

# TENANT INFORMATION MANUAL

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Over the years Commerce Court has been the recipient of numerous prestigious regional, provincial, national and international awards for excellence in the areas of building management, design, sustainable practices, modernization upgrades, historical preservation and tenant service.



## INTRODUCTION

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Since assuming the Property Management of Commerce Court in July 2017, QuadReal Property Group is very proud to be a part of this outstanding office complex. With a distinguished history dating back to 1931, Commerce Court is a magnificent blend of office space, retail shopping, entertainment and dining located in the heart of Canada's largest and most vibrant city.

QuadReal Property Group are excited to be a part of this world class complex and to contribute to its ongoing success and that of its tenants. Our commitment to service excellence is a primary reason why we are leaders in the management of major commercial properties across Canada.

Designed to help you and your fellow employees enjoy everything that Commerce Court has to offer, QuadReal Property Group is pleased to provide this Tenant Information Manual for the exclusive use of Tenants at Commerce Court to assist in becoming familiar with the building's features, facilities, operating procedures, and with the staff who provide these services. The information that is contained in this manual is general in nature and may differ from individual tenant leases. In all cases, the lease takes precedence over this manual.

Please take the time to become familiar with the contents of this Tenant Information Manual to learn all the benefits and privileges of being a Commerce Court tenant. We believe it will become an invaluable resource for you and all our tenants. The Manual can be found online at <http://www.commerce-court.com/tenants/forms-manuals>

Our Property Management Team would be pleased to assist tenants with any questions regarding instructions, policies etc. outlined in this manual. Please feel free to contact the [Tenant Services Hotline](#) any time at [416-364-4110](tel:416-364-4110) or [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com) with any Commerce Court-related concern.

**Sarah Clarke**  
General Manager, Commerce Court

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## GENERAL INFORMATION

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As Property Managers of Commerce Court, we want you to know that every member of our team is here to serve you. We want to hear your comments, compliments or concerns. Please feel free to contact the Property Management Office and our Receptionist will ensure that you are put in touch with the appropriate manager.

### PROPERTY MANAGEMENT OFFICE

The Management Office is located on the 19<sup>th</sup> floor of Commerce Court West.

- Hours: **8:30 a.m. to 5:00 p.m.**, Monday through Friday, excluding holidays
- Phone number: **416-364-2281**
- Fax number: **416-364-5260**

**Mailing Address:**

199 Bay Street  
Suite 1910  
P.O. Box 101  
Commerce Court Postal Station  
Toronto, Ontario  
M5L 1E2

**Delivery Address:**

199 Bay Street  
Suite 1910  
Commerce Court West  
Toronto, Ontario  
M5L 1E2

### LEASING INFORMATION

Please direct all Retail or Office Leasing inquiries to:

Jennifer Balcerak, Vice President, Office Leasing

Direct Dial: **416-673-7490**

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

### PUBLIC ACCESS

Commerce Court is accessible 24 hours a day, seven days a week.

### SECURITY HOURS OF SERVICE:

Commerce Court Security and Life Safety Services have staff on duty 24 hours a day, 7 days a week for your safety, security and assistance needs. They can be reached by calling:

**Non-emergency: 416-364-6366**

**Emergency: 416-364-2050**

**STATUTORY HOLIDAYS**

Commerce Court operates with a reduced staff on the following statutory holidays:

New Years Day

Family Day

Good Friday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

The Building Control Centre operates normally, regardless of the holiday schedule.



## MANAGEMENT & OPERATIONS STAFF

### FREQUENTLY CALLED NUMBERS

<b>EMERGENCY NUMBER</b>	<b>(416) 364-2050</b>
<b>Tenant Services Hotline</b>	<b>(416) 364-4110</b>
<b>Property Management Reception</b>	<b>(416) 364-2281</b>
<b>Security (Non-emergency)</b>	<b>(416) 364-6366</b>
<b>Building Control Centre (BCC)</b>	<b>(416) 364-8025</b>
<b>Tenant Information Line (pre-recorded message)</b>	<b>(416) 364-3308</b>

### PROPERTY MANAGEMENT

Vice President & GM – Office, East Region	Heidi Labrash	(416) 364-7369
General Manager	Sarah Clarke	(416) 366-5286
Property Manager	Taryn Kelly	(416) 572-8594
Sustainability Manager	Meirav Even-Har	(416) 364-0758
Marketing and Communications Manager	Frances Chan	(416) 572-8591
Property Administrator	Emma Miranda	(416) 364-6039
Environmental Health & Safety Coordinator	Pedram Nejatbakhsh	(416) 364-3569
Administrative Assistant	Fadila Abdillahi	(416) 364-5063
Reception	Audine Alleyne	(416) 364-2281

### TENANT SERVICES

Tenant Services Coordinator	Heather Blair	(416) 364-4110
Concierge Desk	24 hours	(416) 364-5830

### SECURITY & LIFE SAFETY SERVICES

Senior Manager, Security and Life Safety	Shane Belbin	(416) 364-7192
Senior Supervisor, Security and Life Safety	Markus Smith	(416) 364-5440
Systems Administrator	Temir Nurtazin	(416) 364-7488

Security Shift Supervisor	24 hours	(416) 364-5545
Passcard Office	See schedule	(416) 364-7488
Locksmith	Andrew D’Cruz	(416) 364-3478

**BUILDING OPERATIONS**

Director, Operations	Eric Birkland	(416) 364-5854
Manager, Operations	Sidnei Ramalho	(416) 572-8590
Project Manager	Stephen Glynn	(416) 364-1642
Supervisor, Fire and Safety	Ralph Martell	(416) 364-7321
Operations Supervisor	Steven Bowers	(416) 364-4507
Administrative Assistant	Dania Hariman	(416) 364-5877

**CONSTRUCTION SERVICES**

Manager, Construction Services	Milla Kärkäs	(416) 364-4976
Project Manager	Rimon Ersanyuos	(416) 364-4994
Project Manager	Archelle Jumarang	(416) 364-3420
Administrative Assistant	Melanie Lee	(416) 364-6507

**PROPERTY SERVICES**

Manager, Property Services	Adam Nodelman	(416) 364-6269
Property Services Supervisor	Marcela Turato	(416) 362-3224
Manager, Building Services	Bruce Findlay	(416) 434-6224
Supervisor, Building Services	Dave Jackson	(416) 364-1267
Manager, Housekeeping	Cathy Branco	(416) 362-3308
Supervisor, Courier Intercept	Siva Kanesaratnam	(416) 364-6769



## GENERAL SITE INFORMATION

### QUICK REFERENCE NUMBERS - GENERAL SITE INFORMATION

<b>Property Management Reception</b>	<b>(416) 364-2281</b>
<b>Tenant Services Hotline</b>	<b>(416) 364-4110</b>

Commerce Court stands alone as a complex that has grown and changed with the times. Its doors first opened in 1931 with Commerce Court North, then the tallest building in the British Empire. In 1972, the complex took shape, adding 1.6 million square feet with the construction of Commerce Court West, East and South, as well as the concourse retail mall.

In 1993, the integration and modernization of the complex continued with the introduction of artistic steel and glass canopies and skylights to common areas throughout the complex, including the outdoor courtyard.

Commerce Court represents something truly unique among financial core properties: a complex that has preserved the past, but kept pace with advancing technologies, tenant requirements and the accelerating demands of the marketplace.

Situated on 3.96 acres, Commerce Court is a 2,000,000 square foot property at King and Bay Streets, the centre of Toronto's financial core.

### COMMERCE COURT EAST

- 13 storeys
- 167,000 square feet of office space
- Typical floor plate is 13,600 square feet

### COMMERCE COURT NORTH

- 34 storeys
- 237,000 square feet of office space, including the Historic Banking Hall
- Typical floor plate:
  - Low rise: 15,000 square feet
  - Mid-rise: 6,500 square feet
  - High rise: 3,800 square feet

### **COMMERCE COURT SOUTH**

- 5 storeys
- 98,000 square feet of office space
- Typical floor plate is 22,000 square feet

### **COMMERCE COURT WEST**

- 57 storeys
- 1.2 million square feet of office space
- Typical floor plate is 24,000 square feet

### **COURTYARD**

- Central fountain
- The numerous benches and seating areas situated throughout the courtyard, along with beautiful trees & plants, create a setting that is both social and aesthetically pleasing
- The Courtyard is at the centre of all four buildings and the site for all building-related outdoor activities
- In 2007, Commerce Court implemented a smoke-free building policy. Smoking is now prohibited on all areas of the complex, including the Courtyard

### **RETAIL CONCOURSE**

- 100,000 square feet of underground shopping which joins all 4 buildings
- Connection to the underground PATH system providing multiple access to four major adjoining complexes, subway and GO transit system

### **BICYCLE RACKS**

Our bicycle racks can accommodate up to 140 bicycles. Racks are conveniently located in the North East corner of the Courtyard. For safety reasons bicycles are not permitted in the building.

