TENANT MANUAL

RBC CENTRE

A CP PROPERTY





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To Our Valued Tenant:

On behalf of the Cadillac Fairview management team, I'd like to personally welcome you to RBC Centre.

RBC Centre is one of Canada's most prestigious office towers because of tenants like you. The Cadillac Fairview management team is focused on creating an environment that is efficient, comfortable and professional, so that you can focus on what's important to you – your daily business.

We are proud of the remarkable progress we've made in the area of sustainable management and Health & Wellness. In partnership with our tenants, we've been able to achieve great success in all areas of sustainability and wellness.

We look forward to working with you and your colleagues to create a work environment that meets your every business need and supports your community priorities.

Your Tenant Manual is filled with important and practical information that will prove useful throughout your tenancy. The Cadillac Fairview management team is here to serve you, so please contact us if there is anything we can do to help. You may also visit us on our website at www.rbccentre.ca.

Thank you for choosing RBC Centre, we're confident that you will enjoy your time with us.



Michael Manuel
General Manager, RBC Centre & Simcoe Place

RBC CENTRE
A CF PROPERTY

The Cadillac Fairview Corporation Limited
RBC Centre Management Office

Simcoe Place
200 Front Street West
Suite 2207, P.O. Box 26Toronto, Ontario M5V 3K2
Tel: 416-340-6615
Fax: 416-340-7282
www.rbccentre.ca



1. INTRODUCTION TO RBC CENTRE

History

Designed by the architectural firm of Kohn Pedersen Fox, recognized globally for its sustainable perspective and award winning creations, RBC Centre is Green Architecture at its very best. With high performance, comfort and sustainability built into every detail, this 1.2 million square foot office tower is LEED NC Gold. From building systems to materials to natural light balance on every floor, RBC Centre is an environment built for organizations with big ideas.

The Tower at a Glance

Cistern well allows for water collection and high efficiency recycling systems

Computer controlled lighting and shelf system is the first of its kind in Canada. Automated blinds adjust to the position of the sun to allow maximum natural light without glare.

Power conservation from indirect lighting and lighting sensors on the floor and in the washrooms.

Energy efficient exposed ceilings that allow the concrete mass of the building to store heat generated during the day.

Raised floors for efficient HVAC, electrical and communication distribution.

Enwave deep lake water cooling – Refrigeration (the world's largest lake-source cooling system) requires 90% less energy than conventional system and is clean, well-priced and efficient. Deep lake water cooling uses the icy water of lake Ontario as its renewable energy source.

100% back up power- four bi-fuel emergency generators provide 100% power to all electrical systems.

2. MANAGEMENT OFFICE AND RBC CENTRE ASSISTANCE

The Cadillac Fairview Corporation Limited RBC Centre Management Office

Conveniently located next door:

Simcoe Place
200 Front Street West
Suite 2207, P.O. Box 26Toronto, Ontario M5V 3K2
Tel: 416-340-6615
Fax: 416-340-7282
www.rbccentre.ca

Office hours: 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding holidays.

MANAGEMENT TEAM

RBC Centre Management is a team of real estate professionals who strive to exceed service expectations and meet the needs of all our tenants and business partners.

Our management team members are experts in their related fields and are here to help our tenants achieve business excellence.

RBC CENTRE ASSISTANCE

CF Connect

T: 1-800-665-1000 (24/7)

E: cfconnect@cadillacfairview.com (Monday – Friday, 7 am to 11 pm)

Security - (24/7)

T : 416-596-0079

E: splsecurity@cadillacfairview.com

Passcard Office - 9 a.m. to 11 a.m.

T: 416-340-6615 ext. 128527

E: splsecurity@cadillacfairview.com

Parking Office (Operated by Reef)

T: 416-596-2386

E: ngawang.choeden@reefparking.com



MANAGEMENT DIRECTORY

Michael Manuel General Manager	(p) 416-649-5128 (e) michael.manuel2@cadillacfairview.com
Allison Stryland Property Manager	(p) 416-649-5133 (e) allison.stryland@cadillacfairview.com
Julia Vendittelli Tenant Relations Coordinator	(p) 416-202-6675 (e) julia.vendittelli4@cadillacfairview.com
Property Operations	
Paul Reinholz Senior Manager, Operations	(p) 416-649-5129 (e) paul.reinholz@cadillacfairview.com
Dennis Gatti Operations Supervisor	(p) 416-340-6615 ext. 128536 (e) dennis.gatti@cadillacfairview.com
Security & Life Safety	
Patrick Longshaw Manager, Security & Life Safety	(p) 416-649-5131 (e) patrick.longshaw@cadillacfairview.com
Sean Sullivan Supervisor, Security & Life Safety	(p) 416-366-2775 (e) sean.sullivan@cadillacfairview.com
Tenant Projects	
Nancy Rheaume Project Manager	(p) 416-238-9744 (e) Nancy.Rheaume@jll.com
Office Administration	
Wendy Tavares Administrative Assistant/ Accounts Payable	(p) 416-340-6615 ext.128221 (e) wendy.tavares@cadillacfairview.com
Mai Truong Administrative Assistant	(p) 416-649-5132 (e) mai.truong@cadillacfairview.com
Accounting	
Maria Da Costa Property Accountant	(p) 416-649-5144 (e) maria.dacosta@cadillacfairview.com

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TENANT CONTACTS

Each tenant should designate one or more employee(s) to liaise with RBC Centre management staff regarding building operations.

WEBSITE

For more information about RBC Centre and its services, including online forms, permits and manuals, please visit www.rbccentre.ca.



3. GREEN RBC CENTRE

Green Building Design and Operations

A leader in innovation and sustainability, RBC Centre has led the charge by embracing and implementing green building design and operating procedures. RBC Centre has implemented many strategies designed to protect the planet and lead change in the Canadian marketplace.

