

April 2024

southcore.ca

WELCOME TO SOUTHCORE
FINANCIAL CENTRE

Tenant Information Guide



HELLO

Welcome to Southcore Financial Centre

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

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

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

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

Emily Huynh

General Manager

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

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For Quick Reference

1 | Key Contacts

Building Security (emergency)	416-861-9188
Building Security (non-emergency)	416-607-5934
General Directory	416-861-0322
Building Operations	416-861-0322
Concierge Desk 18 York	416-607-6112
Concierge Desk 120 Bremner	416-607-6111
Shipping & Receiving 18 York	416-607-6222
Shipping & Receiving 120 Bremner	416-607-6112
/SFC Fitness Club	416-607-5930
Housekeeping	416-607-5931

Please notify Building Security immediately after calling 911 or the police.

QuadReal CONNECT 1-877-977-2262 | service@quadrealconnect.com

2 | QuadReal CONNECT – Key Contact Portal

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

3 | QuadReal+ Tenant Portal

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

4 | Emergency

If you feel a situation at Southcore Financial Centre is an emergency, please call [416-861-9188](tel:416-861-9188). If an event is life-threatening, please call 911 before calling us. For non-emergencies, please call [416-861-0322](tel:416-861-0322).

5 | Hours of Operation

Lobby Concierge Desk	24 hours	7 days a week
Property Management Office	8:30 am to 5 pm	Monday to Friday (except holidays)
Building Operations	24 hours	7 days a week

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

6 | Rent Remittance

Rent and tenant charges are due and payable on the first day of each month. All cheques should be delivered to the Property Management Office at:

QuadReal Property Group Southcore Financial Centre
420-18 York Street
Toronto, ON M5J 2T8

7 | Leasing Information

For retail or office leasing requirements, please contact:

Jennifer Balcerak, Vice President, Leasing
416-673-7490
jennifer.balcerak@quadreal.com

Management & Operations Staff

Emergency	416-861-9188
Concierge Desk at 18 York Street	416-607-6112
Concierge Desk at 120 Bremner Blvd	416-607-6111
QuadReal CONNECT	1-877-977-2262 service@quadrealconnect.com

Property Management

General Manager	Emily Huynh	416-673-7724
Property Manager	Fadila Abdillahi	416-673-7418
Operations Manager	Paul Giannou	416-673-7641
Property Administrator	Emma Messum	647-875-8497
Operations Coordinator	Chirstina David	416-861-0322

Security & Life Safety

Manager, Security & Life Safety	Shaun McGrath	416-668-7886
Senior Supervisor, Security & Life Safety	Matthew Atkinson	416-668-7886
Non-emergency		416-607-5934

Building Operations

Operations Supervisor	Brian Hughes	416-318-8575
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Property Services

Loading Dock Manager	TBD	416-831-0322
Housekeeping Manager	Maria Valente	416-826-2406
Parking Manger	Billal Abdulkader	416-506-1000

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

Tenant Services

Concierge Desk 18 York
Concierge Desk 120 Bremner

416-607-6112
416-607-6111

QuadReal CONNECT

1-877-977-2262
service@quadrealconnect.com

Communications

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

In an effort to keep you informed of building activities that may affect your firm, our office will circulate a tenant information sheet to your attention every January and June which we ask you to complete and return to our offices. Documented information contained in these forms enables Southcore Financial Centre Property Management staff to inform you of such items as air shutdowns, event and security information. In addition, the information you provide us in these forms is invaluable in case of emergency and will enable us to keep you informed at all times. If changes to your personnel occur prior to the January or June updates, please contact our office at [416-861-0322](tel:416-861-0322) or sfcreception@quadreal.com.

QuadReal+ Tenant Portal

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

Tenant Bulletins

For those less tech-inclined, we also share regular communications about building & operational issues with appropriate tenant contacts. In turn, they're encouraged to share with their colleagues so everyone is kept informed.

MIR3 Mass Notification System

MIR3 is a mass notification system, which will be used for communication during emergencies or incidents. The MIR3 system allows us to share updates about incidents and/or emergencies taking place on or around the property – such as protest/demonstration or fire alarm activations – all within minutes of an event taking place. Messages will be distributed to the Tenant Emergency Contacts, who will be responsible to distribute accordingly. Messages are mainly sent to e-mail addresses however, for larger, potentially disruptive events, such as a building lockdown, the system may call or send a text message.

Stat Holidays

Southcore Financial Centre property management operates with a reduced staff on the following holidays:

New Year's Day
Canada Day
Christmas Day

Family Day
Civic Holiday
Boxing Day

Good Friday
Labour Day

Victoria Day
Thanksgiving Day

Building Operations operates daily every day of the year.

