



TENANT MANUAL

BLOOR ISLINGTON PLACE

3250 - 3280 - 3300 Bloor Street West
Toronto, Ontario

CBRE

 **BLOOR
ISLINGTON
PLACE**

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INTRODUCTION

Welcome

On behalf of CBRE Property Management (CBRE), we would like to take this opportunity to introduce ourselves and welcome you to Bloor Islington Place. We look forward to working with you and creating a long and positive business relationship.

CBRE has created this manual for the tenants of 3250, 3280, and 3300 Bloor Street West. It contains pertinent building information that will assist you and your staff to fully utilize the services, facilities, and security and life safety systems at the complex. Additional and/or revised pages will be sent to you periodically in order to keep the information current. Please note that some of the information contained in this manual is general in nature and may differ from your lease agreement. In all cases, your lease agreement takes precedence over this guide.

If you have any questions with anything contained in this manual, please feel free to contact the property management office and we will be happy to assist you.

Privacy Statement

At CBRE we take all our tenants' personal information seriously. We only collect and use information that is necessary for us to conduct our business, to advise you about our services, and to provide service that exceeds your expectations. We will not share any personal information to individuals or businesses outside of CBRE without your consent.

Please visit the CBRE website for our full privacy policy via this link:
<https://www.cbre.com/about/privacy-policy>

PROPERTY MANAGEMENT OFFICE & OPERATIONS

Property Management Office

Bloor Islington Place is managed by CBRE Limited. The management office is located on the ground floor of the East Tower in Suite 116.

Our mailing address is:

CBRE Limited | Property Management
3250 Bloor Street West
East Tower, Suite 116
Toronto, Ontario M8X 2X9

Office hours are Monday – Friday from 9:00am to 5:00pm. We are closed on all statutory holidays. The main office telephone number is 416-239-3397.

The building operating hours are Monday – Friday from 7:00am – 6:00pm except for weekends and holidays.

Statutory Holiday Schedule

<u>Holiday</u>	<u>Date</u>
New Year's Day	January 1
Family Day	Third Monday in February
Good Friday	Fluctuates in March/April
Victoria Day	The Monday preceding May 25
Canada Day	July 1
Civic Holiday	The first Monday in August
Labour Day	The first Monday in September
Thanksgiving Day	The second Monday in October
Christmas Day	December 25
Boxing Day	December 26

Staff Directories

Property Management

Senior Property Manager

Mike Arsenault

Email: Mike.Arsenault@cbre.com

Phone: 416-479-5230

Assistant Property Manager

Manual Ariza

Email: Manual.Ariza@cbre.com

Phone: 416-479-5235

Property Administrator

Correna Ferrusi

Email: Correna.Ferrusi@cbre.com

Phone: 416-479-5233

Administrative Assistant

Vicky Huang

Email: Vicky.Huang@cbre.com

Phone: 416-479-5232

Tenant Engagement Coordinator

Frieda Lauw

Email: Frieda.Lauw@cbre.com

Phone: 416-479-5240

Security

The security desk is located just inside the entrance to the Centre Tower.

The 24-hour security telephone number is 416-233-1291.

The main email is Security.3300@cbre.com

Director of Security

Jeff Wilson

Email: Jeff.Wilson@cbre.com

Phone: 416-678-8760

TENANT SERVICES

CBRE Property Management – Who We Are

At CBRE, our Property Management division is dedicated to enhancing the value of our clients' properties. Our seasoned and professional Property Managers are committed to maximizing your asset returns, and meeting and exceeding your property's service needs in terms of financial and accounting management, building operations and maintenance, lease administration and tenant relations.

CBRE is proud to rank in as one of the top five largest third-party property managers of commercial buildings nationally; currently managing over 115 million square feet of prime real estate in Canada. With the bulk of these managed properties located in the Toronto portfolio, CBRE's local market expertise, fully integrated approach, and experience in a broad range of services, allows us to deliver industry-leading practices and scalable services to our clients.

Tenant Services Approach

At CBRE, when we say it is our top priority to provide exceptional tenant services, this means our staff will:

- Provide courteous, timely, and professional responses to all tenant requests
- Follow through until each job is complete
- Provide clear and accurate invoicing when there is a charge for a service

Each lease issued at Bloor Islington Place contains a list of services that are included and those that are charged directly to the tenant. Please note that some of the services requested may require an outside service contractor. We take great care in working with only those organizations who share our dedication to exceptional service.

