



# PlacedeVille

112 Kent Street, Ottawa, Ontario

# | Tenant Handbook

Everything you need to know about your home away from home

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## Introduction

### Welcome

Brookfield Office Properties (Brookfield) looks forward to a long and productive relationship with you. Please let us know how we can help as you settle into your new office space. We would be happy to provide any information or services you might require to move easily into your office.

This Tenant Handbook should answer many of the immediate questions you may have about building regulations, policies, and operating procedures. We have provided important building personnel names and phone numbers, emergency contact phone numbers, and for your convenience, the phone numbers of several area restaurants.

The information contained in this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Tenant Handbook.

Brookfield prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals - and provide feedback to improve our office and your surrounding business environment.

We hope this Tenant Handbook is a useful guide to your new surroundings.

### About Brookfield & Place de Ville

Place de Ville is owned and managed by Brookfield. Brookfield, one of North America's largest commercial real estate companies, owns, develops and manages premier office properties in the downtown cores of New York, Ottawa, Washington, D.C., Houston, Los Angeles, Toronto, Calgary and Ottawa. The Canadian operations are headquartered in Toronto.

As a leader in the development, leasing and management of prime commercial properties throughout North America, our goal is to provide building operations to ensure essential services are provided that contribute to the effective business operations and comfort of tenants. Brookfield is committed to providing tenant services of the highest quality.

### Place de Ville

Place de Ville is a major office complex consisting of two phases, covering two city blocks, linked underground both by a retail service concourse and the first level of a multi-level parking garage.

Phase I located between Kent and Lyon Streets (east to west) and Queen and Albert Streets (north to south), and is comprised of Towers A & B, two twenty two (22) storey buildings, a below grade Shops area which includes office space, retail/food outlets, and a five-level underground parking facility with nine hundred and sixty eight (968) parking stalls and storage facilities.

Tower A is occupied by the Canada Revenue Agency (CRA), who also occupies a large portion of Tower B, along with other Federal Government departments and agencies.

Phase II located between Kent and Lyon Streets (east to west) and Queen and Sparks Streets (north to south) is comprised of Tower C, A 29 storey building and the Podium, a 4 storey building, a below grade Shops area which includes office space, retail/food outlets, and a four level underground parking facility with seven hundred and seventy (770) parking stalls and storage facilities.

**Brookfield Privacy Statement**

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

## **Brookfield Privacy Statement (Continued)**

### **Our Privacy Principles**

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Brookfield unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Brookfield's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

### **Information We May Collect**

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

### **Information Disclosure**

We share information about our transactions with you within Brookfield to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

### **Your Awareness and Permission**

Being a customer of Brookfield, you provide us with your consent to the collection, use, and disclosure of certain personal information.

### **Brookfield Protects Customer Information**

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

### **For More Information**

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to [privacy@brookfieldproperties.com](mailto:privacy@brookfieldproperties.com).

**Management Office and Operations**

**Management Office**

As property manager of Place de Ville, we want you to know that every member of our staff is here to assist you. The management office is located on the Concourse level. The office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding major holidays. Please feel free to call the Management Office at (613) 783-0930 with any questions or concerns 24 hours a day.

Brookfield Security Control Center personnel answer our telephone lines after business hours. They are in contact with our management, engineering, janitorial and security staff.

**Management Directory**

<i><b>Title</b></i>	<i><b>Name</b></i>	<i><b>Email</b></i>
Director, Leasing and Property Manager	Michael Swan	<a href="mailto:Michael.Swan@brookfield.com">Michael.Swan@brookfield.com</a>
Property Manager	Erin Nagy	<a href="mailto:Erin.Nagy@brookfield.com">Erin.Nagy@brookfield.com</a>
Operations Manager	Jeff Clark	<a href="mailto:Jeff.Clark@brookfield.com">Jeff.Clark@brookfield.com</a>

**Mailing Address and Postal Code Information**

Post office boxes are located in the East Tower to the left of the double doors to the loading dock. Additional boxes are also located in the East Tower loading dock. West Tower post office boxes are located in the West Tower loading dock. Assignment and issuance of keys for the mailboxes will be through your Tenant Representative.

Please confirm the postal code for your premises directly with Canada Post, as a different code may be assigned based on the volume of the mail received to your suite.

**Hours of Business Operation**

Building services including HVAC, security and building staff are provided during the following

**Normal business hours:**

Monday to Friday ..... 8:00 a.m. to 6:00 p.m.

Services outside of these hours including HVAC may be arranged for by calling the Management Office at (613) 783-0930 by 4:45 P.M. Monday through Friday.

**Statutory Holidays**

PLACE DE VILLE will be closed on the following major holidays:

**Statutory Holidays (Continued)**

New Year's Day	Good Friday	Victoria Day
Canada Day	Civic Holiday	Thanksgiving Day
Christmas Day	Boxing Day	

However, each Tenant Administrative Liaison should consult their specific lease clause. If any conflict arises as to the above Holiday schedule and your lease, your lease terms prevail. Please call the Management Office to make sure the appropriate building services are provided.

