

TENANT INFORMATION MANUAL
200 King Street West



Preface

This tenant information manual will provide you with general information related to your move into 200 King Street West, contact personnel, and a “how to” guide for various aspects of your tenancy.

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

- Your lease and related documentation

- Emergency Procedures for Building Occupants

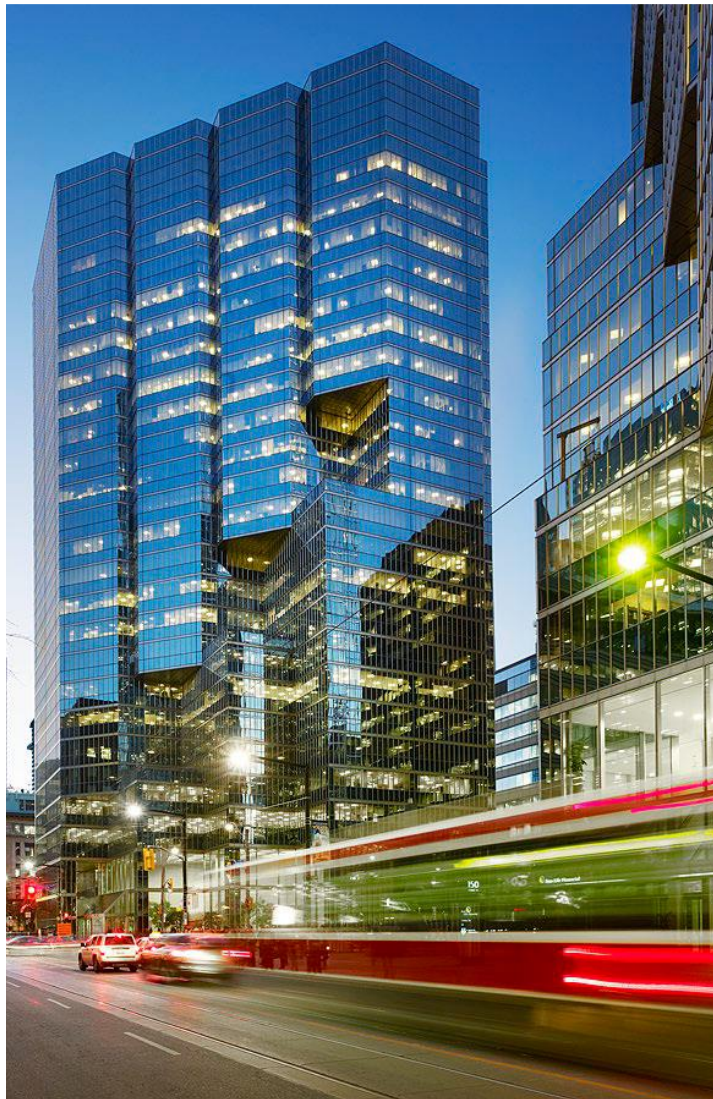
Please ensure that your employees have a copy of the Emergency Procedures information, as this is a critical component of the Life Safety Plan for 200 King Street West.

- Tenant Design Criteria Manual

This manual provides information related to construction and renovations for your suite.

Welcome to 200 King Street West

200 King West is a Class AA office building in the centre of Toronto's financial district. Located at King Street and University Avenue, this 24-storey, 463,125-square foot office/retail complex is easily accessed via a four-lane street directly off University Avenue to our indoor parking facility on Pearl Street, if you are driving, or by TTC with a direct connection to the St. Andrew subway station. In addition, our concourse provides direct access to the underground PATH system linking us to Union Station, GO Transit, City Hall the Eaton Centre, and more.