Available Services

QuadReal CONNECT

The QuadReal CONNECT Department operates 24 hours a day, 7 days a week.

Their email address service@quadrealconnect.com is only monitored during business hours. If you require a response after hours, please call [1-877-977-2262](tel:1-877-977-2262).

After business hours, calls from tenants requiring service are received through the Building Control Centre where fully trained personnel are equipped to receive and direct calls to on-site staff. Any requests which cannot be attended to outside of normal business hours will be passed to the appropriate staff the following morning for a prompt response.

Available Services:

- Passcard programming & accessories
- Housekeeping
- Plumbing repairs & maintenance
- Minor repairs & maintenance
- Electrician
- Locksmith
- Pest maintenance
- Window maintenance
- Paid-duty security services
- Service elevator booking

Placing a Work Order

Only pre-authorized tenant administrators can utilize the QuadReal CONNECT System. This is to ensure all work or services requested have been authorized by the tenant. It is necessary therefore that the tenant notify the Property Management Office, in writing, as to the tenant contact with the authority to order such services on behalf of the company and of any change in this authority, to avoid any interruption in service or invoicing confusion.

You may put through your service request online at southcore.ca/get-in-touch.

You will receive your username and password from the QuadReal CONNECT team. You will also receive confirmation that your request has been received and dispatched and will receive another confirmation when the work has been completed.

About Your Building

The Property

Southcore Financial Centre consists of two LEED Gold designed office towers totaling 1.4 million square feet, 18 York Street and 120 Bremner Boulevard. Southcore Financial Centre provides connection to the underground PATH system with quick access to the TTC and GO Transit.

The complex is a LEED Gold core and shell designation, BOMA BEST Platinum, and is state-of-the-art construction.

18 York Street

- 650,000 sq ft
- 27 storeys
- High-rise floor plate is 27,001 sq ft
- Low-rise floor plate is 26,789 sq ft
- Six low-rise passenger elevators serving floors three to fifteen
- Six high-rise passenger elevators serving floors fifteen to twenty-six
- Two parking elevators
- One freight elevator serving all office floors and parking levels

120 Bremner Boulevard

- 700,000 sq ft
- 31 storeys
- High-rise floor plate is 25,511 sq ft
- Low-rise floor plate is 24,614 sq ft
- Six low-rise passenger elevators serving floors three to seventeen
- Six high-rise passenger elevators serving floors seventeen to thirty-one
- Two parking elevators
- One freight elevator serving all office floors and parking levels
- /SFC Eatery is open Monday to Friday from 5:30 am to 7 pm (Operating hours may differ from time to time).

Accessibility

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

ESG

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

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Smart Buildings

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

Awards

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

BOMA BEST Platinum
BOMA Toronto CREST Award - Collaborative Excellence (2020)
ENERGY STAR Certification
Fitwel Viral Response Certified
Three Star Fitwel Rating
Rick Hansen Foundation Accessibility Certification
LEED Platinum 4.1 Certified
LEED Gold Core and Shell Certification
TOBY National Award
2018 BOMA Toronto Earth Award (120 Bremner Blvd)

K9-5 Bring Your Dog to Work

Your favourite companion is important to you and that makes them important to us. Please feel welcome to bring them to work at Southcore Financial Centre, an entirely dog-friendly property. Speak with your employer to learn more about bringing your dog to work with you. Visit QuadReal+ to view full policy details.

The Green Room

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

Parking

Parking office P1 Level 416-506-1000

Southcore Financial Centre has a 655-vehicle underground parking facility and features three levels of parking space for both tenant and visitor use. Entrance / exit is on the north side of Bremner Boulevard between York and Lower Simcoe Streets and on the east side of Lower Simcoe Street.

The parking garage is accessible 24 hours a day, 365 days a year. AutoAccess allows monthly customers the convenience of an access tag which attaches to the inside of the windshield and will automatically raise the parking gate for entry and exit.

Enhanced security features include a colour-coded way finding system and safety intercoms throughout all parking levels. In addition, members of our Security & Life Safety team conduct random patrols of all parking levels.

For safety reasons, cyclists and pedestrians should never use the parking ramp and should utilize the dedicated bicycle lane at Bremner Boulevard entrance.

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Monthly parking spaces are normally assigned in accordance with your Lease. Payment may be arranged by calling Indigo Parking, at 416-506-1000 or sfc18york.ca@group-indigo.com.

