fire alarm system bypasses, alarm bypasses, or hot work permits need to be separately submitted through a Commerce Court Work Permit Form found here: [Forms and Manuals | Commerce Court - QuadReal](#).

### Courier Intercept Office

To minimize foot traffic, we've established a courier intercept service for all Commerce Court tenants. Open 8 am to 7 pm, Monday to Friday (except stat holidays), it's located on the Service level opposite Canada Post.

Any packages accurately addressed to a Commerce Court tenant are electronically recorded and delivered to that tenant's office within twenty minutes.

For any outgoing packages you have, please call the Courier Intercept office to arrange a pickup from your front desk or mail room. Outgoing packages are electronically recorded and brought to Courier Intercept to be available for pickup by your designated courier service.

Specific requests can be accommodated as well. Please call 416-364-6769 to learn more.

### Shipping & Receiving

Between 8 am and 5 pm, Shipping & Receiving staff are available to assist in booking of the loading dock and freight elevators. Requests can be submitted through a Elevator Operator and Loading Dock Booking Form found here: [Forms and Manuals | Commerce Court - QuadReal](#).

\*There is a 20-minute maximum for parking in the loading dock during business hours, 7 am – 6 pm. The loading dock can be booked after-hours (6 pm – 7 am, Monday - Friday and on weekends).

### Retail Deliveries

Daytime deliveries that can be carried by hand and don't need use of a cart may be made during store operating hours. Deliveries that require the use of a cart are permitted during the following windows.

Monday – Friday: 8:30 am – 10 am and 2:30 pm – 4 pm  
Saturday: 10 am – 4 pm

Shipping & Receiving personnel are not available to deliver your items. Any deliveries made to Shipping & Receiving outside established delivery periods won't be accepted.

Please also note deliveries requiring carts are not allowed on passenger elevators.

## Internal Moving Procedures

We require advance written notice any time you need to move furniture and contents within Commerce Court spaces. Please complete the following step:

- Submit a "Work Permit Request Form," found here: [Forms and Manuals | Commerce Court - QuadReal](#).

Our onsite staff are equipped and available to help you with your smaller relocation needs. That might mean moving a desk from one room to another or re-arranging your entire space. We'll work with you to confirm elevator reservations and any housekeeping needs you may have too.

Learn more by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Housekeeping

QuadReal CONNECT	1-877-977-2262 <a href="mailto:service@quadrealconnect.com">service@quadrealconnect.com</a> .
Property Manager	416-572-4835
Assistant Property Manager	416-673-7552
Property Management Office	416-364-2281

A clean, healthy workplace is essential to building a successful community. We have established strict standards for hygiene, certifying our policies and protocols using the Fitwel Viral Response Module.

General housekeeping for office suites is provided daily 5 days a week. If you have additional housekeeping needs in your area, please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

General housekeeping of common areas, base-building washrooms and service corridors is provided daily Monday to Saturday. Additional housekeeping for your office premises, such as microwave, fridge or carpet cleaning, can be arranged at your convenience. Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

As part of our commitment to sustainable operations, we use green-certified cleaning and paper products throughout Commerce Court.

Janitorial cleaning is carried out under contract, which is administered by the Property Management Office. The first service under this contract will be provided upon move in and will continue thereafter as per your Lease Agreement.

Tenants are responsible for the cost of any post-construction cleans to prepare the premises for move in. Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com) to receive more information.

## Housekeeping: General Tenant Space

### Nightly (5 times weekly)

- Empty all waste bins & replace liners as needed.
- Remove all collected trash to designated area.
- Dust all horizontal surfaces.
- Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains.
- Dust mop all hard surface floors with treated electrostatic mop.
- Spot clean all partition glass.

- Dust and spot clean furniture fixtures, equipment & accessories.
- Vacuum all carpeted high traffic lane areas.

#### 4 Times Weekly

- Spot vacuum to remove visible soil.

#### Weekly

- Spot clean carpeted areas.
- Dust high & low areas.
- Damp wipe vinyl furniture. Lint brush fabric furniture.
- Damp wipe all plastic covered furniture.
- Fully vacuum all carpets from wall to wall.
- Spray buff all hard surface areas with a high-speed floor machine.