## TENANT SERVICES

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### QUICK REFERENCE NUMBERS - TENANT SERVICES

<b>Tenant Services Hotline</b>		<b>(416) 364-4110</b>
<b>Concierge Desk – 24 hours</b>		<b>(416) 364-5830</b>
<b>Property Manager</b>	<b>Taryn Kelly</b>	<b>(416) 572-8594</b>

### **HOURS OF OPERATION**

The Tenant Services Department operates 24 hours a day, 7 days a week by telephone **416-364-4110** or email at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com). During normal business hours 8:30 a.m. - 5:00 p.m. the department is staffed with Tenant Services Coordinators who direct calls for service to the appropriate trades' personnel for response.

After normal business hours, calls from tenants requiring service are received through the Building Control Centre and Concierge team where fully trained personnel are equipped to receive and direct calls to on-site staff.

Any requests which cannot be attended outside of normal business hours will be passed to the appropriate staff the following morning for prompt response.

### **COMMERCE COURT COMMUNICATIONS**

The Management Office utilizes a variety of methods to communicate to and about Commerce Court tenants including [www.commercecourt.ca](http://www.commercecourt.ca), the Pattison screens in the complex's office tower passenger elevators, the media wall located at the Food Court on the Retail Concourse level, electronic directory kiosks, and the following marketing tools:

#### **360 Newsletter**

The 360 is issued as a semi-annual publication and features retail highlights.

#### **Compass**

This monthly e-newsletter conveys newsworthy items of activity within the buildings and introduces new faces, tenant activities, retail and life style information, in addition to important dates and events. Visit [www.commercecourt.ca](http://www.commercecourt.ca) to subscribe. Tenants are welcome to contact the **Tenant Services Team** at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com) or **416-364-4110** to share material that would be of interest to readers.

### **Interface**

Highlights from the monthly *Compass* are featured in the *Interface*. This one-page summary is placed in nearly 250 attractive frames from throughout the complex's office washrooms.

### **Social Media**

Working closely with our social media partners, Commerce Court actively participates in a variety of social media, including Facebook and established business-related web sites to promote the complex, promotions and events. Involvement by individual retailers is also encouraged.

### **Tenant Advisories**

Regular communication regarding building and operational issues is shared with appropriate tenant contacts, who in turn are encouraged to share the information with their colleagues.

## **MENU OF ADDITIONAL SERVICES**

The following services are available to the Tenants of Commerce Court at an additional charge.

- Card Programming
- Housekeeping
- Painting/Wall Repair
- Plumbing Repairs & Maintenance
- General Repair & Maintenance
- General Labour (picture hanging, key board installations, etc.)
- Electrician
- Locksmith
- Pest Control

The services detailed below provide single source ordering, invoicing and management service, which can be arranged through the Property Management Office, as an additional service under the Lease.

- Professional Carpet/Upholstery Cleaning
- Plants & Plant Care
- Furniture Refinishing
- Furniture rental, chairs, tables, etc. (availability based on first come, first served)
- Security Escorts (pay duty security services)

## **SERVICES EXPANDED**

- Carpet Maintenance - Spot removal and shampooing, pile lifting, stain guard applications

- Drapery vacuuming and cleaning (other than building standard drapes)
- Desk and furniture waxing and polishing
- Fabric furniture spot cleaning and shampooing
- Washing of metal furniture, waste baskets and composition desk tops, washing of leather and vinyl furniture
- Supply of executive hand towels and special hand soap in private washrooms
- Extra servicing of private washrooms, boardrooms, specified executive areas, meeting rooms, etc.
- Removal of overburden waste such as dead files, or cartage of other heavy items
- Special waxing and refinishing of floors above standard frequency, special treatment of computer rooms and specialized areas
- Removal of waste in excess of normal office use
- Cleanup after conferences, meetings, special events
- Washing of partition and door glass
- Office equipment cleaning including personal computers, etc.

### **CONSTRUCTION SERVICES**

Our Construction Services Department coordinates all tenant leasehold improvements and changes involving base building construction and systems. This involves the review of all design drawings by the appropriate disciplines to ensure your office space is in compliance with all Landlord requirements. Construction Services will be pleased to answer your questions regarding leasehold improvements and the [Leasehold Improvement Manual](#) may be obtained by visiting our Website at [www.commercecourt.ca](http://www.commercecourt.ca) and clicking the *Forms & Manuals* option in the Tenant dropdown menu. No alterations should be made to your premises without first reviewing the Leasehold Improvement Manual and all alterations must be approved by Construction Services prior to any work commencing.

Construction Services provides the following:

- Construction management services as requested by the tenant
- Acquire tenant leasehold improvement documents
- Obtain Area Certifications as required by the lease
- Approve work permits to allow entry to tenant contractors
- Coordinate work carried out by Landlord's service personnel in conjunction with tenant's leasehold improvement contractors
- Coordinate and supervise tenant leasehold improvement contractor to purchase restricted lock cylinders
- Arrange for additional power outlets or LAN drops or additional cabling

Please contact our **Construction Services Department** at telephone [416-364-5010](tel:416-364-5010) for further details.



#### **ENERGY MANAGEMENT ADVISORY SERVICE**

Each tenant has control over the energy used in their office space. Advice on ways to manage consumption and reduce costs can be obtained by contacting **Tenant Services** at [416-364-4110](tel:416-364-4110), who will call on approved external consultants if the need arises.

#### **LOCKSMITH SERVICE**

Commerce Court's Locksmith is on duty to assist with all furniture and door key requirements. Placing a call to our **Tenant Services Department** at [416-364-4110](tel:416-364-4110) will elicit a quick and professional response to your request.

## HOW TO ORDER

### Online:

1. Go to [www.commercecourt.ca](http://www.commercecourt.ca)
2. Click on the "QuadReal Connect" button in the upper right corner.
3. After inputting your password, enter your request\* in the box that appears and press "Submit"  
\* Ensure the Tenancy, Building, and Floor are recorded in the work order request.

You will receive a confirmation (via email) that your request has been received and dispatched. Once the service has been completed or you have been provided with a quote you will receive another email closing the work order.

### Email:

You may also email any service request to [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com). Simply type what it is you require and press send. You'll also receive a confirmation that your request has been received and dispatched and will receive another email when the work has been completed.

### Phone:

To speak directly with a Tenant Services Coordinator please call: [416-364-4110](tel:416-364-4110).

## WHO CAN ORDER

Only pre-authorized tenant administrators can utilize the Tenant Request System. This is to ensure all work, or services requested have been authorized by the tenant. It is necessary therefore, that the tenant notify the Property Management Office, in writing, as to the tenant contact with the authority to order such services on behalf of the company and of any change in this authority, to avoid any interruption in service, or invoicing confusion.

## KEEPING YOUR INFORMATION UP-TO-DATE

In an effort to keep you informed of building activities that may affect your firm, our office will circulate a Tenant/Department Information Sheet to your attention every six months which we ask you to complete and return to our offices. Documented information contained in these forms enables Commerce Court Property Management staff to inform you of such items as air shutdowns, events and security information. In addition, the information you provide us in these forms is invaluable in case of emergency and will enable us to keep you informed at all times. If changes to your personnel occur, please advise our office by telephoning [416-364-4110](tel:416-364-4110) or by fax at [416-364-5260](tel:416-364-5260) or by emailing [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com).

## ON-LINE CONCIERGE SERVICE

"Eservus" is a program designed to assist Tenants with any entertainment associated needs conveniently online. QuadReal offers a number of services at discounted prices to every Tenant; all paid for on-line by credit card. Conveniently obtain tickets for a concert, a musical, a sports game or a movie. For more information on this exciting service, please call [416-598-8888](tel:416-598-8888).