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

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Smoke-Free Environment

200 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

<p>General Manager Sabina Kwong sabina.kwong@quadreal.com (416) 673-7550</p>	<p>Property Manager Tammy Gosse tammy.gosse@quadreal.com (416) 673-7562</p>
<p>Assistant Property Manager Shannique Cyrus shannique.cyrus@quadreal.com (647) 875-8493</p>	<p>Property Administrator Nicole Campbell nicole.campbell@quadreal.com (437) 349-2516</p>
<p>Operations Manager Fred Murphy fred.murphy@quadreal.com (416) 673-7564</p>	<p>Operations Supervisor Mike Maccarone mike.maccarone@quadreal.com (416) 673-7569</p>
<p>Manager, Security & Life Safety Shaun McGrath shaun.mcgrath@quadreal.com (416) 364-5063</p>	<p>Senior Supervisor, Security & Life Safety Anthony Galati anthony.galati@quadreal.com (416) 673-7545</p>
<p>Janitorial Manager Claudia LaTouche kingst@hallmarkhousekeeping.com (416) 829-2641</p>	<p>Tenant Services Coordinator Laura Peker laura.peker@quadreal.com (416) 673-7556</p>
<p>Administrative Assistant Tiffany Abi-Abdallah tiffany.abi-abdallah@quadreal.com (416) 673-7555</p>	<p>Reception/General Mailbox 145kingwest@quadreal.com (416) 673-7555</p>

Management Office Location:

145 King Street West, Suite 102
Toronto, ON
M5H 1J8

Telephone: 416.673.7555

Other Important Numbers

Emergencies ONLY	911
Police (non-emergency)	416.808.222
Building Security (emergency)	416.363.1779
Building Security (non-emergency)	416.673.7545

Please notify Security immediately after calling 911 or the Police non-emergency number

Shops and Services

The ground floor level offers Zero Zero Pizza and the Bank of Montreal. Shops and services are steps away in our underground PATH system. Enjoy the bright and airy atmosphere of the food court at 145 King Street West that provides a place to relax while enjoying a meal from one of their many restaurants.

Type of Service	Tenant Name	Phone Number
Restaurant/Cafe	Zero Zero Pizza	647.200.0101
Banking Services	Bank of Montreal	416.595.1511
Car Wash	Gabor's Auto Spa	416.903.6341

Building Hours

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.

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.

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 200 King Street West

By Streetcar

Along King Street West: Exit the streetcar at University Avenue and enter the main lobby at 200 King Street West and University Avenue.

By Subway

Exit the subway at St. Andrew station. Leave the station via the west exit and enter 200 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