#### Monthly

- Vacuum all fabric furniture.
- Wash all trash containers.
- Dust all venetian blinds.
- Dust all exposed horizontal bookshelf surfaces.

#### Semi-Annually

- Clean ceiling diffusers.

#### Yearly

- Strip hard surface floors and re-coat with three coats of floor polish.

## Washrooms

#### Nightly

- Refill dispensers.
- Empty trash.
- Clean & sanitize all fixtures.
- Wipe all counters & chrome.
- Clean mirrors & spot wipe partitions.
- Sweep and damp mop floors with germicidal cleaner.

#### Monthly

- Machine scrub floors with germicidal cleaner.
- Hand wash all walls.
- Dust and clean all return-air vents.
- Wash all partitions & trash containers.

## Pest Control

Pests can be harmful to tenants as well as to buildings. Rentokil is our pest control provider, conducting inspections to our property on a regular basis. The complex is serviced weekly, using integrated pest management practices.

We've implemented a pest management strategy to treat pests while also minimizing the harmful effects of pesticides. Rentokil uses a number of non-pesticide methods to prevent and control pest activity throughout the complex.

If pest activity is observed and other forms of prevention have been exhausted, Rentokil may use any of the following pesticides:

- Boradust: Applied as a powder to control crawling insects.
- Knockdown 120P and 241P: A flushing agent & contact spray for crawling insects.
- Dagnet: A residual application to baseboards and the feet of equipment.
- Drax: A gel bait applied under baseboards or in crevices for ants.
- Greenway ant bait & quantum: gel bait for ants.
- Temprid CS
- Tempo WP: A liquid insecticide used to control crawling insects in cracks & crevices.
- Secira

Rentokil keeps records of all products used. If you wish to review a product label or info sheets about any products used, please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Signage

The design decisions at Commerce Court have been made with purpose. As a result, we wish to keep the complex's appearance as uniform as possible. Any sign requirements you may have, please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Loading Dock

### Location & Hours

Access to the loading dock can be found off the Wellington Street parking entrance. Please follow the signs to Shipping & Receiving.

The loading dock is open 24 hours Monday to Friday and 8 am to 4 pm Saturdays. It's closed Sundays and holidays, with the exception of pre-arranged bookings.

### Usage

- All deliveries are restricted to the loading dock and must be transported via the freight elevators.
- Please turn off your vehicle when it's parked in the loading dock. Idle no longer than 3 minutes.
- Please leave your keys in your vehicle.
- Maximum truck height at the loading dock is 12 feet. Maximum length is 40 feet.
- Maximum time permitted in the loading dock area is 20 minutes.
- Drivers are required to sign in and out at the Security Office, located at Shipping & Receiving.

## Office Suite Waste & Recycling

QuadReal is committed to leadership in sustainability at every property we manage. It's part of our mandate to ensure we are offering our tenants and their customers healthy environments in which to do business. Part of that approach is how we handle waste.

We conduct a robust recycling program of paper, glass bottles, aluminum cans, organics, electronic waste, batteries and more. We equip office floors with desk-side bins for paper products; and bins for cans, bottles, and plastics; and side-saddles for other waste.

We can also equip office-floor kitchens with three different bins, if requested: one bin for organics and two bins for plastic / cans / glass and paper.

Cardboard boxes should be flattened and marked for recycling for removal by housekeeping staff in the evening. Please affix a waste sticker to any flattened cardboard boxes. These stickers can be obtained by calling QuadReal CONNECT at 1-877-977-2262.

QuadReal can support tenants in establishing centralized recycling habits. Waste and recycling signage is available here: [Waste Resources | Commerce Court - Quadreal](#).

## Recyclable Items

### Paper Products

Office paper, fax paper, coloured paper, glossy paper, magazines, brochures, newspaper, envelopes, window envelopes, sticky notes, cardboard, file folders.

### Cans / Glass / Plastics

Glass beverage & food bottles, jars & metal jar lids, food & pop cans, bottle caps, food & beverage plastics, clamshell food containers, coffee cups, coffee cup lids, liquid soap bottles, juice boxes & tetra paks, milk cartons, plastic bags, straws, plastic stir sticks, & yogurt containers without the lid.

### Organic Waste

All meat, poultry & fish bones, soup, bread, fruit & vegetables, leftovers, coffee grounds, filters, tea bags, soiled paper/other, napkins, paper towels, compostable fibre containers.