## BUILDING SERVICES

### QUICK REFERENCE NUMBERS - PROPERTY SERVICES

<b>Tenant Services Hotline</b>		<b>(416) 364-4110</b>
<b>Building Control Centre (BCC)</b>		<b>(416) 364-8025</b>
<b>Property Services Manager</b>	<b>Adam Nodelman</b>	<b>(416) 673-7441</b>
<b>Property Services Supervisor</b>	<b>Marcela Turato</b>	<b>(416) 362-3224</b>
<b>Building Services Manager</b>	<b>Bruce Findlay</b>	<b>(416) 434-6224</b>
<b>Building Services Supervisor</b>	<b>Dave Jackson</b>	<b>(416) 364-1267</b>
<b>Courier Intercept</b>	<b>Siva Kanesaratnam</b>	<b>(416) 364-6769</b>

### **ACCESS TO TENANT SPACE BY THIRD PARTY SERVICE PERSONNEL**

On occasion, Tenants ask Property Management to facilitate access to their office space to third parties, by providing an access card or unlocking tenant doors. We are pleased to facilitate such access requests providing that an authorized tenant contact completes and submits a "Permission to Grant Access to Tenant Space Form" which can be found on our website, [www.commercecourt.ca](http://www.commercecourt.ca), under the Forms & Manuals section.

### **COURIER INTERCEPT OFFICE**

To accommodate in-coming and out-going foot, bicycle and messenger couriers a Courier Intercept Office is available to all Commerce Court West Tenants. The office is open Monday to Friday (excluding statutory holidays) from 8:00 a.m. to 7:00 p.m. It is located on the Service level, north of the Service Village, and opposite Canada Post. All packages thirty (30) pounds or less will be introduced and transitioned through the Courier Intercept Office. Packages that are accurately addressed to a Commerce Court Tenant will be electronically recorded and delivered within twenty minutes of acceptance to the addressed destination. For immediate outgoing courier pickups please contact the Courier Intercept office to arrange a pickup. Otherwise arrangements can be made for regular pickup at any tenanted mailroom. All out-going packages are electronically recorded and are available for pick up from the Courier Intercept Office for the designated courier of the Tenant's choosing. Specific requests and inquiries can be accommodated by contacting **Siva Kanesaratnam** at **416-364-6769**.

### **DELIVERIES**

Our Shipping and Receiving office is open between 8:00 a.m. and 5:00 p.m. Staff are available for pick-up and delivery of all of your goods at a minimal cost. Arrangements may be made for tenant pick-up

from this location at no charge.

### **INTERNAL MOVING PROCEDURES**

Advance written notice is required for all company moves within Commerce Court. You are required to do the following:

- Please direct all correspondence in writing to Dave Jackson, Building Services Supervisor via email at [ccto-buildingservices@quadreal.com](mailto:ccto-buildingservices@quadreal.com) or Tenant Services at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com).
- Complete and Submit a Work Permit Request Form indicating the particulars related to the move. Copies of the request form can be found on line at [www.commercecourt.ca](http://www.commercecourt.ca) under the Forms & Manuals section.

We would be pleased to accommodate all of your internal relocation needs at a competitive cost. Our on-site building personnel are equipped to handle your small office relocation needs which may range from moving one desk to coordinating the relocation of several rooms within your office space. Our staff will work closely with you to ensure details such as elevator reservations and housekeeping needs meet your requirements. Please contact **Tenant Services** at **416-364-4110** to obtain more information and to obtain a quote to provide these services. Should you need to undertake an office move of larger magnitude, we are equipped to provide you with quotes from reputable moving companies commonly utilized by Commerce Court.

### **LOADING DOCK LOCATION - HOURS OF OPERATION & DELIVERIES**

To access the Loading Dock, use the Wellington Street parking entrance located at 18 Wellington Street West, and follow the signs to Shipping & Receiving. The Loading Dock has a maximum vehicle height restriction of 12 feet and 2 inches, and a length restriction of 40 feet. The Loading Dock is open 24 hours Monday – Friday and 8:00 a.m. to 4:00 p.m on Saturdays. The Loading Dock is closed Sundays and holidays.

All deliveries are restricted to the Loading Dock and must be transported via the freight elevators.

### **LOADING DOCK RESTRICTIONS**

To ensure efficient service in the Loading Dock, the following rules apply:

- All vehicles must be turned off when parked
- The maximum truck height that can be accommodated at the loading dock is **12 feet- 2 inches**
- Keys are to be left in the vehicle
- The maximum time permitted in the dock area is 20 minutes. If additional time is required, the vehicle must be removed and parked outside the complex, or arrangements for weekday requirements are to be made through the Building Services Supervisor in advance.
- Drivers are required to sign in and out at the Security Office located in Shipping & Receiving.

## RECYCLING

An integral component of Commerce Court's daily operations is a robust recycling program of paper, glass bottles, aluminum cans, organics, electronic waste, batteries and more. Typical office floors are equipped with a desk side green bin for all paper products; a desk-side blue bin for cans, bottles, and plastics; and a small black sidesaddle for waste. The kitchen servery is furnished with three different receptacles: a large green bin for organics and two blue bins, one for plastic/cans/glass and the other for paper. Cardboard boxes should be flattened and marked for recycling for removal by housekeeping staff in the evening. Waste stickers are available at no cost by contacting **Tenant Services** at **416-364-4110** or email at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com).

## RECYCLABLE ITEMS

- **Acceptable paper products:**

Fine paper, fax paper, bond paper, coloured paper, white ledger paper, glossy paper, magazines, brochures, newsprint, newspaper, recycled paper, envelopes, large envelopes, window envelopes, sticky notes, boxboards, cardstock, file folders, paper and office supplies, cereal boxes, shoe boxes, cardboard, plain cardboard, and corrugated cardboard.

- **Acceptable cans/glass/plastics:**

Glass, beverage glass bottles, glass food/sauce bottles, glass food containers (Jars), aluminum/steel, cans (canned food, pop cans), bottle caps and metal jar lids, plastics/other, clamshell food containers, coffee cups, coffee cup lids, dishwashing detergent/liquid soap bottles, juice boxes, milk cartons, plastic bags, plastic bottles (pop/water), straws, plastic stir sticks, Tetra Pak's (soup, juice, milk or wine) , and yogurt containers without the lid.

- **Organic waste:**

Meat, poultry, fish bones, carcasses, soup, bread, dessert, dough, sugar, vegetables, fruits and their trimmings, leftovers, spoiled food, coffee grounds, filters, tea bags, soiled paper/other, napkins, paper towels, and compostable (fibre) containers.

- **Electronic waste:**

Personal computers (includes mouse, keyboard, wiring), monitors, mainframe computers and components; printers; scanners; modems; navigation and control equipment; telecommunications equipment (switchgear, switches, relays); instruments and controls (thermostats, recorders, meters); telephones (mobile/cellular, hardware); electronic pagers; fax machines; photocopiers; printers; plotting equipment; electronic calculators; radio, stereo equipment; electronic cash registers; electronic games; video game consoles; digital cameras; and automobile computer modules. Personal electronic waste such as cell phones, batteries, and small-sized toner cartridges may be disposed of in the recycling centre on the concourse floor of Commerce Court East in the Service Village. Electronic waste can be retrieved by our Building Services Department by

contacting by contacting **Tenant Services** at **416-364-4110** or email at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com).

- **Grease and Cooking Oil:**

Grease and cooking oil must be safely disposed of in the black container found in the loading dock.

- **Lamps**

Light bulbs and tubes contain toxic substances. Commerce Court lamps are safely collected and stored for verified recycling. Building Services is available to replace spent lamps and remove from tenant premises. For more information, contact Tenant Services at **416-364-4110** or email at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com).

### **WASTE REMOVAL SERVICE**

This service is conducted nightly, Mondays through Fridays excluding statutory holidays and weekends and includes pick-up from individual tenant areas. Regular waste and recycling receptacles, and any large boxes containing an orange "Garbage Please Remove" sticker, will be removed from your premises at no cost. Waste stickers may be obtained by contacting **Tenant Services** at **416-364-4110**.

Any special requests for waste removal will be accommodated by contacting **Tenant Services** at **416-364-4110** or via email at [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com). There may be a cost associated with special requests.

### **FOOD COURT WASTE REMOVAL & RECYCLING**

There are four different central receptacle locations to dispose of organics, recyclables, and garbage. The receptacles are retrieved and replaced daily.

### **SERVICE ELEVATOR BOOKING**

This service is available at no charge for regular deliveries between the hours of 8:00 a.m. and 5:00 p.m. without an elevator operator. Large deliveries must be arranged in advance with the Building Services Supervisor, Dave Jackson, in the Shipping Office at **416-364-1267** or via email at [ccto-buildingservices@quadreal.com](mailto:ccto-buildingservices@quadreal.com). Please be reminded that deliveries utilizing carts are not permitted via passenger elevators. For your convenience, freight elevators may be reserved, on a first-come-first-served basis with a dedicated elevator operator for use outside normal operational hours (at a separate cost). For more information and to arrange elevator booking contact the Building Services Supervisor, Dave Jackson, at [ccto-buildingservices@quadreal.com](mailto:ccto-buildingservices@quadreal.com) or **416-364-1267**.