**Leasing Information**

Please contact a member of the leasing staff listed below with any questions regarding leased or available space at Place de Ville.

Michael Swan  
 Director, Leasing and Property Manager  
 Brookfield Properties Corp.  
 80-112 Kent Street  
 Ottawa, Ontario  
 K1P 5P2  
 Phone: (613) 783-0946  
 Fax: (613) 563-9694  
 Email: [Michael.Swan@brookfield.com](mailto:Michael.Swan@brookfield.com)

**Local Business Directory**

**Banks**

CIBC	613-564-8713
Royal Bank	613-564-4563
Scotiabank	613-783-6200
Alterna Savings	613-560-0147

**Postal Services**

Canada Post, Pharma Plus	240 Sparks	613-238-1241
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**Medical Services**

Emergency	911
Poison Control	613-737-1100

**Local Business Directory (Continued)**

**Medical Services (Continued)**

In a medical emergency, first call 911, and then call the Brookfield Place de Ville "Security" number at 613-236-3600. Please see section on Security & Life Safety for further information.

Apple Tree Centre, 368 Slater Street, Ottawa, Ontario, K1R 5C1 613-236-9441  
 Ottawa Civic Hospital, 1053 Carling Avenue, Ottawa, Ontario, K1Y 4E9 613-722-7000

**Entertainment**

National Art Center (NAC) 613-947-7000  
 Scotiabank Place 613-599-0100  
 Great Canadian Theatre 613-236-5196  
 Ticket Master 613-567-7040

**Hotels**

Marriott Hotel 613-238-1122  
 100 Kent Street  
 Ottawa, Ontario  
 K1P 5R7  
  
 Delta Hotels 613-238-6000  
 361 Queen Street  
 Ottawa, Ontario  
 K1R 7S9

**Restaurants**

Carmello’s Restaurant – 300 Sparks Street, Ottawa, Ontario, K1A 0S5 613-563-4349  
 Baton Rouge, 360 Albert Street, Ottawa, Ontario K1R 7X7 613-216-1110  
 Prime 360, 407 Laurier Avenue West, Ottawa, Ontario, K1R 7Y7 613-782-2422  
 Hy’s Steakhouse, 170 Queen Street, Ottawa, Ontario, K1P 5E1 613-234-1229  
 Toulouse Bistro, 100 Kent Street, Ottawa, Ontario 613-783-4202  
 Merlot Rooftop Grill, 100 Kent Street, Ottawa, Ontario 613-783-4212  
 The Fish Market Restaurant, 54 York Street, Ottawa, Ontario, K1N 5T1 613-241-3474  
 Suisha Gardens, 208 Slater Street, Ottawa, Ontario, K1P 5H8 613-236-9602  
 D’Arcy MGee’s Pub, 44 Sparks Street, Ottawa Ontario, K1P 5A8 613-230-4433  
 Green Papaya 246 Queen Street, Ottawa, Ontario 613-234-7161  
 Mandarin Place, 407 Laurier avenue West, Ottawa 613-230-1207  
 Blue Cactus, 2 Byward Market, Ottawa 613-241-7061  
 Coasters Sea food and Grill, 54 York Street, Ottawa 613-241-4954  
 Empire Grill, 62 York Street, Ottawa 613-241-1343  
 Foundation, 18B York, Ottawa 613-562-9331  
 La Roma, 430 Preston Street, Ottawa 613-234-8244  
 Giovanni’s Restaurant, 362 Preston Street, Ottawa 613-234-3156

**Miscellaneous**

OC Tranpo Transit 613-741-4390  
 Ministry of Transport 530 Tremblay Road 613-745-6841

**Local Business Directory (Continued)**

**Retail Services**

Headline News 613-232-1590  
 PDV Shoe Repair 613-567-5562  
 Euro-Stitch 613-236-0500  
 Rivoli Jeweller 613-232-6686  
 Place de Ville Florist 613-232-7704

**Food**



McDonald's	613-237-5854
Subway Place de Ville	613-567-7827
Subway Jean Edmond's Towers	613-237-5118

Corner Kitchen	613-594-8455
Harry's Deli	613-233-7340
Dunn's	613-230-4005
Station Express Café Bistro	613-238-1717
The Canteen	613-232-3642
Manhattan's	613-231-2967

**Services**

Place de Ville Dental centre	613-238-7000
Hertz Car Rental	613-230-7607
Meeting Rooms	613-783-0930

**Specialty Shops**

Bypress	613-234-8826
Hallmark Sparks Street	613-236-7446
Crystal Carwash Place de Ville	613-232-8585
Grand & Toy	613-233-6718
Chateau des Charmes Wines	613-782-2410

**Attractions**

Canadian Museum of Civilization	100 Laurier, Hull	819-776-7000
Canadian Museum of Nature	240 McLeod, Ottawa	613-566-4701
Canadian War Museum	1 Vimy Place	819-776-8600
Canadian Aviation Museum	11 Aviation Parkway	613-993-2010
Canadian Science & Technology	1867 St, Laurent Boul.	613-990-6302

**Stamps**

Headline News	613-232-1590
Canada Post, Pharma Plus	240 Sparks 613-238-1241

**Taxi Cabs**

Blue Line Taxi	613-238-1111
Capital Taxi	613-744-3333

## Tenant and Building Services

### Environmental Initiatives

#### Corporate Environmental Profile

Brookfield is firmly committed to the continuous improvement of energy performance and the sustainability profile of its Canadian office portfolio, both in new developments and within existing buildings. The company continues to expand and enhance the features, systems and programs at each of its properties that foster energy efficiency, water efficiency, and reduce landfill waste, as well as enhance the wellness and safety of its tenants, employees and the community. Each of Brookfield's managed properties undergoes routine, comprehensive environmental reviews and upgrades, and its environmental footprint is closely monitored through Greenhouse Gas emissions and energy intensity metrics.

