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WELCOME TO SCOTIA PLAZA

We are pleased to welcome you and look forward to developing and nurturing a long and satisfying relationship with you. We want to ensure that you will be fully satisfied with the level of service provided.

This manual has been written to assist you with all aspects of your tenancy. Please take a few minutes to acquaint yourself with its contents. The use of this manual is explained in the following pages.

The Landlord and Tenant relationship is a partnership. We want to ensure it provides you with quality service in a timely manner. We encourage you to help us to meet our service goals and standards by sharing your questions, concerns and suggestions with us. Please do not hesitate to contact the Property Management Office.

We suggest that this manual be kept in a central location, easily accessible to all staff.

Sincerely,

Scotia Plaza Management

PROPERTY MANAGEMENT OPERATIONS AND ADMINISTRATION OFFICE

The Scotia Plaza Property Management Operations and Administration Office, hereafter referred to as Property Management Office, is located on the P1 level of the parking garage and is open from 8:00 AM until 5:30 PM Monday to Friday.

To find the office, take the parking shuttle elevators to P1 level and follow the signs to the Property Management Office and the reception desk. The receptionist will assist you or direct you to the individual Managers.

To communicate with us, you can call the Property Management Office main reception:

Phone 416-947-7660

Fax 416-947-7654

E-mail scotia-bsc@scotiaplaza.com

This is our Building Service Centre e-mail address and they will forward your inquiry to the appropriate Manager.

After office hours calls should be made to 416-947-7664. All after hours calls will be answered by our Security Personnel.

THE MANAGEMENT TEAM

To keep our community functioning smoothly requires several different services. The team consists of a group of highly trained professional and contracted staff.

GENERAL INQUIRY

Main Reception 416-947-7660
Fax 416-947-7654
E-mail scotia-bsc@scotiaplaza.com
Building Service Centre 416-947-7664
Fax 416-947-7670
Security Control Centre 416-350-5788

SENIOR MANAGEMENT

Justin Taylor - General Manager
E-mail justin.taylor@scotiabank.com
Telephone 416-933-2254
• Responsible for the overall management and provides owner input and direction on the operations of Scotia Plaza.
• Leasing inquiries.

PROPERTY MANAGEMENT

Fernanda Silva - Senior Property Manager
E-mail fsilva@scotiaplaza.com
Telephone 416-814-3443
• Daily management and administration of Scotia Plaza.
• Ensures delivery of quality Office Tenant services.
• Manages Retail services within Scotia Plaza.
• Co-ordinates promotional and Tenant-related events for Scotia Plaza.

BUILDING OPERATIONS

Michael Pharant - Operations Director
E-mail mpharant@scotiaplaza.com
Telephone 416-947-7674
• Manages and co-ordinates the daily functions of the Operations, Maintenance Department and the Building Service Centre.
• Approves all Tenant renovations and construction drawings.

SECURITY & LIFE SAFETY	<p>Ralph Barton - Security & Life Safety Director E-mail rbarton@scotiaplaza.com Telephone 416-947-7680</p> <ul style="list-style-type: none">• Ensures the operation of fire, life safety and security functions at Scotia Plaza.• Co-ordinates security needs for Tenants and special events.• Oversees the building fire alarm system.
TENANT SERVICES	<p>Joe De Couto - Tenant Services Director E-mail jdecouto@scotiaplaza.com Telephone 416-945-6796</p> <ul style="list-style-type: none">• Liaison between Tenants and other Scotia Plaza departments relating to housekeeping, pest control, recycling, locksmith, signage and loading dock.
LOADING DOCK SHIPPING/RECEIVING RECYCLING	<p>Noel Johnson - Manager, Loading Dock and Recycling E-mail njohnson@scotiaplaza.com Telephone 416-947-7663</p> <ul style="list-style-type: none">• Responsible for the delivery and removal of Tenant goods, building supplies and materials and co-ordinates service elevator usage.• Co-ordinates the Tenant Recycling Program.
ACCOUNTING	<p>Michael Dimitrovski - Finance and Administration Director E-mail mdimitrovski@scotiaplaza.com Telephone 416-815-4971</p> <ul style="list-style-type: none">• Responsible for all accounting matters relative to property management.• Responsible for all administration matters.
CORPORATE CONCIERGE	<p>Scotia Plaza's online concierge service is brought to you by Eservus Online Concierge Services Website access: www.scotiaplaza.com/concierge Email: request@eservus.com Telephone 416-598-8888</p> <ul style="list-style-type: none">• Offers a wide range of entertainment tickets and specialized services such as car rentals, Hotel and travel bookings, gift baskets and corporate gifts to Scotia Plaza Tenants.

OUR SERVICE CREDO

SCOTIA PLAZA – COMMITTED TO SUPERIOR SERVICE

PROACTIVE	We strive to anticipate the needs of all our Tenants to ensure that their expectations are met or exceeded.
RESPONSIVE	We attend to all service requests on a priority basis and ensure that our Tenants are kept informed of our actions.
RELIABLE	We deliver on our commitments in a timely and efficient manner.
PROFESSIONAL	We are professionals committed to the highest standard of service and conduct in dealing with Tenants and service providers.
CARING	We respect the environment and our building, and work diligently to provide a clean and environmentally safe premises for our Tenants, customers and visitors.
VIGILANT	We continually monitor local, national and global activities and take appropriate actions to maintain a safe and secure building.

EMERGENCY CONTACTS

**EMERGENCY
CONTACT NUMBERS**

POLICE, FIRE, AMBULANCE	911
BUILDING SERVICE CENTRE	416-947-7664
SECURITY CONTROL CENTRE	416-350-5788

**PROCEDURE:
LIFE THREATENING**

1. If Police, Ambulance, or Fire Services are required, call 911.
2. Explain the nature of the emergency (Police, Ambulance or Fire).
3. Identify yourself and your location (be specific):
 - My name is...
 - Tenant in Scotia Plaza, building address, suite #
 - Phone number
 - Nature of incident
4. Advise Building Security of your emergency and that you have called 911. Building Emergency Number: 416-947-7666. All calls to the Emergency number are recorded.

NOTE: Security is trained in first aid, CPR and the use of defibrillators, which are available on site for suspected cardiac arrests.

**PROCEDURE:
NON-LIFE THREATENING**

In a non-threatening situation (such as a flood, power outage, etc.) contact the Building Service Centre at 416-947-7664.

WORK REQUESTS

TENANT SERVICES PROGRAM - WHAT IS IT?

Scotia Plaza's Tenant Services Program is a web-based tool and online service request system.

The system is designed in a user friendly fashion to guide you through the process. Help is available at all times while on the system.

Access is available through Scotia Plaza's web site at: www.scotiaplaza.com. Click on Tenant Services to proceed.

GETTING SET UP ON THE SYSTEM

To become a user of our web based Tenant Services Program, please contact the Building Service Centre at 416-947-7664 to obtain a login ID and password. We recommend a maximum of three users for each Tenant in order to avoid duplicate requests. The following information will be asked;

- User's first and last name
- Name prefix (Mr., Ms., Mrs., Miss, Dr.)
- Company and department
- Building
- Direct telephone number
- Fax number
- E-mail address

Tenants can enter their own service requests and monitor status online.

The system maintains effective communication among Tenants, the Building Service Centre (BSC) and Building staff 7 days a week.

GENERAL REFERENCE

ACCESS CARDS

The building uses an electronic card access control system for entry during non-business hours Monday to Friday 6:30 PM to 7:00 AM, and 24 hours on weekends and holidays. Certain floors and Tenant spaces are restricted for security reasons.

OBTAINING A PICTURE IDENTIFICATION CARD

To obtain a new employee card, the Tenant Administrator must complete and have authorized an *Access Card Request/Change* form (see Section 6, Forms).

LOST CARDS / DAMAGED CARDS / CHANGED DATA

1. If a card is lost, contact Security immediately at 416-350-5788 to cancel access.
2. For lost or damaged cards or for data changes, please submit a fully authorized *Access Card Request / Change* form (see Section 6, Forms).
3. A fee is associated with all replacement cards. The cost is \$15.00 for new identification and \$20.00 for a replacement card.

ELEVATOR CONTROL

During non-business hours (Monday to Friday 6:30 PM to 7:00 AM, weekends and holidays), preauthorized or preprogrammed elevator access is provided from the ground floor only.

To access an elevator during non-business hours, hold your card in front of the card reader window screen in the ground floor lobby elevator. When the elevator door opens, enter and place your card in front of the elevator's interior card reader, then select your floor.

