

**TENANT INFORMATION MANUAL**  
**145 King Street West**



**QuadReal**<sup>TM</sup>

## **Preface**

This tenant information manual will provide you with contact numbers and a general guide for various aspects of your tenancy and move into 145 King Street West.

If this manual does not address all of your questions, please contact the Management Office at any time and we will be pleased to assist you.

This manual must be used in conjunction with, but not limited to, other documentation regarding your tenancy as follows:

1. Your lease and related documentation
2. Emergency Procedures – Building Occupants
  - Please ensure that your employees have a copy of the emergency procedures information as this is a critical component of the life safety plan for 145 King Street West
3. Tenant Design Criteria Manual
  - This manual provides important information related to construction and renovations of your suite.

## Welcome to 145 King West

145 King 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 are 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 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 ground floor, and we are here to respond to any questions or requirements you may have related to your tenancy.



**Property Management is proudly provided by:  
QuadReal Property Group LP**

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### **Smoke-Free Environment**

145 King Street West is a smoke-free environment. In accordance with the Toronto Public Health Department, No Smoking By-Law No. 441-1999 this includes all points of entrance to the building, the exterior property, parking garage, stairwells, washrooms, offices and food court. The closest place to smoke is on a city sidewalk at least 3 metres from an entrance to provide clients, patrons, and those working in the building with a positive experience and to minimize second-hand smoke health risks and inconvenience.

# 1. Management Office and Key Information

## Your Property Management Team

### General Manager

Sabina Kwong

[sabina.kwong@quadreal.com](mailto:sabina.kwong@quadreal.com)

(416) 673-7550

### Property Manager

Tammy Gosse

[tammy.gosse@quadreal.com](mailto:tammy.gosse@quadreal.com)

(416) 673-7562

### Assistant Property Manager

Raymond McLean

[raymond.mclean@quadreal.com](mailto:raymond.mclean@quadreal.com)

(416) 673-7703

### Property Administrator

Fatima Ferrera

[fatima.ferrera@quadreal.com](mailto:fatima.ferrera@quadreal.com)

(416) 673-7556

### Operations Manager

Fred Murphy

[fred.murphy@quadreal.com](mailto:fred.murphy@quadreal.com)

(416) 673-7564

### Operations Supervisor

Mike Maccarone

[mike.maccarone@quadreal.com](mailto:mike.maccarone@quadreal.com)

(416) 673-7569

### Janitorial Manager

Claudia LaTouche

[kingst@hallmarkhousekeeping.com](mailto:kingst@hallmarkhousekeeping.com)

(416) 829-2641

### Senior Supervisor, Security & Life Safety

Anthony Galati

[anthony.galati@quadreal.com](mailto:anthony.galati@quadreal.com)

(416) 673-7545

### Tenant Services Coordinator

Laura Peker

[laura.peker@quadreal.com](mailto:laura.peker@quadreal.com)

(416) 673-7556

### Administrative Assistant

Tiffany Abi-Abdallah

[tiffany.abi-abdallah@quadreal.com](mailto:tiffany.abi-abdallah@quadreal.com)

(416) 673-7555

### Reception/General Mailbox

[145kingwest@quadreal.com](mailto:145kingwest@quadreal.com)

(416) 673-7555

## **Other Important Phone Numbers:**

Emergency Only	911
Police (non-emergency)	(416) 808-2222
Building Security (emergency)	(416) 363-1779
Building Security (non-emergency)	(416) 673-7545

\*Please notify Building Security immediately after calling 911 or the non-emergency police number

## **Hours of Operation**

**Building Business Hours:** 7:00am to 6:00pm. Monday to Friday, excluding statutory holidays.

For your convenience, the building's entrance doors are unlocked during business hours providing unrestricted access to the building. At all other times a building access card is required to gain entry to the building and/or your floor.

**Management Office Hours:** 8:30am to 5:00pm. Monday to Friday, excluding statutory holidays.

During this time, please call or visit us with any requests you may have.