### Electronic Waste

Personal computer equipment, mice, keyboards, wiring, monitors, mainframe computers, printers & scanners, modems, telecom equipment (switchgear, relays), thermostats, telephones (mobile & hardware), fax machines, photocopiers, radio / stereo equipment, cash registers, video games, digital cameras, batteries (bins available on request), small-sized toner cartridges.

Electronic waste can be retrieved by our Building Services Department by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Lamps

Light bulbs & tubes contain toxic substances. Commerce Court lamps are safely collected and stored for verified recycling. We can replace spent lamps and remove old ones from your premises if you wish. Please contact QuadReal CONNECT at 1-877-977-2262 or email at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Waste Removal Service

We conduct this complimentary service each night, Monday through Friday (excluding stat holidays). It includes pick-up from individual tenant areas of regular waste, recycling receptacles, and any large boxes displaying an orange "Garbage Please Remove" sticker. These stickers can be obtained by calling QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Retail Waste & Recycling

### Dry Waste / Recycling

Recycling rooms are located in the service corridors for paper, cardboard, newspaper, hangers, cans and glass.

All non-recyclable waste is to be stored in clear plastic bags (supplied by you). Containers for non-recyclable waste are also available in recycling rooms, including containers for organic waste.

Pick up is three times per day: 10 am – 11 am, 2 pm – 3 pm, and 4:30 pm – 6 pm.

As a retail or food court tenant, you are responsible for delivering your own waste to housekeeping staff when they arrive for pick-up. If you require additional collection, please make arrangements by calling QuadReal CONNECT at 1-877-977-2262.

### **Wet Food Waste**

Green organic tote containers are available at several locations throughout service corridors for the storage and collection of organic / food waste. You are responsible to deliver your waste to the recycling centre in the loading dock or via the receptacles in the food court service corridor.

Please note that leaving any waste material in the corridors outside the designated rooms violates the fire code. It may result in your being liable for a heavy fine.

### **Grease & Cooking Oil**

Please dispose of grease & cooking oil safely in the black container in the loading dock.

### **Service Area Inspections**

We will maintain all common service areas. Any material left in the service areas will be removed immediately and discarded at the tenant's expense.

If you have special requests for waste removal, please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com). There may be a cost associated with special requests.

## **Service Elevators**

Service elevators are available at no charge for regular deliveries 7 am to 6 pm, Monday - Friday, without an elevator operator. Large deliveries must be arranged in advance by completing an Elevator Operator & Loading Dock Booking Form located at [Forms and Manuals | Commerce Court - QuadReal](#). Deliveries that require carts are not permitted on the passenger elevators.

Outside of regular operating hours, you can reserve a freight elevator at a separate cost. A dedicated elevator operator must be booked when reserving a service elevator for use in accordance with the Additional Services schedule on page 9.

To book an elevator, please complete the Elevator Operator & Loading Dock Booking Form located at [Forms and Manuals | Commerce Court - QuadReal](#).

### **Retail Service Elevators**

Two elevators are designated for use by retail and food court businesses. The elevator designated for retail tenants operates Monday to Friday, 5 am to 6 pm and Saturday, 8:30 am to 4 pm. The elevator designated for food court tenants operates 24/7. All elevators servicing the concourse level can be accessed through Shipping & Receiving.

## **Central Operations**

Building Control Centre (BCC)	416-364-8025
Operations Manager	416-364-4507
Operations Supervisor	416-364-5661

### **Electrical / Mechanical Services**

Our Operations team is responsible for maintaining heating, cooling, and ventilation to ensure your office remains comfortable year-round. If your team experiences any discomfort with the temperature or air quality, please don't hesitate to let us know.

### **Emergency Power**

Commerce Court is equipped with emergency power generators that support critical base building emergency power circuits in the event of a power failure. In turn, the base building emergency power circuits support critical building and life safety systems, and ensure they remain functional during normal and emergency situations. To ensure proper operation and adequate support of their emergency power loads, these base building emergency generators are tested once every month, or additionally as required for maintenance purposes.

### Heating & Cooling

Your comfort is important to us at all times. We recommend the following steps to help maintain a more comfortable office temperature for as many of your coworkers as possible.