Should you experience any difficulty, go to the ground floor Security Console and an Officer will assist you.

ACCESS WITHOUT A CARD

Unauthorized employees or visitors will not be given access to Tenant space unless Security has a signed authorization from the Tenant representative on file at the Security Console and proper photo identification is provided by the visitor.

Access may be granted if verbal authorization can be obtained by Security from an authorized Tenant representative. Access may be delayed until a Tenant representative can be reached.

AMBULANCE CALLS

See Emergency Contacts, Section 3.

ANTENNAS AND SATELLITE DISHES	The Property Management Office must preauthorize antennas and satellite dishes. If you require further information, please contact the Senior Operations Manager at 416-945-6795.
APPROVED CONTRACTOR AND SUPPLIER LIST	<p>To maintain consistency and integrity of building systems and operations, only preapproved consultants and contractors are allowed to work in Scotia Plaza.</p> <p>For the current approved list of consultants and contractors, please contact the Senior Operations Manager at 416-945-6795.</p>
BARRIER-FREE ACCESS	<p>To provide access for individuals with physical disabilities, we have electrically operated entrance doors at the King Street and Adelaide Street ground floor and concourse entrances, as well as access ramps from street level.</p> <p>Our underground parking facility has parking spaces on P2 level for individuals with physical disabilities as well as easy access to elevators through electronic doors.</p> <p>Barrier-free washrooms are located on all floors of 40 King Street except on the 7th and 29th floors. Each washroom has an intercom system linked to the 24-hour Building Service Centre in case of emergencies.</p> <p>Elevator call buttons are conveniently located at the appropriate height.</p>
BICYCLES	<p>Bicycle racks for Tenant use are available on the Adelaide Street forecourt.</p> <p>Bicycles locked onto items or objects other than approved racks will be removed.</p> <p>For safety reasons bicycles are not allowed inside the building or the parking garage facilities.</p>
BUILDING ACCESS	<p>The building is open 24 hours a day, 7 days a week, and fully monitored by Security.</p> <p>Access to office areas during non-business hours requires an electronic access card.</p>
BUSINESS HOURS	<p>Normal Business Hours: Monday to Friday 7:00 AM to 6:30 PM Saturday, Sunday & Statutory Holidays - Most retailers closed</p> <p>Property Management Office: P1 Level 8:00 AM to 5:30 PM Monday to Friday</p>
CAR WASH / AUTO DETAILING	A car wash and auto detailing service is available from an independent service provider on the P1 parking level. For information, please contact the service provider directly at 416-869-3000.

CARPETS	Our cleaning contractor is fully equipped to offer a variety of additional cleaning services to Tenants, including carpet and upholstery cleaning, care of executive washrooms, heavy-duty cleaning, kitchen services, etc. at an extra cost. Please forward your request to the Building Service Centre by going online at www.scotiaplaza.com/Tenant.asp or call the Tenant Services Director at 416-945-6796 for a quotation.
CATERING REGULATIONS	<p>Catering to your suite is available from the Food Court vendors, or the 44 King Street 4th floor cafeteria at 416-866-6305.</p> <p>Outside catering is allowed, however caterers must comply with the building regulations. Contact the Building Service Centre for these conditions at 416-947-7664.</p>
COMMUNICATION CABLING	For rules and regulations about cabling installations and the names of current providers, contact the Senior Operations Manager at 416-945-6795.
CONTRACTORS	For a current, complete list of approved contractors, consultants and suppliers please contact the Senior Operations Manager at 416-945-6795.
COOKING REGULATIONS	<p>Cooking is not allowed in any office space unless a fully serviced kitchen area has been approved and connected to base building service and all code requirements are met.</p> <p>To set up kitchen areas contact the Senior Operations Manager at 416-945-6795.</p>
CORPORATE CONCIERGE SERVICES	<p>Scotia Plaza is pleased to connect you with Eservus, an on-line Concierge Service, with the ability to serve your individual needs by offering a wide range of entertainment tickets and specialized services such as car rentals, hotel and travel bookings, gift baskets and corporate gifts. Tickets and services can be ordered on-line at www.scotiaplaza.com/concierge or by calling 416-598-8888. Tickets ordered by 3:00 pm, Monday through Friday, will be delivered to your suite the following business day.</p> <p>If you have any questions about Eservus, please contact Eservus directly at request@eservus.com or call 416-598-8888.</p>
COURIER SERVICE	See Mail Services, Section 5, page 13.
DAY CARE SERVICE	<p>A Day Care Center, administered by George Brown College, is available at Scotia Plaza and is located at 104 Yonge Street.</p> <p>Contact the Day Care Center directly for rates and availability at 416-415-2590.</p>

DEAD CAR BATTERY

If you park in Scotia Plaza and discover your vehicle battery is dead, see the ground floor Security Console or call 416-947-7664. They will assist you in getting your vehicle started. You can also press a general assistance intercom button located on yellow columns throughout the parking garage and help will be on the way.

NOTE: A liability waiver must be signed.

DELIVERIES / SHIPPING / RECEIVING

The Loading Dock co-ordinates all normal deliveries, shipping and receiving from 7:00 AM until 5:00 PM. All Tenants must sign a Pick-up and Delivery Report receipt upon receiving deliveries.

For special items contact the Manager, Loading Dock at 416-947-7663.

DIRECTORY LISTINGS

Electronic directories are located on the ground and concourse floors adjacent to the elevator banks.

To update directory entries contact the Property Management Office at 416-947-7660 and provide a signed printed copy of your revisions. Use the *Corporate Identification - Electronic Directories - Tenant Order* form (See Section 6, Forms).

DISASTER RESPONSE PLANS

Disaster response plans are in place to address natural and man-made disasters that could affect the operations of the building.

Tenants are strongly advised to develop their own plans and review them with the Security and Life Safety Director at 416-947-7680 to ensure compatibility with Building Standards and Procedures.

DOOR ALARMS

Several doors are clearly marked as Emergency Exits and have alarms. Please do not use them except in emergency situations.

DRY CLEANING

Dry cleaning services are conveniently located on the P1 level of the parking garage and within the Retail Service level on the subway access corridor of the concourse level. Please call the Property Management Office at 416-947-7660 for current contact information for these independent operators.

ELECTRICAL

- Computer cables
- Power grids
- Telephone outlets
- Electrical outlets
- Risers

For information on these systems, please see our Design Criteria Manuals (Office, Retail and Food Court) available from the Property Management Office on the P1 level or call 416-947-7660. Information on the capacity of the electrical system is provided in the electrical section of these manuals.

**ELECTRICAL AND
TELEPHONE ROOM ACCESS**

For safety and security reasons all service rooms are secured.

In order for contractors to gain access, a Tenant representative must complete, approve and personally submit a *Scotia Plaza Work Permit Application* form (See Section 6, Forms) to the Building Service Centre for management approval 48 hours before access is required.

At the time access is required, the contractor must obtain a contractor pass and identification card from either the Building Service Centre during business hours or from the ground floor Security Console Officer after hours.

Tenants who need access on an emergency basis or as part of their regular duties may call the Building Service Centre at 416-947-7664 to make special arrangements on an individual basis.

The Building Service Centre or the Security Officer at the ground floor Security Console will arrange for building personnel to provide access.

All Tenant representatives are asked to notify the Building Service Centre at 416-947-7664 when the service is completed so that we can ensure the space is again secured.

Tenants must supply the Property Management Office with a list of 24-hour emergency contact telephone numbers. In the event of an after-hours emergency, a Tenant representative may be notified to confirm access. See *Contacts* form (Section 6, Forms).

All employers or contractors who do work in the telephone or electrical rooms must be covered by a minimum of 5 million dollar liability combined limit, property damage and public liability insurance. This insurance must be verified by an Insurance Certificate submitted annually. The Bank of Nova Scotia and CB Richard Ellis Limited must be named as additional insured parties.

In addition, a current and valid Workplace Safety and Insurance Board certificate naming the specific company doing the work must be submitted to the Building Service Centre.

Tenants must provide the Building Service Centre with a completed original *Scotia Plaza Work Permit Application* form (See Section 6, Forms) and drawings before proceeding. The drawings must be approved by the Senior Operations Manager or Director prior to any work proceeding. For more information, see the relevant Design Criteria and Construction Manuals available through the Building Service Centre at 416-947-7664.

ELEVATORS**PASSENGER ELEVATORS**

During non-business hours (Monday to Friday 6:30 PM to 7:00 AM, weekends and holidays), preauthorized or preprogrammed elevator access is provided from the ground floor only.