Tenant Representative and Service Requests

To serve you better, we request that each tenant designate one employee to act as a principal liaison between our office and yours. By designating this responsibility to one person, it will allow us to deliver more efficient and timely service. Please inform us of your assigned contact including your employee's name, telephone number, and email address.

This contact person will be responsible for making all inquiries and/or service requests to our tenant services portal: <http://www.cbretenantrequests.com/>. This system allows tenants to communicate with our tenant services representative on all types of maintenance and service requests. The system also provides you with tracking on the progress of your work order requests, even notifying the sender when the work has been completed. To obtain a password for this portal, please email vicky.huang@cbre.com.

Signage Programs

Main Lobby/Elevator Lobby/Suite Signs

Bloor Islington Place has an established signage program in the main lobby, elevator lobbies, and tenant suites. Only this standard building signage is permitted on multi-tenanted floors in areas that can be seen by the public. All elevator signs on full floor tenant areas can be customized by each tenant but must still be approved by the property management office prior to installation.

As provided in each tenant lease, the installation of one listing will be arranged after move-in. Any additional listings are subject to space availability. The tenant is responsible for providing the exact wording and punctuation for all signage. Any changes to the directory listing will be at the tenant's expense. Please contact the property management office to arrange for directory signage.

Smart iQiosks

Bloor Islington Place has three Smart iQiosks installed at the complex on the main floor in each tower. These touchscreen displays offer digital directories, advertising, and marketing opportunities. Tenants can purchase ad space on these kiosks for a minimal monthly charge. For specs and pricing, please contact frieda.lauw@cbre.com.

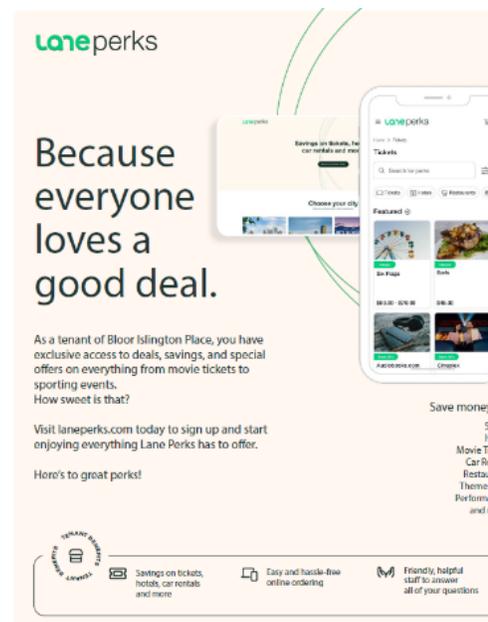
Captivate

All elevators in the complex are equipped with Captivate screens. These screens offer professionally curated, relevant content from trusted media sources, and technology partners. There is also an opportunity for tenants to advertise on these screens. For specs and pricing, please contact frieda.lauw@cbre.com.

Lane Perks

CBRE Property Management is pleased to provide all our tenants with Lane Perks, a curated corporate benefits program. This VIP amenity platform gives tenants access to exclusive discounts on car rentals, hotels, lifestyle experiences, plus tickets to movies, sports, local attractions, concerts, and more. To sign up, simply go to <https://laneperks.com> to create your account.

We also encourage you to subscribe to the weekly emails to hear about the latest offers. Once tickets are purchased online, they are mailed, emailed or available for pick-up by tenants at our property management office. Should you require assistance, please do not hesitate to contact the Lane Perks team at perkshelp@joinlane.com. Not every commercial building offers Lane Perks to their tenants, so be sure to take advantage of this exclusive service!



Lane Tenant Experience Platform

We are proud to provide our tenants at Bloor Islington Place, a world class tenant experience that brings all aspects of the workplace into a single, seamless, easy-to-use interface. The Lane platform allows you to get updates on the building, book a meeting room, RSVP to an event, connect with other occupants, check out perks, log a tenant request and much more, right at your fingertips.

To get started, download the Lane app, or simply email frieda.lauw@cbre.com to set it up on your laptop!

Events and Contests

At Bloor Islington Place, we strive to create a sense of community with our tenants. Our dedicated Community Manager puts together a monthly calendar of events for tenants. There are two signature events that happen each year – the summer tenant BBQ and the Holiday Breakfast. Throughout the other times of the year, there are many interesting and exciting events held at the building. Check the bi-monthly newsletter for details. If you have any comments, questions or suggestions, please reach out to frieda.lauw@cbre.com.

