

2.0 GENERAL BUILDING INFORMATION

2.1 BUILDING HOURS OF OPERATION

The standard building hours of operation are:

Monday to Friday from 6:30 a.m. to 6:00 p.m.

After hours HVAC and lighting may be arranged through the Property Management office. Depending on the terms and conditions of your lease, if a charge applies, a work order will be prepared for your approval. While the building is closed, access can only be obtained with a valid access card.

2.2 LEASING

All Leasing inquiries should be made through our Leasing Representatives at (416) 359-2929.

2.3 RENT AND OTHER PAYMENTS

Rent and tenant charges are due and payable on the first day of each month. All cheques should be made payable to GWL Realty Advisors INC., and delivered to the Property Management Office at:

**GWL Realty Advisors.
Canada Life Campus
330 University Ave.
Toronto, ON M5G 1R8**

2.5 PARKING

Inquiries regarding available Tenant Parking should be made through the Management Office at (416) 552-3961.

2.6 SMOKE FREE ENVIRONMENT

180 Queen Street West and the Canada Life Campus has a smoke free policy throughout the complex including all lobbies, common areas, washrooms, stairwells, service areas, elevators and docks.

2.7 EMERGENCY PROCEDURES

The Tenants' responsibility for emergency procedures is to be fully aware of the contents of the Fire Safety Plan. Your area Fire Warden and/or member of the Toronto Fire Department is in charge of your personal safety.

Your co-operation may save your life. During evacuation or emergency procedures, stay calm and follow the plan. As circumstances dictate, the plan may be adjusted by Fire Wardens or the Toronto Fire Department. They have been trained to protect you, but they need your co-operation to do so!

Under NO circumstances should you proceed to the parking lots during evacuation procedures, or attempt to move your vehicle. This will cause congestion in the parking lots and the surrounding streets, which may be closed for use by emergency vehicles. "Fire Lanes" and "No Parking" signs must be obeyed at all times.

If you have a physical condition, which you feel may deter your safe evacuation from your work location, please advise your Fire Warden now so that they can assign sufficient personnel to assist you when needed.

If you have any questions in regards to 180 Queen Street Emergency Procedures please contact the Management Office at (416) 552-3961.

2.8 KEYS/ LOCKS

Any future lock or key changes, if required, must be made with Landlord's approval. For emergency purposes, Tenants are requested to notify the Landlord of any required lock changes and are not permitted to change their locks without notifying the Landlord.

2.9 LOADING DOCK

The loading dock is located at 17 St. Patrick Street, West of University Avenue and North of Queen Street. All deliveries must be made via the freight elevator.

2.10 DELIVERIES & ELEVATORS

To make your move-in arrangements, please contact Tenant Services at (416) 552-3961 with your requirements. Your moving contractor should be made aware that any moves must be carried out after hours and temporary access card arrangements must be made.

Please make elevator reservations with the management office at least 48 hours in advance. An elevator booking form is located in the 'Forms' section of the Tenant Manual.

Elevator bookings for usage outside of the hours of 7:00 am – 6:00 pm Mondays through Fridays must include the services of a building Security Officer, the charges for which are Twenty Five Dollars (\$25.00) per hour (four (4) hour minimum).

2.11 ACCESS CONTROL

After hours access will require a security access card to gain entry into the building and operate the elevator to your floor.

Prior to move-in, a letter should be sent to the Property Management office listing the names of personnel who will require access cards. The access cards will be assigned to individuals and will contain their name and photograph, and should not be transferred to other personnel without informing the Property Management Office in writing.

The first issue is at no cost, however, replacement cost for lost or damaged cards is Twenty Dollars (\$20.00).

2.12 PACKING MATERIALS & BOXES

It is the Tenants' responsibility to remove packing materials and boxes resulting from the Tenant's move and place any such items on the loading dock, broken down and bundled flat.

2.13 MAIL ADDRESS & POSTAL FACILITIES

The Tenant is responsible for informing Canada Post of their change of address. Canada Post can be contacted at: (416) 979-8822

2.14 UTILITIES

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|------------------------|----------------|
| Bell Canada | (416) 310-2355 |
| Enbridge Consumers Gas | (905) 447-4911 |
| Toronto Hydro | (416) 542-8000 |
| City Water Department | (416) 392-7737 |

Please note that the Landlord pre-bills Tenants for their own consumption based on monthly meter readings. Annual reconciliations will adjust for any discrepancies.

2.15 TENANT SIGNAGE

We will require written confirmation as to the exact manner in which you would like your corporate name to appear on any suite plaques and elevator directories.

2.16 AFTER HOURS CONTACTS

Please ensure that the management office has up-to-date information regarding after-hours emergency contacts. In the event of an emergency within your premises, the management office may need to contact someone in authority in your company. To ensure the best possible communication, we ask that all contact numbers be provided, including cellular phones and cottage numbers where applicable.

An example of the “After Hours Emergency Contact” form can be found on Page 14 of the Tenant Services Information Manual, and a working copy in the ‘Forms’ Section of the Tenant Manual. Please fill in this form and return to the management office prior to move-in. All emergency contact information must be provided in writing by authorised personnel and is kept confidential.

2.17 DAYTIME TENANT CONTACTS

To ensure the management office is able to provide consistent service to our Tenants we require up-to-date information regarding pertinent Tenant contacts including: office managers, head office, financial/ accounting contacts, etc. Please provide the management office with all tenant contact information in writing using the “Daytime Tenant Contacts” form provided in the ‘Forms’ Section of the Tenant Manual. An example of this form can also be found on Page 15 of the Tenant Services Information Manual.

2.18 INSURANCE CERTIFICATES

All tenants are required to provide annual proof of valid insurance coverage, in accordance with their lease. An “Insurance” Certificate is required prior to occupancy and is to be renewed and resubmitted each year thereafter for the balance of the term.

Please fax annual insurance certificate to the attention of the Tenant Services Representative at (416) 552-3961.