All cars have barrier-free access and are equipped with an intercom system linked directly with the 24-hour Security Control Centre.

Scotia Plaza is served by four groups of double-deck high-speed passenger elevators, three shuttle elevators from all parking levels and three freight service elevators.

In a double-deck system, each elevator has two passenger cabs stacked together vertically in the same shaft to speed up access to odd and even floors. At Scotia Plaza, elevators on the concourse level provide access to odd-numbered floors, and elevators on the ground level allow access to even-numbered floors. Signs are located on the lobby walls indicating elevator service by floor.

Passenger elevators are grouped as follows:

- Six low-rise elevators serve concourse, ground and floors 3 and 5-22.
- Six mid-low-rise elevators serve concourse, ground and floors 23-40.
- Five mid-high-rise elevators serve concourse, ground and floors 41-54.
- Five high-rise elevators serve concourse, ground and floors 7 and 55-68.

For downward travel both upper and lower cabs pick up from any floor within their group. Upper cabs unload at ground level and lower cabs unload at concourse level. During building operating hours escalators next to the elevator lobbies provide additional access between the ground and concourse levels.

Objects that cannot be carried by hand may not be transported in a passenger elevator. The Freight Elevator is available for deliveries.

FREIGHT ELEVATORS

Two freight elevators serve every floor in the tower. They are manned, and are for freight, courier and emergency use only.

Subject to availability, a freight elevator may be reserved for after-hours office moves and large deliveries. This elevator must be booked 48 hours in advance using the *Request for Movement Supervision* form (See Section 6, Forms). Service elevator use is subject to availability and requires building personnel to operate the elevator at the Tenant's cost.

All bookings must be initiated by the Tenant, not the movers or contractors, unless written authorization is provided by the Tenant for them to do so. The Tenant should contact the Loading Dock directly at 416-947-7663 to make arrangements for the Tenant's contractor.

Personnel entering the freight elevators must wear a delivery or contractor identification badge at all times. Delivery badges are provided at the Loading Dock office to Tenant authorized personnel on arrival. Contractor identification badges can be obtained from the Building Service Centre with approved work permits.

The third freight elevator serves only the concourse and the Loading Dock.

PARKING ELEVATORS

Three shuttle elevators provide service for all parking levels, P1 to P4. They are accessible from the ground and concourse levels.

STALLED ELEVATORS

Elevators are an essential part of life in a high-rise office building, however, their automatic control systems can occasionally malfunction.

The locations of all elevators are monitored on computer screens in the 24-hour Security Control Centre so we always know where every elevator is located. Only trained personnel may deal with elevator issues. Elevator technicians are on site in the building from 7:00 AM to 6:00 PM, Monday through Friday and should respond quickly. During off hours, the response from off-site technicians may take longer.

The interior of the elevators cabs are recorded for emergency purposes. If an emergency takes place within an elevator cab, the video is retrieved and viewed by authorized personnel.

IF AN ELEVATOR STOPS BETWEEN FLOORS:

1. Press the emergency call button.
2. When building personnel answers, give them the elevator number, which is located inside the car at the top left corner.
3. Both upper and lower cabs are on an intercom system. Allow only one person at a time to speak to the Security Control Centre staff.
4. Please remain calm and do not try to force the elevator doors open. An elevator technician will be dispatched immediately to resolve the problem.

POWER OUTAGES

In the event of a power outage, backup power is supplied by the building's emergency diesel generators to bring all elevators down to ground and concourse levels. There will be a short delay while the generators start up and supply the power - approximately 30 seconds. Emergency power will operate one elevator at a time in each bank of elevators. Security will communicate with you to advise what further actions may be required for your safety.

ELEVATOR ETIQUETTE

Only press the UP or DOWN buttons once; pressing both results in slower service. Watch your step as you enter and exit. Make sure the elevator is level with the floor and step over the threshold. Do not touch the doors. If the doors begin to close as you are about to enter, promptly step back and wait for the next car. Using your hand, foot, or objects such as umbrellas and briefcases to stop the door may result in injury to you or damage to the equipment.

If there is a building fire or power failure while you are in an elevator, do not panic. The elevator system is designed to return safely to the lobby.

EMERGENCY CONTACTS

PROPERTY MANAGEMENT OFFICE:

During Business Hours: 8:00 AM to 5:30 PM Monday through Friday
(except holidays)
Security 416-350-5788 (24-hour service)

Tenants must provide us with a current, updated list of personnel who can be called at any time including after hours, in the case of an emergency (flood, fire, etc.). See *Contacts* form (Section 6, Forms).

EMERGENCY VOICE COMMUNICATION

The Emergency Voice Communication system in Scotia Plaza is for emergency use only.

To ensure operational readiness, the system is tested monthly using a voice message to test audibility. The test is scheduled for 10:00 AM on the first Wednesday of each month.

ESCALATORS

Be careful not to allow loose or flowing clothing to catch in the escalator steps or railing.

Do not enter an escalator with a wheelchair, stroller or ambulatory device, cart or dolly, please use an elevator.

When traveling with a small child, hold his or her hand, or carry the child in one arm while holding the handrail with the other. Help children and the elderly step on and off the escalator.

Do not allow children to use an escalator unattended.

EXECUTIVE PROTECTION

Enhanced security is available for executives as well as their visitors if required.

To arrange for this service, review your requirements with the Senior Manager Security Operations at 416-947-7651, who will assist you with a consultant or service provider.

EXTERIOR SIGNAGE AND FIXTURES	Tenants are not permitted to install exterior signage or fixtures without prior written approval from the Property Management Office.
FEE SCHEDULE	<p data-bbox="505 501 1435 562">Submit requests with drawings and details to the Senior Property Manager at 416-814-3443.</p> <p data-bbox="505 594 1435 655">A service and administration fee is charged for services that are provided to Tenants. These include but are not limited to the following:</p> <ul data-bbox="505 678 1435 1016" style="list-style-type: none"> • Heating, ventilation and air conditioning - after hours • Lighting - after hours • Lighting equipment repair and maintenance - including ballast and bulb replacement • Access cards and keys • Loading Dock services • Cleaning - beyond basic service • Elevators - use of freight elevators and operators • Security services - beyond basic service • Maintenance of Tenant equipment • Construction management services • Locksmith services <p data-bbox="505 1052 1305 1079">For questions please contact the Building Service Centre at 416-947-7664.</p>
FIRE DRILL AND LIFE SAFETY	The Life Safety Coordinator will meet with Tenants to review the fire and life safety features of Scotia Plaza. For direct contact, call the Property Management Office at 416-947-7660.
FIRE PLAN	<p data-bbox="505 1241 1435 1302">The Fire Plan is a legislative compliance document approved by the City of Toronto Fire Services specifically for Scotia Plaza.</p> <p data-bbox="505 1337 1435 1394">Contact the Life Safety Coordinator at 416-814-3434 to review your safety responsibilities.</p>
FIRST AID, CARDIAC ARREST AND CPR	<p data-bbox="505 1430 1435 1491">Security staff are fully trained in first aid, use of defibrillators for cardiac arrest treatment, and CPR.</p> <p data-bbox="505 1526 1435 1583">For emergency response, call 911 and then Building Security at 416-947-7666. For more details see the Emergency Contact information in Section 3.</p>
FLOOR LOADING	<p data-bbox="505 1619 1435 1680">We have defibrillator units for use by trained on-site personnel in the event of suspected cardiac arrest.</p> <p data-bbox="505 1709 1435 1795">There are restrictions on how much weight can be loaded on a floor. Large pieces of equipment and fireproof file cabinets must be reviewed before placing on a Tenant floor.</p>

Check if you have extra-heavy filing cabinets. Please note that maximum live loads allowed at Scotia Plaza are 732 kilograms per square meter. Over this weight, extra reinforcement will be required.

Furniture at windows should have 10 centimeters (4 inches) open space below to allow for air circulation and avoid condensation buildup and potential damage.

Submit your requirements with plans and estimated weights to the Senior Operations Manager at 416-945-6795 for review.

FLOOR WARDENS

A condition of the Fire Plan requires trained Floor Wardens, Assistant Floor Wardens, from each Tenant on each floor.

For training and assistance contact the Life Safety Coordinator at 416-814-3434.

HAZARDOUS MATERIALS

We have an active Health and Safety Committee which monitors compliance to all legislation.

