

May 2025

145kingstreetwest.com

WELCOME TO  
145 KING STREET WEST

# Tenant Information Guide



# HELLO

## Welcome to 145 King Street West

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

As the property managers, 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 145 King Street West 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 [145kingstreetwest.com](http://145kingstreetwest.com).

We are available for any questions or concerns you may have. Please call us at 416-673-7555 or email us anytime at [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).

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

Sabina Kwong

**General Manager**

# Table of Contents

To help you find the information you are looking for quickly, each topic in this table of contents links to the exact section in the guide.

For Quick Reference.....	7
1   Key Contacts .....	7
2   QuadReal CONNECT – Key Contact Portal.....	7
3   QuadReal+ Tenant Portal.....	7
4   Lost & Found .....	7
5   Emergency.....	7
6   Hours of Operation .....	7
Management & Operations Staff .....	8
Tenant Services.....	9
Communications .....	9
QuadReal+ Tenant Portal.....	9
Tenant Bulletins .....	9
MIR3 Mass Notification System.....	9
Request for Info .....	9
Stat Holidays.....	9
Additional Services .....	10
Online.....	10
Email .....	10
Services Available .....	10
Additional Service Rates .....	11
About Your Building.....	14
Accessibility .....	14
ESG .....	14
Smart Buildings.....	14
Awards .....	14
The Green Room .....	15
Parking.....	15
Monthly Parking .....	15
Active Commuter Indoor Bike Parking.....	15
Active Commuter Shower Facilities.....	15
General Information.....	16
Property Management Office.....	16
Office Leasing.....	16

Retail Leasing .....	16
Building Services .....	17
Third-Party Access .....	17
Couriers and Canada Post .....	17
Incoming Mail.....	17
Outgoing Mail.....	17
Moving Procedures.....	17
Prior to Moving In.....	17
Moving In .....	18
Move In / Out Procedures.....	18
Potential Additional Costs.....	18
Housekeeping.....	19
Housekeeping: General Tenant Space .....	19
Periodically .....	19
Washrooms.....	20
Nightly .....	20
Additional Services .....	20
Pest Control .....	21
Signage.....	21
Main Lobby Directory Signage .....	21
Floor Directory Signage .....	21
Loading Dock.....	21
Office Suite Waste & Recycling.....	22
Recyclable Items .....	23
Mixed Paper.....	23
Aluminum / Glass / Plastics: .....	23
Organic Waste .....	23
Garbage .....	23
Signage.....	23
Electronic Waste .....	23
Lamps .....	23
Waste Removal Service .....	24
Retail Waste & Recycling .....	24
Wet Food Waste .....	24
Grease & Cooking Oil .....	24
Service Area Inspections .....	24
Electrical / Mechanical Services .....	25

Emergency Power .....	25
Heating & Cooling.....	25
Energy Management Advice .....	25
Central Operations.....	26
Electrical / Mechanical Services .....	26
Emergency Power .....	26
Heating & Cooling.....	26
Energy Management Advice .....	26
Tenant Metering.....	26
Indoor Air Quality Testing .....	26
Chemical Handling / Storage.....	27
Retail Maintenance & Operating Systems.....	27
Building Sumps.....	27
Exhaust Duct Cleaning .....	27
Fan Coil Units .....	27
Retail Kitchen Hoods .....	27
Inspections & Cleaning.....	27
Maintenance Package .....	27
Grease Trap Service.....	27
Monthly grease trap service is arranged by your QuadReal Property Team. ....	27
Construction Services.....	28
How to Order .....	28
Online.....	28
Email.....	28
Construction Services Available .....	28
Security & Life Safety .....	29
Emergency.....	29
Building Passcards .....	29
Premises Inspections.....	29
Suspicious Persons .....	29
Suspicious Packages.....	29
Bomb Threats .....	29
Fire Detection & Suppression Systems .....	30
Retail Kitchen Inspection and Maintenance Requirements.....	30
Retail Maintenance Requirements .....	30
When any fire alarm is activated: .....	30
Fire Alarm Tones .....	30

The evacuation tone .....	30
The alert tone.....	30
Floor Warden Team.....	31
Floor Warden .....	31
Assistant Floor Warden .....	31
Earthquakes & Tornadoes .....	31
Power Outage.....	31
Evacuation .....	32
Public Area Fire Alarms .....	32
Persons Requiring Assistance.....	32
Medical Emergency .....	33
Fire Drills.....	33
Smoke-Free Policy .....	33
Holiday Season Safety .....	33
General Security .....	34
Lost & Found .....	34
Office Security .....	34
Paid Duty Request.....	34
Personal Security Escorts.....	34
Unauthorized Canvassing & Soliciting.....	34
Visitors .....	34
Insurance Certificate.....	35
Commercial General Liability Insurance.....	35
Additional Insured .....	35
Automobile Liability Insurance.....	35
Architects & Engineers Errors and Omissions Insurance.....	35
Contractors Equipment Insurance .....	35

## For Quick Reference

### 1 | Key Phone Numbers

Reception / General Inquiries  
Property Manager Shannique Cyrus  
Emergency  
24-Hour Security Office  
QuadReal CONNECT

416-673-7555  
647-875-8493  
416-363-1779  
416-673-7545  
1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### 2 | 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, including janitorial, security, and building operations requests. Contact your service team at QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### 3 | 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 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).

