



## ***TENANT INFORMATION MANUAL***

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## Introduction

On behalf of QUADREAL PROPERTY GROUP we would like to welcome you to Southcore Financial Centre. The complex is a LEED Gold core and shell designation, BOMA BEST Platinum and state of the art construction /Southcore Financial Centre is a magnificent blend of office and retail, with convenient access to world class entertainment, sporting events and dining located in the expanding Financial District of Canada's largest and most vibrant city. Winner of the 2013 and 2015 Race to Reduce award for lowest energy consumption – Building Category size 500,000 – 1,000,000 square feet.

At QUADREAL PROPERTY GROUP, we are excited to be a part of this world class complex and to contribute to its ongoing success and that of its tenants. Our commitment to service excellence is a primary reason why we have become leaders in the management of major commercial properties across Canada. Through redefining service, ONE customer at a time, QUADREAL PROPERTY GROUP is our commitment to a proactive, open and personal management service for our tenants. Our commitment is to provide our tenants with an exceptional personal experience with timely feedback, open communication and professional friendly service.

This Tenant Information Manual will assist you in becoming familiar with the building's features, facilities, operating procedures, and with the staff who provide its services.

The information that is contained in this manual is general in nature and may differ from your Lease. In all cases, the Lease takes precedence over this manual.

Our Property Management Team is dedicated to the highest levels of service to assist you with any questions regarding instructions, policies etc. as outlined in this manual. Our QuadReal Connect Hotline, 1-877-977-2262 is available twenty-four hours a day, seven days a week to provide you with assistance and quality service. The Tenant Information Manual is updated frequently and the most recent version can always be found online at [www.southcore.ca](http://www.southcore.ca)

Please take the time to familiarize yourself with the contents so that you can enjoy all the benefits and privileges of your tenancy at Southcore Financial Centre.

## Management and Operations Staff

As your Property Management team of Southcore Financial Centre, we want you to know that every member of our team is here to serve you. We want to hear your comments, compliments or concerns. Please feel free to contact the Property Management Office with any questions or comments. Our QuadReal Connect Coordinator will ensure that you are put in touch with the appropriate manager / department.

The Property Management Office is located on the Fourth Floor, Suite # 420 of the 18 York Street building of Southcore Financial Centre.

### Website:

[www.southcore.ca](http://www.southcore.ca)

### Mail Address:

420 -18 York Street  
Toronto, ON  
M5J 2T8

120 Bremner Boulevard  
Toronto, ON  
M5J 0A8

### Delivery address for Property Management:

18 York Street,  
Suite # 420  
Toronto, Ontario  
M5J 2T8

Our office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday, excluding statutory holidays.  
Our main telephone number is 416-861-0322.

### Directory of Building Personnel

#### Security (Emergency)

**416-861-9188**

QuadReal Connect Hotline

1-877-977-2262

Property Management Reception (8:30 a.m. – 5:00 p.m.)

416-861-0322

Security (Non-emergency)

416-607-5934

Building Operations

416-861-0322 Ext. 106

Concierge Desk @ 18 York

416-861-0322 Ext. 107

Concierge Desk @ 120 Bremner

416-607-6111 Ext. 180

Shipping & Receiving @ 18 York

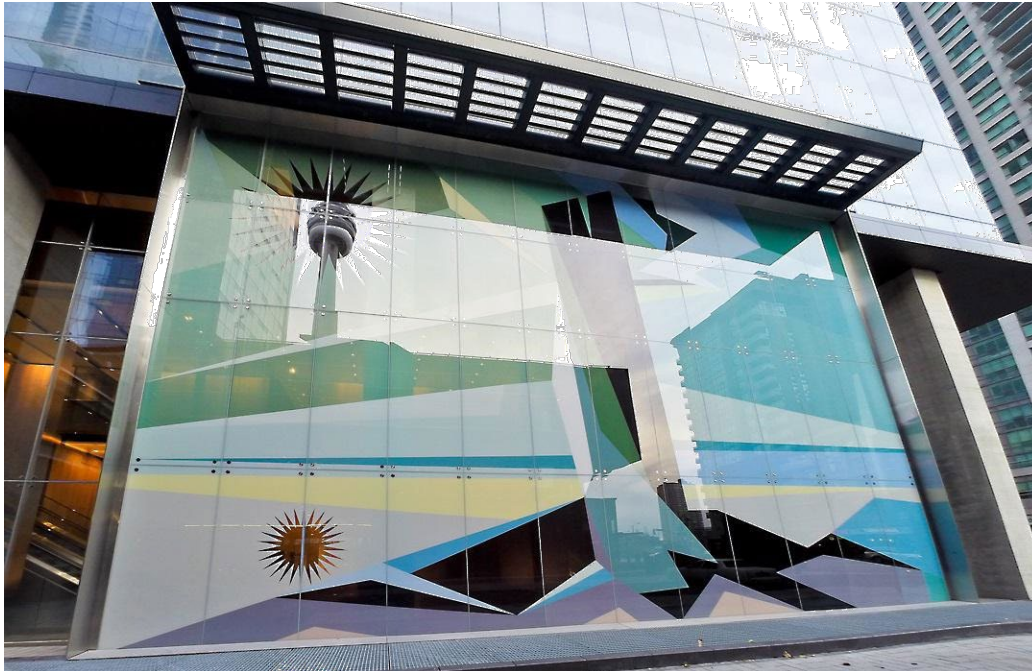
416-861-0322 Ext. 109

Shipping & Receiving @ 120 Bremner  
/SFC Fitness Club

416-607-6112  
416-607-5931

## **Property Management**

|                                       |                   |                       |
|---------------------------------------|-------------------|-----------------------|
| General Manager                       | Elspeth Evans     | 416-673-7550          |
| Senior Property Manager               | Chris Tiessen     | 647-875-8499          |
| Assistant Property Manager            | Shannique Cyrus   | 647-875-8493          |
| Senior Operations Manager             | Paul Giannou      | 416-673-7641          |
| Property Administrator                | Emma Messum       | 647-875-8497          |
| Administrative Assistant              | Christina David   | 416-861-0322 Ext. 100 |
| Operational Supervisor                | Jeff Pollard      | 647-875-8490          |
| Manager, Security & Life Safety       | Amanda Blasdel    | 647-308-3794          |
| Security Shift Supervisor             | Matthew Atkinson  | 416-673-7583          |
| Supervisor, Building Services         | Dawit Teklemariam | 416-861-0322 Ext. 109 |
|                                       |                   |                       |
| Housekeeping Manager                  | Maria Valente     | 416-826-2406          |
| Parking Facility Manager              | Brian Fuentes     | 416-450-0273          |
| Manager, Marketing and Communications | Darren Neely      | 416-572-8591          |
|                                       |                   |                       |
| Environmental H&S Coordinator         | Nick Philip       | 437-341-6726          |
| Sustainability Manager                |                   |                       |



## General information

### Public Access Hours:

Southcore Financial Centre is located on the PATH Network. The PATH level entrances follow the hours of the PATH, seven days a week from 5:30 a.m. to 1:30 a.m.