### **SHIPPING & RECEIVING LOADING DOCK**

To accommodate contractors and suppliers in meeting your delivery needs, vehicle access to our loading dock facilities is restricted to 20 minutes between the hours of 6:30 a.m. and 2:30 p.m.

Between the hours of 2:30 p.m. and 6:00 p.m. the parking restriction can be extended to a 45-minute limit in order to accommodate minor repair or same day service requirements (subject to limited space and advance reservations) by calling the Building Services Supervisor, Dave Jackson at **416-364-1267** or via

email at [ccto-buildingservices@quadreal.com](mailto:ccto-buildingservices@quadreal.com).

## CENTRAL OPERATIONS

### QUICK REFERENCE NUMBERS - BUILDING OPERATIONS

<b>Building Control Centre (BCC)</b>		<b>(416) 364-8025</b>
<b>Director, Operations</b>	<b>Eric Birkland</b>	<b>(416) 364-5854</b>
<b>Manager, Operations</b>	<b>Sidnei Ramalho</b>	<b>(416) 572-8590</b>

### ELECTRICAL & MECHANICAL SERVICES

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

### EMERGENCY POWER

Commerce Court is equipped with 8 emergency power diesel generators. In the event of a power failure, emergency power will be available within ten (10) seconds. Sufficient lighting is provided on emergency power to allow the Tenants reasonable visibility to the emergency evacuation stairwells. All stairwells are lit by the emergency power system.

The emergency generators are fully tested every month. As a result, power to all emergency circuits will be affected. Notifications will be sent out informing tenants of any planned testing. If you require more information, please contact **Tenant Services** at [416-364-4110](tel:416-364-4110).

Our Management staff is on call 24 hours, 7 days a week to respond to emergency situations and will restore services as soon as possible.

### HVAC

The following suggestions may help tenants maintain a more comfortable office temperature:

- Keep furniture 12 inches from floor mounted perimeter induction units. Obstructing these grills interferes with proper temperature control.
- Keep papers and other items off exposed radiation grills. Covering these grills restricts

temperature control.

- Do not place furniture close to thermostats as this can affect the temperature reading.
- Upon occupancy, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with the Leasehold Improvement Manual. Tenants should have the floor's ventilation system rebalanced when:
  - Internal walls are added or relocated
  - Occupancy levels increase
  - You substantially increase loads by the addition of heat generating equipment

### **LIGHTING CONTROL SYSTEM**

Commerce Courts lighting control system is controlled by motion sensors on each floor which turn off those floors lights whenever movement is detected. If the floor is empty the lights will go off (Emergency Lighting cannot be turned off), when the floor is occupied lights will turn on automatically. If tenants' note their lights are not performing as expected please contact Tenant Services to report the issue.

### **ZONE TECHNICIANS**

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

### **SHIFT ENGINEERS**

Our Shift Engineers ensure that the central heating and air conditioning systems are operating in the most efficient manner to maintain comfort levels within the complex, 7 days a week, 24 hours a day.

Any operational difficulties that arise outside of normal hours within a tenant space will be attended by the Shift Engineer. They will either resolve the problem immediately or, in the case of a more serious problem, make the equipment safe and arrange for the repair by outside Contractors.

### **TENANT METERING SYSTEM**

Each tenant premises is individually metered for electrical consumption. Tenants only pay for their usage. Utility charges are included in the rent and depending upon yearly consumption a rebate or an additional charge is levied during yearend adjustments to ensure each tenant pays for utilities based upon actual consumption recorded by the system.

A more detailed breakdown of your total monthly consumption can be provided on request. Please



contact **Tenant Services** at [416-364-4110](tel:416-364-4110) to discuss your requirements.

## **PARKING**

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### **QUICK REFERENCE NUMBERS - PARKING**

<b>Parking Office – P1 Level</b>	<b>(416) 364-1934</b>
<b>Property Management Reception</b>	<b>(416) 364-2281</b>

Commerce Court has a 543 vehicle underground parking facility and features three levels of parking space for both tenant and visitor use. Tenant parking is designated to P2 and P3 levels with P1 available for visitors. Entrance to the parking garage is on Wellington Street, just west of Yonge Street on the north side. The maximum vehicle height that can be accommodated in the parking garage is **6 feet - 2 inches**.

### **AUTO ACCESS**

The parking garage is accessible 24 hours a day, 365 days a year. Commerce Court's automated parking garage "AutoAccess" allows monthly customers the convenience of an access tag which attaches to the inside of the windshield and will automatically raise the parking gate for entry and exit. Parking Level 1 is designated for hourly customers and AutoAccess enables you to pay by coin, bill or credit card at the automated pay stations located in the parking elevator lobbies prior to leaving the facility.

Enhanced security features include a colour-coded way finding system and safety intercoms throughout all parking levels. In addition, members of Security & Life Safety Services conduct random patrols of all parking levels.

For safety reasons, cyclists and pedestrians should never use the parking ramp.

### **PARKING ALLOCATION & PAYMENT**

Monthly parking spaces are normally assigned in accordance with your lease. Payment may be arranged by calling **Adam Aylsworth** at [416-364-1934](tel:416-364-1934) or [Adam.Aylsworth@parkindigo.com](mailto:Adam.Aylsworth@parkindigo.com). If parking arrangements change, please call the Property Management office at [416-364-2281](tel:416-364-2281).

### **ZIP CARS**

Commerce Court is proud to house two Zip Cars, located on the P1 level. Zipcar is the world's largest and fastest growing car sharing service and provides a convenient and cost effective transportation alternative for individuals and businesses. For more information, visit [www.zipcar.com](http://www.zipcar.com).

### **Bicycle Parking Amenity**

The indoor bicycle parking area's are available 24/7 on a first-come, first serve basis to all tenants of Commerce Court. Space within the parking area is limited and once at capacity, tenants will be required to use our existing outdoor bike racks throughout the property (currently available at the forecourt, the courtyard and along Wellington Street). The new indoor space, along with all other bicycle racks, is limited to a maximum of 24 hours per use.

The new bicycle parking area's are located on Wellington Street, east of the 30 Wellington Street West entrance and can only be accessed via Wellington Street and in the South Tower (30 Wellington Street West) at court level and is only accessible through the courtyard.

Access to the bicycle storage will be by a registered pass card and will require a signed waiver form to be completed. Once we have received your signed waiver form, your pass card profile will be updated and access to the bicycle storage will be granted. The waiver can be found at <http://www.commerce-court.com/tenants/forms-manuals>. Once completed, please print and send signed forms to [ccto-passcard@quadreal.com](mailto:ccto-passcard@quadreal.com).

## SECURITY & LIFE SAFETY

### QUICK REFERENCE NUMBERS - SECURITY & LIFE SAFETY SERVICES

<b>EMERGENCY NUMBER</b>		<b>(416) 364-2050</b>
Security (Non-emergency)		(416) 364-6366
Tenant Information Line (pre-recorded message)		(416) 364-3308
Senior Manager, Security & Life Safety Services	Shane Belbin	(416) 364-7192
Senior Supervisor, Security & Life Safety Services	Markus Smith	(416) 364-5440
Security Shift Supervisor	24 hours	(416) 364-5545
Passcard Office	See Schedule	(416) 364-7488

### HOURS OF SERVICE

The Commerce Court Security and Life Safety Department is staffed 24 hours a day, 7 days a week for your security and safety assistance needs.

#### **Emergency Telephone Number - 416-364-2050**

This telephone number is to be used to report any emergency situation which might occur at Commerce Court. The phone is answered by our Security Operations Centre personnel, who are specially trained to receive emergency calls and dispatch security and emergency services personnel to provide immediate support and assistance. In the event of a life threatening situation, tenants are instructed to contact 911 before contacting the emergency line.

For all **non emergency calls**, please call us at **416-364-6366**.

To obtain telephone stickers displaying this number, please contact Tenant Services at **416-364-4110**.

### ACCESS CONTROL HOURS

All Commerce Court tower elevators are card access controlled from 7:00 p.m. to 7:00 a.m., Monday to Friday and 24 hours on weekends and statutory holidays. Most building entrance doors at street level and on the PATH are opened simultaneous to the TTC subway hours. A building passcard is required to

enter the main entrance doors at 25 King Street, 30 Wellington Street, and 21 Melinda Street from 2:00 a.m. to 6:00 a.m. Monday to Saturday, including statutory holidays and from 2:00 a.m. to 8:00 a.m. on Sunday. There is a 24 hour entrance into the complex available at Commerce Court West at the King St. entrance.