**Building Security Hours:** Building security is on site 24 hours per day, 7 days per week. The Security Operations Centre is located on the Concourse level

**HVAC Hours:** 7:00am to 6:00pm, Monday to Friday, excluding statutory holidays. Conditioned air is supplied to your suite and the common areas during this time

**Lighting Hours:** 7:00am to 6:00pm, Monday to Friday, excluding statutory holidays. Should you wish to use lighting for longer hours, please push the grey button in the lower corner of the nearest thermostat to activate.

**Concourse Hours:** 8:00am to 6:00pm, Monday to Friday, excluding statutory holidays. Please note that the times for some of the retailers and food court shops may vary, i.e. coffee shops will open as early as 6:30am.

**Shipping/Receiving Dock Hours:** 6:00am to 6:00pm, Monday to Friday, excluding statutory holidays.

**Freight Elevator Booking Hours:** The freight elevator can be reserved Monday to Friday from 6:00pm to 6:00am, 24 hours a day on weekends and statutory holidays. To secure a specific time please contact the Management Office.

## **2. Getting to 145 King Street West**

### **By Streetcar**

Along King Street West: Exit the streetcar at York Street and enter the main lobby at King Street West and York Street.

### **By Subway**

Exit the subway at St. Andrew station. Leave the station via the south-east tunnel and enter 145 King concourse - take the escalator from the concourse level to the building's main lobby and elevators (no need to go outside in the winter or rain).

### **By GO Train**

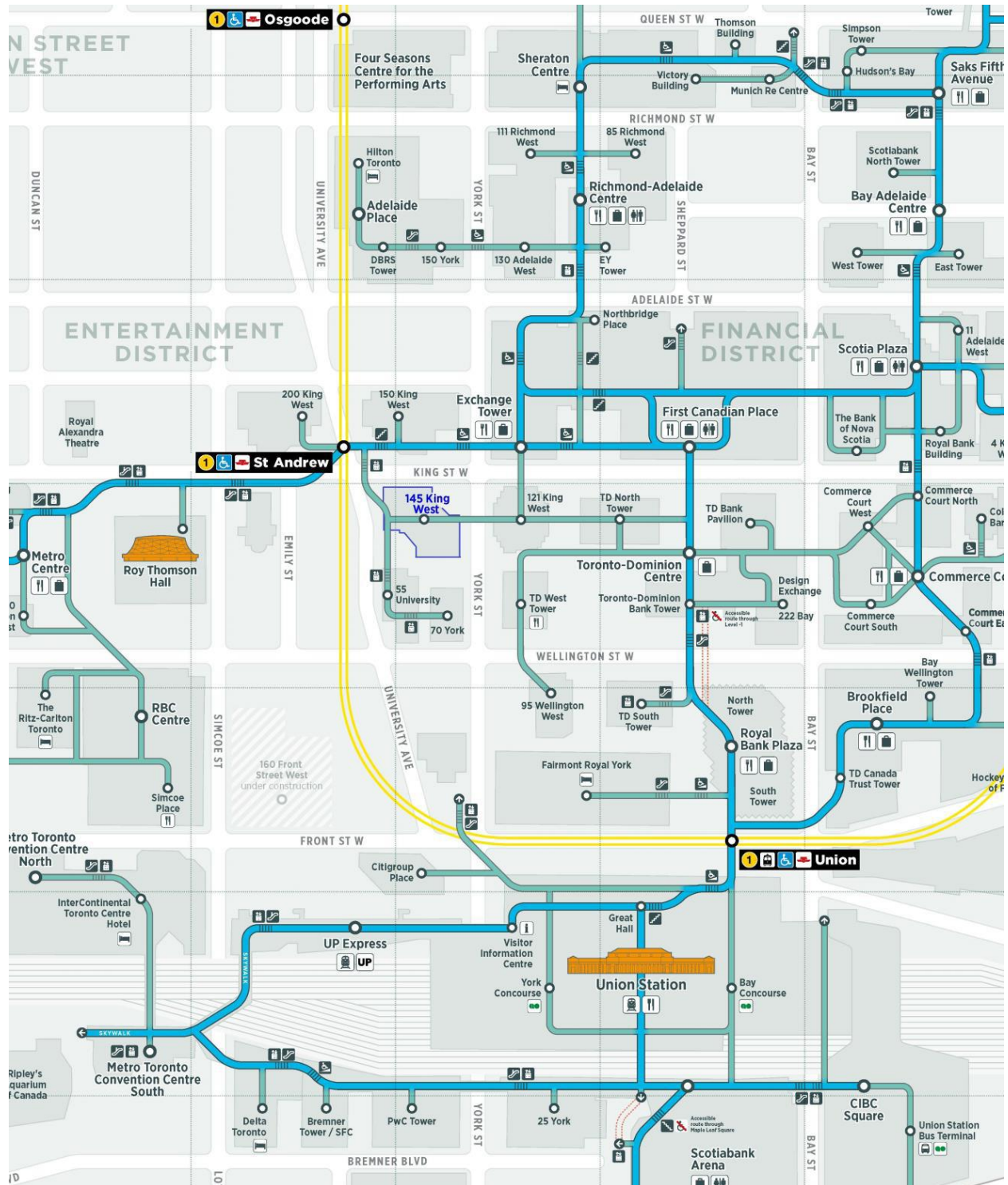
From Union Station: Walk through the Royal York Hotel to York Street and north on York Street to King Street. Or, walk north through Royal Bank Plaza and TD Centre, turn left and pass through the Royal Trust Tower (TD Centre), continuing through the Standard Life Tower, until you get to 145 King West concourse. Take the escalator from the concourse level to the ground level to the main lobby and elevators.