- Keep furniture 12 inches from floor-mounted induction units around the perimeter of your space. Obstructing these grills interferes with proper temperature control.
- Keep papers and other items off induction units.
- Don't obstruct thermostats with furniture or cabinets.
- When you take occupancy, airflow to your floor should be balanced by an air balancing technician in accordance with the Leasehold Improvement Manual. We recommend further rebalancing when: internal walls are added / relocated or your occupancy levels increase substantially.

### Energy Management Advice

You always have control over the energy used in your office space, but we do offer advice on ways to manage energy consumption and reduce costs. Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com) for more information.

### Lighting Control

Most office lighting here is controlled by motion sensors on each floor. The system ensures lights are on while movement is detected and turns it off when the floor is no longer occupied. Emergency lighting cannot be turned off for any reason. If you feel your lights aren't performing, please let us know by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Operations Staff

Each area of the complex is assigned to a specific Operator (Level 2). That person attends to all mechanical and electrical issues that arise. Operator (Level 1) ensure central HVAC systems are working the best way they can 24/7. Get to know who your operations staff by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Tenant Metering

Tenant spaces are individually metered to gauge electrical consumption. This means you only pay for your usage. All utility charges are already included in your rent. Then at year-end, a rebate or an additional charge is levied to ensure you're only paying for your actual consumption we've recorded. If you want a more detailed breakdown of your monthly consumption, please let us know by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Indoor Air Quality Testing

We contract third-party environmental consultants regularly to test the air quality at Commerce Court to ensure we're meeting standards established by ASHRAE, LEED, Fitwel, and Health Canada.

### Chemical Handling / Storage

All chemical products are carefully managed in accordance with the QuadReal Standard Operating Procedure.

### Standard Operating Procedure

Please let us know if you'd like to review QuadReal's Standard Operating Procedure by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Retail Maintenance & Operating Systems

### Building Sumps

Base building sumps are treated monthly for odours and contamination. The cost of this treatment is allocated to each tenant, based on a square foot proportional basis for all food outlets, regardless of type.

### Drain pipes

Drain pipes are cleaned semi-annually. All pipes from the tenant premises to the building sump are treated with costs allocated based on the type of store and area rented.

### Exhaust Duct Cleaning

Food court exhaust ducts have been installed to take all exhaust from kitchen hoods installed in the food court. These ducts are inspected and cleaned as required. The cost of this cleaning is allocated to users of hood systems based on the volume of exhaust being used.

### Fan Coil Units

All fan coil units located in Commerce Court are maintained regularly by your Building Operations team. Routine maintenance costs include filters and belts, but exclude breakdown repairs. Inspections occur every three months during the afternoon shift at the rates listed.

## Retail Kitchen Hoods

### Inspections & Cleaning

All hoods installed are subject to regular inspection to determine cleaning frequency. This frequency is always sufficient to ensure systems are kept clean and safe, while complying with the Ontario Fire Code.

### Cold Wash Cycle

Each hood system installed has a continuous cold wash cycle controlled by the tenant. Please turn on this wash cycle at the beginning of each day and shut it off at the end of the day. Proper operation is confirmed by building staff from time to time. Failure to activate the cold water cycle may result in our installing an automatic device to control this function from a remote location. This installation would be at the tenant's expense.

### Hot Wash Cycle

Each hood system also has a hot wash cycle controlled by the landlord. This hot wash cycle is activated at 8:00 pm nightly after the central exhaust system has been shut down. The cost of both chemicals and water used in this cycle is allocated proportionally to tenants with kitchen hoods.

### Maintenance Package

Maintenance packages are available for a wide variety of tenant-owned equipment. You can get a quote for this service by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Tenant Equipment and Piping to Grease Traps

The building is equipped with centrally located grease traps to facilitate regularly controlled maintenance. These traps have been located as close as possible to the food court. However, there is drain piping between your tenant equipment and grease traps that require cleaning.

To clean this piping and ensure grease isn't building up, a degreasing agent is poured down each tenant drain at the end of the last working day of the week. This allows the degreaser to sit in the pipes for as long as possible and prevent build up. The amount of degreaser used depends on the type and extent of food prepared at the individual outlet. Light grease producers have drains treated monthly.