### 4 | Lost & Found

If you've lost something, please call 416-673-7545 or drop by the Security office located on the Concourse Level at 145 King Street West. If you've found something, please bring it by the Security office.

### 5 | Emergency

If you feel a situation at 145 King Street West is an emergency, please call 416-363-1779. If an event is life-threatening, please call 911 before calling us. For non-emergencies, please call 416-673-7545.

### 6 | Hours of Operation

Building Hours	7 am to 6 pm	Monday to Friday (except holidays)
Property Management Office	8:30 am to 5 pm	Monday to Friday (except holidays)
Security Desk	24 hours	7 days a week
Loading Dock	6 am to 6 pm	Monday to Friday (except holidays)
HVAC Hours	7 am to 6 pm	Monday to Friday (except holidays)
Lighting Hours	7 am to 6 pm	Monday to Friday (except holidays)
Passcard Office	By appointment Pick up anytime	
Janitorial Services	6:30 am to 3 pm	Monday to Friday (except holidays)
Parkade	24 hours	7 days a week

Please note that access cards are required to access the building after hours

## Management & Operations Staff

Emergency 416-363-1779  
24-Hour Security Office 416-673-7545  
QuadReal CONNECT 1-877-977-2262 | [service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### Property Management

Vice President, Office East	Paula Partner	613-690-7391
General Manager	Sabina Kwong	416-673-7550
Property Manager	Shannique Cyrus	647-875-8493

### Tenant Services

Property Administrator	Nicole Campbell	437-364-1779
Administrative Assistant	Tiffany Abi-Abdallah	416-673-7555

### Security & Life Safety Online

Manager, Security & Life Safety	Shaun McGrath	416-364-5063
Sr Supervisor, Security & Life Safety	Anthony Galati	647-331-8695
Security Operations Centre 24/7		416-673-7545

### Building Operations

Operations Manager	Mike Maccarone	416-673-7569
Maintenance Operator	Henry Poquiz	416-702-0918
Maintenance Operator	Omar Najera	647-268-4113
Maintenance Operator	Alexander Valerio Mastrella	647-847-2784
General Maintenance, L2	Dandre Morgan	437-353-6795

### Property Services

Janitorial Manager	Cristina Medeiros	647-875-8493
--------------------	-------------------	--------------

Print & post this page for your staff's convenience.



## Tenant Services

Concierge Desk  
QuadReal CONNECT

24 hours

416-673-7545  
1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

## Communications

We believe a thriving community is one grounded in transparency. Throughout your time with us here, you'll see us use a number of communication channels to keep you informed about what's happening. These include elevator screens and programming / event calendars.

### QuadReal+ Tenant Portal

We've designed this app with your day-to-day tenant needs in mind. Download 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).

### Tenant Bulletins

For those less tech-inclined, we also 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 protest/demonstration 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 145 King Street West. In order to do so effectively, we ask that you review your tenant contact form regularly and provide us with updates when needed. The information on this sheet enables us to inform you of air shutdowns, operational events and security updates. It's also vital in case of emergency and will enable us to keep you informed at all times.

### Stat Holidays

145 King Street West property management operates with a reduced staff on the following holidays:

New Year's Day  
Canada Day  
Christmas Day

Family Day  
Civic Holiday  
Boxing Day

Good Friday  
Labour Day

Victoria Day  
Thanksgiving Day

Building Control operates daily every day of the year.

## Additional Services

We've designed an entire suite of maintenance & design services with your business needs in mind. You can conveniently order any of these services at an additional charge the following ways:

### Online

- Go to [quadrealconnect.com](https://quadrealconnect.com)
- Sign in & submit your request. 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 administrators can order these services. We ask you, as the tenant, to confirm on your tenant contact form the name(s) of the tenant contact(s) authorized on behalf of your company to order any of these services for your workspace.

### Services Available

- Passcard programming
- Security escort
- Electrician
- Locksmith
- Pest control
- Painting & wall repair
- Plumbing repair & maintenance
- General repair & maintenance
- Light labour (picture hanging, furniture moving, etc)
- Housekeeping
- Private washroom / executive area cleaning
- Post-event clean-up
- Wall & door glass cleaning
- Carpet / upholstery cleaning
- Drapery vacuuming, cleaning
- Fabric furniture spot cleaning
- Leather / vinyl furniture cleaning

### Additional Service Rates

<b>LABOUR</b>	<b>RATE</b>	<b>DETAILS</b>
<b>Building Operations Staff*</b>	\$50 per hour	Business hours – 1-hour minimum; 30-minute increments thereafter
	\$50 per hour	After-Hours – 4-hour minimum
		Minor repairs, maintenance of customer equipment, and additional requests. Building operations take precedence
<b>Security Officer*</b>	\$44.22 per hour	Security Officer – 4-hour minimum
	\$57.42 per hour	Security Supervisor – 4-hour minimum
		Security escort or event security – 72-hour minimum notice required. If more than four security escorts are required, one must be a supervisor
<b>Locksmith</b>	\$56.00 per hour	Locksmith services – 30-minute minimum Additional hardware as quoted
<b>Additional Cleaning</b>	As Quoted	Priced as per charges determined by Base Building Service Provider (Hallmark Housekeeping)