Tenants must comply with recycling and hazardous material programs. Proper handling, storage and disposal of hazardous materials is necessary for the safety of our tenants. Each toxic product has its own characteristics which require proper handling, storage and disposal. Contact the Manager, Loading Dock and Recycling at 416-947-7663 for details and to arrange a compliance audit.

HEALTH CLUB

A full-service fitness club is located on the second floor at 100 Yonge Street. Contact GoodLife Fitness, The Plaza Club at 416-869-3900.

**HEATING / VENTILATION
AIR CONDITIONING (HVAC)**

AFTER HOURS

HVAC is provided as per the provisions of your lease.

For information on after hours applicable HVAC charges, please contact the Building Service Centre at 416-947-7664.

After hours HVAC can either be activated for a period of 3 hours, 6 hours or 8 hours at a time. Should a Tenant require HVAC after hours, the Tenant must send an email request to the Building Service Centre within 24 hours of the desired period. Arrangements for after hours HVAC must be emailed to scotiahvac@scotiaplaza.com with the following information:

- Date required
- Hours needed
- Your full name
- Company
- Floor

Once we have received your emailed request, your HVAC will be turned on.

HOLIDAY SCHEDULE

The building will operate on reduced service for the following legislated holidays:

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

Tenants should inform the Building Service Centre at 416-947-7664 or the Senior Property Manager at 416-814-3443 if they intend to be open for business on these days.

The Food Court and Retailers will not be open on these days.

HOUSEKEEPING

Housekeeping services are performed by a janitorial contractor and administered by Property Management under the direction of the Tenant Services Director.

Services under the housekeeping contract are from Monday through Friday (except holidays) as provided under the lease.

Our janitorial contractor is fully equipped to offer a variety of additional cleaning services to Tenants, including carpet and upholstery cleaning, care of executive washrooms, heavy-duty cleaning, kitchen services, etc. For a quotation, send your request to the Building Service Centre by going online at www.scotiaplaza.com/Tenant.asp or call the Tenant Services Director at 416-945-6796.

Tenants are responsible for the arrangement and cost of cleaning after construction or renovation projects as well as at the completion of moves. For a nominal fee, this service can be provided by our janitorial contractor. Please place a request through the Building Service Centre at www.scotiaplaza.com/Tenant.asp or contact the Tenant Services Director at 416-945-6796.

Tenants having contract work or additional cleaning services performed by an outside contractor must make prior arrangements in order for the contractor to be allowed access. This can be done by personally submitting a completed *Scotia Plaza Work Permit Application* form (see Section 6, Forms) for approval to the Building Service Centre. This form must be received at least 48 hours before the scheduled service date. Freight elevator reservations must be made directly with the Manager, Loading Dock at 416-947-7663.

In order to protect our Tenants' premises and property, failure to notify the Building Service Centre in advance will result in contractors being refused admittance. All contractor personnel working in the building must wear an authorized identification badge which is available from the ground floor Security Console. Delivery personnel entering through the Loading Dock must receive an identification badge from the Loading Dock office.

INSURANCE | It is the Tenant's responsibility to carry the appropriate insurance as stipulated in the lease agreement. Please comply by providing the Property Management Office with insurance certificates updated annually.

LEASING REPRESENTATIVE | For all leasing inquiries please contact Scotia Plaza's General Manager at 416-933-2254.

LIFE SAFETY AND SECURITY | If you require a Life Safety and Security review of your area, or if you have any questions about security policies and procedures, please contact the Security and Life Safety Director at 416-947-7680.

OFFICE SECURITY

Although security personnel pay close attention to suspicious persons on Scotia Plaza premises, they simply cannot cover all of Scotia Plaza's areas at all times. Please remember that security is everyone's responsibility. To reduce exposure to unnecessary losses and thefts it is imperative that all staff review their overall office security procedures. Ensure that all valuables including portable electronic equipment, wallets and purses are either safely locked away or are on your person when leaving the office.

LIGHTING | AFTER HOURS LIGHTING

Office lighting is provided as per the provisions of your lease.

For after hours lighting we will provide you with a four-digit lighting code which enables you to turn on the lights automatically on your floor. If you do not know your lighting code, please contact the Building Service Centre for assistance at 416-947-7664.

To activate the lighting system in your premises, call 416-947-7677 and follow the step-by-step voice prompts using your preauthorized four-digit zone code.

BULB AND BALLAST REPLACEMENT

For bulb replacement, enter a request online at www.scotiaplaza.com/Tenant.asp. There will be a charge for non-base building lights and ballast replacements.

LIGHTING FIXTURES - MOVING OR REPLACING:

Tenants are not permitted to move or alter base building light fixtures in any way. Contact the Senior Operations Manager for instruction on how to proceed at 416-945-6795.

EMERGENCY LIGHTING

Emergency lighting is in place and operational throughout the entire building. In addition, we have luminescent strips in the stairwells in the unlikely event that we lose our diesel-generated emergency power.

LOCKSMITH SERVICES

In house Locksmith services are available to our Tenants at a nominal cost. Services include:

- Duplicating existing keys
- Re-keying of existing locks
- Supplying & installing additional locks
- Repairing existing locks and all related hardware
- Repairing doors, cabinet drawer mechanisms, cupboards, desks, etc.

To order this service, please enter a request online at www.scotiaplaza.com/Tenant.asp or contact the Building Service Centre at 416-947-7664.

Access from common areas into Tenant spaces must be keyed to the building master system.

MAIL SERVICES

POST OFFICE

Toronto's First Post Office and Museum at 260 Adelaide Street East

Phone 416-865-1833

Hours 9:00 AM to 4:00 PM, Monday to Friday

10:00 AM to 4:00 PM, Saturday and Sunday

THE NEAREST SUBSTATIONS

First Canadian Place at 100 King Street West

Phone 416-364-0540

Hours 9:00 AM to 6:00 PM, Monday to Friday

Commerce Court (Concourse) at 25 King Street West

Phone 416-956-7452

Hours 8:00 AM to 5:45 PM, Monday to Friday

COURIER SERVICE

With increased concern for the security of office towers in the Toronto area, it is important to understand the role that our in-house courier service provider plays. By handling our inbound and outbound shipments through one central location, Scotia Plaza achieves a greater degree of security. Scotia Plaza's Property Management has worked with an in-house courier service provider and invested in technology and staff to ensure that the courier intercept service is effective for all Tenants of the building.

All packages for Scotia Plaza are directed to a single point of entry within the building. Similarly, outbound shipments are picked up and transferred to the courier of the Tenant's choice. Among the many features are instant tracing through the use of handheld scanners, online signature viewing, one-touch pickup requests and X-ray scanning for all inbound letters and small packages.

IN-HOUSE COURIER SERVICE

Scotia Plaza's in-house courier service provider is situated in the courier facility on Adelaide Street West, adjacent to the entrance of the parking garage. This is a Tenant service, designed to improve the flow of courier packages in and out of Scotia Plaza.

From this point, the in-house courier service personnel deliver to individual Tenants within the building at no extra charge. For outgoing courier items, Tenants should advise the in-house courier service provider that a pickup is required in their premises, in addition to calling the courier of their choice for external delivery.

The in-house courier service will also pick up and deliver internally within the building for a nominal fee. For rates please call the in-house courier service provider directly.

This courier service should be used for letters, packages and small boxes weighing less than 30 pounds or 13.6 kilograms. There is a limit of a maximum of three boxes, the total weight of which should not exceed 30 pounds or 13.6 kilograms.

Tenants can use their preferred courier company under the following conditions:

EXTERNAL COURIER SERVICE

Please direct external couriers who usually deliver to your mailroom or reception area, to use our in-house courier service provider for delivering within the building. This will benefit you and your fellow Tenants in the following ways:

- Directs the flow of couriers to one central location, thereby reducing traffic and damage in the building.
- Increases security by limiting courier access to uniformed, clearly identified individuals.
- Limits the presence of street couriers in the passenger elevators.
- Tenants should ensure their courier companies are aware of this facility (located on Adelaide Street beside the parking garage entrance) when placing their pickup call.
- Failure by external providers or street couriers to abide by building rules will result in their immediate and permanent ban from the building.

**MAINTENANCE OF BUILDING
EQUIPMENT**

Scotia Plaza is staffed with highly qualified personnel who maintain the building using a computerized maintenance system. Contact the Operations Manager at 416-947-7672 for further information or if you would like to have a tour.

MAINTENANCE REQUESTS

We provide additional building maintenance services as required at an additional cost. To obtain information on what additional services are available, please contact the Building Service Centre at 416-947-7664.

