

SECTION TWO

BUILDING OPERATIONS

HOURS OF OPERATION

Throughout this manual there will be several references made to the building operating hours. The building schedule with respect to Heating, Ventilation, and Air Conditioning (HVAC) are as follows:

MONDAY – FRIDAY 8:00 A.M. – 6:00 P.M.

After hours HVAC and lighting may be arranged through the Property Management office. Depending on the terms and conditions of your lease, if a charge applies, a work order will be prepared for your approval. After hours HVAC request should be submitted to the Tenant Services at least 24 hours prior to the required date.

HEATING & AIR CONDITIONING

Tenant premises are provided HVAC by means of equipment and systems for interior climate control, processed air in such quantities and reasonable temperature and comfort during HVAC hours in accordance with good standards of interior climate control.

The heating, ventilating and air-conditioning system operates from 7:00 a.m. to 6:00 p.m. Monday through Friday, and 9:00 a.m. to 1:00 p.m. on Saturday (collectively the “HVAC Hours”). Applicable costs at current market rate is applied to after hours HVAC request, which shall be chargeable to the Tenant.

Any adjustments required to temperature, humidity or air circulation should be directed to our Tenant Service Centre at **(416) 363-9924**.

DELIVERIES

In order to make your move-in as easy as possible, please contact the Tenant Service Centre at **(416) 363-9924** with your requirements. Your moving contractor should be made aware that any moves must be carried out after hours and security arrangements will be required. All costs associated with elevator operations or security arrangements are the responsibility of the Tenant.

The freight elevators and loading docks may be reserved as follows:

Monday to Friday	>	6:00 p.m. to 9:00 p.m.
Weekends & Holidays	>	8:00 a.m. – 6:00 p.m.

Large moves (furniture etc.) requiring more than 15 minutes must be done after 6:00 p.m. weekdays, to ensure that daily deliveries and pick-ups are not interrupted. The freight elevator and loading dock must be reserved in advance by contacting the Tenant Service Centre at least twenty-four hours prior to the booking.

- Two or four rubber wheeled dollies are required to move equipment that cannot be carried.
- The freight elevator must be used to transport any equipment or furniture during the scheduled move.

Note: No pump trucks are allowed into the building past the loading dock area unless authorized by the Property Management Office.

- Packing crates, skids or other debris must be removed from the loading dock when the move is complete. Failure to comply will result in charge back of \$10.00 per skid.
- Cardboard cartons are to be flattened and placed in the bin provided for recycling.

Delivery Hours: 8:00 A.M. to 5:00 P.M.

PARKING REGULATIONS AND PROCEDURES

TENANT PARKING

Tenant parking for 33 Yonge Street is available in the fully automated underground garage.

Arrangements for monthly parking permits must be made through Standard Parking, Linda Jetty at 416-364-1934.

RESERVED PARKING

All reserved stalls are clearly indicated; please do not park in these stalls unless reserved privileges are applicable.

HAZARDOUS VEHICLES

We must request that any vehicles with fluid leaks of any type (oil, gas, coolant, etc.) not be brought onto this property until the defects have been repaired. In cases of severe leaks, we are required by Fire Safety regulations to remove the vehicle from the property. Propane powered vehicles are not permitted in the underground garage at any time.

We will attempt to locate the owner of any hazardous vehicle, but failing prompt response, we will tow the vehicle immediately at the Owner's expense. Vehicle repairs should never be performed within the confines of the Parking Garage.

It is important to have your vehicle registered with the Property Management office in the event that we need to contact you in an emergency.

Your comments and concerns are always welcome.

ACCESS CONTROL

After business hours access to 33 Yonge Street will require a valid photo security access card to gain entry into the building and operate the elevator for your floor.

Prior to your move-in, a letter should be sent to the Property Management Office listing the authorized names and sample of signatures of personnel who could authorize the Photo ID forms.