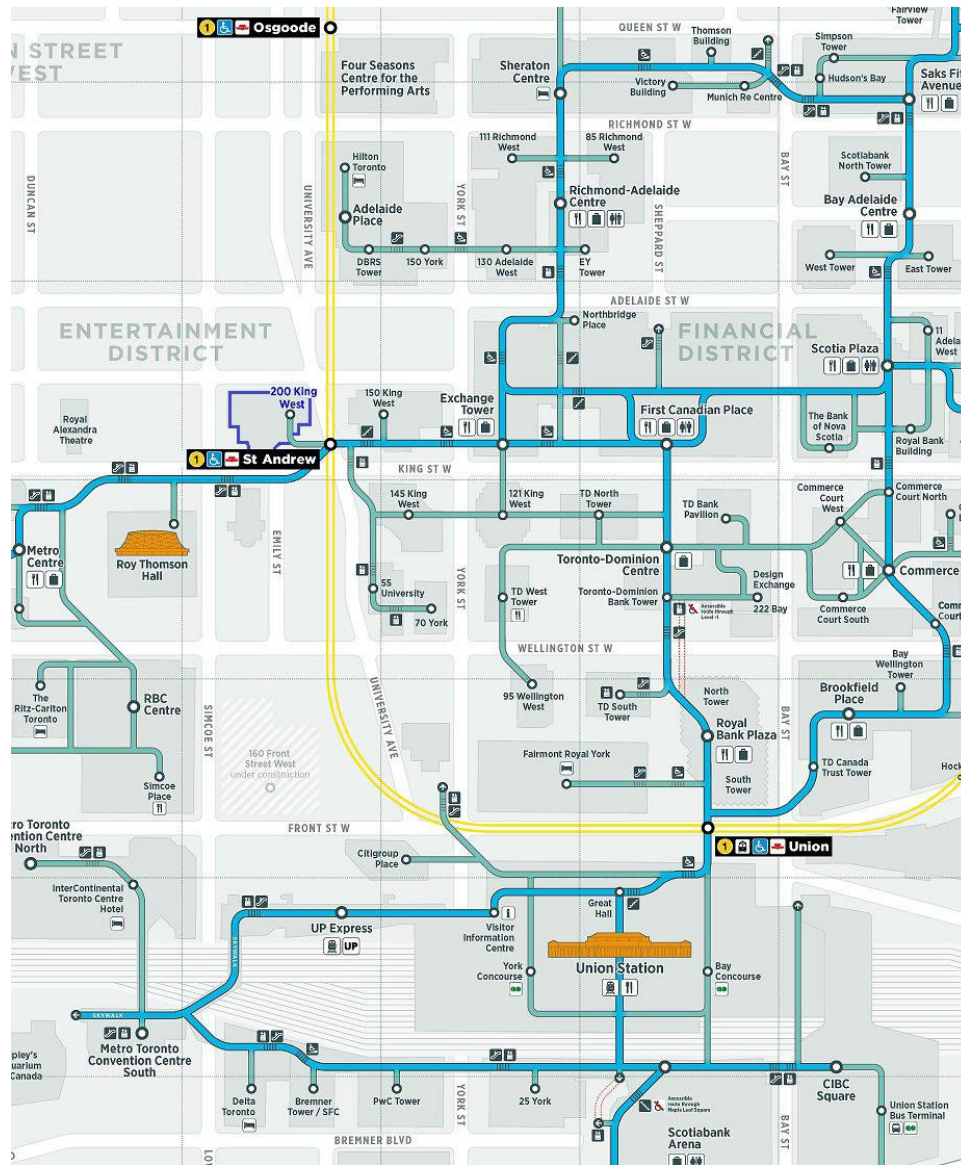
From Union Station: Walk north through Royal Bank Plaza and TD Centre, into First Canadian Place and turn left and pass through the Royal Trust Tower (TD Centre), continuing through the Standard Life Tower, until you get to 150 King Street West concourse. Continue through St. Andrew Subway Station to the 200 King concourse entrance. Take the escalator from the concourse level to the ground floor main lobby and elevators.

By Car

The indoor parking at 200 King Street West accommodates 228 stalls on three levels. The parkade is accessed via two parking shuttle elevators and one stairwell from the main

lobby. To access the parkade by car, enter from Pearl Street, north of University Avenue. The parking entrance is on Pearl Street at the Northeast corner of the property. Please note that Pearl Street is a westbound one-way street.

Location Map



3. Moving In, Shipping & Receiving, Deliveries

Prior to Moving In

Prior to moving into your new offices at 200 King Street West, you will need to provide the QuadReal management team with critical information regarding your staffing and company. 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. Please use the Tenant Contact Information form provided to you for this.

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 and the Insurance section of this manual and the Tenant Design Criteria Manual for further information regarding insurance and construction.

Moving In

200 King Street West has a designated freight elevator with easy access directly to our loading dock. This elevator services all floors from the basement storage areas to the 24th floor. Access to the loading facility is via Pearl Street adjacent to the entrance to the parking facility.

Please note the elevator is booked on a first-come, first-served basis and we suggest you book your time as soon as you are aware of your moving dates.

Move In/Move Out Procedures

Whether you are moving in or out, arrangements should be made with the QuadReal management office as soon as you are aware of your planned moving date.

In order to protect the safety of our 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.