EV Charging Stations

The parking garage at /SFC is equipped with EV charging stations. There are six charging stations located at the P1 level of 18 York Street and six charging stations located at the P1 level of 120 Bremner Blvd. The charging stations can be used for a maximum of 3 hours. For more information, please contact the parking office at: sfc18york.ca@group-indigo.com or 416-506-1000.

Active Commuter Indoor Bike Parking

The indoor bike parking can accommodate up to 280 bikes for 18 York and 250 bikes for 120 Bremner.

Both facilities are passcard facilitated.

Women's bike parking is located in the southeast corner of P1.

Men's bike parking is located in the southeast corner of P2.

Please note:

- For safety reasons, bikes are not permitted throughout the ground and office floors of the complex.
- E-bikes are to be stored in storage room P135. Charging of E-bikes is not permitted at any time.
- Please note bicycle storage and lockers are for daily use only.
- For more information visit: southcore.ca/building/amenities/bicycle-parking
- Tenants must provide their own locks.
- We are not responsible for lost or stolen bikes.

Active Commuter Shower Facilities

For your convenience, there are showers available on a first-come, first-serve basis to all tenants. They're located within the bike parking facilities (P1 for women and P2 for men).

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

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at commercecourt.ca/tenants/forms-manuals. Please email your signed waiver form to ccto-passcard@quadreal.com.

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

/SFC Fitness Club

Located on the third floor of 120 Bremner Blvd.

- State of the art fitness and wellness facility for the exclusive use of tenants.
- 13,000 square foot facility featuring two group exercise studios, a spin studio and individual workout areas.
- Change rooms, showers, day use lockers and hairdryers are available to for use.

Enjoy The Following Features

- Personal training

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- Personalized programs
- Spin classes
- Yoga classes
- Group fitness classes
- Wellness programs
- Nutrition counsel
- Specialized classes for corporate events
- Showering facilities
- Sport specific clinics
- Outdoor turf and fitness area

For more information on the /SFC Fitness Club please contact christina@livunltd.com or visit southcore.ca.

General Information

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

Property Management Offices

Suite 420, 18 York Street
Toronto, ON M5J 2T8
Phone 416-861-0322

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

Office Leasing

Jennifer Balcerak, Senior Vice President, Leasing
416-673-7490
jennifer.balcerak@quadreal.com

Retail Leasing

Meghan Stuart, Director, Retail Leasing
416-673-7476
meghan.stuart@quadreal.com

Building Services

QuadReal CONNECT

1-877-977-2262
service@quadrealconnect.com

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

Couriers and Canada Post

The tenant is responsible for informing Canada Post of their change of address. Mail will be delivered to the mailroom located on P1 Parking level elevator lobby of 18 York Street and P2 level of 120 Bremner. Each tenant will be allocated a mailbox number and two keys in order to pick up their mail.

Tenants will have to make arrangements with the Property Management Office to pick up and sign for their new keys prior to moving in. To obtain your post box number please contact the property management office at [416-861-0322](tel:416-861-0322).

Tenants are responsible for picking up their own mail daily from their box, as no mail delivery is provided floor by floor in the building. Should the volume exceed the capacity of postal boxes on site, you will need to contact Canada Post directly to make alternate arrangements.

Storage Availability

Storage space is located in various locations throughout the building and is available on a first come first serve basis. Please refer to your Lease Agreement if rent rate costs had been previously negotiated. Enquires of availability can be obtained by contacting the Property Management Office at [416-861-0322](tel:416-861-0322) or by email at sfcreception@quadreal.com.

Moving Procedures

Internal Moving Procedures

Advance written notice is required for all company moves within Southcore Financial Centre. Please do the following:

- Direct all correspondence in writing to QuadReal Connect via email at service@quadrealconnect.com or by phone at [1-877-977-2262](tel:1-877-977-2262).
- Complete and submit a Work Permit Request Form indicating the particulars related to the move. Copies of the request form can be found online at Forms | Southcore Financial Centre - Quadreal under "Form" section of the website.

We're happy to accommodate all of your internal relocation needs at a competitive cost. Our on-site building personnel are equipped to handle your small office relocation needs, which may range from moving one desk to coordinating the relocation of several rooms within your office space. Our staff will work closely with you to ensure details such as elevator reservations and housekeeping needs meet your requirements. Please contact QuadReal CONNECT at [1-877-977-2262](tel:1-877-977-2262) to obtain more information and to obtain a quote to provide these services. Should you need to undertake an office move of larger magnitude, we are equipped to provide you with quotes from reputable moving companies commonly utilized by Southcore Financial Centre.