### Directions:

Southcore Financial Centre is located on the northwest corner of York Street and Bremner Boulevard at 18 York Street and 120 Bremner Boulevard.

### QuadReal Connect Hours of Operation:

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

The QuadReal Connect e-mail, [service@quadrealconnect.com](mailto:service@quadrealconnect.com), is only monitored during business hours; if a response is needed after hours, please call the QuadReal Connect Hotline at 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 prompt response.

**Available Services:**

- Passcard Programming & Accessories
- Housekeeping
- Plumbing Repairs & Maintenance
- Minor Repair & Maintenance
- Electrician
- Locksmith
- Pest Maintenance
- Window Maintenance
- Pay Duty Security Services
- Service Elevator Booking

**How To Place A Work Order Request via QuadReal Connect Work Order System****Who Can Order:**

Only pre-authorized tenant administrators can utilize the E 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.

**How To Access:**

You may put through your service request by accessing the E QuadReal Connect System online:  
**Southcore.ca**

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

## **Rent Remittance**

Rent and tenant charges are due and payable on the first day of each month. All cheques should be made payable and entitled to bclMC Realty Corporation Inc., and delivered to the Property Management Office at:

bclMC Realty Corporation Inc.  
c/o QuadReal Property Group  
Southcore Financial Centre  
18 York Street  
Suite # 420  
Toronto, ON  
M5J 2T8

## **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.

## **Leasing Information**

For Retail or Office Leasing requirements, please contact:

Jennifer Balcerak, Vice President - Leasing

Direct Phone: 416-673-7490

Email: [jennifer.balcerak@quadreal.com](mailto:jennifer.balcerak@quadreal.com)

## **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.

## **General Site Information**

Southcore Financial Centre comprises one city block on Bremner Boulevard from York Street to Lower Simcoe Street. Southcore Financial Centre consists of two LEED Gold designed office towers totaling 1.4 million square feet, 18 York Street and 120 Bremner Boulevard, and The Delta



Toronto Hotel. Southcore Financial Centre provides connection to the underground PATH system with quick access to the TTC and GO Transit.

#### **18 York Street Details:**



- 18 York Street is six-hundred and fifty-thousand square feet located at York Street and Bremner Boulevard
- 27 storey
- High-rise floor plate is 27,001 square feet (approximate)
- Low-rise floor plate is 26,789 square feet (approximate)
- 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 Details:**



- 120 Bremner Boulevard is seven-hundred thousand square feet
- located on Bremner Boulevard in between 18 York Street and The Delta Toronto
- 31 storey
- High-rise floor plate is 25,511 square feet (approximate)
- Low-rise floor plate is 24,614 square feet (approximate)
- 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 a.m. to 7:00 p.m.

### **/SFC Fitness Club Details:**



- Located on the third floor of 120 Bremner Blvd
- State of the art fitness and wellness facility for the exclusive use of tenants at 120 Bremner and 18 York
- 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.

### **Keeping Your Information Up-To-Date**

In an effort to keep you informed of building activities that may affect your firm, our office will circulate a Tenant / Department 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 advise our office by telephoning **416-861-0322**

### **Lost & Found**

Security and Life Safety Services operates a Lost and Found service. You may make inquiries regarding lost items by contacting the property management office at 416-861-0322 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.

### **Locksmith Service**

Southcore Financial Centre's Locksmith Team is on duty to assist with all furniture and door key requirements. Placing a call to our property management at 416-861-0322 will elicit a quick and professional response to your request.

### **Smoke Free Environment**

Southcore Financial Centre has a smoke free policy throughout the complex including lobbies, common areas, washrooms, stairwells, sunroofs, service areas, elevators and loading dock. Please

ensure that you are eight meters from any entrance / exit of the building. Please note, vapor smoke, e-cigarettes, cannabis and tobacco products are not permitted on /SFC property.

## **Mailing Address & Postal Deliveries**

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.

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.

## **Statutory Holidays**

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

- |                 |                  |
|-----------------|------------------|
| • New Years Day | Civic Holiday    |
| • Family Day    | Labour Day       |
| • Good Friday   | Thanksgiving Day |
| • Victoria Day  | Christmas Day    |
| • Canada Day    | Boxing Day       |

Security Dispatch Centre operates normally, regardless of the holiday schedule.

## **Building Operations**

### **Internal Moving Procedures**

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

- Please direct all correspondence in writing to Building Services via email at [Service@quadrealconnect.com](mailto:Service@quadrealconnect.com) or at 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 on line at TBA under the Manuals – Forms section.

We would be pleased 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 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.

### **Service Elevator Booking**

This service is available at no charge for regular deliveries between the hours of 8:00 a.m. and 4:00 p.m. 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). For more information and to arrange elevator booking contact Property Management at 1-877-977-2262

### **Shipping & Receiving 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 a.m. and 2:30 p.m. 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 at 1-877-977-2262

### **Loading Dock Location – Hours of Operation & Deliveries**

To access the Loading Dock, use the Bremner Boulevard parking entrance and follow the signs to Shipping & Receiving. The Loading Dock is open from 7:00 a.m. to 5:00 p.m., Monday to Friday and Saturday from 8:00 a.m. to 4:00 p.m. The Loading Dock is closed Sunday and statutory holidays.