### **By Car**

The indoor parking at 145 King West accommodates 209 stalls on two levels. The parkade is accessed via two parking shuttle elevators and two stairwells from the main lobby or concourse level. To access the parkade by car, enter from York Street, north of Wellington Street. The parking entrance is on York Street at the south-east corner of the property. Please note that York Street is a northbound one-way street.



# Location Map



## **3. Moving In, Shipping and Receiving, Deliveries**

### **Prior to Moving In**

Prior to moving into your new offices at 145 King Street West, we will request a completed Tenant Contact Information 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/Move 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, we ask for your assistance to ensure your moving arrangements comply with the following policy guidelines:

#### **Notes for Your Moving Contractor**

- 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 understand 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 supply the 145 King 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.

### **Additional Costs That May Be Associated with Your Move**

- 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.

## **Insurance**

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.

\*Building Owner/Landlord: 2748355 Canada Inc., 145 King Street West Holdings Inc.

\*As Agent for the Owner/Landlord (Lender): QuadReal Property Group LP

### **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.

## Shipping and Receiving Facility/Deliveries

- 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.
- 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 6:00a.m. to 6:00p.m.) 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. This can be arranged with the management office by calling 416.673.7555
- 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.

## **Booking the Freight Elevator**

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.

## **Courier Deliveries and Canada Post**

Your address at 145 King Street West is:

145 King Street West  
Suite □ (your suite number)  
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 9:00am and 1:30pm

### **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 9:00am and 5:00pm, Monday through Friday. This will be contingent upon volume. Canada Post boxes are also located outside the building at King and York Streets.

Any questions pertaining to delivery and collection of mail (sorted incorrectly or receiving others mail) can be directed to Canada Post Divisional Office at (613) 957-2400.

## 4. Service Requests

This information is provided to assist our tenants with service requests and inquiries. We appreciate receiving any comments or suggestions on possible improvements we could make to the common area facilities or suggestions to improve the level of service we provide. We endeavour to maintain the highest possible level of service to our tenants, and your comments will assist us in obtaining our goal.