Our green building initiatives have grown to include almost everything we do as a property: from our daily operations to our sustainable and health and wellness initiatives. We have created a win-win solution that benefits our tenants, our company and the environment. Upon the RBC Centre opening in 2009, it was given the LEED New Construction Gold certification. RBC Centre was designated as BOMA Gold and became Energy Star certified in 2019. In 2020, we were re-certified as LEED Platinum, as well as achieved the WELL Health & Safety Rating in 2021.

Enwave Deep Lake Water Cooling

Enwave's Deep Lake Water Cooling system uses the cold temperature of the depths of Lake Ontario to naturally cool buildings in Toronto's downtown core. By eliminating the need for chillers, this cooling system allows RBC Centre to avoid emitting 11 tonnes of greenhouse gas emissions (CO2e) every year.

Water Cistern

Another innovation that contributed to RBC Centre's LEED NC Gold certification is the high efficiency water recycling system. RBC Centre has a water cistern of non-potable water located on the P3 level. This cistern collects water from the roof through natural means (rain and snow) and steam condensate, which then funnels into storm drains down into the cistern tank. This captured water is used to supply all base building washroom toilets and urinals from floors 2-7; serving 24 washrooms total.

Green at Work

Green at Work is Cadillac Fairview's comprehensive, company-wide green program to encourage a high level of sustainable thinking and action. Based on best-in-class industry standards, Green at Work consists of five operating platforms – energy, waste management, environmental protection, sustainable procurement and communication.

RBC Centre's Green Council

The RBC Centre's Green Council is made up of tenant representatives, acting on behalf of the larger tenant body. The Green Council's mission is to act as the catalyst for change to sustainable green practices at RBC Centre. The Council is a foundational element in developing and driving the RBC Centre's Occupant Engagement Program. By holistically linking all program delivery components, including communications, education, technologies, green building operations & elements, and budget, the Green Council works to enhance the occupant experience and create the highest level of comfort at RBC Centre.

Occupant Engagement Program (OEP)

Driven by the Green Council, the Occupant Engagement Program (OEP) serves as the impetus for building awareness, educating and acting as the vehicle for change in the areas of sustainability and wellness. OEP campaigns provide a forum for mutual learning and collaborative solutions, and help RBC Centre's tenants grow and develop their organizational sustainable practices.

Recycling Program

The RBC Centre has an extensive recycling program that helps reduce the cost of waste removal operations.

RBC Centre's recycling program includes:

- Organics Recycling
- E-Waste Recycling
- Battery Recycling
- Construction Waste Diversion
- Paper recycling
- Glass, cans, plastics & coffee cups
- Specialty recycling

The RBC Centre supplies the following:

- Recycling containers for each workstation and office
- Larger containers for the photocopier area
- City standard organic bins for the kitchen
- Can, glass and mixed plastics recycling bins
- E-Waste Recycling bin located in the RBC PATH

For ease of sorting and auditing, cleaning contractors use only clear bags for both garbage and recycling. A recycling container full of paper with contaminants will be diverted to the garbage stream and on to the landfill.

Containers can be requested through CF Connect.

Note: These containers remain the property of the landlord.



Table 1: Paper Recycling – Recyclable Materials

Material Type	Specific Items
Paper	Brown/Window envelopes
	Card and cover stock
	Cardboard (flattened)
	Carbonless paper
	Computer/Fax paper
	Copy and multi-purpose paper
	Magazines/Flyers/Newspapers
	Self-adhesive paper
	Supply boxes/File folders
	Telephone Directories

NOTE: Empty all containers prior to recycling to avoid cross-contamination. Cross-contamination prevents recyclability and will divert all items in the bin to waste.

Table 2: Cans, Glass & Mixed Plastics Recycling - Recyclable Materials

Material Type	Specific Items
Cans, Glass and	Aluminum cans
Mixed Plastics	Empty plastic take-out containers
	Glass containers, bottles and jars
	Paper coffee cups, lids and sleeves
	Plastic bottles

Table 3: Organics Recycling – Recyclable Materials

Material Type	Specific Items
Organics	Bread, dough, desserts
	Coffee grinds, filters and tea bags
	Compostable food packaging
	Dairy products
	Eggs/Eggshells
	Fruit/Vegetable peelings
	Meat and fish bones
	Paper towels and tissues
	Rice, pasta
	Spoiled foods
	Table scraps

Table 4: E-Waste Recycling - Recyclable Materials

NOTE: To be kept separate from all other recycling. Please call CF Connect to arrange pick-up.

Material Type	Specific Items
E-Waste Materials	A/V equipment
	Battery backup units
	Cathode Ray Tubes (CRTs)
	Cell phones
	Closed circuit displays
	Computers and CPUs
	Cords, cables and hard drives
	Dry cell batteries
	External storage devices
	Label and card printers
	Laptops and docking stations
	Mice and keyboards
	Monitors
	Photocopiers and fax machines
	Printers
	Routers and modems
	Servers and network equipment
	Television
	VCRs and DVD players

Table 5: Specialty Recycling

NOTE: These items are not to be mixed with other recyclable materials. Contact CF Connect for information on how and where to recycle these items properly.

Material Type	Specific Items
Specialty	Batteries
	Pens
	Light bulbs
	Wood skids
	Furniture
	Specialty



Table 6: Non-Recyclable Materials - Waste Landfill

Material Type	Specific Items
Paper	Bubble envelopes
	Labels
	Waxed paper and paper food wrappers
Material Type	**Specific Items**
Plastics	Cans and Bottles
	Ceramic and glass cups or dishes
	Coffee Pods
	*Contact your supplier for pod take-back programs
	Condiment packages
	Plastic #7
	Plastic bags and wrap
	Plastic coffee creamers
	Plastic stir sticks
	Take-out food containers
	Utensils
Material Type	**Specific Items**
Miscellaneous Items	Aluminum foil
	Biodegradable items
	Glass Bottles
	Grease
	PPE (gloves and masks)
	Styrofoam

Some materials may be recyclable through vendor take-back programs; please check with your suppliers.