Social Media

An Instagram account - [@cbrebloorislingtonplace](https://www.instagram.com/cbrebloorislingtonplace) - was established in July 2020 for Bloor Islington Place. The use of this, and other social media platforms such as Facebook, allow our complex to connect with tenants, provide information, and showcase building-related items and events with tenants in a welcoming and timely manner.

Conference Centre

'Toronto' and 'Etobicoke' Boardrooms – Property Management Office

There are two boardrooms located in the East Tower, on the ground level (suite 116), that can be booked for smaller meetings.

The Toronto boardroom has room for 10 people and the Etobicoke boardroom has room for 4. Each room has a dedicated conference phone line and High-Speed Internet connection. For fees and booking, please contact vicky.huang@cbre.com.

Bloor Islington Place Amenities

Food Court Retailers

- A & W
- Ali Baba's
- Pizza Pastaways
- Thai Express

Concourse Food Retailers

- Bibab Express
- Black Angus Steakhouse
- Brioche Dorée
- Freshii
- Pumpernickel's
- Real Fruit Bubble Tea
- Sobeyes
- Tim Hortons

Concourse Retailers

- The Cooperators
- Flair Cleaners
- Gateway Newstands
- Goodlife Fitness Club
- Guardian Pharmacy
- Health Bound
- Meridian Credit Union
- Moneysworth & Best (Shoe Care)
- Nails For You
- Service Ontario
- Sobeyes Urban Fresh

Medical Physicians

- Dr. Carey & Associates
- Dr. Isabel Martin
- Islington Bloor Dentist

Level 2

- Dr. Lionel Lenkinski
- Dr. Mark Rhody
- Dr. Roland Leung
- FYI Doctors

Surrounding Building Amenities

Food

- Bonimi Restaurant
- Bull Pub & Grill
- Burrito Boyz
- Gojima Japanese Restaurant
- Kenzo (Japanese Noodles)
- Orwell's Pub
- Pizzaiolo
- Pizza Pizza
- Roti Palace
- Subway
- Sushi Run
- Toast on Bloor
- The Squire (a Firkin Pub)
- Vintage Thai

Retailers (Across the Street)

- Tom Riley Park
- Dental Centre on Bloor
- H&R Block
- Law Offices
- Life Labs
- Nail & Hair Salons
- Printer & Signage

Retailers (10-minute walk)

- Bloor Medical Centre
- Banks: BMO, HSBC, RBC
- Fido Store
- Kingsway Dermatologist & Cosmetic
- Kingsway Theatre
- The Crooked Cue (Bar and Billiard)
- The Beer Store

Parking

- Bloor Islington Place Underground
- Green P #512 (Aberfoyle & Bloor)
- [TTC Islington Main Lot](#)

Mailboxes

Mail for tenants at Bloor Islington Place will be delivered to the mail room located next to the Centre Tower food court on the main level. Canada Post generally delivers mail at 11 am. Outgoing mail drop off is available and picked up by Canada Post at the end of each business day daily Monday through Friday excluding holidays. Please contact Canada Post directly for any mail delivery inquiries or concerns at www.canadapost.ca.

New tenants receive one mailbox key when they move in. To replace the keys, please contact the property management office.

Couriers

Tenants are responsible for their own courier services. The property management office and/or security station will not accept packages left or delivered on a tenant's behalf.

Parking (On-Site)

The underground parking garage is open 24-hours per day and offers 1180 stalls on four levels. There is one entrance off Bloor Street, east of Islington and two on Aberfoyle Crescent. The parking is leased on a monthly basis, and is open 7 days per week, 24 hours a day to anyone with a transponder programmed for monthly parking. Please contact the parking management office at 416-233-6419 for current rates as these are subject to change.

The maximum height clearance is up to and including 6' (six feet). Unauthorized vehicles illegally parked will be towed away at the owner's expense. For your own safety, remember to lock your vehicle and to remove valuable objects from sight. Bloor Islington Place is not responsible for any damages to your vehicle while on the property.

Main Features:

- 24-hour underground parking on four levels
- Designated green zone (P1 has 20 Electric Vehicle Parking stalls)
 - Centre Tower has 11 stalls, 7 are Tesla
 - East Tower has 9 stalls, 7 are Tesla
 - P3 has an additional 14 stalls, 10 are Tesla
- Zip car area
- Electric car charging stations

Onsite Car Detailing

AJ Premium Detailing is located on P2-D, Centre Tower Parking and offers detailing, exterior and interior cleaning and hand waxing by appointment. Please contact 416-232-9332 or ajpremiumdetailing@gmail.com for more details.