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:

- 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 8:00 a.m. and 5:00 p.m. Our staff are available for pick-up and delivery of all your freight at no cost.

## **Access to Tenant Space by Third Party Service Personnel**

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 [www.southcore.ca](http://www.southcore.ca), under the Manuals – Forms section.

## **Recycling**

Southcore Financial Centre is proud to offer a comprehensive recycling program that includes paper, glass, aluminum, steele, cardboard, organics, electronic waste, batteries and ink cartridges. All office floors are equipped with a desk-side blue bin for all paper products. The kitchen servery is furnished with two different receptacles: food waste organics and plastic / cans / glass. 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 are available at no cost by contacting Property Management at 416-861-0322.

## **Waste Removal Service**

This service is conducted daily and includes pick-up from individual tenant areas. Regular waste and recycling receptacles, and any large boxes containing an orange "Garbage Please Remove" sticker, will be removed from your premises at no cost. Waste stickers may be obtained by contacting Property Management at 416-861-0322. Any special requests for waste removal will be accommodated by contacting QuadReal Connect at 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.

## **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.

Electronic waste is collected free of charge by calling QuadReal Connect at 1-877-977-2262. Small e-waste items such as cell phones, batteries and ink cartridges can also be disposed of in the recycling centre found near the 18 York escalators adjacent to the bridge leading to 25 York.

# **Central Operations**

## **Electrical & Mechanical Services**

The Senior Manager, Technical Services is responsible for the heating, ventilation and air conditioning systems and provides support and direction to his Team of personnel who ensure the year round comfort of your office space. Our staff are available to answer all your questions regarding electrical / mechanical services in your office.

## **Security Systems**

The Manager, Security & Life Safety Services is responsible for the management of the base building electronic SMS (security management system). All tenants' security systems which integrate into the base building system must conform with the SMS Technical Standards Document as outlined in the Leasehold Improvement Manual.

## **HVAC**

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

## **Service Technicians**

Each of our Service Technicians is assigned to a specific area of the complex. The Service Technician will attend to all mechanical and electrical deficiencies within their Zone to ensure comfort levels are maintained. If the service required is beyond the scope of our in-house team, the Service Technician will be able to arrange for the work to be carried out by an outside Contractor.

## **Shift Engineers – Building Operations**

Our Shift Engineers ensure that the central heating and air conditioning systems are operating in the most efficient manner to maintain comfort levels within the complex, 24 – 7. Any operational difficulties that arise outside of normal hours within a tenant space will be attended by the Shift

Engineer. They will either resolve the problem immediately or, in the case of a more serious problem, make the equipment safe and arrange for the repair by outside Contractors.

## **Electricians**

Electricians available to perform electrical repairs and maintenance as required upon request.

## **Tenant Metering System**

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 metering system reads each meter on a daily basis at midnight and your latest meter reading can be obtained by calling QuadReal Connect at 1-877-977-2262.

A more detailed breakdown of your total monthly consumption can be provided on request. Please contact QuadReal Connect at 1-877-977-2262 to discuss your requirements.

## **Energy Management Advisory Service**

Each tenant has control over the energy used in their office space. Advice on ways to manage your consumption and reduce your costs can be obtained by contacting Property Management at 416-861-0322, who will call on approved outside consultants if the need arises.

## **Additional Cabling (Internet & Telephone)**

To arrange for additional power outlets or LAN drops, please contact our QuadReal Connect at 1-877-977-2262. Please reference Leasehold Improvement Manual for full details.

## **Emergency Power**

Southcore Financial Centre is equipped with a power diesel generator. In the event of a power failure, emergency power will be available within ten (10) seconds. Sufficient lighting is provided on emergency power to allow the Tenants reasonable visibility to the emergency evacuation stairwells. All stairwells are lit by the emergency power system.

The emergency generator is fully tested every month. As a result, power to all emergency circuits will be affected. Notifications will be sent out informing tenants of any planned testing. If you require more information, please contact the QuadReal Connect at 1-877-977-2262.

Our Property Management staff is on call twenty-four hours, seven days a week to respond to emergency situations and will restore services as soon as possible.



## Pest Maintenance

An integrated pest maintenance program is in place at Southcore Financial Centre, which allows for regularly scheduled monitoring of all office floors, second floor, ground level and parking levels after business hours. Food service outlets are monitored weekly and treated twice per month.

## Service Area Inspections

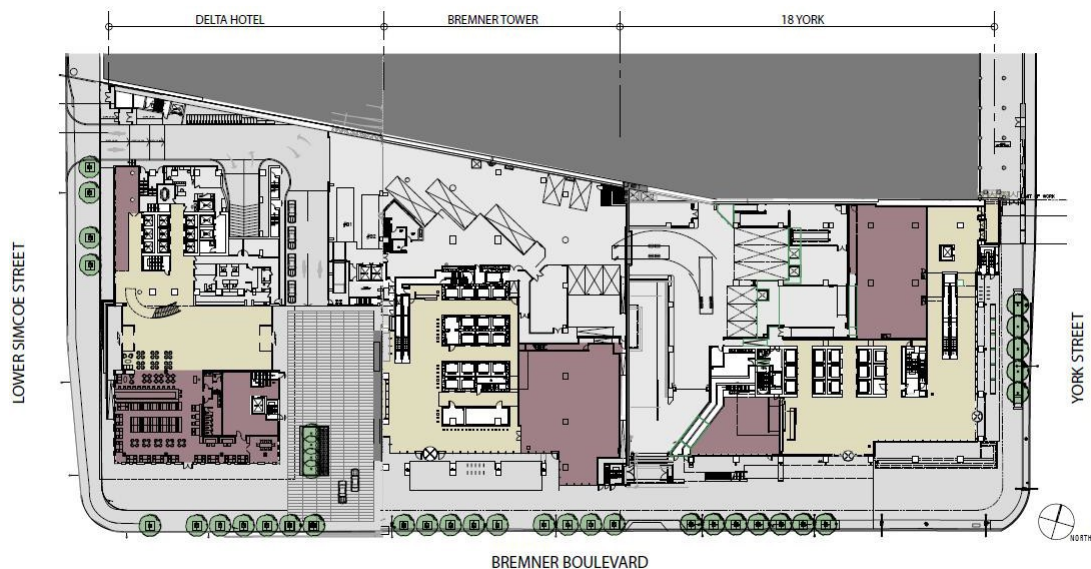
The Landlord will maintain all common service areas. Any material left in the service areas will be removed immediately and discarded at the tenant's expense.