- 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 QuadReal 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 nuisances.
- All crates, cartons, wrappings, and waste, at the completion of each working day, should be removed and disposed of offsite 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 should 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 their 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 QuadReal management office may, prior to and 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 QuadReal 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 the 200 King Street West management office 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 also the roof and the equipment thereon.

*Building Owner/Landlord: 200 King Street Holdings Inc.

*As Agent for the Owner/Landlord (Lender): QuadReal Property Group Limited Partnership

Certificate Holder:

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

Additional Insured:

200 King West Holdings Inc, QRPQ Realty Corporation, Canadian Core Real Estate LP, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their respective successors and assigns as additional insured.

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 should 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 Pearl Street loading dock.
- Vehicles that park longer than 20 minutes will be ticketed and towed at owners' expense.
- Private passenger vehicles are not allowed to park in the loading bays. Use of the loading bays is for commercial vehicles delivering to and picking up from 200 King Street West only. All other vehicles may be towed at the owner's risk and expense.
- Contractors working in a tenant's space are not permitted to park in the loading dock. We suggest that your contractor use the parking facility located off Pearl Street or use a surface lot if the contractor's vehicle is too large for the parking facility.
- The parking facility clearance is 6 feet. 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 6:00 am to 6:00pm) 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 are to 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 form to the property management office or call first to check availability.

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 is 12 feet, and the door opening for the freight elevator is 4'0" wide x 7'5" high.

All deliveries outside of normal business hours must be carried out via the loading dock. 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.

Courier Deliveries and Canada Post

Your address at 200 King Street West is:

200 KING STREET WEST
Suite ♦ (your suite number)
Toronto, ON M5H 3T4

This postal code is applicable to 200 King Street West. A unique code will be issued by Canada Post if requested and if mail volume is sufficient. For information, please call Canada Post Divisional Office at (613) 957-2400.

Incoming Mail

All incoming mail is delivered directly to your assigned postal box. 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 shuttle elevators. 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 200 King Street West by Canada Post at approximately at 1:00pm and 3:30pm, Monday through Friday. This will be contingent upon volume. Canada Post boxes are also located outside the building at King and Pearl Streets.

Any questions pertaining to delivery and collection of mail (sorted incorrectly or receiving others mail) can be directed to Canada Post.

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 QuadReal 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, by emailing 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 QuadReal 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

200 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 Pearl Street at the north-east corner of the property. Please note that Pearl Street is a westbound one-way street.

Monthly Parking

Monthly parking can be arranged by contacting the QuadReal 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, so there is no need to carry two cards. Please call the QuadReal management office for additional information and rates. The parking facility is open 24/7

Bicycle Parking

Bicycle racks are located at the front of the building. A secure bicycle storage area is available on the P2 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 parkade on the various columns and entrances. Each station is equipped with a two-way hands-free intercom station which is connected to the security desk in the main lobby. 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 when assistance is required for any reason, and to report anything of a suspicious nature requiring investigation by the security officer.

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 are working late, or if for any reason, you would like an escort to your car, please contact security and one of our officers will gladly accompany you to your vehicle in the parkade.

6. Security and Building Access

Our Manager of Security is responsible for all security and life safety issues at 200 King 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

200 King Street West has security officers on staff 24 hours per day, every day of the year, including statutory holidays. Security staff is here to respond to emergencies at all times and to address any requirements you may have outside of normal business hours. To contact security, please visit the main lobby or contact them by telephone at 416.673.7545

Security Camera System

200 King Street West is equipped with a (CCTV) camera system. Monitors enable the security officers to view activity, which is recorded by the security system. 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 hard drive for two weeks. Thus, it is 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 200 King West Management Office if you require information on other security services.

Security Suggestions

The following list suggests general office security features to assist tenants in determining if your 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 adequate 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 authorized tenant representative via the QuadReal Connect portal.
- Ensure that all keys be marked with "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.
- 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 in everyone's 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.