**MAINTENANCE OF
TENANT EQUIPMENT**

Specialized equipment installed in a Tenant's premises is the responsibility of the Tenant to operate and maintain at all times. This includes supplementary fans, air conditioners, water heaters, grease traps and other plumbing appliances.

We strongly recommend that you make arrangements for a maintenance contract to service any equipment that requires regular attention, such as air conditioners, fan coil units, exhaust fans, etc.

For your assistance, we can recommend several service companies, but you may deal with any company of your choice. You must ensure that contractors adhere to building rules and regulations. Contact the Operations Director at 416-947-7652 for details.

Arrangements can be made with management to maintain this equipment. An additional fee will apply. Please contact the Operations Director for details.

MEDICAL EMERGENCIES

See First Aid, Cardiac Arrest and CPR, Section 5, page 9.

MOVING PROCEDURES

These guidelines are to ensure a safe and efficient move for you and your organization.

The Manager, Loading Dock must co-ordinate any moving arrangements. A 48-hour advance notice is required. Our service elevators are manned and scheduled on a first-come, first-served basis or on the availability of elevator operators. Truck elevators and the Loading Dock are the only building facilities permitted for large items. See *Request For Movement Supervision* form (See Section 6, Forms). Large items are to be handled after hours.

SCHEDULING

Contact the Manager, Loading Dock at 416-947-7663 to schedule a move as soon as possible.

Select alternative dates and be prepared to be flexible in your timing in case the elevators are already booked.

Use the *Request For Movement Supervision* form. (See Section 6, Forms.)

TIMING

Office moves are limited to weekends from 8:00 AM to 4:00 PM and weekdays from 6:00 PM to 11:00 PM.

The Loading Dock staff must be present at the time of your move to co-ordinate activities. A fee will apply.

MOVING COMPANY RESPONSIBILITIES

Please provide a Certificate of Insurance prior to the move showing that your movers are bonded and carry a minimum of 5 million dollar combined limit, property damage and public liability insurance and a copy of a current WSIB must also be presented.

Cover all floor surfaces during the move with appropriate material (such as plastic sheets and plywood or Masonite panels).

Report any electrical problems or equipment breakdowns that occur during the move that could affect building operation.

Report any damage to the building incurred during the move. To avoid unnecessary damage, the mover should pad or otherwise protect all entrances, doorways and walls in the area of the move.

Remove all trash. Packing cartons and paper should be placed in the appropriate recycling areas, located on the Loading Dock. Movers are responsible to remove any large quantities and bulky garbage.

Contractors' vehicles will not be permitted to park in adjoining lane ways. They will be tagged and towed. One vehicle will be permitted to park in the Loading Dock while a move is in progress.

NEWSPAPERS

A courtesy newspaper is delivered to each Tenant daily between 6:00 AM and 7:00 AM.

NOISE RESTRICTIONS

Please restrict all noise in your space to prevent inconvenience to your neighbouring Tenants.

Noise complaints will be investigated by Security.

Construction noise regulations are explained in the Tenant Design Criteria Manual.

PARKING GARAGE

The operator of the parking facility is CITIPARK. Please direct your requests for new permits, permit replacements, and billing inquiries to the Site Manager of CITIPARK at 416-363-3386. Rates are available upon request and are subject to change.

GENERAL

Direct queries and complaints about parking issues to the Senior Property Manager at 416-814-3443.

The parking garage serves Tenants and visitors to 40 King Street West, 44 King Street West and 11 Adelaide Street West.

Accessing and exiting the parking garage is by a circular ramp off the south side of Adelaide Street, just east of Bay Street (Note: Adelaide Street is one way, eastbound.)

The underground parking garage has 510 parking stalls on four levels below grade as follows:

- P1: 79 stalls
- P2: 144 stalls*
- P3: 144 stalls
- P4: 143 stalls

** Includes five barrier-free stalls that are conveniently located next to the elevators on the P2 level.*

Daily or hourly transient customers may enter the garage 24 hours a day, 7 days a week. Permit holders also have access at any time. The main parking entrance doors open automatically as vehicles approach.

SECURITY

Assistance stations are located throughout the garage and can be identified by their distinctive yellow colour. Press the intercom button to be immediately connected with Security personnel and recorded on video camera.

Security will provide an escort service to the garage if requested. For security personnel, please call 416-350-5788.

Random security patrols are conducted on a regular daily basis. Security cameras are located throughout the parking levels.

VALET SERVICE

Valet service is available on the lower P1 parking level. Please contact the service provider on P1 for arrangements.

PARTITIONS

See Renovations and Maintenance, Section 5, page 21.

PEST CONTROL

Pest Control is maintained on a routine schedule.

Should you require assistance, please forward your request to www.scotiaplaza.com/Tenant.asp or contact the Tenant Services Director at 416-945-6796.

PETS	Pets of any type, excluding working dogs for the visually/hearing impaired, are not permitted in Scotia Plaza.
PHOTO I.D. CARD ACCESS	See Access Cards, Section 5, page 1.
POSTAL FACILITIES	See Mail Services, Section 5, page 13.
POWER FAILURE	<p>LOCALIZED</p> <p>Localized power failures may occur within a Tenant's suite if circuits are overloaded. Please forward your maintenance request to www.scotiaplaza.com/Tenant.asp or contact the Building Service Centre at 416-947-7664 and maintenance personnel will investigate any power outage.</p> <p>BUILDING INTERNAL</p> <p>All electrical systems in Scotia Plaza are on a comprehensive preventative maintenance program; however, emergency failures can occur that are beyond our control or prevention. In the unlikely event of a total building failure, we will advise all Tenants of the problem and an estimate time of recovery.</p> <p>BUILDING EXTERNAL</p> <p>Disruptions in power feeds are primarily due to outside influences, such as inclement weather or a failure from the prime service provider. When a failure occurs, we will endeavour to obtain an expected recovery time from the utility provider and advise all Tenants.</p> <p>EMERGENCY POWER</p> <p>Scotia Plaza has multiple diesel electric generators to provide power during outages to keep essential lighting and emergency services operating. Emergency power will operate one elevator at a time in each bank of elevators after bringing all elevators safely to ground level.</p>
RECYCLING PROGRAM	<p>Tenants are required to comply with all laws and regulations from Municipal, Provincial and Federal Government agencies concerning the sorting, separation and collection of recycling waste products and chemicals.</p> <p>Scotia Plaza recycles all material under legislative control.</p> <p>New Tenants are asked to nominate one person per floor as a liaison, to ensure compliance with recycling regulations.</p> <p>The recycling program began in January 1990 and currently operates as follows:</p>

Desk-side recycling containers are provided to each employee for all paper (including coloured paper, envelopes and newspapers). The housekeeping staff will empty these boxes every evening.

No other garbage is to be deposited in these containers. Smaller, clip-on black plastic caddies are provided for garbage other than paper refuse.

Larger containers, labeled for bottles, cans and specific recyclable materials are available from the Manager, Loading Dock and Recycling at 416-947-7663. Containers should be placed in central locations (such as lunch rooms, photocopy centres, or other designated locations in the common areas). Employees are asked to familiarize themselves with these locations, and to deposit recyclable waste products into the appropriate containers which are emptied on a regular basis by housekeeping staff. Scotia Plaza's Property Management Office does not provide large garbage cans.

Organic Green Bin Program commenced in 2008. Organic items are fruit and vegetables scraps, paper towels, coffee grinds, etc. The housekeeping staff empties these bins every evening.

Food waste and related wrapping are not considered recyclable and should be disposed of in the appropriate waste containers.

All cardboard boxes should be broken down flat by Tenants and placed in the freight elevator lobbies. Collection times are 12:00 noon and 9:00 PM. Any boxes not broken down or left within Tenant premises will not be removed. Alternatively, a charge may be levied for building staff to perform cardboard breakdown and removal.

Drivers who deliver materials on skids are asked to take the skids away with them. Tenants who place skids out for disposal or whose delivery companies leave skids at the dock will be charged \$2 per skid for disposal.

Cafeteria operations (or any food operation areas) are required to separate food waste from regular garbage. This is stored in a refrigerated room on the Loading Dock so that it does not contaminate the dry garbage, promote pests or cause offensive odours.

For further information please contact the Manager, Loading Dock and Recycling at 416-947-7663.

It takes everyone to make a difference. Always remember to Reduce, Reuse, Recycle.