Central grease traps are cleaned in accordance with City of Toronto by-law, depending on usage. Its cost is allocated to food court stores based on the type of outlet. All outlets are classified heavy, moderate or light grease generators.

## Construction Services

We know that over time, your requirements for your office may evolve. So, we've established a full suite of construction services to help ensure your space is designed and laid out the right way for how you and your staff work best.

We can coordinate all leasehold improvements and changes involving base building construction and systems. This involves the review of all design drawings by the appropriate disciplines to ensure your office space is in compliance with landlord requirements. Please visit [Forms and Manuals | Commerce Court - QuadReal](#) to check out the Leasehold Improvement Manual.

Any changes must be approved in advance by the landlord, all in accordance with the current Commerce Court Leasehold Improvement Manual.

All contractors requiring access must complete a Work Permit Form a minimum of 72-hours prior to when they need access. The Work Permit Form can be found here: [Forms and Manuals | Commerce Court - QuadReal](#). Only contractors approved by the landlord may be employed to work in the complex. We don't permit x-raying, core drilling or work that disrupts other tenants during normal business hours.

To ensure security, only pre-authorized tenant contacts can complete the Work Permit Form. We ask you, as the tenant, to provide us in writing the name(s) of the tenant contact(s) authorized on behalf of your company to submit the Work Permit if required. any of these services for your workspace.

### Construction Services Available

- Construction management services.
- Acquisition of tenant leasehold improvement documents.
- Obtain area certifications required by lease.
- Coordinate work carried out by landlord's service personnel in conjunction with tenant's leasehold improvement contractors.
- Coordinate and supervise tenant leasehold improvement contractor to purchase restricted lock cylinders.
- Arrange for additional power outlets or additional cabling.

## Security & Life Safety

Emergency		416-364-2050
Non-emergency		416-364-6366
Manager		416-364-5063
Senior Supervisor		416-364-5440
Security Shift Supervisor	24 hours	416-364-5545
Pass card office		416-364-7488
Personal security escort		416-364-6366

Additionally, there is a tenant information line that provides pre-recorded messages advising the status of the property and if any major emergencies are taking place.

Commerce Court Emergency Hotline at 416-362-3308.

Nothing is more important to us than the health and safety of our community here. With 24/7 Tenant and Guest Hosts and onsite security, we're here to support you day and night. Even our CCTV and elevator control systems are helping to ensure our operations are at the forefront of modern security solutions.

### Emergency

If you feel the situation at Commerce Court is an emergency, please call 416-364-2050. Our team at that number is specially trained to receive emergency calls and dispatch personnel to provide immediate assistance. If an event is life-threatening, please call 911 before calling us. For non-emergencies, please call 416-364-6366. It is recommended that you encourage all employees to have these numbers stored in their mobile devices.

To obtain stickers displaying these numbers, please contact QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Access Control

All Commerce Court tower elevators are card-access controlled from 7 pm to 7 am, Monday to Friday, and 24 hours on weekends and statutory holidays.

Most buildings' entrance doors at street level and on the PATH are opened simultaneously to TTC subway hours.

A building pass card is required to enter the main entrance doors at 25 King Street, 30 Wellington Street, and 21 Melinda Street from 2 am to 6 am, Monday to Saturday (including statutory holidays), and 2 am to 8 am, Sunday.

### Building Pass Cards

To arrange pass cards for your coworkers, please complete the Passcard Request Form located: [commercecourt.ca/resources/forms-and-manuals](https://commercecourt.ca/resources/forms-and-manuals). There may be charges associated with getting new or replacement pass cards.

Passcard Forms can only be completed by the approved main tenant contact. Please work with this individual to have the appropriate form completed and submitted online.

The pass card office is open from 9 am to noon and 1 to 4 pm, Monday to Thursday. It's closed on Friday.

### Premises Inspections

To ensure a safe and well-maintained environment, your QuadReal team conducts regular complex inspections. Any conditions requiring attention will be promptly reported to you for immediate action.

### Locksmith

We have a locksmith on duty to help you with door, key or furniture lock needs. Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com) to learn more.

### Suspicious Persons

If you see a suspicious or unknown person on your floor and you feel comfortable approaching them, ask if you can assist them. If they have a valid reason to be there, they'll say so.