Housekeeping

QuadReal CONNECT

1-877-977-2262
service@quadrealconnect.com

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

General housekeeping in Southcore Financial Centre is provided daily five days a week. Should you have any questions regarding the base building cleaning schedule for your premises, please contact QuadReal CONNECT at 1-877-977-2262. We are pleased to accommodate your additional housekeeping needs on request or by arranged schedule.

Southcore Financial Centre is proud to provide tenants with green (environmentally sustainable) cleaning service that includes scent-free and non-toxic surface treatments.

Housekeeping & Post Leasehold Improvement

Housekeeping at Southcore Financial Centre is carried out under contract, which is administered by the Property Management Office. The first service under this contract will be provided on the evening of the first business day you take occupancy of your premises and will continue thereafter as provided per your Lease Agreement. If you have any special requirements, please contact the Property Management Office.

Tenants will be responsible for the cost of any post leasehold improvement necessary to prepare the premises for staff after both the Tenant's leasehold improvement and moving contractor have completed their work.

Housekeeping Services and Their Frequency: General tenant space

Empty waste receptacles	Daily
Collect & dispose paper waste	Daily
Dust / spot clean furniture & fixtures	Daily
Spot clean all horizontal and vertical surfaces	Daily
Spot clean carpets where necessary	Daily
Spot clean partition glass	Daily
Spot clean walls, light switches & doors	Daily
Clean & polish drinking fountains	Daily
Dust mop hard surface floors	Daily
Mop stains and spills	Daily
Vacuum carpeted traffic lanes	Daily
Towel exchange at bike parking	Daily
Dust high & low areas	Weekly
Vacuum all carpets	Weekly
Vacuum fabric office furniture	Monthly
Dust venetian / vertical blinds	Semi-annually
Wash all waste containers	Monthly
Machine spray buff hard surface floors & polish	Semi-annually
Strip & refinish floors with polish	Annually

Pest Control

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Pests can be harmful to tenants as well as to buildings. Rentokil is our pest services provider, conducting inspections to our property on a regular basis.

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

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

- Boradust: Applied as a powder to control crawling insects.
- Knockdown 120P and 241P: A flushing agent & contact spray for crawling insects.
- Dagnet: A residual application to baseboards and the feet of equipment.
- Drax: A gel bait applied under baseboards or in crevices for ants.
- Maxforce roach gel: Applied as small dots under baseboards & crevices to control roaches.
- Detex blox: A non-toxic block placed in tamper-resistant boxes to monitor rodent activity.
- Contrac blox / First Strike: A rodenticide-impregnated wax block placed in tamper-resistant stations in mechanical rooms to control rodents.
- Demand CS: A liquid residual pesticide used to control crawling insects in cracks & crevices.
- Advance Ant Bait: A granular or puck bait for the control of ants in and around buildings.
- Ortho Home Defense (Vapona Strip): Used to control flying insects inside structures.
- Tempo WP: A liquid insecticide used to control crawling insects in cracks & crevices.

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

Signage

The design decisions at Southcore Financial Centre have been made with purpose. As a result, we wish to keep the complex's appearance as uniform as possible. Any sign requirements you may have for the lobbies, your elevator lobby, or your suite entrance can be arranged by contacting QuadReal CONNECT by phone at [1-877-977-2262](tel:1-877-977-2262) or email at service@quadrealconnect.com.

Loading Dock

To accommodate contractors and suppliers in meeting your delivery needs, vehicle access to our loading dock facilities is restricted to twenty minutes between the hours of 6:30 am and 2:30 pm. Between the hours of 2:30 p.m. and 6:00 p.m. the parking restriction can be extended to a 45-minute limit in order to accommodate minor repair or same day service requirements (subject to limited space and advance reservations) by calling [QuadReal CONNECT](tel:1-877-977-2262) at [1-877-977-2262](tel:1-877-977-2262).

To access the loading dock, use the Bremner Boulevard parking entrance and follow the signs to Shipping & Receiving. The loading dock is open from 7 am to 5 pm, Monday to Friday and Saturday to Sunday from 8 am to 4 pm.

All deliveries are restricted to the loading dock and must be transported via the service elevator.

Loading Dock Restrictions

To ensure efficient service in the loading dock, the following rules apply:

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- All vehicles must be turned off when parked, as /SFC has a no idling policy.
- Keys are to be left in the vehicle.
- The maximum time permitted in the dock area is twenty minutes. If additional time is required, the vehicle must be removed and parked outside the complex or advanced arrangements with weekday requirements are to be made through the Building Services Office.

Drivers are required to sign in and out at the desk located within Shipping & Receiving. They will receive a building passcard prior to entering the complex.