\*Overtime rates (1.5 x per hour) and statutory rates (2 x per hour) applicable outside of regular business hours.  
 Regular business hours: 7:00am to 6:00pm

<b>SECURITY SERVICES</b>	<b>RATE</b>	<b>DETAILS</b>
<b>Building Access Cards</b>	\$25 per card	Includes access card and initial processing
	\$30 replacement	Due to lost or damaged card
<b>Security Access Reports</b>	\$30 per report	Specialized tenant reports/audits
<b>Alarm Response</b>	\$20 per alarm	Security Response to Security Management System Alarms (outside monitoring company or base building Security Management System). Includes Security Officer and Dispatcher
<b>Insecure Retail Premises</b>	\$30 per occurrence	Security investigation of insecure premises deemed the fault of the retail tenant. Includes Security Officer, Supervisor and Dispatcher

OPERATIONS SERVICES/SUPPLIES	RATE	DETAILS
After-Hours HVAC	\$37.02 per hour	Outside of regular business hours as defined in your lease
After-Hours Lighting	Metered	Outside of regular business hours as defined in your lease User activated lighting or special schedules completed by operator
Tenant Condenser/ Chilled Water Loop (Monthly)	Priced per ton of cooling	Monthly usage charge per most recent consultant report or contract fee
Freight Elevator Booking	\$44.22 per hour	Security Officer for freight elevator bookings 4-hour minimum
Conference Facility Rental	\$100 per hour	Rental of Property Management office boardroom or vacant spaces
Chairs & Tables Rental and Set-Up	\$2.50 per chair per day + labour	Labour charges for delivery, pick up and set-up will apply for a minimum of 30 minutes. Supply is limited; therefore, these should be booked one week in advance. Tablecloths and skirts are included.
	\$10 per table per day + labour	
Moving Bin Rental	\$18.00 per bin per day	Inventory of moving bins available upon request. Must be booked and/or cancelled 72 hours in advance. First come first serve.
Ceiling Tile Replacement	\$25 per tile	Cost for replacing damaged ceiling tiles beyond lease requirements. Does not include installation fees

CONSTRUCTION SERVICES/FEEES	RATE	DETAILS
False Fire Alarm	As per charges levied by the City of Toronto + \$250	Coordination fee due to false fire alarm tripped by tenant construction or tenant vendor work
Sprinkler/Fire Alarm By- Pass	\$100 per occurrence per floor	Coordination fee for programming and coordination
Sprinkler System Drain & Fill	\$250 per occurrence per floor	Fee for operations to drain and fill sprinkler system to allow for construction work
Standpipe System Drain & Fill	\$400 per occurrence per floor	Fee for operations to drain and fill standpipe system
Drawing Upload	\$450 per project	Upload of all project drawings of tenant construction
Pre-Construction Audit Survey	Priced as per consultant/ <a href="#">operations</a> fees	Mandatory HVAC audit of all DDC devices within the premises prior to tenant construction.
Light Fixtures	\$350 each	Cost to supply fixture plus whip (up to a max 10 feet), does not include installation fees.

## Tenant Information Guide

May 2025

All rates indicated don't include 13% HST, 15% administrative fee, out-of-pocket expenses / supplies, or associated admin fees, as outlined in your lease. These will be applied at 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, unless otherwise stated in your lease. Other times are considered "after hours."

## About Your Building

145 King Street West is a Class AA office building in the heart of Toronto's financial district. Located on the southeast corner of King and York Streets, this 28-storey, 640,000-square foot office/retail complex is easily accessed via a four-lane street directly from the Gardiner Expressway to our indoor parking facility if you're driving – or by TTC with a direct connection to the St. Andrew subway station. In addition, our retail concourse provides direct access to the underground PATH system linking us to Union Station and GO Transit. 145 King Street West incorporates state-of-the-art technology for the security, safety and comfort of our tenants. Our on-site management team is located on the 18th floor and we are here to respond to any questions or requirements you may have related to your tenancy.

### 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 [quadreal.com/esg/our-esg-approach](https://quadreal.com/esg/our-esg-approach).

### 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

145 King Street West is the proud recipient of several national and global awards for outstanding tenant service, building management & hospitality, design, and sustainability.

LEED Platinum  
BOMA Best Platinum  
Energy Star Certified  
WiredScore Platinum  
Two Star Fitwel Rating  
Fitwel Viral Response Certified  
Rick Hansen Foundation Accessibility Certification  
BOMA Toronto TOBY Award – 2018 and 2012  
BOMA Toronto Race2Reduce Collaboration Award – 2019  
BOMA Building Excellence Award – 2018  
Canada Green Building Council's Green Building Excellence Award – 2018

### The Green Room

The Green Room is a luxury corporate event space located at 200 King Street West, right in the heart of Toronto's Financial District. Stylish and functional, The Green Room is designed to cater to a wide range of corporate events. QuadReal is pleased to offer this space as a bookable amenity exclusively to our office tenants. To book the space and for details about features, pricing, and setup options, please visit QuadReal+.

### Parking

You have a vast parking facility at your convenience at the southeast corner of the property. It's accessible off York Street.