Bike Racks

There are four bike racks located in the Centre Tower accessible via the parking garage entrance on Aberfoyle Crescent. These are available on a first come, first served, basis at no charge.

Recycling

At Bloor Islington Place, we are committed to minimizing our impact on the environment, while improving the efficient use of our resources. Our respect for the environment goes beyond “reduce, reuse, and recycle” as we have been named an industry leader for our recycling efforts to ensure any waste sent to the landfill is kept to a minimum.

Here is a list of some of the common office building recycled waste:

- Office paper
- Cardboard
- Cans and bottles
- Styrofoam
- Batteries
- Electronic waste
- Toner cartridges
- Organic waste
- Grease/oil

Tenants are involved in the recycling efforts at the building through various events that are held such as:

- Clothing and E-waste drives
- Earth week celebrations
- Environmental fair
- Community clean-up/Waste reduction week
- Green team meetings

Every building occupant plays a vital role in ensuring the success of the recycling program. Things like paying careful attention when placing items into the correct bins is one of the ways to help. Tenants are asked to flatten all cardboard boxes and label them “ready for disposal”. We also ask everyone to ensure they do not deposit broken glass or sharp objects into regular garbage containers in order to avoid injury to the evening cleaning team.

New initiatives are constantly being sourced. In 2020, the building had a cardboard baler installed to recycle more cardboard, more efficiently.

Accessibility

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is an Ontario law mandating that organizations must follow standards to become barrier-free to people with disabilities. The goal for the province is to be fully accessible by 2025.

CBRE is committed to providing an accessible, inclusive, and transparent workplace where all individuals have equal access to its premises and services. We operate an Ethics and Compliance program that reinforces our commitment to achieve success in the right way by encouraging our people, businesses, and partners to act ethically, stay in compliance and live by our RISE - Respect, Integrity, Service, Excellence values. Our Accessibility for Ontarians with Disabilities (the “AODA”) Multi-Year Accessibility Plan and Compliance Reports are available upon request by contacting 1-877-296-4499 or via [email](#).

Ramps into the building are located at Entrance A near Sobeys, Entrance D near the daycare, and Entrance E near Co-operators. There is also a ramp from the food court to the East Tower.

Smoking By-Law

Under the City of Toronto Municipal Code Chapter 709-Smoking, it is against the law to smoke within nine (9) metres of an entrance or exit of any building that is used by the public. Smoking is also not permitted in the building, in tenant premises, or any common areas of the property including the underground parking garage. This policy also pertains to vaping, marijuana, and other drugs.

TENANT IMPROVEMENTS AND ALTERATIONS

Changes to the Premises

If tenants wish to make changes to their premises, they must submit their request to the property management office in writing. All improvements are subject to final approval from the landlord. A Building Standard Tenant Design & Construction manual has been prepared to supply you with information that can assist you in understanding the building requirements and conditions that govern any tenant premises alterations. More information is available at the property management office.

Security Requirements

Security is available to coordinate and assist tenants and contractors during times of construction. In order for the security team to do their job effectively, and to avoid any costly construction delays, the Director of Security must be informed of any construction going on in the building regardless of the time that the work is being done. Security will also need to be informed of any “hot work” (any work that involves burning, welding, cutting, brazing, soldering, grinding, using fire or spark-producing tools, or other work that produces a source of ignition) being done so the appropriate arrangements can be made with building operators.

At certain times, extra security coverage may be required, such as in the event the contractor needs access into the suite above or below where they are working. This can be arranged through the Director of Security and will be charged back to the general contractor.

A CBRE work permit is available to any tenant or contractor. This permit serves to fast track the construction process as it outlines every possible service the contractor may require from the building. Every tenant and contractor are encouraged to utilize this form for help organize the construction effort. It is available at the property management office.

Construction Noise

Any noise associated with construction, hammering, drilling, new wires, or conduit installation/removal must be done after 6:00pm. Please ensure that your designer or contractor is aware of this policy so there is no disruption to other tenants conducting business during regular business hours.

Internet and Satellite Protocol

All tenants should contact the property management office prior to the installation of any satellite, antenna, or cabling. Any such installation that requires the use of the building riser system must be approved and authorized by the property management office.