## Premises Inspections

The Landlord will inspect the premises from time to time to ensure that it is maintained in a safe and healthy condition. Unfit conditions will be reported to the Facility Manager for immediate follow-up action.

## Parking

Southcore Financial Centre has a 655 vehicle underground parking facility and features three levels of parking space for both tenant and visitor use. Tenant parking is designated to P2 and P3 levels with P1 available for visitors. 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.

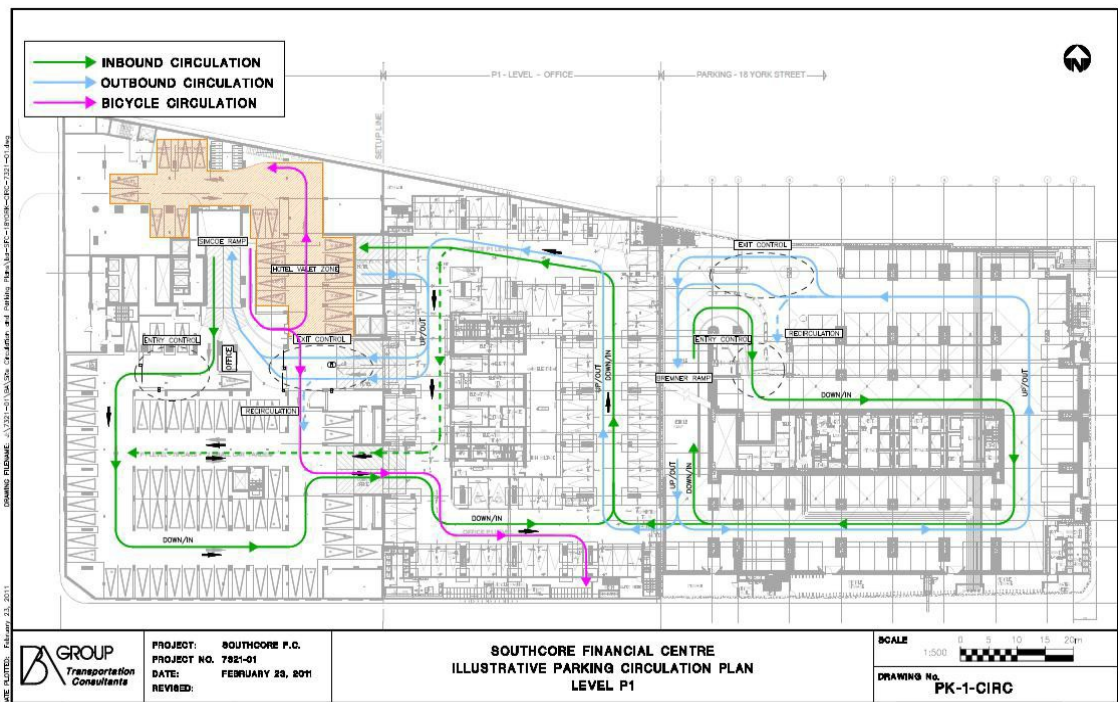


## Auto Access

The parking garage is accessible twenty-four hours a day, 365 days a year. Southcore Financial Centre's automated parking garage "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. Parking Level 1 is designated for hourly customers and AutoAccess enables you to pay by coin, bill or credit card at the automated pay stations located in the parking elevator lobbies prior to leaving the facility.

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.



## Enterprise CarShare Vehicles

Southcore Financial Centre is proud to house two on site Enterprise CarShare vehicle with availability, upon request an additional four vehicles. For more information, visit [enterprisecarshare.com](http://enterprisecarshare.com)

## Indoor Bicycle Facility

Our bicycle facilities can accommodate up to 280 bicycles for 18 York and 250 bicycles for 120 Bremner. Both facilities are passcard protected and are conveniently located in the south east corners of P1 and P2. P1 is allocated for female cyclists and P2 for male cyclists. Facilities include lockers, showers and change rooms building. For safety reasons bicycles are not permitted on the ground floor or on the office floors.

- **Please note bicycle storage is for daily use only.**
- **For more information visit: <http://southcore.ca/tenants/overview/>**

## Parking Allocation & Payment

Monthly parking spaces are normally assigned in accordance with your Lease. Payment may be arranged by calling Standard Parking, at 416-861-0322 ext. 108

## Hazardous Vehicles

We must request that any vehicle with fluid leaks of any type (oil, gas, coolant etc) not be brought onto this property until the defective problem has been repaired. In cases of severe leaks, we are required by Fire Safety regulations to remove the vehicle from the parking garage and the property. All attempts will be made to locate the owner of the vehicle immediately. Vehicle repairs should never be performed within the confines of the Parking Garage. It is important to have your Auto Access transponder displayed and your vehicle registered with the Property Management and Parking Manager offices in the event that we need to contact you in an emergency.

## Security & Life Safety

### SECURITY HOURS OF SERVICE:

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.

They can be reached by calling:

- Non-emergency: 416-861-0322 Ext. 171
- **Emergency: 416-861-9188**

## **Emergency Telephone Number - 416-861-9188**

This telephone number is to be used to report any emergency situation which might occur at Southcore Financial Centre. The phone is answered by our Security Operations Centre personnel, who are specially trained to receive emergency calls and dispatch security and emergency services personnel to provide immediate support and assistance. Please do not use this phone number to report any non emergency or life threatening situation. For all non emergency calls, please call us at 416-861-0322 Ext. 170

To obtain telephone stickers displaying this number, please contact Property Management at 416-861-0322.

## **Access Control Hours**

Access control hours are in effect at Southcore Financial Centre from 7:00 p.m. to 7:00 a.m. weekdays. The building is restricted during weekend and holiday periods. When access controls are in effect, a building passcard is required to enter the main entrance doors and all elevators. Most street level doors are opened commensurate with the TTC subway hours and twenty-four hour entrance into the complex is available via Bremner Boulevard.