#### Monthly Parking

Monthly parking can be arranged by contacting the 145 King Street West Management Office through your tenant representative. Reserved and unreserved parking is available. Monthly parkers may access the garage using the same access card they use to access the building and their offices eliminating the need to carry two cards. Please call the 145 King Street West Management Office for additional information and rates. The parking facility is open 24/7.

#### Active Commuter Indoor Bike Parking

Bicycle racks are located at the west side of the building and the back of the property. A secure bicycle storage area is available on the P1 level of the parkade. Please contact the property management office to arrange for access to the secure bicycle storage.

For the safety and comfort of all tenants, please ensure your staff is aware that bicycles are only permitted on the ground floor to access the designated area in the parking facility on the P1 Level.

#### Please note:

- Tenants must provide their own locks.
- We are not responsible for lost or stolen bikes.
- E-bikes are to be stored in the secure bicycle storage area on the P1 level of the parking garage only. Charging of e-bikes is not permitted at any time.

#### 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 at our sister property, 200 King Street West, conveniently accessible via the PATH, and they come with complimentary towel service.

Shower access is by registered pass card 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 Digital Forms section of the app.
- Online at [145kingstreetwest.com/resources](https://145kingstreetwest.com/resources). Please complete and submit the form through our website

Once we have received your waiver form, your pass card will be updated (please allow at least one business day), 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

1801-145 King Street West  
Toronto, ON, M5H 1J8

Phone 416-673-7555

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

### Office Leasing

**Perk DeMara**  
416-673-7386  
[perk.demara@quadreal.com](mailto:perk.demara@quadreal.com)

**Rachel McGuire**  
416-673-7456  
[rachel.mcguire@quadreal.com](mailto:rachel.mcguire@quadreal.com)

### Retail Leasing

**Alex Volpe**  
416-673-7520  
[alex.volpe@quadreal.com](mailto:alex.volpe@quadreal.com)



## Building Services

QuadReal CONNECT

1-877-977-2262

In addition to the number of on-call services we offer, your tenancy here at 145 King Street West 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 in the Resources section at [145kingstreetwest.com](http://145kingstreetwest.com).

Please note that third parties performing any work in your space, including any fire alarm system bypasses, alarm bypasses, or hot work permits, will require a Work Permit form to be submitted by an authorized tenant contact at least two business days in advance. This form can also be found in the Resources section at [145kingstreetwest.com](http://145kingstreetwest.com).

### Couriers and Canada Post

Your address here is:  
145 King Street West, Suite ###  
Toronto, ON M5H 1J8

This postal code is applicable to all areas and suites at 145 King Street West.

### Incoming Mail

All incoming mail is delivered directly to your suite, by Canada Post. General delivery time by Canada Post is Monday through Friday between 9 am and 1:30 pm.

### Outgoing Mail

A mail chute for letters and small parcels is located off the main floor lobby near the loading dock entrance. Please call Canada Post should you require a special pick-up for large packages or those that do not fit through the mail slot.

Mail is picked up from 145 King Street West by Canada Post at approximately 9 am and 5 pm, Monday through Friday. This will be contingent upon volume. Canada Post boxes are also located outside the building at King and York.

## Moving Procedures

### Prior to Moving In

Prior to moving into your new offices, we will request a completed Tenant Contact Form from you. This information will advise us of whom to contact for various aspects regarding your tenancy and provide us with critical security and emergency contact details.

In addition, prior to moving in or the commencement of any construction within your premises, we will require certification of insurance coverage and other documentation. Please refer to your lease, the Insurance section of this manual and the Tenant Design Criteria Manual for further information regarding insurance and construction.

### Moving In

145 King Street West has a designated freight elevator with easy access directly to the loading dock. This elevator services all floors from the basement storage areas to the 28th floor. Access to the loading facility is via York Street adjacent to the entrance to the parking facility.

Please note: The freight elevator is booked on a first-come, first-served basis. As such, we recommend you book your time as soon as you are aware of your moving dates. Freight elevator bookings require a hired security guard which is at an additional service cost to the tenant.

### Move In / Out Procedures

Whether you are moving in or out, arrangements should be made with the 145 King Street West management office as soon as you are aware of your planned moving date. To protect the safety of tenants and the building finishes, please comply with the following guidelines:

- We suggest that the tenant and moving contractor enter into a written agreement outlining all the terms and conditions on which they have agreed in addition to the suggested items as outlined below.
- For the safety of other tenants and to protect building finishes, only the designated freight elevator and the shipping and receiving facility are to be used during the move and the specified hours must be adhered to. Please note that the freight elevator may be booked by another tenant or contractor, so it is important that your move is completed within the agreed upon times.
- Moving contractors must provide the 145 King Street West management office evidence of adequate insurance (see Insurance section of this manual) and Workers Compensation coverage and must designate the person responsible for all aspects of your move.
- To minimize disruption to all tenants, large deliveries and moves must take place during non-business hours. All work should be accomplished with a constant effort to eliminate unnecessary noise, obstructions, and other annoyances.
- All crates, cartons, wrappings, and waste, at the completion of each working day, must be removed and disposed of off-site by your moving company. We suggest that you ensure this is part of the contract with your moving company or supplier. The premises, streets and sidewalks must be kept clean of debris during your move.
- All interior surfaces including carpet, floor finishes and wall coverings in the area of the move must be protected.
- Please instruct your moving contractor to maintain proper access to areas within the building at all times and to keep fire exits clear. This will be strictly enforced.
- We ask that tenants ensure that no situation within its control is allowed to develop or interfere with work being done by other trades. The tenant should co-operate with any trades not directly in its jurisdiction.