For further information or suggestions regarding the recycling program, contact CF Connect.

4. TENANT INFORMATION A TO Z

ACCESSIBILITY

Barrier-free access is available at the building and the parking garage. Washrooms on most floors, as well as on the ground floor, are designed to accommodate special accessibility requirements. The RBC Centre is compliant with AODA standards. For RBC Centre's Accessible Customer Service Policy visit www.rbccentre.ca.

Listed below are the barrier-free entrances to the RBC Centre:

Main doors

West lobby

All PATH entrances

ADDRESS

Building Address

RBC Centre
155 Wellington Street West
Toronto, ON M5V 3H6

Tenant Mailing Addresses

The Tenant Relations Department allocates all tenants a post office box number. The key to the post office box is sent directly from Canada Post. This post office box number should be used on all mail addressed to the tenant.

We recommend tenants use the following mailing address format:

Tenant company name
Street Address
Tower Name
P.O. Box #
155 Wellington Street West
Toronto, ON
Postal Code

RBC Centre tenant mailboxes are located on the ground floor, through the large double doors in the long corridor. Tenants are responsible for retrieving their own mail from their tenant mailbox. The Property Management Team will help coordinate mailbox keys as tenants move into the building. For more information, contact your Property Management Office.



AFTER HOURS HVAC & LIGHTING

On occasion, tenants may require the use of HVAC/lights after business hours.

For tenants who require the after-hours use of HVAC and lighting requests, tenants should contact CF Connect 48 hours prior at 1-800-665-1000 or cfconnect@cadillacfairview.com. Additional lighting is metered and billed through the metering system.

For any last minute after hours requests, we will do our best to accommodate, please contact the main security desk for assistance.

BICYCLE PARKING

The Bicycle Room, accommodating 90 bikes, is located at the bottom of the parking ramp off of Wellington Street West on P1. Monthly parking passes are $25 for bike/shower/locker access. Please contact Reef for more details as space is limited.

Access to and from the bicycle room is via the reserved bicycle lane only. Bikers are not permitted on the car ramps.

The bicycle room is equipped with CCTV cameras, however, Cadillac Fairview is not responsible for any lost or damaged items.

BUILDING ENTRANCE HOURS

All perimeter doors on the ground level are open Monday to Friday from 7:00 a.m. to 8:00 p.m.

PATH hours follow subway hours: Monday to Saturday 5:30 a.m. to 1:30 a.m. and Sunday 8:30 a.m. to 1:30 a.m.

Tenants are encouraged to carry passcards at all times.

BUILDING FORMS

All RBC Centre forms, permits and manuals can be found at www.rbccentre.ca.

CAR WASH SERVICES

Auto Groom operates using mobile service in the Simcoe Place parking garage by appointment only.

For information, rates and appointments, please contact 416 622-1943 or email sales@autogroom.com.

CF CONNECT

CF Connect is a direct link between tenants and building operations. CF Connect logs all calls and dispatches the appropriate service provider.

CF Connect phones are monitored 24/7. Emails and web portal are monitored Monday to Friday, 7 am to 11 pm.

Note: Requests that are submitted after operating hours will be scheduled for next day operating hours.

Tenants should establish a list of authorized callers with permission to call CF Connect to report operational concerns and for service and maintenance-related requests. Authorized callers are also permitted to approve expenses for non-base-building work.

To maintain consistency in communication, with the exception of emergency calls, tenants should submit requests via their internal authorized tenant contact(s) only. Tenants who do not have an internal number or third-party facility manager may contact CF Connect directly.

To contact CF Connect call 1-800-665-1000 or email cfconnect@cadillacfairview.com.

For a complete list of billable services, please refer to the RBC Centre Rate Card in the Appendix section of this manual.

CF CONCIERGE

Cadillac Fairview is committed to building meaningful, lasting connections with all those we serve - our clients, customers, colleagues, and communities. To deliver on this, we have launched CF Concierge, a convenient and intuitive app designed to compliment many aspects of workplace life; at the office and at home. Experience on-demand property news and events, amenities and special offers all in one place. Open doors with the digital access card, plan your travel using integrated live-transit and weather information, report service requests directly to your facility admin team and much more. CF Concierge is empowered to offer personal office assistance available 24/7 right in the palm of your hand.



CLEANING SERVICES

Housekeeping services are provided on weekdays, excluding holidays. RBC Centre offers the following base building services:

Garbage Removal

Office garbage is removed nightly, Monday to Friday (excluding holidays) provided proper receptacles are used and/or material is clearly labelled as garbage.

Tenants requiring removal of large boxes, packing crates or accumulations of waste should contact CF Connect to arrange for a contractor pick up. Note: Charges will apply.

Standard Daily Services

- Check all base building washrooms three times per day to replenish supplies
- Empty washroom waste containers
- Pick up litter and spot clean elevator lobbies

Standard Nightly Services

- Empty waste and recycling receptacles and transport waste to the shipping and receiving dock for disposal; garbage receptacles containing over 50% paper material are diverted to recycling
- Spot clean all doors, partitions, metal work, glass, push plates, areas around light switches, doorknobs, door frames, elevator call buttons, floor directories, and fire hose cabinets
- Clean and damp wipe all unobstructed glass desk and tabletops
- Vacuum unobstructed carpeted traffic areas
- Remove litter in stairwells, dust/damp mop to clean stairs and landings

Washrooms

- Wash and polish mirrors, dispensers, powder shelves, and all bright metal works
- Wash and sanitize basins, toilet bowls, toilet seats (both sides), urinals and tiled walls near urinals
- Dust tops of partitions and normal ledges
- Replenish all washroom supplies
- Spot clean and dust walls, partitions, doors, metal works, glass, push plates, light switches, doorknobs and doorframes
- Check and replace as required sanitary napkins in disposal units
- Sweep and wash floors
- Remove any soap scum buildup