### **BUILDING PASSCARDS**

Building passcards can be arranged by contacting the **Passcard Office** at [416-364-7488](tel:416-364-7488) or via email at [ccto-passcard@quadreal.com](mailto:ccto-passcard@quadreal.com). Please note that there may be a charge associated with the issuance of building passcards.

The Passcard Office is open for photography:

Monday & Tuesday	9:00 a.m. to 11:00 a.m.
Wednesday	11:00 a.m. to 1:00 p.m.
Thursday	2:00 p.m. to 4:00 p.m.
Friday	By appointment only

Please contact your floor administrator to arrange for your personal building passcard. All passcard related forms can be located at [www.commercecourt.ca/manuals-forms](http://www.commercecourt.ca/manuals-forms).

### **SUSPICIOUS PERSONS**

If you encounter a suspicious or unknown person on your floor and you feel comfortable approaching them, ask if you can assist them. If the person has a valid reason to be within the space, they will provide an explanation.

Should the person refuse to explain why they are on the floor or you do not feel comfortable approaching, call the Commerce Court Emergency Line at [416-364-2050](tel:416-364-2050) and report the situation. Provide Security with the description of the person, where the person is or their last known location and their direction of travel. Security will be dispatched to your location.

In the event you observe a person acting suspiciously in a public area, call the Commerce Court Emergency Line at [416-364-2050](tel:416-364-2050). Provide Security with the description of the person, where the person is or their last known location and their direction of travel. Security will be dispatched to your location.

### **SUSPICIOUS PACKAGES**

If you find a suspicious package in your office or in a public space like the Concourse, do not assume that it is harmless. Do not touch or disturb the package, leave the area and call the Commerce Court Emergency Line at [416-364-2050](tel:416-364-2050).

If you receive a package containing suspicious material, do not disturb it. If safe to do so, carefully cover it. Ensure that all people are kept away and that no one leaves or enters the area.

Call **911** and then call the Commerce Court Emergency Line at **416-364-2050**. Follow the direction of building and emergency personnel.

### **BOMB THREATS**

If you receive a Bomb Threat, remain calm. Listen carefully and do not interrupt the caller. Record as much information about the call as possible. If available, check the call display and record the phone number.

- Ask the caller questions like: Where is the bomb? When will the bomb go off? What type of bomb is it? Why are you doing this, and who are you?
- Try to write down the callers exact words and make notes as to the caller's voice. For example, note if it is a male or female, young or old, nervous, calm, or if the caller has any distinguishable qualities about their voice.
- Make note of any background noises such as music or traffic.
- Make note when the call started and ended. Once the call has ended, call **911** and then the Commerce Court Emergency Line at **416-364-2050**.
- Follow the direction of building and emergency personnel. If the Bomb Threat was written on a letter or received in an e-mail, do not discard the letter or e-mail and be prepared to provide this information to building and emergency personnel.

### **FIRE EMERGENCY**

There is an interconnected life safety system in Commerce Court. It is designed to detect and contain fires and is monitored 24 hours a day in the Building Control Centre. The system is equipped with smoke and heat detectors in critical areas, as well as, manual pull stations at all exit doors and magnetic lock doors. Throughout the complex we have sprinkler systems which are a proven method for quickly containing fires to a small area, protecting lives and property.

When any fire alarm device is activated:

- Magnetic lock doors in the building release to allow occupants to exit
- Elevators in the building recall to the lobby level
- Alarm tones and announcements are broadcast automatically
- The smoke control system activates to pressurize the stairwells and keeps smoke out. This feature along with fire rated doors and walls, makes the stairwells the safest place to be during an emergency.

## **FIRE ALARM TONES**

The fire alarm system broadcasts 2 separate tones:

**The evacuation tone:** The evacuation tone is broadcast to the floor where the alarm device has been activated as well as the floors above and below. When you hear the evacuation alarm, you need to leave immediately.

**The alert tone:** The alert tone is broadcast to the remaining floors in the building to indicate that a fire alarm has been activated however the floor you are on is not affected at this time. It is not necessary to leave your floor when you hear the alert tone though occupants should be prepared to evacuate if the situation changes.

## **FLOOR WARDEN TEAMS**

Commerce Court Property Management provides training, as well as, information on emergency procedures. It is the tenant's responsibility to ensure that there is a floor warden team for each floor they occupy and that staff have access to information about emergency procedures. The floor warden team assists occupants during an evacuation and helps to educate their co-workers.

When the team is formed, they should decide who will perform each duty, as well as, who will search each section of their floor. Having a plan in place including a designated assembly area, as well as, discussing and practicing the plan will better prepare you for an emergency.

The Floor Warden team is responsible for searching the floor and directing staff to the exits. Therefore, it is very important for everyone on the team to know the layout of their floor and the location of all exits.

When there is a fire alarm, the Floor Warden Team should immediately proceed to the elevator lobby to ensure that all team members are present. If a team member is absent, the duties will have to be shared. If the alert tone is sounding, the team will wait in the lobby until the all clear message has been broadcasted. If the evacuation tone is sounding, the team will immediately begin evacuating occupants from the floor.

## **FLOOR WARDEN**

The Floor Warden is the leader of the team. They will direct all other members of the team during an emergency, and also ensure that the team is trained and any vacancies on the team are filled immediately.

During an evacuation, the Floor Warden must search their assigned area, advising occupants of the emergency and directing them to the nearest exit. When they have completed their search, they will return to the lobby to meet the other team members and will leave the floor themselves

### **ASSISTANT FLOOR WARDEN**

The Assistant Floor Warden must take over if the Floor Warden is absent or unavailable. The Assistant Floor Warden conducts a search of their assigned area, advising occupants of the emergency and directing them to the nearest exit.

### **SEARCHERS**

Ideally there should be a Male & Female Searcher on each team. They have an assigned search area and like all floor wardens they check meeting rooms, washrooms, and storage rooms—any where people may not have heard the alarm.

### **EXIT MONITORS**

Exit Monitors are assigned to each stairwell to assist with the evacuation. During an evacuation they will check the stairwell for heat and smoke and if clear direct occupants down the stairs. If the stairwell is not clear or extremely crowded they should direct occupants to another exit. They will also be responsible for reminding occupants not to take beverages, carry heavy items nor wear high heel shoes.

### **IF YOU DISCOVER A FIRE**

- If you discover a fire, leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm pull station and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone that you see to evacuate.
- From a safe location, call **911** than call the Commerce Court Emergency Line at **416-364-2050**. Do not dismiss the potential of a small fire as it could quickly escalate.

### **EVACUATION**

As people evacuate their floor they should keep to the right of the stairs to allow building personnel and firefighters to pass on the left hand side.

Walk at a normal pace and hold onto the handrail as you proceed down the stairs. Remain focused, do not bring any beverages or use your mobile device unless it is an emergency. Leave any heavy or bulky items behind. If you are wearing high heeled shoes, remove them so they do not hinder your ability to safely evacuate.

During the evacuation, occupants from other floors will be entering the stairwells. Allow them to merge into the flow but do not stop as this will delay the occupant's evacuation from the floors above. Occupants should proceed down the stairs and gather at their company's designated assembly area.

All stairwells include crossover floors. These floors, which are positioned at every 5 floors or less, allow for evacuating occupants to cross over to an alternate stairwell should the stairwells become too congested or unsafe to use.

It is strenuous to walk down the stairs, so remember to pace yourself, and if you feel tired or ill, do not be afraid to stop on a landing for a few minutes. If someone were to fall or take ill during an evacuation, call the Commerce Court Emergency Line at [416-364-2050](tel:416-364-2050).

### **PUBLIC AREA FIRE ALARMS**

If you are in a public area, such as the concourse, a restaurant or the parking garage, remain where you are and listen to the instructions of the building personnel. If it becomes necessary to evacuate, follow the signs to the nearest exit.

### **PERSONS REQUIRING ASSISTANCE**

Commerce Court Property Management has procedures in place to assist anyone who is unable to evacuate due to a health condition.

When the evacuation tone sounds any Persons Requiring Assistance should go to the nearest stairwell and wait on the landing. Remember, the stairs are the safest place to be.

Floor Warden Team members should report the location of any Persons Requiring Assistance by calling the Commerce Court Emergency Line at [416-364-2050](tel:416-364-2050), or attending the Concierge Desk located in West Building Lobby.