### Potential Additional Costs

- The Management Office may, prior to or after the move, erect and dismantle any protective barriers deemed necessary in the common areas of the building to protect building finishes. The tenant will be responsible for any costs associated with respect to the barriers.
- If, in the opinion of the Management Office, the move will necessitate an additional security officer for tenant safety and to adequately protect the common areas of the building during the move, the tenant shall be responsible for the cost.
- Please note that tenants are responsible for replacement or repair of any damages or cleaning costs incurred as a result of the move-. Replacement, repair, or cleaning will be arranged by 145 King Street West management at the tenant's expense. This includes and is not limited to damage to the lobbies, loading dock, elevators, and corridors.

- Upon completion of the move and removal of the debris caused by the move, the building janitorial contractor will clean the common areas of the building affected by the move, and the cost of this cleaning will be billed to the tenant as additional rent.

## Housekeeping

QuadReal CONNECT

1-877-977-2262

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 of common mall areas, public washrooms and service corridors is provided daily Monday to Friday. Additional housekeeping for retail premises, such as vacuuming, dusting and window washing, 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 145 King Street West.

Janitorial cleaning is carried out under contract, which is administered by the Property Management Office. The first service under this contract will be provided on the first business day you take occupancy and will continue thereafter as provided as per your Lease Agreement.

Tenants are responsible for the cost of any pre-cleans necessary to prepare the premises for staff after both the tenant's leasehold improvement and moving contractor have completed their work. The Assistant Property Manager can coordinate with our Janitorial Manager to provide pre-clean services at our published hourly rate.

## Housekeeping: General Tenant Space

Office and common area cleaning occurs early each morning, Monday through Friday.

Weekend and holiday cleaning may be arranged as an additional service through the 145 King Street West Management Office.

Restocking and tidying of washrooms and other miscellaneous cleaning jobs are performed throughout the property over the course of the day.

Concerns or questions regarding janitorial service should be directed to the 145 King Street West Management Office.

### Periodically

- All vertical surfaces of furniture are dusted weekly.
- Push plates and kick plates are cleaned bi-weekly.
- Entrance and corridor door glass is cleaned twice monthly and spot-cleaned nightly.
- Furniture fabric is vacuumed monthly.
- Vinyl and leather furniture is damp-wiped bi-weekly.
- Tile floors are stripped and refinished at least once annually.
- Non-carpeted floors are spray-buffed weekly.
- Carpeted areas, wall to wall, are vacuumed weekly.

## Tenant Information Guide

May 2025

- Furniture tops and all other hard surface office furniture (including legs and feet) are damp-wiped or washed to remove finger marks or other soil monthly.
- Telephone (handsets and cradles) are wiped clean monthly with a germicidal agent.
- Blinds and drapes are dust-wiped bi-monthly.
- Window ledges are damp-wiped weekly.
- All carpets are spot-cleaned weekly.
- Fire hose cabinets and emergency telephones are thoroughly cleaned monthly. Exterior glass frames are cleaned bi-weekly.
- All diffusers and induction units are dusted every four months. Air diffusers and return grills are washed annually.

## Washrooms

### Nightly

- Thoroughly and completely scour, wash and sanitize wash basins, toilet seats, toilet bowls and urinals.
- Spot clean walls, toilet partitions, and all hardware.
- Empty and disinfect wastepaper receptacles and sanitary napkin receptacles.
- Replenish all washroom dispensers (hand towels, toilet paper, and feminine products).
- Polish all mirrors, metal dispensers, receptacles, faucets and other high finish metal.
- Clean door kick plates, push plated and door handles.
- Sweep, wash and remove stains and disinfect floors.

Periodic janitorial cleaning inspections are conducted as part of our quality assurance program. Please note that the contracted services are for general office cleaning only.

Please know that we can also assist in arranging additional services at an added cost, such as scheduled kitchen and refrigerator cleaning, washing of walls, private washroom services, etc.

The janitorial company is not contracted to remove large amounts of waste, other than what can be placed into a garbage can. To request disposal of larger items, kindly place a QuadReal CONNECT work order request and ensure items are labelled with a garbage tag.

Please keep empty cardboard boxes or garbage inside your office for removal by the morning cleaner instead of in the common area or at the freight elevator.

## Additional Services

### Upon your request, we're also able to provide additional services including:

- Cleaning private washrooms and/or showers
- Cleaning computer area raised floors
- Cleaning tenant partition glass
- Cleaning kitchen, cafeterias, and food areas
- Cleaning curtains and blinds

## Tenant Information Guide

May 2025

- Cleaning tenant air diffusers

All additional services will be billed to you.

## Pest Control

Pests can be harmful to tenants as well as to buildings. Terminix-Rentokil is our pest services provider, conducting inspections to our property on a regular basis. The complex is serviced monthly using integrated pest management practices. Food court businesses are monitored weekly and treated monthly.