Deliveries

Our Shipping and Receiving office is open between 8 am and 5 pm.

Office Suite Waste & Recycling

Southcore Financial Centre is proud to offer a comprehensive recycling program that includes paper, glass, aluminum, steel, cardboard, organics, electronic waste, batteries and ink cartridges. All office floors are equipped with a desk-side blue bin for all paper products. Cardboard boxes should be collapsed and identified as waste and remain in your premises for removal post business hours or upon request during business hours. Waste stickers and signage are available at no cost by contacting Property Management at [416-861-0322](tel:416-861-0322) or by email at sfcreception@quadreal.com.

Waste Removal Service

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

Acceptable Paper Products

White bond paper, coloured paper, fax paper, file folders, envelopes, window envelopes, junk mail, post it notes, magazines, newsprint, ncr (no carbon required) paper, kraft paper, shredded paper, telephone books, brochures, boxboard, message books, posters, catalogues, large directories, plain corrugated cardboard, printed cardboard, lightly taped cardboard, business cards, flyers, gift wrap and paper coffee cups without the plastic lid.

Acceptable Cans / Glass / Plastics

Glass bottles, plastic bottles, plastics 1 through to seven, milk product cartons, cream cartons, tetra packs, aluminum beverage cans, steel food containers, glass jars, aluminum rigid trays, juice bottles, clean/dry paint cans, clean/dry aerosol cans and large yogurt containers with the number two (2) symbol. Styrofoam and polystyrene takeout containers are not permitted.

Organics

Coffee grounds, paper coffee filters, tea bags, meat, poultry, fish, bones, carcasses, soup, bread, dessert, dough, sugar, vegetables, fruits and leftover/spoiled food. Paper towel is not to be placed in the organics stream at Southcore Financial Centre.

Electronic Waste

Computer monitors, central processing unit, printer, telephone, refrigerator, fax machine, keyboard, television, stereo, compact disc player, electronic toy, drill, fluorescent light tubes, DVD player, mouse device, laptop computer, batteries, electrical cord and CDs.

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Electronic waste is collected free of charge by calling QuadReal CONNECT at 1-877-977-2262.

Green Cleaning

/SFC was designed and is currently operating to a high environmental standard that includes energy and water efficiency, waste diversion and a healthy indoor environment. To avoid the unnecessary presence of chemicals, /SFC Property Management and contractor, Hallmark Housekeeping Services, are proud to offer a green cleaning program that safeguards the health of our environment both indoors and out. To learn about /SFC's green cleaning program, click here.

Southcore Financial Centre's Standard Operating Policies on Green Cleaning can be provided upon request.

Green Landscaping

Southcore Financial Centre takes pride in administering sustainable landscaping practices as well as prioritizing native species and drought tolerant plants can help reduce water consumption and provide environmental benefits.

Green landscaping refers to sustainable land management techniques that are cost effective, environmentally sound, and reduce adverse impacts to the natural environment.

These techniques may be applied in the following areas:

- Erosion and sedimentation control
- Irrigation
- Pesticide and fertilizer application
- Landscape waste disposal
- Exterior and hardscape cleaning
- Snow removal and de-icing
- Storm water management
- Wildlife management
- Maintenance equipment

Lamps

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

Retail Waste & Recycling

Dry Waste / Recycling

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

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

Please contact QuadReal CONNECT by phone at 1-877-977-2262 or email at service@quadrealconnect.com to request a pick-up.

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

Wet Food Waste

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

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

Grease & Cooking Oil

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

Service Area Inspections

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

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

Service Elevators

Service Elevator Booking

This service is available at no charge for smaller deliveries between the hours of 8 am and 4 pm. Large deliveries must be arranged in advance with the Supervisor Building Services. Please be reminded that deliveries utilizing carts are not permitted via passenger elevators. For your convenience, a freight elevator may be reserved, on a first-come-first-served basis with a dedicated elevator operator for use outside normal operational hours (at a separate cost).

- Any delivery/pick up that requires service elevator usage for over 20 minutes should be booked through a Work Order/ Service ticket via [QuadReal CONNECT](#).
- Service elevator/loading dock bookings are possible before or after business hours on weekdays (before 7 am or after 5 pm. On weekends, it can be booked anytime of the day.
- The booking request should include the delivery company name, contact information date and time.
- While booking a service elevator the tenant should also submit a Work Permit or have a valid Permission to Grant Access form. These forms can be completed online via the link below, in addition to the work order. Work permit forms must be submitted at southcore.ca/resources/forms-and-manuals.
- The minimum charge is 4 hours for any booking. Please contact Property Management for the approximate rate.