The access cards will be assigned to individuals and should not be transferred to other personnel without informing the Property Management office in writing, or via work order, with your request. Photos are taken on Tuesdays and Fridays from 9:30 a.m. to 11:30 a.m. in the Security Office, Suite 105.

- The first issue of staff cards is **\$20.00** plus applicable Administration Fee.
- The replacement cost of lost or damaged cards is **\$20.00** plus applicable Administration Fee.

It is important for you to note that only the authorized representative/tenant contact for your company will be able to request access level changes to access cards.

If you wish to have a card reader / maglock installed in your office, arrangements can be made through the Property Management Office at **(416) 363-9924**.

KEY CONTROL

GWL Realty Advisors has established a standard practice for the handling, issue, and protection of keys and lock systems.

Keys will be issued for tenant interior and exterior doors as required. Once issued, they become the responsibility of the tenant. The keying of any tenant space must conform to the base building master lock system, which is a restricted blank system for greater security.

CONTROL PROCEDURES

Tenants

Keys or lock changes must be ordered by written request or work order to the Tenant Service Centre. All requests will normally be filled within 24-48 hours. Additional keys will be provided at a nominal charge of \$5.00 per key. For tenant protection, it is strongly recommended that keys be duplicated through the Property Management locksmith only. This service can be arranged through the Tenant Service Centre.

Property Management

The Property Management office will arrange for the production and delivery of keys. All keys shall be acknowledged on a duplicate delivery slip. The Property Management office will also supply and control the issue of floor master keys to the housekeeping staff and ensure their return on a daily basis.

Housekeeping

The Housekeeping supervisor will pick up keys at the beginning of each shift and return such keys to 33 Yonge Security upon completion of the shift. No keys are to be removed from the premises of 33 Yonge Street.

MAILING ADDRESS & POSTAL FACILITIES

Mail is distributed suite to suite by Canada Post. The Tenant is responsible to inform Canada Post of their change of address.

SUITE NUMBER AND SIGNS

There is an electronic directory in the Atrium at the Elevator Lobby Area. As provided in your lease, we shall install one listing for your premises. Additional listings may be subject to space availability at a nominal charge.

We will require the exact manner in which you would like your corporate name to appear on the electronic directory kiosk, in writing. All listings are grouped by assigned floors and are in alphabetical order.

HOUSEKEEPING

The housekeeping at 33 Yonge Street is performed by an outside cleaning contractor, and 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, and will continue thereafter as provided in your lease.

The Tenant is responsible for the cost of any pre-cleaning necessary to tidy up after both the Tenant's leasehold improvement contractor and moving contractor, in order to ensure that the premises are ready for occupancy. The Property Manager will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.

ADDITIONAL SERVICES

Building Management can make various extra services available to the tenant on an "as-required" service basis.

Service prices are based on hourly rates, benefits, supervision, direct and indirect costs, and an Administration Fee of 15%. Material costs will be added where applicable with all pertinent taxes.

- You may request additional security for any internal needs by calling our Tenant Service Centre at **(416) 363-9924**.
- Prior to any work being done, the Management Office will submit an itemized Tenant Work Order with all applicable costs for Tenant approval and authorization. No work will be performed unless the Tenant has approved the work order.
- Invoices for all work performed will be issued by Building Management. Prices may change due to future wage and material increases.

WASTE MANAGEMENT AND RECYCLING

GWL Realty Advisors Inc. offers a recycling program for fine paper, newsprint, cardboard, glass, aluminum cans and organics. Blue and green bins will be provided to all tenant suites and employees are asked to separate the recyclable materials for the building's waste removal contractor to collect.

We are continuing in our efforts to meet and exceed the Ministry of the Environment and Energy's (MOEE) guidelines and be that much friendlier to our environment.

CARDBOARD/EXTRA GARBAGE DISPOSAL

The Ontario Fire Code prohibits garbage from being left in any common area in the event of a building evacuation. Cardboard boxes or any other garbage must not be left in the elevator, lobby or the common areas of the building. Cardboard boxes are to be flattened by your staff and placed in the bin provided for recycling.