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

Terminix-Rentokil keeps records of all products used. If you wish to review a product label or info sheets about any products used, please email us at [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).

## Signage

The design decisions at 145 King Street West 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 for the lobbies, your elevator lobby, or your suite entrance can be arranged by calling the Property Management office at 416-673-7555.

### Main Lobby Directory Signage

The main lobby of 145 King Street West is equipped with an electronic directory. This directory provides your clients and guests with up-to-date information regarding your location and, if requested, key employees within your organization.

Please provide the 145 King Street West Management Office with the information you want on the directory. We suggest that you have a procedure in place to ensure that we are notified of staffing changes and other items that could necessitate changes to the directory. We also suggest you visit the lobby and review the directory to gain a better understanding of the system prior to advising us of any changes.

### Floor Directory Signage

Each multi-tenant floor at 145 King Street West is equipped with a directory located by the elevator doors in the lobby area. This signage identifies you as a tenant on this floor and guides your clients and guests to your suite. Your suite is identified by a sign which is installed adjacent to the front entrance door to your suite.

To maintain a consistent, professional design and to ensure there is no conflicting signage, this is the only signage that is approved for use in the common areas on multi-tenant floors. Paper signs of any type are not allowed to be posted on the interior or exterior of any tenant entrance area (doors, sidelights, etc).

Any temporary signage must be received and reviewed by the Property Management team prior to purchase/installation.

## Loading Dock

- The shipping and receiving facility is accessed via the York Street loading dock.
- Please note that the loading dock has a height restriction of 4.3 metres (14 feet).
- Vehicles that park longer than 20 minutes will be ticketed and towed at owners' expense.

## Tenant Information Guide

May 2025

- Private passenger vehicles are not allowed to park by the loading bays. Use of the loading bays is for commercial vehicles delivering to and picking up from 145 King Street West only. Vehicles may be towed at the owner's risk and expense.
- Contractors working in a tenant space are not permitted to park at the loading dock. We suggest that your contractor use the parking facility located off York Street or a surface lot if the contractor's vehicle is too large for the parking facility.
- The parking facility clearance is 6'. Caution: There may be some areas where pipes or other equipment may be lower than this. Please ensure your suppliers and/or contractors are aware of this information.
- To ensure all of our tenants have access for daily deliveries, the maximum time for deliveries during normal business hours (Monday through Friday, from 6 am to 6 pm) is 20 minutes or one elevator load. There is no reserving of the freight elevator during these times to ensure it remains available to all who may need it.
- All large deliveries such as furniture, move ins and move outs, must be conducted after business hours and require a freight elevator booking with a freight guard hired at tenant's expense. To arrange this, please contact the management office at 416-673-7555 or [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).
- Small, hand-delivered packages may be delivered using the regular passenger elevators located in the building's main lobby.
- For the safety of your fellow tenants and guests, no large deliveries, handcarts, or dollies are permitted in the lobby areas or on the passenger elevators. We ask for your assistance in ensuring this guideline is followed by all of your suppliers and contractors.
- All courier pick-ups and deliveries must be arranged directly by the tenant. Couriers will only be allowed access if they fit the Delivery Matrix which indicates which tenants accept deliveries and at which times.
- Delivery trucks/couriers need to sign in with the dock master during regular hours to get an access card for the freight elevator. In exchange of the card, couriers need to leave a piece of Identification or keys.
- Please note that a tenant representative must attend and sign for deliveries as Security will not do this on your behalf.

## 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 floor kitchens with green bins for organics; blue bins for cans, bottles, and plastics; and black bins for other waste. We also provide desk-side blue bins for recycling.

Cardboard boxes should be emptied, flattened and left by the freight elevator at end of day for removal by housekeeping staff in the evening.

QuadReal can support tenants in establishing centralized recycling habits. Waste and recycling signage is available upon request.

## Recyclable Items

### Mixed Paper

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

No waxed food wrappers or coffee cups

### Aluminum / Glass / Plastics:

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

No black plastics, foam containers, plastic bags, straws, plastic stir sticks, foil, coffee cups, or k-cups

### Organic Waste

All meat, poultry & fish bones, soup, bread, fruit and vegetables, leftovers, coffee grounds, filters, tea bags, and compostable fibre containers.

No paper towel, napkins, packaging, or k-cups.

### Garbage

Styrofoam, waxed cardboard and paper, sauce packets, black plastic, plates, cups, cutlery, napkins, foil, k-cups, creamers, stir sticks, straws, food wrappers, and plastic bags.

No food, can, glass, bottles, or mixed paper.

### Signage

If you'd like signage for your space that outlines the items we accept for recycling and garbage, please contact the management office at 416-673-7555 or [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).

### Electronic Waste

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

Please note we do not accept large electronic waste such as large printers/photocopiers/server racks. Disposal of these items must be arranged by your team.

Electronic waste can be retrieved by our Janitorial 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. 145 King Street West 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).

## Tenant Information Guide

May 2025

### Waste Removal Service

We conduct this complimentary service each day, Monday through Friday (excluding stat holidays). It includes pick-up from individual tenant areas of regular waste, recycling receptacles and any flattened cardboard boxes left by the freight elevator.

Please note that tenants are responsible for arranging pick up and disposal of furniture.