If you require telecom service work (including phone and Internet):

- Call your service provider
- Set up a service install date
- Call Rycom TPM Customer Care and they will issue an access ticket for the work

Rycom will also provide cabling services such as installations and removals.

Contact Rycom for requests that require access to:

- Main telephone room
- Telecom riser rooms
- Point of Presence rooms
- Rooftop

You may need access to the telecom space for the following:

- New telecom/cabling installations
- Point of Presence site maintenance
- Service MAC
- Establishing a new presence

- Facilitating a Telecom License Agreement
- Rycom TPM to perform a drawing review of proposed work

Rycom TPM contact information: 1-877-792-6687 or customercare@rycom.com

BUILDING SERVICES

Elevators

3250 Bloor Street West – East Tower

The East Tower is equipped with six (6) passenger elevators, one of which acts as the service elevator. The East Tower is served by two (2) parking shuttle elevators.

3280 Bloor Street West – Centre Tower

The Centre Tower is equipped with five (5) passenger elevators, one of which acts as the service elevator. Only the service elevator accesses P1 – P3 of the underground parking garage.

The Centre Tower also has three (3) main parking elevators located near the security booth that access all four levels of the parking garage. They also service the Mezzanine level.

3300 Bloor Street West – West Tower

The West Tower is equipped with six (6) passenger elevators, one of which acts as the service elevator. Only the service elevator accesses levels P1 – P3 of the underground parking garage.

Passenger elevators on multi-tenant floors are open between 7:00am and 6:00pm unless another option is suggested and agreed upon by all floor tenants. After-hours access to a particular floor can be arranged through security and programmed onto access cards. Single tenant floors have the option to have their elevators on, or off security as requested.

Tenants, contractors, and moving companies must contact the Director of Security at 416-233-1291 a minimum of 48 hours in advance for approval of all large deliveries. Large deliveries may only be done after regular business hours on weekdays – prior to 8:00am or after 6:00pm – or any time on weekends.

Tenants may purchase elevator access cards at a cost of \$15 each, plus a 15% administration fee, and applicable taxes.

Emergency Intercom

All elevators are equipped with an emergency intercom in the event of elevator stoppage, fire alarm, or power outage. The intercom is connected to building security who will assist in the event of an emergency.

Lighting

The building is equipped with a lighting sweep program that automatically turns off all lighting at 7:00pm. Should you wish to override this programming, email or call security for requests.

Most burnt out bulbs, tubes, and ballasts are the responsibility of the Landlord. To have any of these items changed, please contact our operations team through the [CBRE Tenant Services Portal](#) any time during regular business hours. Tenants will not be charged for building standard fluorescent tubes however, specialty light bulbs are chargeable at the purchase price, a 15% administration fee and applicable taxes.

HVAC

The building HVAC system operates between 7:00am and 6:00pm. After-hours air conditioning can be arranged at a cost of \$35/hour and can be ordered through the [CBRE Tenant Services Portal](#), contacting the property management office at 416-239-3397.

Please give at least 24-hours advance notice for us to accommodate your request.

Housekeeping

All tenant premises at Bloor Islington Place are provided with housekeeping services five (5) days per week not including weekend or holidays. The dedicated day staff is focused on keeping the complex clean and ensuring high density and high-touch point areas are attended to on a regular basis.

Night staff focus on several areas within tenant premises including:

- Emptying trash/recycling receptacles
- Spot cleaning all furniture, equipment, and fixtures
- Spot cleaning carpet areas as necessary
- Mopping hard surface floors
- Vacuuming carpeted areas
- Dusting

Window Cleaning

Window cleaning services are provided to the complex including exterior window cleaning twice per year and interior cleaning once per year.

Deliveries/Loading Dock

The Bloor Islington Place loading docks are located at the rear of the building on Aberfoyle Crescent. There is a total of six (6) loading bays.

- Bays 1 & 2 are in the West Tower and are strictly reserved for Sobeys.
- Bays 3 & 4 are in the Centre Tower
- Bays 5 & 6 are in the East Tower

All vehicles/trucks are provided access on a first come first serve basis. Vehicles/trucks using the docks for longer than 30 minutes during the winter months must be less than 30 feet long in order for the bay doors to be closed. Deliveries which are larger than one (1) skid must be done after business hours, either before 8:00am or after 6:00pm. **Pump trucks and skids** are **not** to be brought through the retail area concourse during regular business hours. Deliveries must be done on a dolly or trolley.

Bloor Islington Place assumes no liability for any damage, theft, or personal injury, however caused.