RECYCLING TOTAL RECOVERY SYSTEM

Blue Bins Acceptable:

- Newspaper
- Glossy magazines
- Invoices
- Sticky notes
- Fax paper
- Telephone books
- Photocopy paper
- Coloured paper
- Supply boxes
- Boxboard
- Magazines
- Paper towels
- NCR paper
- Packages
- Window envelopes
- File folders
- Computer printouts
- Shredded paper
- Brown envelopes

Not acceptable:

- Carbon paper
- Wax paper
- Padded courier envelopes
- Food packaging
- Staples & paper clips

Bottle and Can Bins Acceptable:

- Glass bottles
- Plastic bottles
- Aluminum cans

Mixed Plastic Bins Acceptable:

- Polystyrene items: cups, containers, lids
- Plastic items: bottles, cups, plates, cutlery, lids
- Stir sticks
- Straws

Green Bins Acceptable:

- Fruits, vegetable scraps
- Meat, shellfish, fish products
- Pasta, bread, cereal
- Dairy products, egg shells
- Coffee grounds, filters, tea bags
- Soiled paper towels, tissues
- Soiled paper food packaging: fast food paper packaging, ice cream boxes, muffin paper, flour and sugar bags
- Paper coffee cups, paper plates
- Candies, cookies, cake
- Baking ingredients, herbs, spices
- Household plants, including soil
- Diapers, sanitary products
- Animal waste, bedding, kitty litter
- Pet food
- Soiled Tissues

REMOVAL OF MATERIAL FROM TENANT PREMISES

NOTE: All foods should be removed from plates and containers before being placed in the recycling bins.

The removal of goods and materials from a Tenant's premises after normal business hours will be challenged by Security. Tenants are asked to observe the following procedure:

The individual removing the goods must have a *Property Removal Authorization* form (See Section 6, Forms) to accompany any item being removed from your premises.

Within each Tenant's office, only one or two individuals should be authorized to sign for and allow the removal of goods - even items considered garbage.

A letter from the Tenant addressed to the Senior Manager Security Operations, should identify one or more designated, authorized persons. The Letter of Authorization will be filed at the Building Service Centre and the Loading Dock for permanent reference.

All members of a Tenant's staff – especially those who have occasion to work evenings – should be made aware of this procedure, in order to limit the potential for thefts in the building.

For further clarification or assistance, please call the Senior Manager Security Operations at 416-947-7651.

RENOVATIONS AND MAINTENANCE

Strict rules, regulations and procedures must be followed for renovation and maintenance undertakings.

For the latest version of the "Base Building Approved Consultants, Contractors and Suppliers Lists," contact the Senior Operations Manager at 416-945-6795.

To ensure you meet the building requirements, contact the Senior Operations Manager to discuss your plans.

SHIPPING AND RECEIVING

Deliveries are accepted at the Loading Dock between 7:00 AM and 5:00 PM, Monday through Friday (except statutory holidays). For access enter into the parking garage on Adelaide St. and the entrance is located part way down the ramp or for vehicles larger than a van proceed to the truck elevators located on the east side of Scotia Plaza. After-hours deliveries must have prior authorization. Contact the Scotia Plaza Loading Dock at 416-947-7663. There will be an additional charge for elevator supervision.

There is a 2.7 meter height restriction for the Loading Dock entrance off the parking ramp; any vehicle taller than 2.7 meters must use the truck elevators located off Adelaide Street on the east side of Scotia Plaza.

For large deliveries (three or more cartons, 35 kilograms or more) to one Tenant, the vehicle will be permitted to park at the dock for up to 15 minutes.

Delivery trucks that must park for more than 15 minutes must be scheduled through the Scotia Plaza Loading Dock at 416-947-7663.

We will deliver all packages on a first-come, first-served basis (except food items). A Tenant may either pick up the merchandise or have it delivered by our delivery service for a nominal fee. The Tenant may also request the courier to deliver all packages. The Manager, Loading Dock and Recycling must be advised in advance of this service 416-947-7663. The delivering company will be issued a delivery badge to be permitted in your premises. We recommend the use of our delivery personnel for quicker and more secure delivery. Shipments held at a Tenant's request must be picked up within 24 hours; otherwise, they are delivered automatically by our Receiving staff at the Tenant's cost.

Removal of goods from Tenant areas to the Loading Dock for prearranged pickups must be scheduled through the Scotia Plaza Loading Dock 24 hours in advance by calling 416-947-7663. Please discuss charges with the Manager, Loading Dock and Recycling.

Rates are strictly labour charges for pickup and delivery. While we will exercise caution in providing this service, Property Management assumes no responsibility for breakage, damage or theft of articles, however it is caused.

Deliveries of excessively large or bulky items (such as construction materials or furniture) must be made after regular business hours. Arrangements must be made at least 48 hours in advance of the expected delivery so that dock and freight elevator availability can be confirmed. Reservations and fee schedules are available by calling 416-947-7663. See the *Request for Movement Supervision* form (Section 6, Forms).

NOTE: Due to landfill costs for wood disposal, \$2.00 per skid will be charged to the Tenant for special disposal of any skids left by the Tenant's carrier. Tenants are urged to stress to their suppliers the necessity of removing their skids.

SIGNAGE FOR TENANTS

The following design criteria have been established for Tenant corporate identification in Scotia Plaza:

ELECTRONIC DIRECTORY (GROUND AND CONCOURSE LEVELS)

Each Tenant is entitled to one listing of their primary name and suite number at no charge. Additional listings are at the Senior Property Manager's discretion, depending on availability.

ELEVATOR LOBBY DIRECTORY - OFFICE FLOORS

One brushed stainless steel strip (60 centimetres x 5 centimetres) per Tenant, mounted on the wall of the elevator lobby of the Tenant's floor.

SUITE SIGN

One brushed stainless steel panel (30 centimetres x 30 centimetres) mounted on the wall at the doorknob side of the Tenant's main entrance.

EXTRA PANELS

Additional wall signage or additional names on the suite sign may be permitted with prior approval from the Senior Property Manager.

To request any of the above, use the *Corporate Identification - Electronic Directories - Tenant Order* form or the *Corporate Identification - Floor & Suite Signage - Tenant Order* form. (See Section 6, Forms.)

SPECIAL SIGNS

Interior signage visible through a glass entrance door must have Scotia Plaza Management's prior approval. Design or conceptual drawings must be presented in triplicate to initiate the approval process. These drawings must indicate the location, size, material and colour of all proposed signage.

This process usually takes place at the design stage of a new Tenant's premises but can be added if approved at any time during the tenancy, provided that the drawings outlined above are submitted for approval and approved before fabrication.

Scotia Plaza Property Management reserves, without any liability or responsibility, the right to remove any signage that has not been approved.

Signage may be used only for corporate identification and not to advertise services offered. Letrasign, stencils, hand-drawn lettering, computer forms, photocopies, cardboard, gaterboard, chloroplast or plastic signboards are not acceptable materials. Paper signs, even though they are temporary, must have prior approval from the Property Management Office.

SMOKING POLICY

In the City of Toronto, all workplaces are legislated smoke-free.

NOTE: Smoking is NOT permitted on Scotia Plaza grounds including at the entrance and on the forecourts of Adelaide Street and King Street.

	<p>In accordance with City and Provincial laws the maximum fine for not obeying the City of Toronto by-law is \$5,000,</p> <p>For further information or to obtain an electronic version of the No Smoking and Health Warning signs, please contact the City of Toronto Department of Public Health at 416-392-7685, visit the Toronto Public Health web site at city.toronto.on.ca or e-mail smokefree@city.toronto.on.ca</p>
SOLICITATION	<p>Scotia Plaza prohibits soliciting of goods and services on the premises.</p> <p>If someone attends your space to solicit goods or services, contact Security at 416-350-5788 or the Property Management Office at 416-947-7660.</p> <p>If you encounter a stranger in your premises, and you are comfortable in challenging their presence, ask their intent. Otherwise, call Security immediately at 416-350-5788.</p>
SUSTAINABILITY	<p>Scotia Plaza promotes a whole-building approach to sustainability by recognizing performance in five key areas of human and environmental health: sustainable site development, energy efficiency, water savings, materials selection and indoor environmental quality. Scotia Plaza has implemented a number of sustainable initiatives which have had an immediate and measurable impact on our buildings' performance. These initiatives include (but are not limited to) Energy & Emission Initiatives such as lighting controls; Water Reduction Initiatives such as low flow fixtures on taps and toilets; and Indoor Environmental Quality initiatives such as green janitorial and pest management practices.</p> <p>As a tenant in Scotia Plaza, we invite you to join us in this endeavor by implementing your own sustainable workplace practices. Your office can do its part to reduce its carbon footprint by implementing just a few small changes. Here are some tips to get you started:</p> <p>Energy Efficiency</p> <ul style="list-style-type: none"> · Turn off lights when leaving your office or boardroom · Close blinds to conserve HVAC · Turn off or unplug any computers or equipment when not in use · Choose copiers and printers with energy save modes · Enable the power save mode on all computers and monitors <p>Water Conservation</p> <ul style="list-style-type: none"> · Report any leaky taps or toilets to the Building Service Centre (416-947-7664) · Turn off any dripping water fixtures · Install low-flow toilets and water fixtures in private washrooms · Install high-efficiency dishwashers in kitchens