Please contact the 145 King Street West Management Office for all issues related to your lease, such as:

- leasing issues
- billing or invoice questions
- additional space requirements
- lease negotiations

### QuadReal Connect

QuadReal Connect is our work order tracking system.

Please request a QuadReal Connect account by visiting <https://www.quadrealconnect.com/QuadReal-Connect-Login-Request/>

Once you have created an account, you can submit work order requests though the website at [www.quadrealconnect.com](http://www.quadrealconnect.com), by emailing [service@quadrealconnect.com](mailto:service@quadrealconnect.com) or by calling 1(877)977-2262 for 24/7 assistance for all of the following:

- special janitorial needs/reporting janitorial requests
- heating and ventilation adjustments
- changes regarding scheduled lighting and HVAC needs
- lamp replacement
- electrical and plumbing problems
- any matters pertaining to engineering and maintenance
- access card activation, deactivation, and replacement

- key and lock requests

## **General Maintenance**

Please contact the 145 King Street West Management Office for all the following inquiries:

- signage
- fire and life safety issues
- freight elevator bookings
- work permit applications

## **Security**

Please contact Security for the following:

- building emergencies
- fire and life safety emergencies
- reporting of suspicious individuals in the building
- door-to-door salespersons (soliciting)
- elevator problems
- thefts from offices or parkade vehicle break-ins
- other security issues

145 King Street West has security officers on staff 24 hours per day, every day of the year, including statutory holidays. Security staff are here to respond to emergencies at all times and to address any requirements you may have outside of normal business hours.



## **5. Parking**

The parking entrance and exit is located on York Street, at the south-east corner of the property. Please note that York Street is a northbound one-way street.

### **Monthly Parking**

Monthly parking can be arranged by contacting the 145 King 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 West Management Office for additional information and rates.

The parking facility is open 24/7.

### **Bicycle 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 not to be brought into the building other than to the designated area in the parking facility.

Please Note:

- Tenants must provide their own locks.
- We are not responsible for lost or stolen bikes.

### **Parking Security**

Assist stations are located on each level of the facility on the yellow column. Each station is equipped with a two-way hands-free intercom that is connected to the Security Operations Centre. Pressing the intercom button will allow two-way conversation between the security officer and the person at the station. This station is to be used to report anything of a suspicious nature requiring investigation by the security officer or when assistance is required for any reason.

As an additional security feature, closed-circuit video cameras are used to monitor the parking facility. All cameras are recording on a continuous basis, and the information is stored for 14 days.

Please ensure all employees are reminded not to leave valuables, including cell phones, visible in their vehicles.

## **Parking Escort**

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.

## **6. Security and Building Access**

### **Manager of Security**

Our Manager of Security is responsible for all security and life safety issues at 145 King Street West. The security officers report directly to the Security Manager, and they are able to contact her at all times should an emergency arise.

### **Security Officers**

145 King Street West has security staff on duty 24 hours a day, every day of the year, including statutory holidays. Security staff are here to respond to emergencies at all times and to assist you with any requirements you may have outside of normal business hours. To contact Security, please visit the Security Operations Centre in the concourse food court, near the washrooms or contact them by telephone as listed in the Contact section of this manual.

### **Security Camera System**

145 King Street West is equipped with a closed-circuit video (CCV) camera system. Monitors located in the Security office enable security staff to monitor the building. Please note these cameras are not monitored continuously. The camera recordings enable the security officers to review and investigate building activity. Video is digitally recorded and stored on a hard drive for two weeks. Thus, it is extremely important to report any security-related issues or concerns to security immediately.

The system also has the capability to produce a picture of any recorded activity for distribution to the police or as evidence of suspicious activity.

Please call the 145 King West Management Office if you require information on other security services.

## **Security Suggestions**

The following lists suggest office security features to assist tenants in determining if internal security procedures are adequate.