If they don't wish to explain or if you're not comfortable approaching them, call the emergency line at 416-364-2050. Provide us with a description of the person and where you saw them, and we'll dispatch security to attend.

### Suspicious Packages

If you find a suspicious package in your office or a public area, don't assume it's harmless. Don't touch it and leave that area immediately. Call the emergency line at 416-364-2050 and we'll send security.

If you receive a package containing suspicious material, don't disturb it. If it's safe to do so, carefully cover it and ensure no one comes near the package. Call 911 and then call the Commerce Court emergency line at 416-364-2050.

### Bomb Threats

If you receive a bomb threat, please remain calm. Listen carefully to the caller and don't interrupt them. Try to record or remember as much information about the call as possible. And if possible, check the call display and record the phone number.

- Ask the caller questions like: Where is the bomb? When will it go off? What type of bomb is it? Why are you doing this?
- Try to write down the caller's exact words and make notes about their voice. Make note of any background noise like music or traffic.
- Note when the call started and ended.
- Once ended, call 911 immediately. Then call the Commerce Court emergency line at 416-364-2050.
- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

## Fire Detection & Suppression Systems

We have an interconnected life safety system in Commerce Court, designed to detect and contain fires. Monitored 24 hours a day, it's equipped with smoke and heat detectors, manual pull stations at all exit doors, and magnetic lock doors. Throughout the complex we have sprinkler systems to contain any fire to a small area and protect lives.

### Retail Kitchen Inspections

For the safety of everyone at Commerce Court, we inspect all kitchen detection and suppression systems on a monthly basis. If we identify hazardous conditions, we'll issue a compliance notice to remove the hazard and a set time to comply, based on the degree of hazard. Failure to comply in the specified time will result in the hazard being removed by the landlord at the tenant's expense.

### Retail Maintenance Requirements

All detection and activation systems are tested semi-annually. Gas and/or electrical shutdown functions and interaction with the building's fire detection systems are all tested to confirm code compliance. The fire suppression agent isn't released during this testing. Our Fire & Life Safety staff supervise all tests.

We ask our retail & food service tenants to maintain fire suppression systems in a fully functional condition at all times. If you need to deactivate the systems for any reason, you must notify the landlord in writing and all your cooking equipment must be isolated immediately. No cooking equipment anywhere in the complex is allowed to operate without the protection of the fully functional fire detection and suppression system.

#### When any fire alarm is activated:

- Magnetic lock doors release to allow people to exit.
- Passenger elevators recall to the lobby level.
- Alarm tones & announcements are broadcast throughout the complex.
- The smoke control system activates to pressurize stairwells and keep smoke out. This feature, along with fire-rated doors and walls, makes the stairwells the safest place to be during an emergency.

#### Fire Alarm Tones

The fire alarm system broadcasts two separate tones.

**The evacuation tone** is broadcast to the floor where the alarm device has been activated – as well as to the floors above and below. **When you hear the evacuation alarm, please leave immediately.**

**The alert tone** is broadcast to the remaining floors in the building to indicate that a fire alarm has been activated but the floor you are on is not affected. It's not necessary to leave your floor when you hear the alert tone, although you should be prepared to evacuate if the situation changes.

## Floor Warden Team

Commerce Court Property Management provides training and information on emergency procedures. As a tenant, it is your responsibility to ensure there is a floor warden team for each floor your company occupies – and that staff have access to information about emergency procedures.

The floor warden team assists occupants during an evacuation and helps to educate their coworkers about emergency procedures.

When your team is formed, they should decide who will perform each duty and who will be selected to search each section of their floor. Having a plan in place, designating a meeting area, and practicing your plan will better prepare your coworkers for an emergency.

The floor warden team is responsible for searching the floor and directing staff to exits. Therefore, it's important for everyone in your office to know the layout of your floor and location of exits.

When a fire alarm sounds, the floor warden team should immediately proceed to the elevator lobby to ensure all team members are present. If a team member is absent, the duties will have to be shared.

When the alert tone sounds, the floor warden team should wait in the lobby until the all-clear message comes on.

If the evacuation tone is sounding, the floor warden team should immediately begin evacuating occupants from your floor.

#### Floor Warden

The floor warden is the leader of the team in charge of directing team members during an emergency. They also ensure the team is trained and that any vacancies are filled immediately.