Periodic Nightly Cleaning Services

The standard building-cleaning package includes several periodic cleaning services such as:

Weekly

- Damp wipe handrails, dust stringers, ledges, stair undersides and baseboards in stairwells and landings
- Clean and decalcify the urinals
- Dust and clean all pot lights in passenger elevator lobbies
- Clean and polish all bright metal work such as door hardware and frames, push plates, kick plates, lettering and other metal accessories
- Clean and polish the interior of the fire hose cabinets including the fire extinguisher, hose racks and all other accessories.
- Fully vacuum all carpeted areas wall to wall
- High dust and clean all surfaces above normal reach
- Dust surfaces including desktops, whenever clear of documents and personal items
- Damp mop to remove all spills from hard surfaces

Bi-Weekly

- Spray buff hard surface floors to maintain a scuff-free finish
- Dust building stairwell walls, ledges, light fixtures and lenses
- Dust all chair and table legs and rugs, baseboard ledges, moulding and other areas below normal arm's reach
- Using a germicidal detergent, clean and disinfect metal partitions and tile walls in washrooms

Quarterly

- Strip and finish hard surface floors
- Clean ceiling light fixtures, grilles and lenses
- Scrub all perimeter exit stairwells and landings

For details on housekeeping specifications or additional services contact CF Connect at 1-800-665-1000; cfconnect@cadillacfairview.com.



Window Cleaning Exterior Perimeter Window Cleaning

The exterior glass above the lobby level is cleaned three times per year, in the spring, summer and fall, weather permitting. Due to safety concerns, exterior windows are not cleaned during the winter months.

Interior Perimeter Window Cleaning

Cleaning of interior perimeter windows is scheduled once a year. This does not include interior partitions or doors. Tenants are requested to allow the contractors access to their premises during the scheduled visit. Where heavy furniture or delicate office equipment is located directly in front of the windows, tenants should have these items moved before the window cleaning takes place. If special assistance is required, contact CF Connect. Charges will apply.

Air Diffuser Cleaning

Cleaning of the circular air diffusers is scheduled once a year.

Light Shelf Cleaning

Cleaning of light shelf units is scheduled once a year. Tenants are requested to allow the contractors access to their premises during the scheduled visit. Where heavy furniture or delicate office equipment is located directly in front of the windows, tenants should have these items moved before the window cleaning takes place. If special assistance is required, contact CF Connect. Charges will apply.

Extra Window Cleaning

Tenants who wish to have interior partitions cleaned or who require additional window cleaning services after renovations or as a result of unusual conditions, should contact CF Connect to schedule. Charges will apply.

Special Services

Our base building cleaning contractors offer a range of services not included in the standard building maintenance package. These include more frequent standard building cleaning, private washroom cleaning, interior partition cleaning, furniture cleaning, among others.

Tenants may hire their own special services contractor but they must ensure that their contractors observe all building rules and work regulations. This includes insurance coverage requirements, after-hours access, proper handling and use of hazardous materials, and rules and regulations for bringing materials and equipment into the building.

Tenants should contact CF Connect for assistance in coordinating contract work.

COURTESY PHONE

For your convenience, a courtesy phone is located at the east lobby desk.

ELECTRICAL VEHICLE CHARGING STATIONS

Four electric vehicle charging stations are available on P1 of the RBC Centre parking garage.

This service is provided by the Flo network. Please visit http://flo.ca/ to sign up today.

ELEVATORS

The following is the breakdown of elevators at the RBC Centre

	West Lobby: Low Rise (floors 2-10)	East Lobby: Low Rise (floors 2-16)	East Lobby: Mid Rise (floors 17-30)	East Lobby: High Rise (floors 31-41)	Freight Elevator	Parking Elevator
Elevators	5	8	8	6	1	2

Passenger Elevators

Please note, tenants are not permitted to bring bicycles or other large equipment into the passenger elevators. Tenants are welcome to use the bicycle racks located on the P1 level of RBC Centre, with a bike ramp to allow safe access to the racks.

Service (Freight) Elevator

RBC Centre is equipped with a designated service elevator used for moving freight and large parcels. The service elevator is accessible through the service lobbies located on each floor. C6 in the high rise is a swing car, and can be used as a freight elevator if necessary.

To reserve the service elevator, submit a request through CF Connect, when confirmed available, the contractor signs in at loading dock and is given a passcard to return at the loading dock security office

From 6am to 6pm the service elevator is available to all tenants. If tenants require the service elevator for reserved use after business hours, please contact CF Connect to reserve use of the elevator during the following: Monday to Friday 6 p.m. to 6 a.m., Saturday & Sundays, Holidays.



Freight Elevator Specifications

	RBCC E30 (Freight)	RBCC E24 (Alternate Freight)
Door	4 feet and 4 1/2 inches	42 inches
Width	75 inches	62 inches
Depth	107 inches	6 feet and 10 1/2 inches
Height	144 inches	8 feet and 8 1/2 inches
Weight Limit	2,270 kg (5,000 lbs) 31 Passengers	1,600 kg (3,500 lbs) 22 passengers

FOOD HALL

The Simcoe Place Food Hall is conveniently located next door. As RBC Centre occupants travel to the concourse level via the escalators, make a left into the corridor leading to the Simcoe Place Food Hall.

RBC Centre's ground floor features four retail shops & restaurants: The Shore Club and RBC Bank Branch.

Visit rbccentre.ca for a complete list of Simcoe Place Restaurants.

GREASE TRAP MAINTENANCE

Participation in the grease trap maintenance program for large scale kitchens and retail food operations is mandatory. The grease trap maintenance program helps ensure trouble-free operation of the grease traps installed in facilities with cooking operations. This service is extra to basic services and is billable. For further information, contact the Management Office

GIFT CARDS

The CF SHOP! card® is available in denominations ranging from $5–$500 and is redeemable at thousands of stores across Canada.