### **Key and Card Access Control**

- Restrict office keys and access cards to only those who need them.
- Keep a record showing issuance and return of every key, including the name of the person, date and time.
- Have clear procedures for collecting keys, company I.D. cards, and building access cards from terminated employees.
- Restrict duplication of office keys. Additional keys should be specifically ordered by the tenant in writing.
- Ensure that all keys are marked "Do Not Copy". This will prevent legitimate locksmiths from making copies without your knowledge.
- Establish a rule that keys must not be left unguarded on desks or cabinets.
- Ensure that filing cabinet keys are removed from locks and placed in a secure location after opening of cabinets each morning.
- Prevent unauthorized personnel from reporting a "lost key" and receiving a "replacement". Have a key replacement policy.
- A responsible person should be in charge of issuing all keys. Please see the form provided in the Forms section of this manual.
- Store keys systematically in a secured wall cabinet of either your own design or use a commercial key control system.

### **Theft Deterrent**

- Provide at least one lockable drawer at each desk to protect purses and other personal effects.
- Establish a rule that purses and personal property should be kept inside employees' desks.

- Instruct employees to remove wallets from jackets hung in closets on the back of office doors or hung on coat racks.
- Insist on identification from repair people and workers who come to your office. All contractors should be wearing identifiable company uniforms
- Do not keep large sums of money either in cash or cheques in the office overnight.
- Frequently change safe combination.
- Ensure the front door is locked as soon as the receptionist leaves. Do not leave the area unattended with the door unlocked.
- For suites that are equipped with a burglar alarm system, please ensure that the alarm equipment is set properly each evening and advise the 145 King Street West Management Office of a contact person in the event of alarm.
- Please report immediately the presence of any unfamiliar or suspicious individuals within the building to the security officer.

### **Office Equipment**

- Shred all important papers before discarding.
- Clear all desks of important papers every night and place them in locked fireproof safes or cabinets.
- Have an inventory listing of all office equipment in your office space including serial number and identification.
- Require written authorization by an authorized tenant representative before any office equipment is released for repair or maintenance.

### **General**

- Keep telephone numbers for the police, fire, 145 King Street West Management Office, and Security posted in a convenient, accessible location.
- Double check to see that all doors are securely locked before leaving the office.
- Conduct periodic checks to ensure rules are being followed.

The above is not a complete listing of all security measures that may assist your office and employees as the intent is to provide a general overview. As an added service, we can arrange for an audit of your premises to assess the existing conditions and provide recommendations as required. We recommend that tenants take advantage of this service.

## **Building Access**

This section outlines the specifics of building access and provides information on policies and systems for the safety and comfort of the tenants at 145 King Street West.

## **Building Hours**

Normal business hours for 145 King Street West are 7:00am to 6:00pm, Monday to Friday, excluding statutory holidays.

The building's entrance doors are unlocked providing unrestricted access to the building during that time period. At all other times, a building access card will be required to gain entry to the building and/or the desired floor.

For your convenience, the concourse is open from 6:00 am until 11:00pm, Monday through Friday, as it is located on the PATH and connects directly to the subway.

## **Access Control**

In order to provide tenants and staff with 24-hour controlled access to the building and your office, 145 King Street West is equipped with a proximity card access system. Photo ID access cards will be issued to each tenant upon written request for access to the tenant's floor. Cards should only be distributed to tenant employees actually requiring access to the building outside of normal business hours.

Building access cards can be obtained by an authorized tenant representative by placing a QuadReal Connect work order request. Please note that the same procedure is to be followed for additional keys. One card is provided for each staff member when you move into your new premises. The access card holder will be required to provide a photo for their access card.

There is no charge for the initial set of access cards. Tenants will be invoiced for any additional access cards, replacement access cards, or access card processing.

## **Access Card Audit**

It is the responsibility of each tenant representative to conduct regular audits of access cards held by your employees. For an administration fee, security can provide your organization with a monthly report of all card activity for your tenant space. Then the tenant can verify that all active cards are being held by current employees, and notify 145 King Street West security in writing of any changes.