Materials Selection and Purchasing

- Purchase print or toner cartridges made with natural and toxin free inks that can be refilled or recycled
- Choose paper and office supplies made from recycled materials
- Use local food vendors and look for organic and/or free trade products

Indoor Environmental Quality

- Use low volatile organic compound (VOC) materials, including certifications that specify VOC levels for particular products, like carpeting or paints
- Consider plants for your office, which will help to clean the air

Waste Reduction and Recycling

- Follow the guidelines for our organic green bin and recycling programs (See Recycling Program, Section 5, page 18)
- Read and distribute electronic documents instead of printed materials
- Switch to on-line magazine or newspaper subscriptions
- Scan file your documents electronically instead of using paper files
- Copy or print on double-sided paper whenever possible
- Reuse envelopes, file folders, and boxes
- Reuse paper for notes or memos

**TELECOMMUNICATION
INFRASTRUCTURE**

CABLE TV

Cable TV outlets are provided on every floor.

FIBER BACKBONE

Dark fiber is available on the P1 level.

INSTALLATION GUIDELINES

Procedures are available from the Property Management Office.

For all of the above, please contact the Property Management Office at 416-947-7660 for more information.

TELEPHONE ROOM ACCESS

See Electrical and Telephone Room Access, Section 5, page 5.

TENANT RENOVATIONS

See Renovations and Maintenance, Section 5, page 21.

**THREATENING CALLS
OR SITUATIONS**

In the event of a threat to either Scotia Plaza or an individual Tenant, it is essential that information be communicated in a timely and concise manner. If an unidentified or suspicious object is found, do not touch it. Isolate the area and notify Security at 416-947-7666 immediately.

If you receive a threatening call, keep the caller talking as long as possible, and use a copy of the *Bomb Threat Preliminary Report* form (See Section 6, Forms) to obtain as much information from the caller as you can.

IF YOU RECEIVE A THREATENING CALL:

Complete a *Bomb Threat Preliminary Report* form (See Section 6, Forms) or write down the details such as the time of call, the exact wording of the threat, any background noises, etc.

Call 911 to notify the Police.

Immediately deliver a copy of the form to the ground floor Security Console at the Adelaide Street entrance to be provided to the Police.

When the Police arrive, take direction from them on further action.

Tenants should have their own internal procedures to deal with security emergencies. If you require assistance in preparing them, contact the Senior Manager Security Operations at 416-947-7651.

TOURS

Scotia Plaza is an impressive property. We can provide you with a general tour plus a look at the behind-the-scenes systems.

We can accommodate small groups of up to eight people on a building tour. To arrange a time, contact the Senior Property Manager at 416-814-3443.

TOWER WATCH PROGRAM

The Tower Watch program provides immediate communication from the management team to specific Tenant contacts during any type of emergency through wireless messages.

Tower Watch streamlines the communication process so that all Tenants receive the same important information at the same time and as quickly as possible.

Each Tenant contact is provided with a customized wireless message receiver.

If you need a Tower Watch wireless receiver, please contact the Coordinator Life Safety at 416-814-3434.

WORKERS IDENTIFICATION

Anyone working for Scotia Plaza Building Operations whether as a direct employee or an employee of a contractor, must wear a visible identification badge at all times.

The badge either has a photograph of the employee or identifies the person as “Contractor / Delivery Personnel.”

If you discover anyone who claims to work for Building Management or Scotia Plaza in any capacity who does not have an identification badge in plain view, please report this to the Building Service Centre immediately at 416-947-7664.

FORMS

For your security and safety, it is important that the Property Management Office maintain a current database of all Tenant information. Please update these forms as changes occur within your organization. If additional space is required, photocopy additional page(s) and insert in sequence. Place a not applicable "N/A" notation in those sections that do not pertain to your tenancy.

Throughout your tenancy, please advise the Senior Manager Security Operations at 416-947-7651 of any changes within your organization as soon as possible.

Forms in this section are arranged alphabetically by title.

ACCESS CARD REQUEST / CHANGE

To provide security information; use one form per employee. Return a completed copy of this form to the Property Management Office on the P1 level.

BOMB THREAT PRELIMINARY REPORT

This form assists the recipient of the call in collecting pertinent data. In the event of an occurrence, it is important to complete and submit this form immediately to the Security Officer at the ground floor Security Console.

CENSUS SURVEY

To provide information so that Property Management understands the building population and is useful in providing efficient services to Tenants.

CONTACTS

To be kept current, Tenants must forward updated information as changes occur so that in the event of an emergency a representative from the Property Management Office may contact the affected Tenant immediately. Security also uses this information to verify access when necessary.

CORPORATE IDENTIFICATION - ELECTRONIC DIRECTORIES	To identify Tenant listing in the lobby directory.
CORPORATE IDENTIFICATION – FLOOR & SUITE SIGNAGE	To identify signage for the suite floor corridor and elevator lobby.
LIFE SAFETY TEAM MEMBERS	To be kept current at all times. Tenants must forward updated information as changes occur.
PROPERTY REMOVAL AUTHORIZATION	To be filled out prior to removing property.
REQUEST FOR MOVEMENT SUPERVISION	To be filled out prior to any move.
TENANT LIFE SAFETY TRAINING	To be completed whenever there is a need for initial or refresher training.
WORK PERMIT APPLICATION	To be approved before any and all work starts.



Scotia Plaza Management Office
 40 King Street West, Parking Level 1, Toronto, ON M5H 3Y2
 Tel: (416) 947-7664 B.S.C. Fax: (416) 947-7670

Access Card Request/Change Form

Complete one form per employee

Date: _____

Company name: _____

Authorized by: _____ Phone #: _____

(please print)

Authorizing Signature: _____

Employee's full name: _____

(please print)

Date and time change to be made (if not immediate): _____

Please complete either section (A) or (B)

A. Please add above new employee to access system:

Entrances: _____

Levels Required: _____

Elevators: _____ Floor(s): _____

Entrances: _____ Temporary: _____

B. Complete this section only if change made in card status:

1. Lost Stolen Card #: _____

2. Delete employee from access system: Card #: _____

Date employee terminated or resigned: _____

For Scotia Plaza use only

Date entered into computer: _____

Time entered into computer: _____

Entered By: _____

Initial: _____

Audited by: _____

Initial: _____

Photo taken: Yes No

Date: _____

Card #: _____

Date card issued: _____

New photo taken: Yes No

New card: _____



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Bomb Threat Preliminary Report

Particulars of called threat:

Name of person receiving call: _____

Date call received: _____ Time call received: _____

Floor and location receiving call: _____

Exact message (wording/comments) used by caller (please print): _____

Particulars of caller:

Sex: M F Approx. age: _____

Voice characteristics

Loud Deep Raspy Soft High Fast Clear Stutter Nasal Foreign Drunk
 Other _____

Speech

Slow Lisp Slurred Angry Other _____

Background noise

Quiet Mixed Music Kitchen Animals Bedlam Trains Voices Planes Office
 Other _____

Accent

Local Foreign Calm Angry Drugged Mental Proper Obscene Rational
 Irrational Laughing Other _____

Command of Language

Excellent Good Fair Poor Other _____

Questions to caller

Who are you/organization? _____
 Where is the bomb? _____
 What is the type of bomb? _____
 When will it go off? _____
 Why did you take this action? _____
 How did you undertake this action? _____

Keep caller talking

This report by: _____ Date: _____ Time: _____



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Census Survey

Date: _____

Tenant: _____

Suite #: _____

For statistical purposes, from time to time a census is taken of the number of people employed in Scotia Plaza. We would like to enlist your co-operation in furnishing us with the information called for on this form.

Please be assured that the data supplied will be considered confidential and will be used in compilation of overall building data, unrelated to any specific Tenant. This data should prove beneficial to Management and Tenants.