During an evacuation, the floor warden must search their assigned area, advise occupants of the emergency and direct them to the nearest exit. When they complete their search, they can return to the lobby to meet the other team members and leave the floor themselves.

### Assistant Floor Warden

The assistant floor warden must take over if the floor warden is absent or unavailable. This person conducts a search of their assigned area, advises occupants of the emergency and directs them to the nearest exit.

### Assistance Monitors

Assistance Monitors are responsible for helping persons requiring assistance (PRA's) to ensure they get to a safe place which is beside or within the stairwell. They are to remain with the person requiring assistance until the building response team or emergency services arrive to assist.

### Searchers

Ideally there should be a male and female searcher on each team. They have an assigned search area and check meeting rooms, washrooms, and storage rooms – anywhere people may not have heard the alarm.

### Exit Monitors

Exit monitors are assigned to each stairwell to assist with evacuation. During an evacuation they check the stairwell for heat and smoke and if clear, direct occupants down the stairs. If the stairwell is not clear or extremely crowded, they should direct occupants to another exit. Exit monitors are also responsible for reminding occupants not to take beverages, carry heavy items, or wear high-heeled shoes.

### Earthquakes & Tornadoes

If an earthquake or tornado is impacting Commerce Court, please remain calm.

- Take cover under a desk, table, or the nearest interior doorway. Hold onto whatever you're under.
- Keep away from windows and glass doorways.
- Don't use elevators. You could become trapped if the power goes out.
- Don't leave cover until it's safe to do so. Follow the directions of building staff.
- If someone is injured, call 911 and then call the Commerce Court emergency line at 416-364-2050.

### Power Outage

In the event of a power outage, Commerce Court is equipped with emergency generators. They're designed to power life safety systems and provide limited lighting and elevator service throughout the complex.

In such a case, there will be a glow-in-the-dark path marking materials and signage within all the stairwells in order to assist with safe egress in the event an evacuation is required.

Please follow the instructions of building personnel during a power outage.

### In Case of Fire

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.
- From a safe location, call 911. Then call the Commerce Court emergency line at 416-364-2050.

**Do not dismiss the potential of a small fire; it can quickly escalate.**

### Evacuation

- As people evacuate their floor, they should keep to the right of the stairs to allow building personnel and firefighters to pass on the left-hand side.
- Walk at a normal pace and hold onto the handrail as you proceed down the stairs. Remain focused, do not bring any beverages or use your mobile device unless it's an emergency. Leave heavy and bulky items behind. If you're wearing high-heeled shoes, remove them.
- Occupants from other floors will be entering the stairwells. Allow them to merge into the flow but do not stop as this will delay the occupant's evacuation from the floors above.
- Occupants should proceed down the stairs and gather at their company's designated assembly area.

- Crossover Floors. These floors, which are positioned at every 5<sup>th</sup> floor or less, allow for evacuating occupants to cross over to an alternate stairwell should the stairwells become too congested or unsafe to use.
- It can be strenuous to walk down the stairs, so remember to pace yourself. If you feel tired or ill, don't be afraid to stop on a landing for a few minutes. If you see someone fall or take ill during an evacuation, call the Commerce Court emergency line at 416-364-2050.

### Public Area Fire Alarms

If you're in a public area, such as the concourse, a restaurant, or the parking garage, remain where you are and listen to the instructions of the building personnel. If it becomes necessary to evacuate, follow the signs to the nearest exit.

### Persons Requiring Assistance

We have procedures in place to assist anyone unable to evacuate due to health conditions. When the evacuation tone sounds, any person requiring assistance (PRA) should go to the nearest stairwell and wait on the landing.

Floor warden team members should report the location of any PRA by calling the Commerce Court emergency line at 416-364-2050, or by visiting the Tenant and Guest Host Desk located in the Commerce Court West building lobby.

Toronto Fire Services will assess the situation and determine if any PRA needs to be evacuated from their floor.

### Medical Emergency

If there is a medical emergency, remain with that person and try to make them feel comfortable. Have someone call 911 as well as the Commerce Court emergency line at 416-364-2050. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

Commerce Court security officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at the patient's location as quickly as possible.

### Fire Drills

Fire drills are conducted on an annual basis throughout Commerce Court. Learn more in the [Safety and Security](#) section at [Safety and Security | Commerce Court - QuadReal](#).