To purchase cards visit Guest Services at CF Toronto Eaton Centre or TD Centre.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC) SERVICES

HVAC provided by the raised floor system, all air is circulated below the floor tiles.

Premises are handed over with perimeter grilles in place, tenants are not to place any items on the grilles. Any damage to the perimeter grilles will be charged to the tenant.

HVAC is provided during standard building hours, Monday to Friday from 7 a.m. to 7 p.m., unless otherwise stated in the terms of the lease. On Saturdays, Sundays and statutory holidays, the HVAC is turned off.

Tenants may customize HVAC hours by contacting CF Connect at 1-800-665-1000 or cfconnect@cadillacfairview.com or their own Facilities Department. A fee applies for after-hours HVAC service. Please refer to the Tenant Rate Card in the Appendix for rates.

Automated Blinds and Light Shelves

RBC Centre has automatic blinds and light shelves along the perimeter windows on each floor.
These units are controlled by Building Operations, and can be adjusted as necessary if tenants reach out to cfconnect@cadillacfairview. The automatic blinds are programmed to be respond to exterior light conditions. The light shelves automatically adjust themselves throughout the day in order to diffuse more light onto the ceiling and create a brighter, more open space.



LEASEHOLD IMPROVEMENTS

Renovation and Design Changes

RBC Centre's Property Mangement Team supervises all tenant construction and renovation work through our Third Party Consultant, Nancy Rheaume. Tenants are required to obtain approval from RBC Centre Property Management for all construction, including but not limited to wiring and the installation of partitions.

If you are contemplating renovations or other design changes, please contact RBC Centre's Project Manager, Nancy Rheaume at Nancy.Rheaume@jll.com or 416 238 9744.

For details on renovations and construction specification, tenants should review RBC Centre's Design and Construction Manual. The Design & Construction Manual outlines basic design specifications, procedures and requirements established by Cadillac Fairview for both incoming and existing tenants planning construction or leasehold improvements.

The manual is to be read in conjunction with the governing lease documentation and, where applicable, with additional written agreements between Cadillac Fairview and the tenant.

The Design & Construction Manual and RBC Centre permits are available at rbccentre.ca.

Construction Permit

Tenants must obtain an RBC Centre Construction Permit at least three business days prior to beginning any construction work. This permit is issued once the Project Manager has approved submitted drawings.

Service Permit

Tenants must obtain a RBC Centre Service Permit for all cosmetic work such as painting, wallpapering and furniture refinishing that can be done in less than an eight-hour work shift. Minor work, such as relocating telephone or wall outlets, is also included in this category.

Move Procedures

All moves within the RBC Centre must be done after regular business hours (7 p.m. to 7 a.m.). Service elevators must be used for all moves. Tenants should book service elevators in advance through CF Connect.

Garbage Removal

Contractors working on the premises must remove all construction material. Tenants' contractors must make arrangement with CF Connect for delivery of a disposal bin from one of the accredited construction and demolition waste contractors. All construction materials and debris must be transported in the building after normal office hours and under arrangements laid out in RBC Centre's Design & Construction Manual.

Tenants must ensure that chemicals and materials, including toner cartridges and any other hazardous waste, are handled and disposed of according to strict WHMIS legislation.

LIGHTING

RBC Centre's lighting is energy efficient and designed to meet or exceed regulations for colour rendition and light levels. RBC Centre is equipped with long-life, low-voltage, fluorescent lighting. The building standard lighting fixture uses four-foot fluorescent tubes.

Light Replacement

Tenants should report any burned-out lights to CF Connect. They will arrange for our Building Operations staff to replace lamps and tubes. A charge applies to replace non-building standard lamps, tubes and ballasts.

To extend the schedule for after-hours lighting contact CF Connect.

LOCKSMITHS

Schlage Locks are used throughout the RBC Centre. These are high-security locks featuring restricted keyways.

Our Security Department maintains the mastering systems and all records related to key coding and distribution. External locksmiths or manufacturers are not authorized to alter the keying of any lock in the RBC Centre.

All door locks installed by the tenant, whether on the exterior or the interior doors, must be keyed to the building master system. Tenants needing special security measures, including passcard access or combination-type locks, must first obtain authorization from our Security & Life Safety Manager, Patrick Longshaw, at patrick.longshaw@cadillacfairview.com.

All keying and keys must be requested through CF Connect at 1-800-665-1000 or cfconnect@cadillacfairview.com. Tenants are charged for supplying and cutting additional keys, re-keying cylinders and repairing hardware

Please refer to the Rate Card in the Appendix for rates.

LOST & FOUND

Inquiries about lost and found items should be directed to splsecurity@cadillacfairview.com or 416-596-0079.

OFFICE SIGNAGE

Unless otherwise arranged with RBC Centre Management, building signage in the main lobby, elevator lobby, and tenant premise entrances is standardized and not subject to change. No other signs will be installed, placed or affixed in the lobbies unless authorized.

To request additional signage, tenants must contact Julia Vendittelli, at julia.vendittelli4@cadillacfairview.com

Production costs for additional signs are charged to the tenant.



PARKING

RBC Centre has three underground parking levels, managed by Reef.

Hours of Operation

The parking garage is open to monthly parkers 24 hours a day, 7 days a week.

Parking attendant service is available:

8am - 8pm Monday to Friday

Elevator Access to Parking Garages

Both the East and West Lobbies have parking elevators that are AODA accessible.

E-Bikes & E-Scooters

At Cadillac Fairview, E-Bikes and E-Scooters (this does not include powered wheelchairs) are not allowed indoors, they may be parked in parking garages which are sprinklered.