## **Building Passcards**

Building passcards may be arranged by contacting QuadReal Connect at 1-877-977-2262. 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. Passcard photography is required and arrangements can be made by contacting Property Management at 416-861-0322. Please contact your floor administrator to arrange for your personal building passcard.

## **Building Passcards for Contractors**

All contractors who come onsite must see building Security to sign out a passcard. For work at 18 York St, passcards can be signed out by visiting the Security Desk in the main lobby. For work at 120 Bremner Blvd, passcards can be signed out from the passcard office located on P2 between the hours of 5:30am-9:00am and 2:00pm-4:00pm. Please take the parking elevators from ground to P2 and follow the signs. If a contractor requires to sign out or return a passcard during hours not specified above, please call Security Dispatch at 416-607-5934.

## Personal Security Escorts

Our Security Staff will be pleased to provide an escort to your vehicle in the Parking Garage. To obtain this service, please contact QuadReal Connect at 1-877-977-2262. Please note that we are unable to provide this service off property.

## Office Security

Please assist us in foiling theft in the office by increasing your level of office security awareness. Diplomatically challenge anyone found in your area that you do not recognize, or if you are uncomfortable doing this, please contact Security for assistance. Ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or are on your person when leaving the office. Should you discover a stranger or notice anything unusual on your floor, do not hesitate to contact the security non emergency line at 416-861-0322 ext. 171.

## Bomb Threat Procedures

In the event that occupants receive a bomb threat at Southcore Financial Centre, they shall react in the following manner:

- Do not hang up the phone (the telephone company may be able to trace the call, even if the other party hangs up).
- Record all pertinent information per the chart below:
  - a. What time will the bomb explode
  - b. Where is it?
  - c. What kind of bomb is it?
  - d. What will cause it to explode?
  - e. What does it look like?
  - f. Where are you calling from?
  - g. Why did you place the bomb?
  - h. What is your name?
    - Immediately report the information to Southcore Financial Centre Security & Life Safety by calling **416-861-9188**.

If you are called upon to conduct a search of your premises, the search should be conducted quickly, but thoroughly, looking for things that are out of the ordinary or out of place. If a bomber wants the bomb to be found they will tell you where to find it. If they don't want it found, they likely will not call. If you find an unidentified or suspicious object – DO NOT TOUCH IT. Isolate the area and notify emergency personnel immediately. If a suspicious object is found, Police or Southcore Financial Centre Security will take the appropriate measures to evacuate the area.

## Unauthorized Canvassing & Soliciting

Southcore Financial Centre prohibits vending and soliciting on the premises. To aid us in discouraging the possibility of theft within your office area, please contact Security at: **416-861-9188**.

## Emergency – Medical

If there is someone in your office in need of medical assistance due to illness or injury, please follow these steps:

1. First, call 911 – Provide your address, floor and suite number. You will be asked to describe the condition of the person in distress.
2. Then, call our **Emergency number at 416-861-9188**. Upon notification of a medical emergency, our security staff will:
  - Dispatch trained security personnel who will provide interim medical assistance prior to the arrival of EMS (Emergency Medical Services).
  - Secure an elevator for use of EMS personnel
  - Meet responding EMS personnel at the front of the building and escort them to the patient.
3. Assign one person at the elevator lobby on your floor to lead medical and responding security and EMS personnel to the person in distress.

All Southcore Financial Centre Security Staff are First Aid, CPR and AED Certified and have emergency medical response equipment available.

## Emergency – Fire

If You Discover Fire or Smoke:

- Remain calm. Leave the fire area, closing doors behind you.
- Activate the nearest fire alarm pull station. To operate, pull the paddle lever down. This will activate the fire alarm system.
- When safe to do so, call 911 and then immediately call our **Emergency number 416-861-9188**. Provide your name, building address and the location of the fire.

- Immediately evacuate via the nearest fire exit. Follow the directions of your Floor Warden Team. Do not use elevators.
- Do not return to your office until instructed to do so via the voice communication system or in person by a fire or building official.
- When descending emergency stairwell this stairwell will exit to the exterior of the building slightly west of the entrance to Parking and Shipping /Receiving.
- When descending emergency stairwell this stairwell will exit to the lobby close to the base of the escalator.
- Stairwell C exits to the lobby & on the west side of York Street.
- Stairwell D exits to Bremner Boulevard

## **Fire Alarm Tones**

The Southcore Financial Centre Fire Alarm System is a two-phase system providing sophisticated Life and Property protection. Upon fire detection, the system will sound one of two types of tones: Evacuation or Alert.

### **Evacuation Tone**

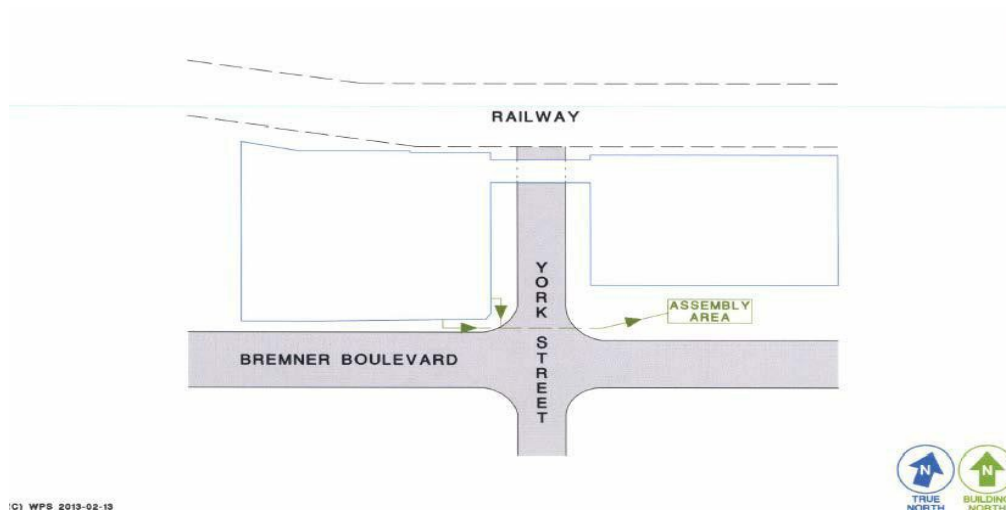
Fast-paced, continuous pulsing tone (120 times per minute). Upon hearing this signal, you must evacuate the building by the nearest stairwell immediately. Do not attempt to use the elevators as all elevators will ground to the lobby level upon activation of an alarm. The “evacuation” tone will be heard on the floor of alarm initiation, the floor above and the floor below.