## Fire Prevention

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions.
- Do not let combustibles accumulate. Avoid careless storage practices.
- Commerce Court is a smoke-free complex. Smoking & vaping aren't allowed anywhere on the property.
- Do not obstruct sprinklers or place items within 45 centimetres of the ceiling.
- Ensure objects like boxes and storage racks do not obstruct doorways.
- Do not overload electrical outlets.
- Be familiar with your responsibilities during a fire event in the building.

### Smoke-Free Policy

We are committed to the health and wellbeing of all who make Commerce Court the urban community it is. As a result, this is an entirely smoke-free property, indoors and outdoors. This includes:

- Cigarettes, cigars.
- Vape pens & e-cigarettes.
- Pipes, hookahs, water pipes.
- All tobacco products, including chewing & dipping tobacco.
- All cannabis products.

## Holiday Season Safety

Please keep in mind the following when selecting and setting up decorations in your office area:

- Please use only fire-resistant artificial trees & garlands. Live trees & garland are never permitted.
- Decorations should never be placed so they block exits, fire hose cabinets and extinguishers.
- Only light sets labelled Canadian Standards Association (CSA Approved) or Underwriters' Laboratories of Canada (ULC Approved) should be used.
- Check all sets of lights for worn insulation, broken plugs, and loose sockets. Replace the lights if any of these conditions are found. Do not use defective light sets.
- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged into the light sockets. Streamers or other decorations should be fire resistant.
- Turn off all indoor trees and decorative lights before leaving for the day. Do not place extension cords under rugs or in heavy traffic areas.
- Do not overload an electrical circuit.
- Candles and open flames are not permitted at Commerce Court.

Want to confirm your holiday decorations are compliant? Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com) to learn more.

## General Security

### Lost & Found

If you have lost something, please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com) or drop by the Security office on Commerce Court Level 2B. If you have found something, please bring it to the Security office on B2 or the Tenant and Guest Host desk in the Commerce Court West lobby.

### Office Security

You play an important role in keeping Commerce Court a safe place to work and do business. Please remember to secure all valuables—including portable electronics, wallets, and purses—by keeping them with you or locked away when leaving your office.

### Paid Duty Request

Our Paid Duty program enables tenants to book security officers for events or personal security reasons. The fee to book a security officer is an hourly rate charged at a 4-hr minimum.

- To book a security officer, please contact QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com)
- If the request is in support of a Commerce Court work permit, please include the work permit number.
- Please provide at least 2 business days' advance notice.

### Personal Security Escorts

Our Security staff are available to provide a security escort to your vehicle in the parking garage, free of charge. Please contact Security at 416-364-6366 and allow a few minutes for someone to come to you.

### Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at Commerce Court. If someone comes to your office claiming they are selling something, please call Security at 416-364-6366.

### Pedestrian Access Lanes (PALs)

The PAL is a gate that controls and monitors pedestrian traffic flow. This important physical structure has a variety of safety and security applications and uses a card/mobile access and visitor management system that controls access into the elevator banks and West tower. Used in financial capitals around the world, it's designed to be tenant and visitor friendly and provide round-the-clock security.

Tenants with pass cards or mobile access will find access to and from their premises easy and secure. Ground floor PAL turnstiles allow instant access for those registered but block entry to those unregistered or without their pass card.

### **Visitors**

All visitors to Commerce Court West need to be registered by a designated tenant contact. Pre-registration is quick and easy when completed online at [Commerce Court Visitor Management System](#). Pre-registered guests receive a QR Code via text and/or email that can be used to enter the pedestrian access lanes. If this method is not available, your guest can visit the Tenant and Guest Host desk located on the ground floor lobby of Commerce Court West to receive a printed copy.

Non-registered and unexpected visitors should be asked to see the Tenant and Guest Hosts, where contact will be made with the expecting tenant contact. After approval, the visitor will be issued a QR Code and granted access through the PALs.

### **Insurance Certificate**

As required under your lease, you must have active tenant insurance coverage at all times. The Management Office must receive a valid insurance certificate detailing your coverage before you assume tenancy. Yearly renewals of your insurance must also be forwarded to our office so we can ensure your continuous coverage as well as any changes to your coverage.