For more information on arranging an elevator booking contact Property Management at [416-862-0322](tel:416-862-0322) or by email at: sfcreception@quadreal.com.

Central Operations

Building Operations

416-861-0322

Electrical / Mechanical Services

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In charge of heating, cooling & ventilation, our Operations team helps ensure the year-round comfort of your office space and your colleagues. Please let us know if your environment is making your team uncomfortable in any way.

Emergency Power

In the event of a power failure, Southcore Financial Centre is equipped with emergency power diesel generators, programmed to come on within 10 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the stairwells if necessary.

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

Heating & Cooling

HVAC hours are dependent upon the conditions of the Lease. Any requests for HVAC service not within the hours stipulated in the Lease are invoiced back to the tenant.

The following suggestions may help tenants maintain a more comfortable office temperature:

- Keep furniture four to six inches from perimeter heating units.
- Keep papers and other items off exposed radiation grills. Covering these grills restricts temperature control.
- Do not place furniture close to thermostats as this can affect the temperature reading.
- Upon occupancy, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with the tenant's construction criteria.

Tenants should have the floor's ventilation system rebalanced when:

- Internal walls are added or relocated
- Occupancy levels increase
- You substantially increase loads by the addition of heat generating equipment.

Energy Management & Sustainability Advice

We are happy to offer advice on ways to manage energy consumption and reduce costs, such as using the revolving entrance doors to conserve energy in the lobbies. Please call Property Management at 416-862-0322 anytime to learn more.

Lighting Control

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

Building Operators

Building operators attends to all mechanical and electrical issues that arise as well as ensure central HVAC systems are working the best way they can 24/7. Get to know who your Building Operators are by contacting QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.

Tenant Metering

Each tenant has their electrical hydro consumption remotely metered by our computerized metering system. Upon request you can receive each month a consolidated update regarding electricity used in your space. The

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latest meter reading can be obtained by calling QuadReal CONNECT at 1-877-977-2262 or emailing service@quadrealconnect.com.

A more detailed breakdown of your total monthly consumption can be provided on request. Please contact QuadReal CONNECT to discuss your requirements.

Indoor Air Quality Testing

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

Chemical Handling / Storage

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

Standard Operating Procedure

Please let us know if you'd like to review QuadReal's Standard Operating Procedure by calling 416-861-0322.

Base Building Maintenance & Operating Systems

Building Sumps

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

Drain Pipes

The main drain stacks servicing the retail main drain lines are flushed annually. All pipes from the tenant premises to the building sump are flushed and the sump pit vacuumed, annually.

Exhaust Duct Cleaning

Annual maintenance, including inspections and filter replacements are completed on an annual basis. In addition, the exhaust on the main truck is cleaned annually.

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

Fan Coil Units

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

Retail Kitchen Hoods Maintenance & Operating Systems

Inspections & Cleaning

All hoods installed are subject to regular inspection to determine cleaning frequency. This frequency is always sufficient to ensure systems are kept clean and safe, while complying with the Ontario Fire Code. Inspection reports are to be provided to the Property Management Team upon the completion of any inspection or cleaning.

Maintenance Package

We can assist with obtaining quotations for tenant-owned equipment. Please contact QuadReal CONNECT at 1-877-977-2262 to discuss your requirements.

Tenant Equipment and Piping to Grease Traps

The building is equipped with a line from the grease trap branch line to the main tie into the base building stack. Retail tenants is responsible for the flushing of this line. This flush must be completed before 3 am to mitigate any lingering odours. Maintenance reports are to be forwarded to the Property Management Team once the flushing of the pipes has been completed.

Construction Services

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

If after initial occupancy, you wish to make changes to your premises, all changes must be approved in advance by the Landlord, all in accordance with the current Southcore Financial Centre Leasehold Improvement Manual.

Specifically, you must not change partitions without the Landlord's prior knowledge, as this will affect HVAC, telecommunication, and fire safety systems.

No x-raying, core drilling or work, which will disrupt other tenants, will be allowed prior to 11 pm and will require a special Work Permit issued by the Property Management Office.

All contractors requiring access must complete a Request for Work Permit a minimum of three days prior to access. Please see the following course of action required prior to the commencement of any leasehold improvement:

- Submit drawings to the Property Management Office for written approval. ***Please allow up to 5-7 business days for drawing reviews and approval***
- Apply for building permit.
- Supply Property Management Office with the following documentation: building permit application, contractor name, subtrades, tenant contractor proof of insurance with a minimum of \$5,000,000 per occurrence and WCB clearance certificate.
- Obtain Property Management Office written approval to commence construction.
- Arrange service elevator booking(s).
- Issue temporary passcards to Contractor and subtrades.