### **Evacuation Location (off-site gather point)**

Tenants and staff upon evacuating 18 York may gather in the lobby of the TELUS Building located at 25 York Street, located directly to the east of this Building on the northeast corner of York Street and Bremner Boulevard. Tenants and staff upon evacuating 120 Bremner are to gather in Roundhouse Park located on the southwest corner of Bremner Boulevard and Lower Simcoe Street.

[See next page for maps of off-site gather point]

### 18 York Evacuation Location:



### 120 Bremner Evacuation Location:





## Alert Tone

Slow pulsing tone (20 times per minute). The “alert” tone indicates a fire emergency in the building, and Emergency Response staff are investigating. The “alert” tone will sound on all floors in the building not already receiving the “evacuation” tone and all elevators will ground to the lobby level.

The two “alarm tones” serve as primary communication to all building occupants that a fire emergency exists. Until an “All Clear” announcement has been heard, building occupants are to remain calm and respond in accordance with their fire safety plan.

## Fire Alarm Activation – Persons Needing Assistance

Persons with a physical disability should proceed to the nearest stairwell and wait on the landing. The stairwells are protected by firewalls and fire doors. The stairwell pressurization system will keep smoke out. If necessary, people with a physical disability will be evacuated by Toronto Fire Service or building staff

Activation of the Fire Alarm System results in:

- 1) Toronto Fire Services being called
- 2) Immediate investigation by the Southcore Financial Centre Emergency Response Team.
- 3) The Toronto Fire Services upon arrival will take control, investigate the cause of the alarm, to ensure the building is safe.
- 4) Your Emergency Floor Warden Team fulfilling their duties by assisting you in any evacuation necessary.
- 5) All electro-magnetic locking devices will automatically release upon activation of a detection device/fire alarm system.
- 6) Passenger elevators returning to ground to release all passengers.
- 7) During an emergency, this system will be used to update building occupants and to provide instructions as circumstances may require.
- 8) Stairwell Pressurization and smoke control activate. Announcements will be made via public address system.

**NOTE:** Tenant Representative is responsible to provide a list of persons requiring assistance on a monthly basis to WPS.

**NOTE:** Red emergency handsets are located beside stairwell exit doors and provided for direct communication with the Emergency Operations Centre. These devices may be used by anyone in a fire emergency situation. (To use: break the glass, open the door and lift and phone). It is the Tenants responsibility to advise QuadReal

Connect of any persons requiring assistance in the event of a stage one or stage two alarms. A person requiring assistance is designated as someone who does not have the ability to evacuate the Building on their own and require assistance (e.g. injury).

## Fire Drills

Fire Drills are conducted on an annual basis in Southcore Financial Centre.

To obtain more information regarding Fire Safety contact QuadReal Connect at 1-877-977-2262.

## Emergency Floor Warden Team

In order to meet the requirements of the Ontario Fire Code and to ensure the safety of all occupants during an emergency situation, each floor in Southcore Financial Centre is required to have an Emergency Floor Warden Team consisting of employees resident to the floor, each having specific duties and responsibilities to perform in an emergency situation as well as on a day to day basis. Team members will be trained in their roles by the Southcore Financial Centre Fire & Safety Supervisor.

### NOTE: Cross Over Floors:

- 18 York: 5<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup>, 20<sup>th</sup>, and 25<sup>th</sup> Floors.
- 120 Bremner : 5<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup>, 20<sup>th</sup>, 25<sup>th</sup> and 30<sup>th</sup> Floors.

A Floor Warden Team that is responsible for a full floor should include the following positions:

- Floor Warden (1)
- Searchers (2)
- Assistant Floor Warden (1)
- Exit Monitors (number equal to the two exit stair doors on the floor)

**Floor Warden:** The person in this position will select, manage and maintain the Floor Warden Team.

In the event of an emergency, they will direct and oversee the orderly evacuation of all tenants within their jurisdiction.

**Assistant Floor Warden:** Oversee evacuation of all personnel in their area, ensure doors are closed, assist physically challenged persons and take charge in the Floor Warden's absence.

**Exit Monitors:** Exit Monitors are required to maintain orderly conduct at each of the stairwells, ensuring quiet and calm in the event of an emergency evacuation. Exit Monitors must inspect the entrance door to the stairwell and the stairwell to ensure it is safe to access and report to the Floor Warden when all occupants have evacuated the area.

**Searchers:** As their name suggests, Searchers must conduct a systematic search of the floor, ensuring that all occupants have evacuated. Once the evacuation is complete, search wardens are instructed to close doors and to report any non-complying occupants to the Floor Warden.

## **Tenant Responsibilities During Fire Emergencies**

1. The primary responsibility for safety of employees rests with each tenant. Tenants are encouraged to appoint responsible and dependable employees to their Floor Warden Team. All team members should participate in Life Safety training.
2. Tenants are urged to participate in Southcore Financial Centre fire drills. The importance of these drills must not be underestimated. All employees should be encouraged to cooperate; following the directions of the Floor Warden Team members assigned to their areas.
3. Employees should be instructed to immediately report all smoke or suspicious odors to the Southcore Financial Centre Emergency line **416-861-9188**.
4. All fires, regardless of size, and even if they have been extinguished, must be reported.
5. During an emergency, Tenants can call **416-861-9188** in order to get updated information as to what is currently occurring. This line will be updated with incident specific information, as soon as possible.
6. Off site evacuation gather zone. Ensure attendance is taken via roll call.

## **Fire Prevention**

Good fire prevention is an effective method for implementing fire safety in the building. The following comments are provided for all building staff and tenants:

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions at all times.
- Do not permit combustibles to accumulate.
- Do Not Smoke. Southcore Financial Centre is a “Smoke Free” complex.