- Do not keep large sums of money either in cash or cheques in the office overnight.
- Frequently change the combination of your safe.
- Ensure the front door is locked as soon as the receptionist leaves. Do not leave the area unattended with the door unlocked.
- For those suites which are equipped with a burglar alarm system, make sure the alarm equipment is set properly each evening, and advise the 200 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

- Use telephone codes to prevent long distance calls when the office is unattended.
- 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, the QuadReal management office, and security posted and handy.
- Check to see that no one remains behind you at night if you are the last to leave the office.
- Double check to make sure all doors are securely locked before you leave.
- Conduct periodic check 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

In this section we will outline the different aspects of building access and provide you with information on policies and systems, which provide safety and comfort to our tenants at 200 King Street West.

Building Hours

Normal operating hours for 200 King Street West are 7:00am to 6:00pm, Monday to Friday, statutory holidays not included. For your convenience, the building is open from 6:00am until 11:00pmm Monday through Friday. That is, 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.

Access Control

In order to provide tenants and staff with 24-hour controlled access to the building and your office, 200 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 tenants' floor. Cards should only be distributed to tenant employees actually requiring access to the building outside of normal business hours. Your authorized tenant representative can request access cards through QuadReal Connect.

The same procedure is to be followed for additional keys.

One access 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 up of a card; however, tenants will be invoiced for additional and replacement cards.

Access Card Audit

It is the responsibility of each tenant representative to conduct an audit from time to time 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. It is then a simple matter to verify that all active cards are being held by current employees, and notify 200 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 200 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 200 King Street West.

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 parkade shuttle elevator.

Our computerized card access system records the card number, time of entry and time of exit for each cardholder to 200 King Street West. For an administrative fee, reports regarding after-hours access to a tenant's floor are available upon request via QuadReal Connect.

For employees who have misplaced or forgotten their access card, prior written authorization granting the employee access must be submitted to the QuadReal management office 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 the security officer is not able to obtain the necessary approval, access will not be permitted. Requests from individuals who have valid access cards but who do not have keys to your office 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.
- Wait for the red light to turn green when you hear a beep.
- While the light is green, open the door.
- Follow the above procedure when accessing your floor using the passenger elevators.
- If the red light stays on after the beep go to the security desk in the main lobby.

- Cardholders should never lend or transfer their card to another person.

After Business Hours Entry: Clients and Guests

If you wish to have a client or guests access the building outside of business hours, it will be necessary to advise 200 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 no later than 3:00pm on the date of the intended visit.

Upon arrival at the building, the 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 will 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 QuadReal Management Office at least two business days in advance if possible.

Upon arrival, the contractor must sign in with security at the loading dock 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 the security desk and request the security officer come to the premises. The contractor may not leave until a security guard arrives. The security officer 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 officer can be provided as an additional service. This can be arranged by contacting the QuadReal 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, we ask 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. The after-hours contact person will be phoned for verbal authorization.

7. Elevators, Lighting and HVAC

Elevators

Passenger Elevators

200 King Street West is equipped with 10 high-speed, passenger elevators. Five elevators are dedicated to floors 1 through 13 (low rise), and five elevators are dedicated to floors 11 through 23 (high rise). The lights above the door indicate the elevator responding to your call. Red is down and white is up.

Tenants should 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 P3 to the 24th 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 is 12 feet, and the doorframe from the freight elevator vestibule to the floor is 4'0" wide x 7'5" tall.

Parking Shuttle Elevators

Parking shuttle elevators located in the main lobby serve the three levels of parking.

What To Do If You Are In A Stalled Elevator

Although this is a rare occurrence, we want to ensure that tenants and their employees 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 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

200 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)

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

The systems at 200 King West incorporate a high degree of energy efficiencies and zone control, with compartmental units (floor by floor fan systems). 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 200 King Street West directory is located at the security desk. This directory provides your clients and guests with information regarding your floor and suite location. Please provide the QuadReal management office with the information you want on the directory.

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.