For full details please refer to the Leasehold Improvement Manual.

Security & Life Safety

Emergency	416-861-9188
Non-emergency	416-607-5934

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

Southcore Financial Centre Security and Life Safety Services has staff on duty 24 hours a day, 7 days a week for your safety, security and assistance needs.

Emergency

If you feel a situation at Southcore Financial Centre is an emergency, please call [416-861-9188](tel:416-861-9188). If an event is life-threatening, please call 911 before calling us. For non-emergencies, please call [416-607-5934](tel:416-607-5934).

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

Access Control

All Southcore Financial Centre tower elevators are card-access controlled from 7 pm to 7 am, Monday to Friday, and 24 hours on weekends and stat holidays.

Building Passcards

Building passcards may be arranged by contacting [QuadReal CONNECT](tel:1-877-977-2262) at [1-877-977-2262](tel:1-877-977-2262) or service@quadrealconnect.com. There is no charge for the initial issue of building passcards (to a maximum of 1 per 250 square feet of occupancy), however a replacement charge will apply for the re-issue of building passcards which are lost, stolen or have been damaged.

Third-Party Access

On occasion, Tenants ask Property Management to facilitate access to their office space to third parties, by providing an access card or unlocking tenant doors. We are pleased to facilitate such access requests providing that an authorized tenant contact completes and submits a "Permission to Grant Access to Tenant Space Form" which can be found on our website southcore.ca, under the Resources – Forms section: southcore.ca/resources/forms-and-manuals

Building Passcards for Contractors

All contractors who come onsite must see building Security to sign out a passcard. For work at 18 York Street and 120 Bremner Boulevard, passcards can be signed out by visiting the Shipping office located on the ground floor at 18 York St. All contractors must use the service elevator only. Use of the passenger elevators is strictly prohibited. Please ensure that all contractors have been provided with the necessary approved Work Permits and Permission to Grant Access (PGA) forms appropriate permit approvals and PGA Forms. If a contractor requires to sign out or return a passcard after business hours, please call Security Dispatch at [416-607-5934](tel:416-607-5934).

Premises Inspections

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

Locksmith

We have locksmiths on duty to assist you with any furniture and door key requirements. To arrange, please contact QuadReal CONNECT at [1-877-977-2262](tel:1-877-977-2262) or service@quadrealconnect.com

Suspicious Persons

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

If they don't wish to explain or if you're not comfortable approaching them, call the emergency line at: [416-861-9188](tel:416-861-9188). Provide us with a description of the person and where you saw them, and we'll dispatch security to attend.

Suspicious Packages

If you find a suspicious package in your office or a public area, don't assume it's harmless. Don't touch it and leave that area immediately. Call the emergency line at [416-861-9188](tel:416-861-9188) and we'll send security.

If you receive a package containing suspicious material, don't disturb it. If it's safe to do so, carefully cover it and ensure no one comes near the package. Call 911 and then call Southcore Financial Centre emergency at [416-861-9188](tel:416-861-9188).

Bomb Threats

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

- Ask the caller questions like: Where is the bomb? When will it go off? What type of bomb is it? Why are you doing this?
- Try to write down the caller's exact words and make notes about their voice. Make note of any background noise like music or traffic.
- Note when the call started and ended.
- Once ended, call 911 immediately. Then call Southcore Financial Centre emergency at [416-861-9188](tel:416-861-9188).
- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

Fire Detection & Suppression Systems

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

Retail Kitchen Inspection

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

Retail Maintenance Requirements

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

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

When any fire alarm is activated:

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

Fire Alarm Tones

The fire alarm system broadcasts two separate tones.

The evacuation tone is broadcast to the floor where the alarm device has been activated – as well as to the floors above and below. When you hear the evacuation alarm, please leave immediately via the nearest and safest exit available. Do not use the elevators.

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

Announcements will be broadcasted throughout the duration of the fire alarm. Please pay special attention to the announcements as they will provide important and up to date information on the fire and/ or emergency situation.

Floor Warden Team

Southcore Financial Centre Property Management provides training and information on emergency procedures. As a tenant, it is your responsibility to ensure there is a floor warden team for each floor your company occupies – and that staff have access to information about emergency procedures. Please view the /SFC Fire and Life Safety video available at Southcore.ca.

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

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

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

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

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

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

Floor Warden

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

During an evacuation, the floor warden must search their assigned area, advise occupants of the emergency and direct them to the nearest exit. When they complete their search, they can return to the lobby to meet the other team members and leave the floor themselves. Prior to exiting the building, floor wardens are asked to check in at the concierge desk to advise that their floor is clear and to provide details on any issues pertaining to the emergency.