- Avoid careless storage practices. Do not obstruct sprinklers or place items within 45 centimeters of the ceiling.
- Ensure that articles such as boxes and storage racks do not obstruct doorways.
- Do not overload electrical outlets.
- Be familiar with your responsibilities during a fire condition in the building.

## **Fire Hazards**

Identified hazardous conditions will result in a compliance notice being issued to correct the situation and remove the hazard. The time given to comply will depend on the degree of hazard deemed by our Fire & Life Safety Group. Failure to comply in the time allowed will result in the hazard being removed by the Landlord at the tenant's expense.

## **Maintenance & Testing Requirements**

All detection and activation systems will be tested semi-annually by the contractor retained by the Landlord. Gas and/or electrical shut down functions and interaction with the Base Building Fire Detection Systems will all be tested to confirm Code Compliance. The fire suppression agent will not be released during this testing. Our Fire & Life Safety Group will supervise all tests.

The tenant shall maintain the Fire Suppression systems in a fully functional condition at all times. Should the tenant deactivate the systems for any reason, the Landlord must be notified in writing and all cooking equipment isolated immediately. No cooking equipment will be allowed to operate without protection from a fully functional fire detection and suppression system.

## **Holiday Season Safety**

To ensure a safe and happy holiday season, please keep in mind the following when choosing and installing decorations within your office area:

- Only fire resistant, artificial trees, garlands and such are permitted on the premises. Live trees are not permitted at Southcore Financial Centre due to the high fire hazard they present.
- Decoration(s) should be placed in areas that will not block exits, exit routes, fire hose cabinets or fire extinguishers even if the decoration(s) should fall.
- Only electrical light sets labeled Canadian Standards Association (CSA Approved) or Underwriters' Laboratories of Canada (ULC Approved) should be used.
  - Check all sets of electrical lights for worn insulation, broken plugs and loose sockets. Replace the lights if any of these conditions are found. Do not use defective light sets.

- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged 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.
- Do not place extension cords under rugs or in heavy traffic areas.
- Do not overload an electrical circuit. An overload of current can heat up the wire and start a fire.
- Candles and other open flames are not permitted.
- Extension cords should not be taped down and are not permanent wiring

## Your Premises

### Leasehold Improvement

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 during normal business hours 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 five days prior to access. QuadReal-Approved Contractor Security badges must be worn while in the building and/or on tenant floors. Please see the following course of action required prior to the commencement of any leasehold improvement:

- Submit drawings to Property Management Office for written 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 \$5,000,000.00 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.

## Signage & Suite Number

We wish to keep the entire building's appearance as uniform as possible. Accordingly, your sign requirements for base building directory boards located in the lobbies, your elevator lobby and your suite entrance will be arranged through the Property Management Office.

## Housekeeping

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 that 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 – General Tenant Space

|   |       |
|---|-------|
| Empty all waste receptacles as necessary  | Daily |
| Collect all paper waste & dispose into secure paper shred console                       | Daily |
| Remove all collected waste to a designated area   | Daily |
| Dust and spot clean all furniture, fixtures and if accessible equipment and accessories | Daily |
| Spot clean all horizontal and vertical surfaces   | Daily |
| Spot clean the carpeted area where necessary  | Daily |
| Spot clean all partition glass  | Daily |
| Spot clean all walls, light switches and doors  | Daily |
| Clean and polish all drinking fountains   | Daily |

|   |       |
|---|-------|
| Dust mops all hard surface floors with treated mop            | Daily |
| Mop all stains and spills on hard surface floors              | Daily |
| Vacuum all carpeted traffic lanes                             | Daily |
| Spot cleaning of finger prints on partition glass             | Daily |
| Towel exchange & cleaning service at bicycle parking facility | Daily |

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**Periodic Services:**

|   |             |
|---|-------------|
| Dust high & low areas (pictures, clocks, partition tops)          | Weekly      |
| Vacuum all carpets  | Weekly      |
| Vacuum fabric office furniture                                    | Monthly     |
| Dust and or vacuum venetian / vertical blinds                     | Semi-annual |
| Wash all waste containers using a germicidal detergent            | Monthly     |
| Mop the entire hard surface area                                  | Monthly     |
| Machine spray buff all hard surface floors, apply polish and buff | Semi-annual |
| Strip hard surface floors and refinish with polish                | Annually    |

## Building Amenities of Southcore Financial Centre

### National Bank of Canada

Hours of Operation: Monday to Friday, 7:45 a.m. to 5:00 p.m.

Contact: Lucas Homem

Telephone: 416-363-4040

**The Printing House**

Hours of Operation: Monday to Friday, 8:00 a.m. to 6:00 p.m.

Contact: Kevin McLoughlin

Telephone: 416-861-9310

**NY News**

Hours of Operation: Monday to Friday, 8:00 a.m. to 6:00 p.m.

Contact: Don Vatour

Telephone: 647-748-2655

**iQ Food**

Hours of Operation: Monday to Friday, 8:00 a.m. to 8:30 p.m.,

Saturday and Sunday, 10:00 a.m. to 6:30p.m.

Contact: Alan Bekerman, Catering: 647-340-6892

**Thai Express**

Hours of Operation: Monday to Friday, 10:00 a.m. to 6:00 p.m.

Contact: Tony Tran

Catering: 416-360-7007

**Busters Seacove**

Hours of Operation: Monday to Friday, 9:00 a.m. to 5:00 p.m.

Contact: Magdy Maltby

Catering: 416-892-8140

**Z.Teca**

Hours of Operation: Monday to Friday, 10:00 a.m. to 6:00 p.m.

Contact: Gabe Sarracini

Catering: 416-636-3181 Ext. 222

**Sushi Shop**

Hours of Operation: Monday to Friday, 10:00 a.m. to 6:00 p.m.

Contact: Jing Bo Zhou "Allen"

Catering: zhoujingbo526@hotmail.com

**Starbucks Coffee**

Hours of Operation: Monday to Friday, 6:00 a.m. to 6:00 p.m.

Telephone: 647-637-1157



**Tim Hortons**

Hours of Operation: Monday to Friday, 6:00 a.m. to 6:00 p.m.