Toronto Fire Services will assess the situation and determine if the Persons Requiring Assistance needs to be evacuated from their floors.

### **MEDICAL EMERGENCIES**

If there is a medical emergency in your area, remain with the patient and try to make them feel comfortable. Ask for assistance and have someone call [911](tel:911) and the Commerce Court Emergency Line at [416-364-2050](tel:416-364-2050).

Describe the location and medical condition of the patient. Have someone available to meet with Security. All Commerce Court Security Officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at patient's location as quickly as possible.

### **FIRE DRILLS**

Fire Drills are conducted on an annual basis in Commerce Court.

To obtain more information regarding Fire Safety contact our Senior Manager of Security Life Safety at [416-364-5260](tel:416-364-5260) or visit the [Your Safety](#) section [commercecourt.ca](http://commercecourt.ca) in the Complex/Security dropdown menu.



## **FIRE PREVENTION**

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

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions at all times. Do not permit combustibles to accumulate.
- **Do Not Smoke.** Commerce Court is a "Smoke Free" complex.
- Avoid careless storage practices. Do not obstruct sprinklers or place items within 45 centimeters of the ceiling.
- Ensure that articles such as boxes and storage racks do not obstruct doorways.
- Do not overload electrical outlets.
- Be familiar with your responsibilities during a fire condition in the building.

## **HOLIDAY SEASON SAFETY**

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

- Only fire resistant, artificial trees, garlands and such are permitted on the premises. Live trees are not permitted at Commerce Court due to the high fire hazard they present.
- Decoration(s) should be placed in areas that will not block exits, exit routes, fire hose cabinets or fire extinguishers even if the decoration(s) should fall.
- Only electrical light sets labeled Canadian Standards Association (CSA Approved) or Underwriters' Laboratories of Canada (ULC Approved) should be used.
- Check all sets of electrical lights for worn insulation, broken plugs and loose sockets. Replace the lights if any of these conditions are found. Do not use defective light sets.
- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged to the light sockets. Streamers or other decorations should be fire resistant.
- Turn off all indoor tree and decorative lights before leaving for the day. Do not place extension cords under rugs or in heavy traffic areas.
- Do not overload an electrical circuit. An overload of current can heat up the wire and start a fire.
- Candles and other open flames are not permitted.
- Extension cords should not be taped down.
- Extension cords are not permanent wiring.

If you require further information or would like to discuss your Holiday decorations for office or home, please contact our **Fire Safety Supervisor** at [416-364-7321](tel:416-364-7321).

## **EARTHQUAKES / TORNADOS**

If you experience shaking as a result of an earthquake or a tornado is impacting the complex, remain calm.

- To prevent falling and to protect yourself from flying debris take cover under a desk, sturdy table or other piece of furniture. Hold onto whatever you are under. If taking cover under a sturdy piece of furniture is not possible, take cover under the nearest interior doorway.
- Move away from windows, glass doorways or anything that is at risk of shattering or falling.
- Do not use the elevators as you could become trapped in the event of a power outage.
- Do not leave cover until it is safe to do so. Follow the directions of building and emergency personnel. If someone is injured or needing rescue, call **911** and then call the Commerce Court Emergency Line at **416-364-2050**.

## **POWER OUTAGES**

Commerce Court is equipped with emergency generators that are designed to operate during a power outage. The generators will power the life safety systems and provide limited lighting and elevator service throughout the complex.

There is glow in the dark path marking materials and signage within all the stairwells in order to assist with safe egress in the event an evacuation is required.

Building personnel are responsible for investigating and will communicate with the occupants via our notification systems. Occupants are reminded to follow the direction of building personnel during a power outage.

## **LOST & FOUND**

Commerce Court Security & Life Safety Services manages Lost & Found. You can make inquiries regarding lost items, or turn in a found item by calling **416-361-4509** or attending the Commerce Court Security Office on Commerce Court 2B level. If Security is not in the office at the time, there is an intercom that can be used to call for assistance.

## **OFFICE SECURITY**

Please assist us in foiling theft in the office by increasing your level of office security awareness.

Diplomatically challenge anyone found in your area that you do not recognize, or if you are uncomfortable doing this, please contact Security for assistance. Ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or are on your person when leaving the office. Should you discover a stranger or notice anything unusual on your floor, do not hesitate to contact the **Security Emergency Line** at **416-364-2050**.

### **PAY DUTY REQUEST**

Our Pay Duty program allows tenants the ability to book Commerce Court Security Officers to assist them with their special security needs. When booking a Pay Duty Security Officer, please take note of the following:

- You will be charged the prevailing rate charged at a 4-hour minimum.
- You must book your Pay Duty request by emailing [cctoservices@quadreal.com](mailto:cctoservices@quadreal.com) or by calling **Tenant Services** at **416-364-4110**.
- When booking please be sure to advise Tenant Services as to what exactly you require the Pay Duty Officer to do.
- If the request is in support of a Commerce Court Work Permit, please include the Work Permit number.
- Please provide us with at least two (2) business days advanced notice.
- Please contact the Senior Supervisor, Security & Life Safety Services at [markus.smith@quadreal.com](mailto:markus.smith@quadreal.com) or **416-364-5440** if you require three (3) or more Security Guards. In such cases, a Supervisor may also be required.

### **PERSONAL SECURITY ESCORTS**

Our Security Staff will be pleased to provide an escort to your vehicle in the Parking Garage. To obtain this service, please contact the Security Operations Center at **416-364-6366**. Please allow us a few minutes to summon your escort. This service is provided free of charge.

Please note that we are unable to provide this service off property.

### **UNAUTHORIZED CANVASSING AND SOLICITING**

Commerce Court prohibits vending and soliciting on the premises. To aid us in discouraging the possibility of theft within your office area, please contact **Security** at **416-364-6366**.

### **VISITOR ACCESS**

All visitors to Commerce Court West need to be registered by a designated tenant. Pre-registration is quick and easy and can be completed online at [visitor.commerce-court.com](http://visitor.commerce-court.com).

Upon arrival at Commerce Court West, pre-registered visitors will check in at the Concierge Desk located at the north end of the ground floor lobby. Their details will be verified in our system, and a visitor passcard will be issued.

Non-registered or unexpected visitors will be asked to present proper I.D. and the Concierge staff

member will attempt to contact the person being visited. If contact is made and approval given, the visitor will be issued a temporary passcard and granted access through Personal Access Lanes.

### **PEDESTRIAN ACCESS LANES (PALs)**

The PAL system is a computerized card access system that monitors access to all ground floor elevators and tenant floors in Commerce Court West. This cutting-edge technology, used successfully in financial capitals around the world, is designed to be tenant and visitor friendly and provide round-the-clock security.

Tenants with passcards will find access to and from their premises easy and secure. Ground floor PAL turnstiles will allow instant access for those registered, but refuse entry to those unregistered or without their card.

### **HOW DOES PAL WORK WITH VISITORS TO COMMERCE COURT?**

- All visitors to Commerce Court West will need to be registered by a designated tenant.
- Pre-registration is quick and easy and can be completed online. Pre-registered visitors will check in at the Concierge desk located at the north end of the ground floor lobby. Their details will be verified on our system, and a visitor passcard will be issued.
- Non-registered or unexpected visitors will be asked to present proper identification and the Concierge will contact the person being visited to gain approval for entry. The visitor will be issued a temporary passcard and granted access through PAL.
- For more information visit the PALs FAQ at [www.commerce-court.com/tenants/pal/pal-faqs](http://www.commerce-court.com/tenants/pal/pal-faqs)

## OFFICE - GENERAL INFORMATION

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### QUICK REFERENCE NUMBERS - OFFICE

<b>Tenant Services Hotline</b>		<b>(416) 364-4110</b>
<b>Building Control Centre (BCC)</b>		<b>(416) 364-8025</b>
<b>Property Services Manager</b>	<b>Adam Nodelman</b>	<b>(416) 364-6269</b>
<b>Property Management Reception</b>	<b>Audine Alleyne</b>	<b>(416) 364-2281</b>

### HOUSEKEEPING

General housekeeping in Commerce Court is provided daily 5 days a week. Should you have any questions regarding the base building cleaning routine for your area, please contact our **Property Maintenance Supervisor** at [416-362-3224](tel:416-362-3224). We are pleased to accommodate your additional housekeeping needs on request or by arranged schedule.