### Retail Waste & Recycling

As a retail or food court tenant, you are responsible for delivering your own waste to the designated waste location. 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 located on P1 in the organic room for the collection of organic / food waste. You are responsible to deliver your waste.

Please note that leaving any waste material in the corridors outside the designated rooms violates the fire code. This may result in unnecessary charges being billed back to the tenant.

### Grease & Cooking Oil

Please dispose of grease and cooking oil safely in the designated bin located in the grease room on P1 Level in the organic room. Grease and cooking oil left in any other containers will not be picked up.

### 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

The freight elevator can be reserved Monday to Friday from 6 pm to 6am and 24 hours a day on weekends and statutory holidays. To secure a specific time please contact the Management Office.

During non-business hours, booking of the freight elevator will assure priority in its use. To reserve use of the freight elevator for the movement of more than one elevator load of goods or materials, please submit a work permit application to the management office or call first to check availability.

All deliveries outside of normal business hours must be carried out via the loading dock and will require a security guard booking, at tenant's cost. Please note that we require three business days' notice to arrange for a security guard. Delivery persons must sign in with Security or the Dock Master and will be granted access as per the approved work permit submitted by the authorized tenant representative.

The freight elevator has a 3,500 lb. capacity with a travel speed of 500 feet per minute. The dimensions of the elevator are 7' wide and 6' long. The height of the elevator 12' and the door opening for the freight elevator is 4'0" wide x 7'5" high.



## Central Operations

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

### Electrical / Mechanical Services

In charge of heating, cooling & ventilation, our Operations team helps ensure the year-round comfort of your office space and your colleagues. Please let us know if your environment is making your team uncomfortable in any way by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Emergency Power

In the event of a power failure, 145 King Street West is equipped with emergency power diesel generators, programmed to come on within 30 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the stairwells if necessary.

One elevator in each bank and the freight elevator will function on emergency power.

Emergency generators are fully tested every month. When this happens, power to all emergency circuits is affected. We will always notify all tenants when we're planning a generator test.

### 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.

- If 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 exposed radiation grills.
- 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 your 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 email [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com) anytime to learn more.

Specific lighting zones can be turned on by pressing the button on the thermostat. The lights will automatically be turned off after a period of time and can be turned back on by pressing the button on the thermostat again.

## Central Operations

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

### Electrical / Mechanical Services

In charge of heating, cooling & ventilation, our Operations team helps ensure the year-round comfort of your office space and your colleagues. Please let us know if your environment is making your team uncomfortable in any way by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Emergency Power

In the event of a power failure, 145 King Street West is equipped with emergency power diesel generators, programmed to come on within 30 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the stairwells if necessary.

One elevator in each bank and the freight elevator will function on emergency power.

Emergency generators are fully tested every month. When this happens, power to all emergency circuits is affected. We will always notify all tenants when we're planning a generator test.

### 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.

- If 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 exposed radiation grills.
- 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 your 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 email [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com) anytime to learn more.

Specific lighting zones can be turned on by pressing the button on the thermostat. The lights will automatically be turned off after a period of time and can be turned back on by pressing the button on the thermostat again.

### Tenant Metering

Each tenant space is 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 email [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).

### Indoor Air Quality Testing

We contract third-party environmental consultants regularly to test the air quality at 145 King Street West 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.

## **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 each tenant's proportionate share regardless of type.

### **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 semi-annually with a report provided. 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 145 King Street West 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.

### **Maintenance Package**

Maintenance packages are available for a wide variety of tenant-owned equipment. You can get a quote for this service from Operations Manager, Mike Maccarone.

### **Grease Trap Service**

Monthly grease trap service is arranged by your QuadReal Property Team.

## 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 [145kingstreetwest.com](http://145kingstreetwest.com) to check out the Tenant Design Criteria Manual at the Resources Tab.

Any changes must be approved in advance by the landlord, all in accordance with the current 145 King Street West Tenant Design Criteria Manual.

After design drawings have been reviewed and approved by our team, all contractors requiring access must complete a Request for Work Permit a minimum of 5 days prior to when they need access. Please email the Property Management office at [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com) to secure that permit. 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.

### How to Order

You can conveniently order construction services the following ways:

#### Online

- Go to [145kingstreetwest.com](http://145kingstreetwest.com).
- 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 administrators can order these services. 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 order any of these services for your work space.

#### 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	416-363-1779
Non-emergency	416-673-7545

Nothing is more important to us than the health and safety of our community here. With 24/7 concierge 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 a situation at 145 King Street West is an emergency, please call 416-363-1779. 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 416-673-7545. 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 the management office at 416-673-7555 or [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).

### Building Passcards

To arrange pass cards for your coworkers, please email [service@quadrealconnect.com](mailto:service@quadrealconnect.com). There are charges associated with getting new or replacement passcards.

### Premises Inspections

Your QuadReal team regularly inspects office halls and retail premises to ensure they're all maintained at a safe and healthy condition. Unfit conditions will be reported to you for immediate action.

### 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 416-363-1779. 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 416-363-1779 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 145 King Street West emergency at 416-363-1779.

### 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?

## Tenant Information Guide

May 2025

- 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 145 King Street West emergency at 416-363-1779.
- 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 145 King Street West, 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 Inspection and Maintenance Requirements

For the safety of everyone at 145 King Street West, food court tenants are responsible for inspecting all kitchen detection and suppression systems and provide semi-annual reports to QuadReal.