Furniture/Construction – can be booked on first come, first serve basis, deliveries must be made before or after business hours (delivery completed by 8 a.m. or begin after 6 p.m.).

Moving Procedures

The following guidelines have been established to provide you with a smooth move in or move out:

- Contact the Director of Security at least 48 hours prior to your move
- All moves are scheduled on a first come, first served, basis
- All moves must take place after normal business hours – either completed before 8:00am or begin after 6:00pm on weekdays, or anytime on the weekend
- All moves are done using freight elevators only
- All moves must take place through the loading docks only
- The moving contractor must provide an insurance certificate prior to the actual move
- The moving contractor will be responsible for any damage to your property or to the building
- The moving contractor is responsible for removing any packing materials and all garbage
- If a move takes place during the winter months, the trucks must be under 30 feet in length in order to close the bay doors

Tenants are given two (2) complimentary elevator access cards. Extra cards are available at a cost of \$15 each, plus a 15% administration fee, and 13% HST.

Keys

Two (2) suite keys will be provided to each tenant at no cost. Tenants shall not change the locks or install other locks on exterior doors of the leased premises without obtaining approval from the property management office. All doors with locks must be keyed to the building master keyway – Medeco.

How to order extra keys:

1. Email the Director of Security jeff.wilson@cbre.com and request the number of additional keys you require. Security will work with a locksmith to process the request. The cost for each key is currently \$25, plus a 15% administration charge, and applicable taxes. This cost is subject to change.
2. Security will deliver your keys and invoice directly to you and have you sign for receipt.

SECURITY AND LIFE SAFETY

Security Guards

Bloor Islington Place has a dedicated security station located in the main concourse just inside the Centre Tower main entrance doors. There are security personnel on duty 24/7 including all statutory holidays. Should you require the use of a security guard for a special security detail, please contact the Director of Security at:

Email: Jeff.Wilson@cbre.com

Phone: 416-678-8760

Door Alarms

Remote monitoring companies that have been hired individually by tenants for their own suite entrances will call the Security Desk to report a door alarm. The Security Desk will dispatch a guard to the location of the door alarm to investigate. It is up to the tenant to list the Security Desk as the contact for their remote monitoring company, if applicable.

Card Access System

The building is equipped with an electronic access control system. An access card is required to enter the building via the entrance on Aberfoyle Crescent or Aberfoyle East entrances before 6:00am and after 10:00pm, and for access to the floors between 6:00am and 6:00pm on weekdays and 24 hours on weekends and statutory holidays. Please note that the times of access to specific floors varies according to tenant preference.

We require the following information to program access cards for your employees:

1. Name of company
2. Employee's first and last name
3. Floor numbers requiring access
4. Type of access – 24/7 or specific times

To ensure that the building's security is not compromised, please email the Director of Security Jeff.Wilson@cbre.com immediately following any of these events:

1. An employee leaves the company
2. A card has been given to someone other than the original holder
3. A card is lost or stolen

Please do not transfer an access card to another employee without first notifying the Director of Security. Each replacement card is subject to a fee of \$15, a 15% administration charge and applicable taxes.

After Hours Contact List/Visitors

Please provide the Security Desk with an after-hours contact list. This should contain the names and numbers of those employees who are authorized to grant access to your suite after hours.

All visitors/contractors who require access to your premises after hours must make prior arrangements with you and the Security Desk. Once they arrive at the building, they are to use the intercom system located at the Aberfoyle Crescent entrance, the Aberfoyle East entrance, and the Bloor Street entrance to the parking garage. This system allows visitors to speak to a security guard who can grant access.

Lost and Found

All Lost and Found items found inside and outside the complex are dropped off at the Security desk.

Theft/Incident Reports

Security will document all reported theft and incidents that occur in the complex in the form of a Special Occurrence Report that is submitted to CBRE property management.

Power Failures

Security will attempt to determine, and CBRE will send out an email notice to advise when a power flicker has occurred in the complex.

Bomb Threats

Any bomb threat called in to a tenant must result in an immediate call to 9-1-1. After contacting 9-1-1, the Security desk should be contacted at 416-233-1291 and provided information so the Security team can assist Toronto Police Services when they arrive on site and a report can be completed for CBRE property management.

Parking Garage

Anyone who has difficulty finding their vehicle, or requires Security assistance, can press any of the emergency call buttons located on pillars throughout all the parking levels in all three towers. The calls go straight the Security desk and a guard will be dispatched to the location of the button that was pressed.