Furthermore, this information is used to reprogram our elevators for improved services as the necessity arises.

Please return a completed copy of this form, at your earliest convenience, to the Management Office on the P1 Parking Level.

- Total number of staff, where possible by gender.
 (Multi-floor tenants please list floors individually.)

		Total Number of Staff		_____
Floor	_____	Male	_____	Female _____
Floor	_____	Male	_____	Female _____
Floor	_____	Male	_____	Female _____
Floor	_____	Male	_____	Female _____
Floor	_____	Male	_____	Female _____

Note: Floater Staff () and students () Not included in above figures.



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Census Survey

2. Does your office have employees working on a 24-hour basis?

Yes _____ No _____

2(a). If "Yes" approximately how many between 7:00 p.m. to 6:30 a.m.

and on which floors? _____

3. On average, how many visitors does your office receive on a daily basis?

(Multi-Floor tenants, please indicate by floor where possible)

Average #

None

4. Does your office have an enclosed computer area?

Yes _____ No _____

4(a). If "Yes", please indicate which floor(s) _____

Comments



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Census Survey

Alarm monitoring company (if any),

Company Name

Contact (person or dispatch)

Direct line

Please indicate if a local (audible) alarm will sound.

Yes

No

It is important that critical information (i.e. passwords, entry pin's) are not entered on this form, but sent to the Senior Manager Security Operations.

Please indicate any specific information on access control:



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Contacts

Date: _____

Tenant: _____

Building & Suite #: _____

Main Telephone #: _____

Main Fax #: _____

Internet/E-mail address: _____

(a) General Contacts (During Business Hours)

Contact	Name and Title	Phone # & Ext.	E-mail
Managing Partner			
CEO/CFO			
Office Manager			
Alternate			
Alternate			
Financial			
Legal			
Security Admin.			
Alternate			

(b) Emergency Facilities Contacts

(Direct Tenant contacts for any sensitive facilities, i.e. computer/UPS rooms etc.)

Facility	Name and Title	Phone # / Ext.	E-mail

Completed By: _____
 (Print name)

Signature: _____



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Contacts

Date: _____

Tenant: _____

Suite #: _____

(c) Emergency After Hours Contacts (Please list in order to be contacted)

Contact	Name and Title	Residence #	Alternate #'s Pagers/Cellular #'s
Primary			
Alternate 1			
Alternate 2			
Alternate 3			
Alternate 4			

Sensitive Facilities - After Hours Contacts (Please list in order to be contacted)

Facility	Name and Title	Residence #	Alternate #'s Pagers/Cellular #'s

Completed By: _____
 (Print name)

Signature: _____



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Contacts

Date: _____

Tenant: _____

Suite #: _____

(d) Sample Signatures (please print this form and deliver it with signatures to the Senior Manager Security Operations)

Name and Title	Sample Signature
General Administration	

Completed By: _____
(Print name)

Signature: _____



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Life Safety Team Members

Date: _____

Tenant: _____

Suite #: _____

Life Safety Team Members

Position	Name	Floor/ Location	Phone # & Ext.	E-mail

Note: In "Position" column, please list FW (Fire Warden), BU (Back Up), S (Searchers)

In the event of an evacuation our firm's employees will rendezvous at the location(s) listed below;

• _____



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Tenant Life Safety Training

Date: _____

Tenant: _____

Suite #: _____

	Yes (3)	No (7)
I confirm, in accordance with the Scotia Plaza Fire Safety Plan, that our company's Life Safety team is in place. (A training session was held)	<input type="checkbox"/>	<input type="checkbox"/>
I confirm that re-training has been offered but is not required at this time.	<input type="checkbox"/>	<input type="checkbox"/>
Please contact our office to schedule a re-training session at the earliest possible time.	<input type="checkbox"/>	<input type="checkbox"/>

Person to be contacted: _____
(Name) (Telephone #)

Completed by: _____
(Print Name)

Signature: _____
(Tenant)



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Property Removal Authorization

Date:

To: *The Receiver or Security Officer*

Building: 40 King Street 44 King Street 11 Adelaide Street West

From:

 Tenant

Floor #: _____ *Suite #:* _____
 Location from which item is taken

This is to authorize _____ **of** _____
 (print clearly)

To remove from our premises, the following items:

- | | |
|----------|------------------------|
| 1. _____ | <i>Serial #:</i> _____ |
| 2. _____ | <i>Serial #:</i> _____ |
| 3. _____ | <i>Serial #:</i> _____ |
| 4. _____ | <i>Serial #:</i> _____ |
| 5. _____ | <i>Serial #:</i> _____ |
| 6. _____ | <i>Serial #:</i> _____ |
| 7. _____ | <i>Serial #:</i> _____ |

Special instructions: _____

Signature of person removing item

Authorized by (clearly print name)

Signature of Security Officer

Authorized signature



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Request for Movement Supervision

Important
 This form when completed, must be confirmed by the Loading Dock Supervisor prior to the contemplated move. Elevator bookings are made on a first-come first-serve basis and on the availability of Supervisors.

Number: _____

Tenant: _____

Date: _____ Suite #: _____

Person authorizing request: _____

Date of proposed service: _____

Number of elevators required: _____ (each elevator will require a Loading Dock Supervisor)

Note: After hours, weekends and holidays, additional Supervisors are required for Dock supervision, etc.

Starting time: _____ Approx. finishing time: _____ Number of supervisors required: _____

Name of carrier: _____ Note: this is at Scotia Plaza Management's discretion

Type of goods to be moved: _____

Note that by authorizing this service, the Tenant hereby acknowledges acceptance of the related fees and charges as applicable.

Signature of Person Authorizing Service

1) Supervisor: _____

Charges

2) Supervisor: _____

3) Supervisor: _____

4) Supervisor: _____

Loading Dock Manager/ Supervisor

Charges for Movement Supervision, including hoisting and elevator services, are the responsibility of the carrier and/or the Tenant. Charges for each Supervisor are as follows:

Per Supervisor
Mondays to Fridays inclusive \$ _____
 (from 6:00 p.m. to 11:00 p.m.)
Weekends: \$ _____
 (from 8:00 a.m. to 4:00 p.m.)

Please note
 By this assignment of the above elevator(s) the exclusive use thereof is neither granted nor implied

Holidays: \$ _____

Time charges commence one-half hour before appointment time and extend one-half hour after completion of service. A minimum four-hour charge could apply in any move. Please check with the Loading Dock Supervisor. Failure to appear two hours after elevator booking time, the move will be cancelled unless notified. Rates are subject to change without prior notice.

Signature of Person Authorizing Service, acknowledging related fees and applicable charges _____



SCOTIA PLAZA - WORK PERMIT APPLICATION

PERMIT NO.

Scotia Plaza Management Office

40 King Street West, Parking Level 1, Toronto, ON M5H 3Y2

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	4 King St. W.		40 King St. W.		44 King St. W.
	100 Yonge St.		104 Yonge St.		
	61 Front St.		11 Adelaide St. W.		
Floor		Location			

CONTRACTOR

TENANT

CONTRACTOR: PLEASE TELEPHONE 416-947-7664 IF WORK IS CANCELLED

Commencement Date:	Time	Completion Date:	Time:
For multiple day permits:	Daily Start Time	Daily Finish Time:	
Name of Contractor	Telephone No.		
Name of Site Foreman	Telephone No.		
Description of Work (Note if using special or noisy equipment)	Number of Workers		
Hot Work Permit Required	YES	NO	(i.e. Welding, Cutting, soldering) or any type of open flame or sparking tool
Life Safety Permit Required	YES	NO	(i.e. Any fire system/maglock work)
Elevator Required	YES	NO	Date
Intended Use:	Time		
Material Only	Loading Dock Access	YES	NO
Assistance required of building staff (i.e. Security, Keys, etc.)			

TENANT

Security authorized to open premises	YES	NO	Date:	Tel:
Tenant Contact (print)	Signature			
Special Instructions				

BUILDING OPERATIONS

Received:	Time:	Date:	Name (Print)	Signature
Authorization:	Time:	Date:	Name (Print)	Signature

	<u>DEVICE</u>		<u>COMMENTS</u>
1.	YES	NO	HVAC Shutdown
2.	YES	NO	Electrical Shutdown
3.	YES	NO	Plumbing Shutdown
4.	YES	NO	X-Ray / Core Drilling
5.	YES	NO	Notify adjacent building
6.	YES	NO	Other