Assistant Floor Warden

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

Assistance Monitors

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

Searchers

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

Exit Monitors

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

Earthquakes & Tornadoes

If an earthquake or tornado is impacting Southcore Financial Centre, please remain calm.

- Take cover under a desk, table, or the nearest interior doorway. Hold onto whatever you're under.
- Keep away from windows and glass doorways.
- Don't use elevators. You could become trapped if the power goes out.
- Don't leave cover until it's safe to do so. Follow the directions of building staff.
- If someone is injured, call 911 and then call Southcore Financial Centre emergency at 416-861-9188.

Power Outage

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

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

In Case of Fire

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.
- From a safe location, call 911. Then call Southcore Financial Centre emergency at [416-861-9188](tel:416-861-9188).

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

Evacuation

- As people evacuate their floor, they should keep to the right of the stairs to allow building personnel and firefighters to pass on the left-hand side.
- Walk at a normal pace and hold onto the handrail as you proceed down the stairs. Remain focused, do not bring any beverages or use your mobile device unless it's an emergency. Leave heavy and bulky items behind. If you're wearing high-heeled shoes, remove them.
- Occupants from other floors will be entering the stairwells. Allow them to merge into the flow but do not stop as this will delay the occupant's evacuation from the floors above.
- Occupants should proceed down the stairs and gather at their company's designated assembly area.
- All stairwells include crossover floors. These floors, which are positioned at every 5 floors or less, allow for evacuating occupants to cross over to an alternate stairwell should the stairwells become too congested or unsafe to use. The crossover floors are 5, 10, 15, 20 and 25 for 18 York Street and 5, 10, 15, 20, 25 and 30 for 120 Bremner Blvd.
- It can be strenuous to walk down the stairs, so remember to pace yourself. If you feel tired or ill, don't be afraid to stop on a landing for a few minutes. If you see someone fall or take ill during an evacuation, call [Southcore Financial Centre emergency](tel:416-861-9188) at [416-861-9188](tel:416-861-9188).

Public Area Fire Alarms

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

Persons Requiring Assistance

We have procedures in place to assist anyone unable to evacuate due to a health condition. When the evacuation tone sounds, any person requiring assistance (PRA) should go to the nearest stairwell and wait on the landing. Please ensure Property Management is provided with up to date information as soon as there are changes to your persons requiring assistance list.

Floor warden team members should report the location of any PRA by calling Southcore Financial Centre emergency at [416-861-9188](tel:416-861-9188), or by visiting the Concierge Desk located in the Southcore Financial Centre West building lobby.

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

Medical Emergency

If there is a medical emergency, remain with that person and try to make them feel comfortable. Have someone call 911 as well as Southcore Financial Centre emergency at [416-861-9188](tel:416-861-9188). Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

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Southcore Financial Centre Security Officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at patient's location as quickly as possible.

It is imperative that our Security Team is made aware of situation in which emergency services is contacted. Failure to do so may result in the delayed action and assistance of by emergency services.

Fire Drills

Fire drills are conducted on an annual basis throughout Southcore Financial Centre. Learn more in the Your Safety section at southcore.ca.

Fire Prevention

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

Smoke-Free Policy

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

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

Holiday Season Safety

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

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

General Security

Lost & Found

Security and Life Safety Services operates a Lost and Found service. You may make inquiries regarding lost items by contacting the non-emergency line at 416-607-5934 or by attending the Southcore Financial Centre concierge desk on the ground floor of each office tower. Lost and found items will be retained for a period of three months.

Office Security

You can help ensure Southcore Financial Centre remains a safe place to work and do business. Please ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or on you when leaving the office.

Paid Duty Request

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

- To book a security officer, please contact QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.
- When booking please advise Tenant Services exactly what you need the security officer to do.
- If the request is in support of a Southcore Financial Centre work permit, please include the work permit number.
- Please provide at least 3 business days' advance notice.

Personal Security Escorts

If you or your staff are working late or, for any reason, would like an escort to your car, please contact QuadReal CONNECT at 1-877-977-2262 and we'll be happy to accompany you to the parkade.

Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at Southcore Financial Centre. If someone comes to your office claiming they are selling something, please call Security at 416-861-9188.

Insurance Certificate

As required under your Lease, you must have active tenant insurance coverage at all times. The Property Management Office must receive an Insurance Certificate detailing your coverage before you assume tenancy. Annual renewals of your insurance must also be forwarded to our office so we can ensure your continuous coverage as well as any changes to your coverage.