Tenant and Visitor Parking

The parking facility is restricted to monthly parkers only Monday to Friday, 6am to 6pm. Open to guest parkers after 6pm on weekdays and on weekends. During weekdays, all guest parkers will be directed toward the Simcoe Place parking garage, as P3 of RBC Centre connects to P1 of Simcoe Place.

Monthly and Daily Parking

For monthly parking, please contact the RBC Centre Parking Manager, Ngawang Choeden at 416-596-2386 or ngawang.choeden@reefparking.com

Pay Stations

The parking garage is fully automated. There are no cashiers at the exits. Guest parkers can pay at the pay stations conveniently located throughout the garages.

Automatic Vehicle Identification

The Automatic Vehicle Identification (AVI) system is available to the monthly parking customers. It allows a tenant to enter the parking garage automatically without having to insert a key card or to open a vehicle window. Once an AVI transponder is placed on the car dashboard, the system will read the transponder upon approaching the entrance, and the gate will automatically open. See Parking Office Attendants for assistance with correctly placing the transponder in the vehicle.

Parking Tickets

For security reasons, we ask that tenants, guests and the general public not leave parking tickets or passes in cars.

Parking Security Alert Stations

The garage facilities are equipped with a sophisticated security alert system which uses high-technology cameras, sirens and strobe lights stations.

Security alert stations are strategically located throughout the garages and are highly visible parking garage visitors.

In an emergency situation only, go to the nearest station and press the red button. The strobe will activate, the horn will sound, and an alarm will be set off in the security office simultaneously. Security will be dispatched immediately.

PARKING AMENITY STATION

A complimentary amenity station is available to all RBC Centre parkers, located in the Simcoe Place parking lot by the parking office between ground floor and P1. RBC Centre parkers can cross over from P3 of RBC Centre to P1 of Simcoe Place and use the amenity station upon exit of the Simcoe Place garage. This amenity station includes a vacuum, air pump, and window cleaning supplies.

THE PATH

Directly connected to the RBC Centre and public transit, the PATH has over 30 kilometres of shopping, services and entertainment.

It is open to the general public Monday to Saturday from 6:00 a.m. to 2:00 a.m. and on Sundays from 8:00 a.m. to 2:00 a.m.

Visit torontopath.com for more information.



PEST CONTROL

Our building operators and pest management team aim to reduce the harmful effects of pests while at the same time minimizing the harmful effects of pesticide products.

Rentokil - Pest Control Partner

For pest control, RBC Centre partners with Rentokil. Rentokil works to eliminate pests without unnecessarily applying or overusing pesticides.

This means that Rentokil applies pesticides only when necessary in response to detailed inspection and monitoring. Rentokil will also recommend ways to correct structural, storage or sanitation deficiencies if they believe these improvements will assist in addressing current or future pest problems.

Tenants experiencing pest control problems should contact the Tenant Relations Coordinator - julia.venditelli4@cadillacfairview.com.

When reporting pest sightings, please indicate the specific area. If possible, please take a photo of the pest specimens. This will assist Rentokil in determining appropriate treatment methods.

Safety Data Sheets (SDS) are available for all the pesticides listed above. These SDS sheets provide further details about the product, including active ingredients and any health hazards.

To request SDS sheets for any product used at RBC Centre or to get more information/provide comments about our pest control program, please contact: CF Connect

PRIVACY POLICY

We are committed to protecting the privacy of our tenants and others with whom we do business. Cadillac Fairview's Privacy Policy encompasses the 10 basic principles of current federal privacy legislation.

Cadillac Fairview's Privacy Policy is available to anyone upon request. To request a copy of the policy or to raise questions, concerns or complaints about privacy, please contact the Chief Privacy Officer directly:

Chief Privacy Officer
The Cadillac Fairview Corporation Limited
20 Queen Street West
Suite 500
Toronto, ON M5H 3R4

RENTAL PAYMENTS

All tenants receive an initial rent letter with a breakdown of rental charges. Monthly invoices are not issued. Instead, a revised rental letter will be sent if there are new changes such as due to re-certification of area, addition of re-lamping charges or other adjustments.

As per the lease agreement, rental payments are due on or before the first day of each month. We recommend that tenants provide post-dated cheques or use electronic transfer of funds (ETF).

After the October 31st year-end, adjustments are prepared for both operating and realty tax. Tenants will receive an audited statement of operating costs and final billings for realty taxes. For further information on rental payments, please call your Revenue Coordinator

Annual adjustments to operating cost pre-payments are implemented in October and realty tax pre-payments are shown in December.



SECURITY AND LIFE SAFETY

Security

RBC Centre's Security and Life Safety Department is staffed around the clock, 365 days per year.

A team of highly trained security and life safety professionals are dedicated to providing tenants with a safe and secure environment around the clock, seven days a week.

Tenant safety is a priority. To enhance safety and security, the department has implemented the following security measures:

- Enhanced monitoring and duress system in the parking garages
- Enhanced network camera system
- Regular property patrols

For more information, please contact: Patrick Longshaw at patrick.longshaw@cadillacfairview.com

Security Access Cards

RBC Centre issues security access cards to tenants, which provides to access to main entrances and elevators after hours.

Passcard Security Office

The Passcard Security Office is located on the ground floor of RBC Centre. It is open Monday to Friday from 9am-11am for passcard photos and upon request. This office issues all new/replacement security access

For more information, please contact the Passcard Security Office at the main security desk (416-596-0079) and you will be transferred.

Data Base Clean Up

If a tenant needs to revamp their access control list and/or enhance or reduce their access protocols, they may request the Security & Life Safety Department to carry out this task.

Medical Emergencies

General Tenant Responsibilities

- Ensure employees are aware of medical emergencies procedures and security emergency phone number: 416 596 0079
- Ensure First Aid/CPR trained staff are available to provide aid.