All four levels (P1 – P4) are equipped with cameras for the safety of tenant employees and visitors to the complex. Parking management has staff on site Monday to Friday from 7 a.m. to 7 p.m. After hours and on weekends, parking assistance is provided by pressing the help button at a pay station beside the Security desk and the East Tower lobby, or at the exit gates.

Emergency intercom are located at each exit gate on the P1 level.

Police and Fire

Emergency – Dial 911 or Toronto Police Services – 22 Division, Phone: 416-808-2200

SUSTAINABILITY

As the world's largest manager of commercial buildings, CBRE has both a responsibility and an opportunity to influence the way buildings are managed. We recognize that buildings are a significant contributor to global carbon emissions. Our sustainability program helps reduce the impact of buildings on the environment and, at the same time, creates a positive effect on the communities in which we live and work. Driving sustainable real estate practices is a fundamental principal of our environmental leadership. Protecting the health of our planet is a responsibility we embrace.

LEED certification

Bloor Islington Place is LEED® (Leadership in Energy and Environmental Design) Certified Gold.

Green Roof

The Green Roof is accessible off both Bloor St W. and Aberfoyle Crescent, and located on the west side of the complex.

Falcon Watch Webcam

Since 1994, Bloor Islington Place has played host to a pair of Peregrine Falcon and their seasonal offspring. Watch them live 24/7/365 at: http://peregrine-foundation.ca/Web_Cams/Etobicoke/index.htm. Additionally, every spring (when circumstances permit), we host a live falcon banding to welcome the new brood. This is also accompanied by a naming contest where our occupants and neighbors are given the chance to name our new feathered friends.

Beehives

In June 2021, Bloor Islington Place introduced a partnership with urban beekeeping company, Alvéole, to install a total of four beehives on the building's Centre Tower, lower level rooftop. Beekeeping helps our environment by promoting pollination. Tenants are welcome to follow along our bees' journey every year to honey harvest via [@cbrebloorislingtonplace](https://myhive.alveole.buzz/bloorislingtonplace) social media, or our dedicated MyHive page at <https://myhive.alveole.buzz/bloorislingtonplace>. Beehive and honey-related workshops are made available to tenants seasonally.

ADMINISTRATIVE INFORMATION

Monthly Rental Payments

All rental payments should be delivered on the first day of each month to the property management office located on the ground floor of the East Tower lobby, suite 116. All cheques should be made payable to: **Bloor Islington Place LTD.**

No invoices will be sent for monthly rental charges. Tenants have the option of paying by Electronic Fund Transfer (ETF) or by providing a series of post-dated cheques. Any additional charges incurred will be invoiced accordingly. For further information, please contact the property administrator at correna.ferrusi@cbre.com or 416-239-3391.

Leasing

For information regarding leasing opportunities, please contact 416-234-8444 or email: commercialleasing@starlightinvest.com

Office Premises Insurance Certificates

Each tenant is required to carry insurance for their office and all contents. At the start of your lease, you will be asked to provide a copy of your Insurance Certificate. This certificate must be tendered for each renewal of the period to keep our records current. If you have any questions, please contact the Property Administrator at correna.ferrusi@cbre.com or call 416-239-3397.

Contractor Construction Insurance Certificates

Please remember to forward a copy of your current Insurance Certificate relating to any construction in your premises to the property management office. If you have any questions, please contact the Property Administrator at correna.ferrusi@cbre.com or call 416-239-3397.

BUILDING RULES AND REGULATIONS

1. Security

Landlord may from time to time adopt appropriate systems and procedures for the security or safety of the Building, any persons occupying, using or entering the same, or any equipment, finishings or contents thereof, and Tenant shall comply with Landlord's reasonable requirements relative thereto.

2. Locks

Landlord may from time to time install and change locking mechanisms on entrances to the Building, common areas thereof, and the Premises, and (unless 24 hour security is provided by the Building) shall provide to Tenant a reasonable number of keys and replacements therefor to meet the bona fide requirements of Tenant. In these rules "keys" include any device serving the same purpose. Tenant shall not add to or change existing locking mechanisms on any door in or to the Premises without Landlord's prior written consent. If with Landlord's consent, Tenant installs lock(s) incompatible with the Building master locking system:

- a) Landlord, without abatement of Rent, shall be relieved of any obligation under the Lease to provide any service to the affected areas which require access thereto,
- b) Tenant shall indemnify Landlord against any expense as a result of forced entry thereto which may be required in an emergency, and
- c) Tenant shall at the end of the Term and at Landlord's request remove such lock(s) at Tenant's expense.