### Retail Maintenance Requirements

Tenants are responsible for annual testing of all detection and activation systems are tested semi-annually and must provide annual reports to QuadReal. Gas and/or electrical shutdown functions and interaction with the building's fire detection systems must all be tested to confirm code compliance.

We ask our retail & food service customers 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

145 King Street West 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 in charge of directing team members during an emergency. 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.

### Earthquakes & Tornadoes

If an earthquake or tornado is impacting 145 King Street West, 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 145 King Street West emergency at 416-363-1779.

### Power Outage

In the event of a power outage, 145 King Street West 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 145 King Street West emergency at 416-363-1779.

**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.
- All stairwells include crossover floors. These floors, which are positioned at every 5 floors 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 145 King Street West emergency at 416-363-1779.

#### 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 a health condition. 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 145 King Street West emergency at 416-363-1779, or by visiting the Concierge Desk located in the 145 King Street West 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 145 King Street West emergency at 416-363-1779. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

145 King Street West Security Officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at patient's location as quickly as possible.

### Fire Drills

Fire drills are conducted on an annual basis throughout 145 King Street West. Learn more by emailing [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).

### Fire Prevention

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions.
- Don't let combustibles to accumulate. Avoid careless storage practices.
- 145 King Street West is a smoke-free complex. Smoking & vaping aren't allowed anywhere on the property.
- Don't obstruct sprinklers or place items within 45 centimetres of the ceiling.
- Ensure objects like boxes and storage racks don't obstruct doorways.
- Don't overload electrical outlets.
- Be familiar with your responsibilities during a fire event in the building.
- Please be aware that we don't allow e-bikes or e-scooters on the property. These are only permitted in designated bike storage areas.
- Charging of e-bikes and e-scooters is not permitted on the property, including in designated storage areas.

### Smoke-Free Policy

We are committed to the health and wellbeing of all who make 145 King Street West 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.

## Tenant Information Guide

May 2025

- 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. Don't use defective light sets.
- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged to the light sockets. Streamers or other decorations should be fire resistant.
- Turn off all indoor tree and decorative lights before leaving for the day. Don't place extension cords under rugs or in heavy traffic areas.
- Don't overload an electrical circuit.
- Candles and open flames are not permitted at 145 King Street West.
- Do not tape down extension cords.

## General Security

### Lost & Found

If you've lost something, please call 416-673-7545 or drop by the Security office located on the Concourse Level at 145 King Street West. If you've found something, please bring it by the Security office.

### Office Security

You can help ensure 145 King Street West remains a safe place to work and do business. Please ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or on you when leaving the 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 email [145kingwest@quadreal.com](mailto:145kingwest@quadreal.com).
- Please provide at least three business days' advance notice.

### Personal Security Escorts

If you or your staff are working late or, for any reason, would like an escort to your car, please contact security and one of our security officers will be happy to accompany you to the parkade.

### Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at 145 King Street West. If someone comes to your office claiming they are selling something, please call Security at 416-363-1779

### Visitors

If you wish to have clients or guests access the building outside of business hours, it will be necessary to advise 145 King Street West building security. This can be arranged by placing a call or emailing the QuadReal Management office during business hours. Notice should be provided by the authorized tenant representative and no later than 3:00pm on the date of the intended visit.

Upon arrival at the building, guests will be required to identify themselves and their destination to Security. The security officer will telephone your suite and request that a representative attend the lobby and escort your guest to the floor, or the security officer may provide the escort, time permitting.

## **Insurance Certificate**

The Contractor shall provide and maintain at its expense the following insurance from the commencement date of the project to the date of Completion.

### **Commercial General Liability Insurance**

Shall be in the joint names of the Contractor, Landlord\* and Consultant with the Lender\*\* as an Additional Named Insured providing in respect of bodily injury (including death) and/or property damage arising out of the existence and construction operations at the demised premises with limits of liability of not less than \$5,000,000.00 per occurrence with Property Damage Deductible not exceeding \$2,500.00 per occurrence. Policy coverage shall not be less than provided by IBC Form 2100 or its equivalent including coverage for hostile fire pollution damage, not less than two years completed operations coverage, and Non-Owned Automobile coverage. Coverage to include not only premises, but the roof and the equipment thereon.

#### **Certificate holder**

QuadReal Property Group Limited Partnership  
Commerce Court West  
4900-199 Bay Street  
PO Box 373  
Toronto ON, M5L 1G2

### **Additional Insured**

2748355 Canada Inc., 145 King Street West Holdings Inc., QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc and their successors and assigns.

### **Automobile Liability Insurance**

In respect of licensed vehicles coverage should not be less than two million (\$2,000,000.00) inclusive per occurrence for bodily injury, death and property damage.

### **Architects & Engineers Errors and Omissions Insurance**

Evidence of professional liability insurance must be obtained from the prime architects and consultants. Limits of liability must not be less than one million (\$1,000,000.00) per accident.

### **Contractors Equipment Insurance**

All Risk Contractors equipment insurance covering construction machinery and equipment owned and rented, used by the Contractor for the performance of the Work, shall not allow subrogation claims by the Contractor against the Landlord.