Tenant's Role in a Specific Medical Emergency

- Call 911 first in the event of any medical emergency.
- Immediately thereafter contact the main desk security number and provide the following information:
  - o Your name
  - o Your location (floor, location on floor)
  - o The nature of the medical emergency. Provide as much information as possible, i.e. patient's gender, age, symptoms, medical history
- Appoint someone to meet with the emergency responders in the elevator lobby to provide an escort to the patient's location.
- Ensure elevator and corridor access is not impeded by people or items.
- Have personnel not assisting with the emergency return to their workstations.

Avoid the following

- Moving the patient, unless failing to do so would cause further harm (i.e. patient is face down and not breathing).
- Crowding the patient. This can cause the patient unnecessary embarrassment and stress and makes it harder for the emergency response team to reach the patient.
- Giving the patient food or water. This creates the risk of vomiting and possibly choking.

RBC Centre's Role in a Medical Emergency

- Dispatch Security to assist/render aid.
- Assist emergency workers to access and depart the area.

Fire Alarm

Should you discover smoke or fire on your floor, immediately activate a fire-pull station. Manual pull stations are located outside each stairwell door as well as beside any door that is equipped with a magnetic lock.

Pulling this emergency device will cause alarm tones throughout the building and will release doors equipped with magnetic locks, including stairwell doors.

The system is designed with two distinct alarm tones that require varying responses: Alert Tones (1 ping tones) and Evacuation Tones (3 ping tones).



Alert Tones (1 ping tones)

Alert tones indicate there is an alarm condition in the building that does not affect your floor.

When you hear alert tones, please follow these safety procedures:

1. Stand by and prepare to evacuate.

2. If you are required to evacuate, you will be notified by the Fire Alarm System (Evacuation Tones) and/or Emergency Voice Communication System.

Evacuation Tones (3 ping tones)

Evacuation tones indicate that there is an alarm condition in the building that does affect your floor.

When this occurs, please follow these safety procedures:

- Leave the floor via the stairwells.
- Do not attempt to use the elevators.
- Once you have exited the building, proceed to your company's designated meeting location – away from the building in alarm – and await further instructions.

Security will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate have done so safely.

Once the emergency has cleared, the Security Team will announce via Public Address system and Send Word Now that you may return to the evacuated floors.

Emergency Fire Phones

Emergency fire phones are located beside all stairwell doors and link directly with a member of Security / Operations staff at our fire panel.

To access the phone, break the safety glass, open the door, and lift the handset from the cradle. When your call is answered: state your name, your location, and the nature of the emergency.

If you must leave the floor immediately, leave the handset off the cradle. Security / Operations will receive a visual indicator of the active phone's location and dispatch emergency response.

Emergency Exits

Signs are posted throughout the floors indicating locations of emergency exits. Most signs will include an arrow indicating the direction of the emergency exit.

Evacuation Wardens

Every tenant should have volunteer fire wardens whose responsibility is to help floor occupants exit the premises in an orderly manner during an evacuation process. For more details on the fire warden program, please contact Patrick Longshaw at patrick.longshaw@cadillacfairview.com.

Stairwells and Crossover Floors

When using the stairwells and crossover floors during an evacuation, please follows these safety procedures:

- In your stairwell, locate the nearest crossover floor.
- Before opening the door, check for smoke and for heat with the back of your hand.
- If safe, open the door and enter. Locate the next stairwell on the floor. Look for the illuminated red EXIT sign.
- Check this door for heat and smoke. If safe, enter and continue descending to ground level.
- If possible, descend the stairwell with a partner. Hold the handrail and do not run. Exit the building at the street level and go to your predetermined designated meeting area.
- Please ensure all staff are aware of the primary and secondary meeting locations.

Crossover floors are located approximately every five floors. If the path is obstructed, such as by smoke, people or some other blockage, you can use an emergency crossover to transfer to another evacuation stairwell.

Remember: Always leave your building through the evacuation stairwells, going to ground level, out and away from the building. The only time you should travel away from the ground level is to access an emergency crossover floor if the stairwell you are in becomes unsafe. Never consider going to the roof.

Crossover Floors

Podium: 3, 8

Tower: 2, 7, 12, 16, 21, 26, 31, 36, 41



Evacuation Drills

Annual evacuation drills are mandated, annually, by the Ontario Fire Marshal's Office in order to practice and gauge emergency preparedness

To simulate an evacuation, alarm evacuation tones are sounded, announcements made, and all elevators in the tower will be grounded to the ground floor level. Trained tenant evacuation wardens will direct people to the nearest evacuation stairwells and down the stairs to the designated meeting area to await conclusion of the drill.

Before any evaluation drill, RBC Centre Management will provide tenant contacts with the date and any other pertinent information. To simulate an evacuation that is as realistic as possible, we recommend that tenants not advise their employees of the time.

People Requiring Assisnace (PRA) during an evacuation

PRAs, if safe to do so, are to await rescuing by TFS in the stairwells after all able body individuals have evacuated the floor and the stairwells are safe.

Suspicious Activity

RBC Centre's Role

- Maintain visible presence throughout the complex.
- Respond to and document any reported incidents.
- Notify proper authorities of suspicious activity.

Tenant's Role

- Limit risk – don't leave valuables out and don't let strangers in.
- Be aware of any irregular or suspicious activity and report to security as soon as possible.
- If applicable, limit access to the area.
- Assist in identifying possible threats.

Note that one of the easiest ways to cut back on crime in the workplace is to ensure people who don't belong in the office do not enter; if they do, immediately report their presence to security.

A common technique to enter restricted areas is by "piggybacking." The unauthorized person will wait as inconspicuously as possible near a locked door or in a corner of a corridor. They may be pretending to read the nameplates in the elevator lobby. Once someone enters the area, the unauthorized person catches the closing door and enters the office behind him or her.

If you suspect someone is about to try this form of entry, ask him or her who they are waiting for, or request that they use their passcard for access before you enter your card into the slot.