### HOUSEKEEPING AND PRE-CLEANS

The janitorial cleaning at Commerce Court is carried out under contract, which is administered by the Property Management Office. The first service under this contract will be provided on the evening of the first business day that you take occupancy of your premises and will continue thereafter as provided as per your Lease Agreement. If you have any special requirements, please contact the Property Management Office.

Tenants will be responsible for the cost of any pre-cleans necessary to prepare the premises for staff after both the Tenant's leasehold improvement and moving contractor have completed their work.

The Property Maintenance Supervisor will be pleased to coordinate with our Janitorial Contractor to provide these pre-clean services.

### HOUSEKEEPING SERVICES - GENERAL TENANT SPACE

#### **Nightly (5 times a week)**

- Empty all waste receptacles and replace liners as necessary
- Remove all collected trash to a designated area
- Dust all horizontal surfaces

- Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains
- Dust mop all hard surface floors with treated electrostatic mop
- Spot clean all partition glass
- Dust and spot clean all furniture, fixtures, equipment and accessories
- Vacuum all carpeted high traffic lane areas

#### **4 Times a Week**

- Spot vacuum to remove visible soil

#### **Weekly**

- Using approved spot cleaner, spot clean carpeted areas
- Dust high & low areas
- Damp wipe vinyl furniture and lint brush fabric furniture
- Damp wipe all plastic covered furniture in all office areas
- Fully vacuum all carpets from wall to wall
- Using a high speed floor machine spray buff all hard surface areas

#### **Monthly**

- Vacuum all fabric furniture Wash all trash containers
- Dust all venetian blinds
- Dust all exposed horizontal book shelf surfaces

#### **Semi-Annually**

- Clean all ceiling diffusers

#### **Yearly**

- Strip hard surface floor and re-coat with three coats of floor polish

### **WASHROOMS**

#### **Nightly**

- Refill dispensers
- Empty trash
- Clean and sanitize all restroom fixtures, wipe all counters, clean mirrors, wipe chrome
- Spot wipe partitions
- Sweep and damp mop floors using germicidal cleaner

#### **Monthly**

- Machine scrub all restroom floors using germicidal detergent
- Hand wash all walls

- Dust and clean all return air vents
- Wash all restroom partitions on both sides
- Wash all trash containers

### **INSURANCE CERTIFICATE**

As required under your Lease, you must have active tenant insurance coverage at all times. The Management Office must receive an Insurance Certificate detailing your coverage before you assume tenancy. Yearly renewals of your insurance must also be forwarded to our office so we can ensure your continuous coverage as well as any changes to your coverage.

### **LEASEHOLD IMPROVEMENTS**

If after initial occupancy, you wish to make changes to your premises; all changes must be approved in advance by the Landlord, all in accordance with the current Commerce Court Leasehold Improvement Manual.

Specifically, you must not change partitions without the Landlord's prior knowledge, as this will affect your air conditioning and/or heating distribution, telecommunication and fire safety systems.

No x-raying, core drilling or work, which will disrupt other tenants, will be allowed during normal business hours and will require a special Work Permit issued by Construction Services.

All contractors requiring access must complete a Request for Work Permit a minimum of 5 days prior to access. Only contractors approved by the Landlord may be employed to work in this building.

For the most current version of the [Leasehold Improvement Manual](#) visit [CommerceCourt.ca](http://CommerceCourt.ca).

### **PEST PREVENTION PROGRAM**

Our pest services provider, The Steritech Group, conducts inspections to our property on a regular basis. The Commerce Court complex is serviced weekly every Thursday. When the regular service falls on a statutory holiday, the service is rescheduled to the next business day.

Citron employs low impact pest management practices. These practices include: integrated methods, site or pest inspections, pest population monitoring, an evaluation of the need for pest control and other various pest control methods.

Pests can be both harmful to buildings as well as their tenants. They can cause costly damage to the structure and surfaces of a building and also carry disease to the occupants. While it is the goal of the building operators and the pest management team to minimize the harmful effects of pests, it is also necessary to minimize the harmful effects of pesticide products. An Integrated Pest Management (IPM) strategy can reduce both the risks associated with pests and pesticides.

Citron uses their proprietary EcoSensitive Pest Prevention System to eliminate pests without unnecessarily applying or overusing pesticides. Simply, this means that precise product applications are used only when necessary in response to detailed inspection and monitoring. They focus on correcting structural, storage and sanitation deficiencies to help prevent re- infestation. During service, minor structural repairs are made to eliminate harbourage areas and entry points.

Steritech's award winning IPM system involves a seven-step process, of which only one step involves the application of pesticides. Although "inspect and identify" is always the first step in an integrated program, the other steps may be taken in varying order according to the situation and environmental factors. Certain steps might be repeated at multiple points in the process; for example, monitoring might occur at the beginning, middle and end of the process.

Steritech's IPM Strategy - Seven Steps of EcoSensitive Pest Prevention:

1. Inspect and Identify
2. Monitoring
3. Physical Removal
4. Structural Repair
5. Prevention/Client Cooperation
6. EcoSensitive Pesticide Applications
7. Follow-Up

Steritech uses a number of non-pesticide methods to prevent and control pest activity on our property. These include: mechanical rodent traps, fly traps, glue boards, crawling insect monitoring stations and rodent snap traps. Additionally, Steritech will make recommendations to our tenants if they believe that structural improvements or a change in sanitation practices will assist in preventing current or future pest activity.

During the regular inspection of your premises, should any form of pest activity be noted, it may be deemed necessary to apply pesticides at that time. This letter provides you with notice of such future applications. Alternative approaches to pest prevention, as noted above, are exhausted before Steritech resorts to pesticide usage. It is important to note that the use of pesticides on office floors is extremely rare. While food tenant spaces are the predominant areas of pesticide usage due to their proximity to garbage areas, receipt of food deliveries from multiple vendors, etc., the applications are mostly crack and crevice applications that are made completely out of sight and away from food.

Any non-scheduled visits that occur between Steritech's regular visits to the Commerce Court property are considered emergency conditions. Under these conditions, an immediate notification of Steritech's pending visit will be issued to, at minimum, the primary contact of the affected space. If the emergency condition can be handled without the use of pesticides, it will be responded to within 24 hours. Should pesticide application be required, Steritech will apply pesticide no sooner than 24 hours, and no later than 48 hours, from the issuance time of the notification letter.



The following list includes the pesticides that may be used in the building as part of Steritech's Integrated Pest Management System:

- Boradust - applied as a crack and crevice or void space dust to control crawling insects.
- Knockdown 120P and 241P - applied as a flushing agent to inaccessible areas for crawling insects and also as a contact spray.
- Dragnet - applied as a residual application to baseboards and the feet of equipment.
- Drax - gel bait applied as small dots under baseboards or in cracks and crevices for ants.
- Maxforce roach gel - applied as small dots under baseboards and cracks and crevices to control roaches.
- Detex blox - a non toxic monitoring block placed in tamper resistant stations in mechanical type rooms to monitor rodent activity.
- Contrac blox and/or First Strike - a rodenticide impregnated wax block placed in tamper resistant stations in mechanical type rooms for the control of rodents.
- Demand CS - a liquid residual pesticide used to control crawling insects in cracks and crevices.
- Advance Ant Bait - a granular or puck bait for the control of ants in and around buildings.
- Ortho Home Defense (Vapona Strip) - used to control flying insects inside structures.
- Tempo WP - a liquid residual insecticide used to control crawling insects in cracks and crevices of structures.

All pesticides listed above have Material Safety Data Sheets (MSDS) associated with them that provide further details regarding the product, active ingredients, health hazards (if any), etc. Steritech keeps a record of all MSDS sheets within their onsite log book. Should you wish to review a product label and/or MSDS sheet of any of the pesticides used in the building, this information is available for review upon request.

For access to MSDS sheets, further information, clarification or general comments regarding our pest prevention program, please feel free to contact **Pedram Nejatbakhsh, Environmental Health & Safety Coordinator at 416-364-3569 or at [Pedram.nejatbakhsh@quadreal.com](mailto:Pedram.nejatbakhsh@quadreal.com)**.

## **SIGNAGE**

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

## RETAIL - GENERAL INFORMATION

### QUICK REFERENCE NUMBERS - OFFICE

<b>Tenant Services Hotline</b>		<b>(416) 364-4110</b>
<b>Building Control Centre (BCC)</b>		<b>(416) 364-8025</b>
<b>Passcard Office</b>	<b>24 hours</b>	<b>(416) 364-7488</b>
<b>Property Services Manager</b>	<b>Adam Nodelman</b>	<b>(416) 673-7441</b>
<b>Property Manager</b>	<b>Taryn Kelly</b>	<b>(416) 572-8594</b>
<b>Property Management Reception</b>	<b>Audine Alleyne</b>	<b>(416) 364-2281</b>

Over 50 retailers and food service operators make up the Commerce Court Retail mall, a strategic blend of retailers and food operators that service the needs of Commerce Court tenants. These merchants provide the 7,500 tenants of Commerce Court and the greater downtown community with convenient shopping and dining. Linked to other downtown properties by four major tunnels, the concourse serves as a major east/west and north/south pedestrian corridor.