Tenants must collect the access card when a staff member leaves their employment and ensure that they notify security via QuadReal Connect to cancel that card. Please ensure all cards are returned to the 145 King Street West Management Office. If a card is not returned, this should be reported immediately to Security so the card can be cancelled.

## **After Business Hours Entry: Cardholders**

Access to the building and office floors outside of business hours is permitted only to those individuals possessing a valid building access card.

Valid access cardholders can gain entry to the building after business hours by using the card reader unit adjacent to the main lobby entry doors at King Street West and York Street.

The access card will also be required to access their floor by using the card reader in the elevators and pressing the desired floor button. On leaving the building after business hours, it is not necessary to use the card to travel from your floor to the main floor; however, the card must be used to operate the garage shuttle elevator.

Our computerized card access system records the card number, time of entry and time of exit for each cardholder to 145 King Street West. For an administrative fee, reports on after-hours access to a tenant floor are available upon request via QuadReal Connect.

For employees who have misplaced or forgotten their access cards and require after-hours access, prior written authorization granting the employee access must be submitted in advance to the 145 King Street West Management Office and by the authorized tenant representative. In the interest of security, we recommend that you instruct your staff that access is not permitted without a valid access card. If a security officer is not able to obtain the necessary approval, access will not be permitted. Requests from individuals with valid access cards but no keys to the premises will be handled in the same manner.

## **How to Use Your Access Card**

- Hold card within 3 inches of the card reader. Readers will read through wallets and purses.
- The red light will turn green and there will be a beep.
- When the light is green, open the door.
- If the red light stays on after the beep, please visit the Security Operations Centre on the concourse level by the food court washrooms.
- Cardholders should never loan or transfer their card to another person.

## **After Business Hours Entry: Clients and Guests**

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. Under no circumstances are security officers allowed to give a client or guest access to a tenant suite. Access will not be provided after business hours under any other circumstances.

## **After Business Hours Entry: Contractor**

If a tenant wishes to have building security provide access to a contractor for their premises outside of normal office hours, the authorized tenant representative must complete a work permit application form. The form must be submitted to the 145 King Street West Management Office at least two business days in advance if possible.

Upon arrival, the contractor must sign in at the loading dock security office and provide their approved work permit number. Security unlocks the tenant's entrance door, and the contractor, once inside, should lock the door ensuring the premises are secure. When the contractor has completed the work, they must telephone Security and request that a

security guard come to the premises. The contractor may not leave until a security guard arrives. Security will secure the tenant's door. The contractor must sign out upon leaving the building.

If a tenant prefers that contractors not be left unsupervised in the suite, a security guard can be provided as an additional service. This can be arranged by contacting the 145 King Street West Management Office. The minimum charge for this work is 4 hours at prevailing rates.

Please note that the tenant must submit their work permit application three business days in advance, if possible, if a security guard is required.

## **Property Removal**

As an additional level of security for the protection of your property, it is important that the following property removal procedure is followed and that you incorporate this into your general office procedures:

If employees are removing property larger than a briefcase (i.e. computers, monitors, boxes, etc.), they should have property removal authorization on a work permit form. Security has been instructed to question persons removing large or unusual items. Security will request that the individual show their building access card, photo identification and the removal authorization. The form should be signed by the authorized tenant representative. Individuals who do not have a form will be asked to complete one and the after-hours contact person will be phoned for verbal authorization.

# **7. Elevators, Lighting and HVAC**

## **Elevators**

### **Passenger Elevators**

145 King Street West is equipped with thirteen high-speed, computer-controlled passenger elevators. Seven elevators are dedicated to floors 1 through 16 (low rise) with a travel speed of 600 feet per minute, and six elevators are dedicated to floors 16 through 28 (high rise) with a travel speed of 1,000 feet per minute.