Contact: Eitan Tanentzap

Catering: 647-560-6992

**freshii**

Hours of Operation: Monday to Friday, 8:00 a.m. to 5:00 p.m.

Contact: Farhan Kassam

Catering: 416-360-7878

**Olly Fresco**

Hours of Operation: Monday to Friday, 6:00 a.m. to 6:00 p.m.

Contact: Ramy Bitar

Catering: 416-242-4000

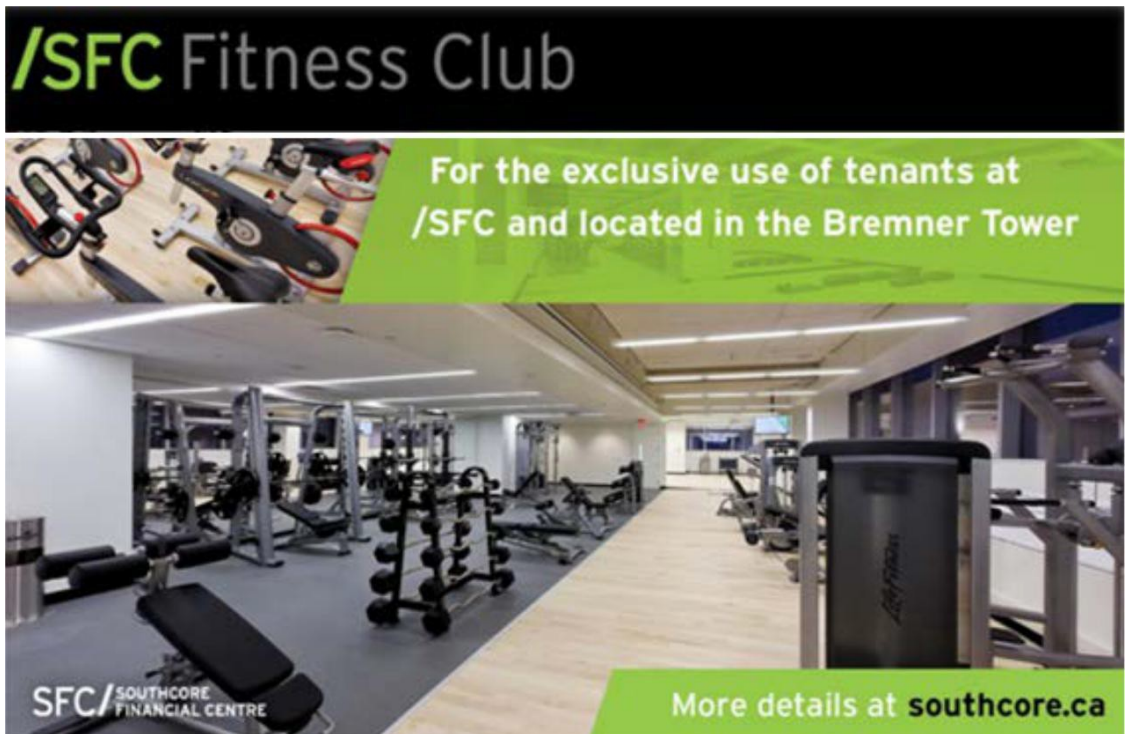
**Making Healthy Food Choices at Work**

Healthy eating is fundamental to good health and is a key element in healthy human development, from the prenatal and early childhood years to later life stages. Healthy eating is equally important in reducing the risk of many chronic diseases. (Source: Health Canada)

Please click the link [here](#) for more including a list of food retailers that provide several healthy menu options for a hot or cold meal at Southcore Financial Centre.

## /SFC Fitness Club

- Personal Training
- Personalized Programs
- Spin Classes
- Yoga Classes
- Group Fitness Classes
- Massage Therapy
- Wellness Programs to Support Living a Healthy Lifestyle
- Nutrition Counsel
- Specialized Classes for Corporate Events
- Showering Facilities
- Fitness & Health Assessment
- Sport Specific Clinics
- Popular Health Trend Workshops









## Map of the Neighbourhood



|  |   |
|--|---|
| <b>Infinity Health Centre</b>  | <b>Metro</b>  |
| 39 Lower Simcoe St, Toronto M5J 3A6<br>Phone: (416) 504-0628<br><br>Monday-Friday: 7:45AM–8PM<br>Saturday-Sunday: 10AM–3PM   | 80 Front St E, Toronto M5E 1T4<br>Phone: (416) 703-9393<br><br>Monday-Sunday: Open 24 hours   |
| <b>Infinity Dental</b>   | <b>LCBO</b>   |
| 39 Lower Simcoe St, Toronto M5J 3A6<br>Phone: (416) 463-4648<br><br>Monday-Wednesday: 12PM–8PM<br>Thursday: 8AM–8PM / Friday: 11AM–5PM<br>Saturday: 9AM–2PM / Sunday: Closed | 15 York St, Toronto M5J 0A3<br>Phone: (416) 594-3838<br><br>Monday-Wednesday: 10AM–8PM<br>Thursday-Saturday: 10AM–9PM<br>Sunday: 12–6PM |
| <b>York Street Dental</b>  | <b>Longo's</b>  |
| 25 York St, Toronto M5J 2V5<br>Phone: (416) 862-9675<br><br>Monday-Friday: 8AM–4PM<br>Saturday-Sunday: Closed  | 15 York St, Toronto M5J 0A3<br>Phone: (416) 366-1717<br><br>Monday-Sunday: 7AM–11PM   |
| <b>Shoppers Drug Mart</b>  | <b>New York News (convenience store)</b>  |
| 200 Bay St, Toronto M5J 2J3<br>Phone: (416) 865-0001<br><br>Monday–Friday: 7AM–6:30PM<br>Saturday: 10AM–4:30PM / Sunday: Closed  | 18 York St, Toronto M5J 2T8<br>Phone: (647) 748-2655<br><br>Monday–Friday: 7AM–7:30PM<br>Saturday-Sunday: Closed                        |

Southcore Financial Centre has made every attempt to ensure the accuracy and reliability of the information provided on this brochure. However, the information is provided "as is" without warranty of any kind. /SFC does not accept any responsibility or liability for the accuracy, content, completeness, legality, or reliability of the information contained on this brochure.