### **DELIVERIES**

Daytime deliveries by suppliers, which may be carried by hand and do not require use of a cart or other material handling equipment may be made during store operating hours. Deliveries requiring the use of carts or other material handling equipment will be permitted twice daily Monday through Friday.

**Morning: 8:30 a.m. & 10:00 a.m.    Afternoon: 2:30 p.m. & 4:00 p.m.**

**Saturday deliveries are permitted by suppliers between 10:00 am and 4:00 pm.**

Please note that Shipping and Receiving personnel will not be available to deliver goods. Any deliveries made to Shipping and Receiving outside of the established delivery periods will not be accepted. Please be reminded that deliveries utilizing carts are not permitted via passenger elevators.

### **HOUSEKEEPING SERVICES**

General housekeeping of common facilities is provided daily Monday to Saturday and includes cleaning of public washrooms, service corridors and common mall areas.

Additional housekeeping requirements for your store such as vacuuming, dusting, and window washing may be arranged by contacting the **Tenant Services** at [416-364-4110](tel:416-364-4110).

**PEST CONTROL**

An integrated pest control program is in place at Commerce Court, which allows for regularly scheduled monitoring of all common areas after normal business hours. Retail stores are monitored weekly and treated monthly. Food Court outlets are treated twice monthly.

**PREMISES INSPECTIONS**

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

**RETAIL FIRE DETECTION & SUPPRESSION SYSTEMS****Inspection**

Our Fire & Life Safety Group, a division of Security & Life Safety Services, will inspect all kitchen detection and suppression systems on a monthly basis.

**Testing Requirements**

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

**Maintenance Requirements**

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

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

## RETAIL MAINTENANCE & OPERATING SYSTEMS

### **Building Sumps**

The base building sumps will be treated for odours and contamination monthly. The cost of this treatment program will be allocated based on a square foot proportional basis for all food outlets regardless of type.

### **Drain Pipes**

Drain pipes will be high pressure cleaned semi-annually. All pipes from the tenant premises to the building sump will be treated with costs allocated based on the type of store and area rented.

### **Exhaust Duct Cleaning**

The exhaust ducting for the Food Court is installed to take all exhaust from the kitchen hoods installed in the Food Court. This duct will be inspected and cleaned as required. It is estimated that one annual cleaning will be required. The cost of this cleaning will be allocated to the users of the hood system based on the volume of exhaust being used.

### **Fan Coil Units**

The Building Operations Department will maintain all fan coil units located in Commerce Court. Routine maintenance costs will include filters and belts but exclude breakdown repairs. Inspections will occur every 3 months during the afternoon shift at the rates listed.

### **Kitchen Hoods**

#### **Inspections and Cleaning**

All hoods installed at the facility will be subject to regular inspections by Building Operations who will determine the cleaning frequency. This frequency will be sufficient to ensure the systems are kept clean and safe while complying with the Ontario Fire Code.

#### **Cold Wash Cycle**

Each hood system installed at the facility has a continuous cold wash cycle that is controlled by the tenant. This wash cycle must be turned on at the beginning of the day and shut off at the end of the day. This operation will be confirmed by building staff from time to time. Failure of the tenant to activate the cold water cycle may result in the Landlord installing an automatic device to control this function from a remote location. This installation will be at the tenant's expense.

#### **Hot Wash Cycle**

Each hood system also has a hot wash cycle that is controlled by the Landlord. This hot wash cycle will be activated at 8:00 pm nightly after the central exhaust system has

been shut down. The cost of both chemicals and water used in this cycle will be allocated proportionally to those tenants with kitchen hoods.

### **Maintenance Packages**

Also available are maintenance packages for a wide variety of other tenant owned equipment. Please contact the **Director, Operations**, at telephone [416-364-5854](tel:416-364-5854), regarding quotes for this type of service.

### **Tenant Equipment and Piping to Grease Traps**

The building is equipped with centrally located grease traps to facilitate regularly controlled maintenance. The traps have been located as close as possible to the Food Court area; however, there will be drain piping that requires cleaning between the tenant equipment and the grease traps. To clean this piping and ensure no grease build up, degreasing will be poured down each tenant drain at the end of the last working day of the week. This will allow the degreaser to sit in the pipes for as long as possible and prevent build up. The amount of degreaser used will depend on the type and extent of food prepared at the individual outlet. Light grease producers will have drains treated monthly.

The central grease traps will be cleaned monthly, depending on usage and the cost allocated to the Food Court stores based on the type of outlet. All outlets will be classified heavy, moderate or light grease generators.

## RETAIL SERVICE ELEVATORS

Two elevators have been designated for use by Retail and Food Court stores. **One elevator has been designated for Retail tenants and will operate from Monday to Friday between the hours of 5:00 am and 6:00 pm. Saturday hours of operation are 8:30 am to 4:00 pm.**

**The second elevator has been designated for Food Court tenants and will operate 24 hours a day, seven days a week.** All elevators servicing the concourse level can be accessed through our Shipping and Receiving.

## RETAIL WASTE / RECYCLING

### Dry Waste/Recycling

Recycling depots are located in the service corridors for deposit of paper, cardboard, newspaper, hangers, cans and glass. All non-recyclable waste is to be stored in clear transparent plastic bags (supplied by the tenant). Containers for non-recyclable waste are also available at the depots, including containers for organic waste. Pick up is three times per day: 10:00 am - 11:00 am; 2:00 pm - 3:00 pm and 4:30 pm - 6:00 pm. All retail and food court tenants are responsible to deliver their waste to building housekeeping staff when they arrive for pick up. Tenants requiring additional collection may make arrangements by contacting the **Tenant Services** at [416-364-4110](tel:416-364-4110).

### Wet Food Waste

Green organic tote containers are available at several locations throughout the service corridors for the storage and collection of wet (organic/food). The tenant will deliver the waste to the recycling centre located on the service level, or, for smaller outlets, containers are also available at the recycling depots located in the service corridor.

Please note that leaving any waste material in the corridors outside the designated depots constitutes a Fire Code violation and as such, the property or individual outlet may be liable to heavy fines.

## SERVICE AREA INSPECTIONS

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

## THE MERCHANTS of COMMERCE COURT

### FOOD & RESTAURANTS

Buster's Sea Cove	416-892-8140
China Wok	416-869-1100
Copper Branch	416-617-0228
Delica Kitchen	416-367-5678
Dineen Coffee Co.	647-235-2495
Druxy's Famous Deli	416-366-9797
Fast Fresh Foods	416-603-7374
Fit for Life	416-363-2971
Greenhouse Juices	647-350-5513
Harvey's / Swiss Chalet	416-865-1129
Jimmy the Greek	416-369-9680
JUMP Café & Bar	416-363-3400
Kanga Pies	416-504-2626
Koha Pacific Kitchen	416-350-5642
Michel's Bakery	416-214-1581
mmmuffins	416-369-0241
Mos Mos	416-869-9266
Mr. Sub	416-363-3191
Second Cup	416-947-9748
Sushi-Q	416-703-6636
The Bagel Stop	416-947-1631
Tropical	416-363-3074
Walrus Pub & beerhall	416-363-7261
Z-teca Gourmet Burrito	416-862-9200

### BOOKS & STATIONERY

International News	416-274-3104
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### HEALTH & BEAUTY

Glam and Glow	416-360-4569
Pharma Plus	416-365-0972
Pure Health	416-363-3926
Taylor and Colt	416-360-4569
The Body Shop	416-363-0036
WAXON Waxbar	647-417-0929

### HAIR STYLING

Hair F/X	416-869-0588
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### JEWELLERY

Necessities	416-363-7564
S.Z. Jewellery	416-368-5966

### SERVICES

Canada Post	416-956-7452
CIBC	416-980-2211
Court Cleaners	416-868-1799
Heelstop	416-682-3426
One Stop Lottery Kiosk	416-364-6791

### FASHION

Brava Boutique	416-363-1843
Rent Frock Repeat	416-504-6374
Stivali Shoes	416-368-4654
Woolridge Shoes	416-361-1001