The lights above the door indicate the elevator responding to your call. Red indicates down and green indicates up.

Tenants are kindly asked to report any problems or malfunctions with the elevators to the Management Office or Security, as soon it happens.



## **Freight Elevator**

The freight elevator is located in the shipping/receiving area, servicing all levels from P2 to the 28th floor. The freight elevator has a 3,500 lb. capacity with a travel speed of 500 feet per minute. The interior floor dimensions of the elevator are 7' wide and 6' long. The height of the elevator 12', and the doorframe from the freight elevator vestibule to the floor is 4'0" wide x 7'5" tall.

## **Parking Shuttle Elevators**

The parking shuttle elevators located in the main lobby serve both levels of parking and the retail concourse level.

The concourse area can also be reached by using a hydraulic lift located in the glass pavilion at the south-west corner of University Avenue and King Street West. It is accessible only by contacting security through an intercom at the entrance of the elevator. This elevator provides accessibility to the St. Andrew subway station from the street.

## **What To Do If You Are in A Stalled Elevator**

Although this is a rare occurrence, we want to ensure tenants and their staff are prepared for any emergency, should it arise. Please follow these steps:

- Please remain calm; we will assist you shortly
- Push the alarm button to alert security staff. All elevators are equipped with a two-way hands-free communication system. Just push the button and security will answer.
- Try to ensure that only one person at a time is communicating with security.

Elevator technicians are on call 24-hours a day and will immediately respond to elevator malfunctions.

## **Elevator and Escalator Dos and Don'ts**

### **Dos**

- Press the “hall call” button once.
- Watch your step as you are entering and leaving the elevator.
- Familiarise yourself with the elevator buttons to ensure proper daily use and quick access should an emergency arise.
- Use the “door hold open” button to keep the doors from closing if you are waiting for another passenger to enter or exit instead of pushing on the door.

### **Don'ts**

- Do not use the elevator during a fire alarm or emergency.
- Do not use objects such as umbrellas or briefcases to stop the door from closing.
- Never take strollers on an escalator. This practice endangers your child and other passengers. Use the parking shuttle elevator or passenger elevators.
- Do not use the escalators for dollies, handcarts or to move parcels. This practice compromises your safety and the safety of others. Use the freight elevator or the parking shuttle elevators.

We ask that you provide all of your staff with a copy of the above information regarding elevators.

## **Lighting Control**

145 King Street West is equipped with a computerized lighting system. For after-hours lighting requests, please place a QuadReal Connect ticket.

## **Heating, Ventilation and Air Conditioning (HVAC)**

145 King Street West is equipped with a Johnson Controls Metasys building automation system, which provides detailed information about the building's HVAC systems to building personnel to allow precise control of your environment.

The systems at 145 King Street West incorporate a high degree of energy efficiencies and zone control. Computer automation and Variable Frequency Drive controls, as well as double glazing and solar reflective glass, further enhance energy conservation features.

## **HVAC Outside Normal Business Hours**

During normal business hours, the HVAC systems are fully operational and your office is supplied with conditioned air.

After normal business hours, the building's HVAC systems are shut down by the building automation system and restarted the following morning to provide a comfortable environment for your arrival at the office.

As an additional service, if you wish to have HVAC on at times outside of normal business hours, you may do so by placing a QuadReal Connect ticket at least 24 hours in advance. Tenants will be billed for additional HVAC at prevailing rates.

## **In-Suite Equipment - Mechanical**

As part of the improvements to your suite, additional equipment may have been installed which is the tenant's responsibility to maintain. This equipment may include fans, air conditioning units for computer or meeting rooms, water heaters, kitchens, washrooms, etc.

To minimise mechanical failures that may cause disruption to your business, we recommend that you engage the services of a contractor to have periodic maintenance performed on this equipment. As an additional service, if you wish, we would be happy to assist you in evaluating any service agreements you may have.