If you are uncomfortable approaching someone you consider, leave the area and contact security immediately.

Suspicious Packages and Mail Bombs

Please contact the Security Manager and desk security.

Telephone Bomb Threats and Relay Threats

Please contact the Security main desk at 416-649-5131 for details.



Workplace Violence

RBC Centre's Role

- Respond to and document any reported incident.
- Assist with removing parties involved.
- Render first aid if necessary.
- Notify proper authorities.

Tenant's Role

- Make your employer/security aware of suspected threats.
- Report any incident to security ASAP.
- Remove yourself and/or others to a safe area as soon as possible.

Send Word Now

Send Word Now is an instantaneous, mass communication system which notifies designated contacts of building and/or premises emergencies via multiple, simultaneous channels: email, cell phone, home phone, and business phone. This system ensures that tenants in the tower will receive important emergency messages in a timely manner. For more information, contact Patrick Longshaw at patrick.longshaw@cadillacfairview.com.

Fire and Life Safety Inspections

Our third party Life Safety partner regularly conducts fire and life safety inspections based on the requirements set out in the Ontario Fire Code, Ontario Building and Occupational Health and Safety Regulations. Inspections are done as needed or as required in all construction areas, and retail tenant spaces.

If you have questions or concerns regarding life safety, please contact the Manager, Fire and Life Safety Department at patrick.longshaw@cadillacfairview.com.

SHIPPING AND RECEIVING

Small Parcel and Letter Delivery (Courier)

Couriers delivering parcels small enough to be carried by one person and not on a dolly or cart may deliver them through the main lobbies and passenger elevators.

Large Parcel Delivery and Packages on Carts

Large parcels and packages on carts may be delivered through the main lobby doors, but must be transported to the destination/floor in the service elevator. Please ask a Security Officer for assistance.

As a safety precaution, RBC Centre does not permit large parcels to be delivered through the retail concourse and office tower lobbies during high traffic times.

Large Deliveries

All deliveries of furniture, construction materials, office supplies, and other bulky materials must be made through the shipping and receiving docks and transported via the service elevators. Large deliveries should be scheduled after hours. Freight elevators must be booked for after-hours deliveries.

Shipping and receiving dock

Hours of Operation

Our loading dock is open 24 hours a day, 7 days a week.

Note: The loading dock and its loading bays are a common-use area of the RBC Centre, Simcoe Place, and the Ritz Carlton, and, therefore, they cannot be reserved for any one tenant's exclusive use.

Service Elevator Booking

Service elevators can be booked through CF Connect.

For a copy of the Elevator Booking Form, visit rbccentre.ca

SMOKING POLICY

Smoking and vaping is prohibited in the building as per Toronto Public Health Department Smoke Free Ontario Act. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.

Tenants and visitors are not to smoke or vape within nine metres of the building entrances. The designated smoking area for Simcoe Place tenants is Simcoe Park.

SMUDGING CEREMONIES

Smudging ceremonies can only take place indoors if they are conducted in a room that has been designed, constructed, and approved under a building permit for such use. Tenants are required to provide proof of such a permit 72 hours prior for review, to our management team before conducting the ceremony.

- As an option, smokeless alternatives such as scented oils or diffusers can be used indoors.
- Use of designated exterior space is permitted and can be coordinated with our property team.



STATUTORY HOLIDAYS

All systems – lighting, HVAC, security and elevators – operate on an after-hours schedule during statutory holidays. The management office is closed on statutory holidays. The shipping & receiving dock is monitored by security.

The following statutory holidays are observed throughout the calendar year.

January	New Year's Day
February	Family Day
April	Good Friday
May	Victoria Day
July	Canada Day
August	Civic Holiday (Simcoe Day)
September	Labour Day
October	Thanksgiving Day
December	Christmas Day and Boxing Day

STORAGE ROOMS

For permanent or temporary storage, contact CF Connect. A limited number of storage rooms of various sizes are available for short- or long-term lease.

TENANT INSURANCE

As stipulated in the lease, tenants must have active insurance at all times. Cadillac Fairview requires an insurance certificate detailing your coverage before you assume tenancy and annual insurance renewals must be forwarded to our office to ensure continuous coverage. (See the "Tenant Insurance" section in your lease for appropriate coverage and requirements.) Insurance certificates to be sent to Property Manager c/o Cadillac Fairview – 200 Front Street West, Suite 2207, Toronto, ON M5V 3K2.

- The Cadillac Fairview Corporation
- Ontrea Inc.
- Ontario Pension Board
- OPB (155 Wellington) Inc.

TELECOMMUNICATIONS

For any large scale Telecommunications projects, tenants should contact the Building Operations Team.

5. APPENDIX

Labour Rates

Service / Trade	Rates
Locksmith (base building provider)	$100 per 30 min service call + materials
E-Waste	Call for pickup and disposal pricing
HVAC	Call Property Management Office for rates
Drain Down	$500

*Overtime premiums will apply

Base Building Hours

Dates	HVAC	Lighting
Monday to Friday	7:00 am – 7:00 pm	7:00 am – 7:00 pm
Weekends & Holidays	Off	Off

* For any questions on HVAC rates or schedules, please contact the Management Office.



SUMMARY OF BASE BUILDING SERVICES (CHARGEABLE - administrative fee may apply)

Electrical Services

- Replace non base building lights
- Replace non base building ballasts
- Replace non base building outlets
- Install non base building outlets
- Repair sockets
- Install non common area lights
- Install lights

Plumbing Services (tenant owned fixtures)

- For any plumbing required for tenant fixtures, we are happy to provide tenants with a quote from a third party

Cleaning Services (provided by cleaning contractor)

- Interior office partitions cleaning
- Refrigerator/microwave cleaning
- Restocking of private washrooms
- Carpet steam cleaning
- Large volume of garbage removal

RBC
CENTRE

A CF PROPERTY

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RBC Centre Management Office
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