3. Return of Keys

At the end of the Term, Tenant shall promptly return to Landlord all keys for the Building and Premises which are in possession of Tenant.

4. Windows

Tenant shall observe Landlord's rules with respect to maintaining window coverings at all windows in the Premises so that the Building presents a uniform exterior appearance, and shall not install any window shades, screens, drapes, covers or other materials on or a1 any window in the Premises without Landlord's prior written consent. Tenant shall ensure that window coverings are closed on all windows in the Premises while they are exposed to the direct rays of the sun.

5. Repair, Maintenance, Alterations and Improvements

Tenant shall carry out Tenant's repair, maintenance, alterations and improvements in the Premises only during times agreed to in advance by Landlord and in a manner which will not interfere with the rights of other tenants in the Building.

6. Water Fixtures

Tenant shall not use water fixtures for any purpose for which they are not intended, nor shall water be wasted by tampering with such fixtures. Any cost or damage resulting from such misuse by Tenant shall be paid for by Tenant.

7. Personal Use of Premises

The Premises shall not be used or permitted to be used for residential, lodging or sleeping purposes or for the storage of personal effects or property not required for business purposes.

8. Heavy Articles

Tenant shall not place in or move about the Premises without Landlord's prior written consent any safe or other heavy article which in Landlord's reasonable opinion may damage the Building, and Landlord may designate the location of any heavy articles in the Premises.

9. Carpet Pads

In those portions of the Premises where carpet has been provided directly or indirectly by Landlord, Tenant shall at its own expense install and maintain pads to protect the carpet under all furniture having casters other than carpet casters.

10. Bicycles, Animals

Tenant shall not bring any animals or birds into the Building, and shall not permit bicycles or other vehicles inside or on the sidewalks outside the Building except in areas designated from time to time by Landlord for such purposes.

11. Deliveries

Tenant shall ensure that deliveries of materials and supplies to the Premises are made through such entrances, elevators and corridors and at such times as may from time to time be designated by Landlord, and shall promptly pay or cause to be paid to Landlord the cost of repairing any damage in the Building caused by any person making such deliveries.

12. Furniture and Equipment

Tenant shall ensure that furniture and equipment being moved into or out of the Premises is moved through such entrances, elevators and corridors and at such times as may from time to time be designated by Landlord, and by movers or a moving company approved by Landlord, and shall promptly pay or cause to be paid to Landlord the cost of repairing any damage in the Building caused thereby.

13. Solicitations

Landlord reserves the right to restrict or prohibit canvassing, soliciting or peddling in the Building.

14. Food and Beverages

Only persons approved from time to time by Landlord may prepare, solicit orders for, sell, serve or distribute foods or beverages in the Building, or use the elevators, corridors, stairwells, balconies or other

common areas for any such purpose. Except with Landlord's prior written consent and in accordance with arrangements approved by Landlord, Tenant shall not permit on the Premises the use of equipment for dispensing food or beverages or for the preparation, solicitation of orders for, sale, serving or distribution of food or beverages.

15. Refuse

Tenant shall place all refuse in proper receptacles provided by Tenant at its expense in the Premises or in receptacles (if any) provided by Landlord for the Building, and shall keep sidewalks and driveways outside the Building, and lobbies, corridors, stairwells, ducts and shafts of the Building, free of all refuse.

16. Obstructions

Tenant shall not obstruct or place anything in or on the sidewalks or driveways outside the Building or in the lobbies, corridors, stairwells, balconies or other common areas of the Building, or use such locations for any purpose except access to and exit from the Premises without Landlord's prior written consent. Landlord may remove at Tenant's expense any such obstruction or thing (unauthorized by Landlord) without notice or obligation to Tenant.

17. Dangerous or Immoral Activities

Tenant shall not make any use of the Premises which involves the danger of injury to any person, nor shall the same be used for any immoral purpose.

18. Proper Conduct

Tenant shall not conduct itself in any manner which is inconsistent with the character of the Building as a first quality building or which will impair the comfort and convenience of other tenants in the Building.

19. Employees, Agents and Invitees

in these Rules and Regulations, Tenant includes the employees, agents, invitees and licensees of Tenant and others permitted by Tenant to use or occupy the Premises.

20. ATM and Vending Machines

The Tenant shall not have the right to install automatic teller machines (ATMS) or vending machines in the Premises.