# **8. Tenant Identity Program (Signage)**

## **Main Lobby Directory Signage**

The main lobby of 145 King Street West is equipped with a computerised electronic directory. This directory provides your clients and guests with up-to-date information regarding your location and 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, etcetera).

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

## **9. Janitorial Services**

Janitorial service is provided under contract by our janitorial service company. 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 complex over the course of the day. Concerns or questions regarding janitorial service should be directed to the 145 King Street West Management Office.

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. We can 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.

## **Periodic Services**

- Dust all horizontal surfaces above normal reach weekly (over 5' 0"). This includes pictures, and all other framed objects hung on the walls.
- Dust all vertical surfaces of furniture weekly.
- Push plates and kick plates will be cleaned twice monthly.
- Clean demising entrance door and corridor glass twice monthly and spot clean nightly.
- Vacuum fabric furniture monthly.
- Damp wipe vinyl leather furniture bi-weekly.
- Strip and refinish resilient tile floor twice at least once annually.
- Spray buff non-carpeted floors weekly.
- Vacuum all carpeted areas, wall to wall, weekly.
- Furniture tops and all other hard surface office furniture (including legs and feet) will be damp-wiped or washed to remove finger marks or other soil monthly.
- Telephone (handsets and cradles) will be wiped clean monthly with a germicidal agent.
- Blinds/Drapes will be dust-wiped bi-monthly (adhering to "no visible dust" standard) and damp-wiped every 6 months.
- Window ledges will be damp-wiped weekly.
- All carpets will be spot cleaned weekly.
- Fire hose cabinets and emergency telephones will be thoroughly cleaned, inside and outside, once per month. Exterior glass frames will be cleaned every 2 weeks.
- All diffusers and induction units will be dusted every 4 months. Air diffusers and return grills will be washed annually.

## **Daily Washroom Services**

- Thoroughly and completely scour, wash and sanitize wash basins, toilet seats, toilet bowls and urinals.
- Spot clean walls, toilet partitions, including all connecting hardware and entrance doors.

- 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.

### **Additional Services**

The Contractor agrees that upon request of the Owner from time to time, it shall provide additional services, such as:

- The cleaning of private washrooms and/or showers
- The cleaning of computer area raised floors
- The washing of tenant partition glass
- The cleaning of kitchen, cafeterias, and food areas
- The cleaning of curtains and blinds
- The cleaning of tenant air diffusers

All Additional Services provided are to be billed to the Tenant.

### **Environmental Program**

In order to meet our environmental obligations, we kindly ask you and your staff to participate in our waste and recycling program and that you provide them with the information outlined in this manual. Print outs of our sorting guide can be sent to you upon request.

### **Paper Recycling**

The building paper recycling program is an "All Fibre" program. The All Fibre Recycling Program requires minimal separation of the material being thrown out in an office. The

motto is "If it's paper, recycle it".

Each employee will receive a desk-side recycling box. The desk-side recycling boxes will be emptied by the janitorial staff each evening with your regular waste. If you require additional recycling boxes, please advise the 145 King Street West Management Office.

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

Please submit a QuadReal Connect work order to request large recycling bins if you are planning to purge a large quantity of recyclables. Delivery and disposal of these bins is at an additional cost and are subject to availability.

### **E-Waste Recycling**

Please submit a QuadReal Connect work order to request a pick-up of e-waste for recycling

## **10. Forms**

### **Tenant Contact Information & Headcount**

This form is to be completed to provide building staff, security, and management with appropriate contact names and numbers for specific situations. It also provides important information on the number of your employees.

### **Work Permit Application**

This form is to be completed and submitted to Building Management at least two business days prior to a Contractor being on site. If a security escort is required, this must be submitted three business days in advance. Confirmation by the Management Office must be received.

### **Property Removal Authorization**

This authorization is to be completed on the Work Permit Application form and submitted to Building Management prior to the scheduled removal of any items and/or equipment from the Building.