In addition to developing new buildings and operating existing ones in environmentally friendly ways, Brookfield also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Brookfield is a member of the Canada Green Building Council (CaGBC) in relation to its pursuit of various LEED® green building certifications, and works with the Building Owners and Managers Association (BOMA) in Canada on the BOMA BEST Environmental program.

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at [www.place-de-ville.com](http://www.place-de-ville.com).

### Tenant Insurance Requirements

Tenants are required to keep on file with the Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease. The insurance certificate must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service. All certificates shall name the Landlord as the certificate holder as follows:

PDV1 (MCEG) Ltd., BPO (Ontario Core) Ltd., and CREHOY Inc.  
480 - 112 Kent Street, Ottawa, Ontario K1P 5P2

And as an additional insured party as follows:

Brookfield Properties Management Corporation, PDV1 (MCEG) Ltd., BPO (Ontario Core) Ltd., and CREHOY Inc.

**INSURANCE** Each contractor and each subcontractor shall, until the completion of the tenant work in question, procure and maintain at its expense, the following insurance coverage with companies acceptable to landlord in the following minimum limits:

**Tenant Insurance Requirements (Continued)**

Workers Compensation (Including coverage for Occupational Disease)	Limit of Liability
<i>Workers Compensation</i>	Statutory Benefits
Employers Liability	\$500,000.00
Comprehensive General Liability (Including Broad Form Comprehensive Liability Enhancement, Contractual Liability assumed by the contractor and the tenant Completed Operations coverage)	
Bodily Injury and Property Damage	Limit of Liability \$2,000,000.00 combined single limit
Comprehensive Automobile Liability (Including coverage for Hired and Non-Owned Automobiles)	
Bodily Injury and Property Damage	Limit of Liability \$1,000,000.00 per occurrence
Umbrella Liability	Limit of Liability \$5,000,000.00 per occurrence

Notes: Completed certificates must be received before work can commence.

**Signage**

Each tenant at Place de Ville is provided space in the lobby directory.

Directory listings are in the following format:

Company Listings      Suite #

Lobby directory and multi-tenant elevator lobby directory signage will be provided for the tenant by the building manager at the time of your initial move in. Subsequent changes thereafter are at the sole cost of tenant.

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

Updates to the directory listing and tenant signage are the responsibility of the tenant.

**Smoking Policy**

Smoking is prohibited in all common areas of the building including, but not limited to, entrances and lobbies, elevator lobbies, lavatories (handicap included), loading dock, elevators, freight elevators, stairways and garage.

The building prohibits smoking within a 9 metre radius of all entrances and exits.

### Smoking Policy (Continued)

Vapor/Electronic cigarettes are **not approved** by Health Canada nor supported by the Canadian Lung Association as a method to quit smoking. Health Canada does not know the long-term health impact on individuals using these products and how they may impact people around the users of these products. As a result, we are treating them the same way as traditional cigarettes and prohibiting them from use in the property. In keeping with our No Smoking Policy, the “Smoke Free” initiative will also apply to vapor/electronic cigarette use.

### Moving and Delivery Guidelines

#### Deliveries

The loading dock is located on the north side of Queen Street. This area may be used for deliveries and pickups only. Loading docks accommodate straight body trucks up to 25 feet long and 12 feet 10 inches high. Deliveries after business hours and freight elevator use may be arranged by contacting the Management Office or by filling out an After Hours Form.

#### Moving Procedures

Tenants are requested to contact the Management Office as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the Building, to coordinate the move and reserve the freight elevator. All move-ins/outs must take place after 6:00 P.M., Monday through Friday, or on weekends and are scheduled on a first come, first served basis. Additional Charges for loading dock personnel, elevator operators, and security guards to accomplish the move will be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

Certificate of Insurance

Tenant Business Telephone and Fax Numbers

At Least Two (2) After-hours Emergency Contacts (Home Telephone Numbers)

Directory Designation (Both Corporate name and personnel)

Four (4) Fire Warden Designate and Alternates per full floor occupancy

Name of Tenant Administrative Liaison(s) and respective signature(s) of authorization

Arrangements should also be made with the Management Office for:

Access control cards

Evacuation training for Floor Wardens and employees

The following rules pertain to moving furniture, equipment and supplies in and out of Place de Ville.

Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move.

Clean masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in Tenant Space. All sections of masonite must be taped to prohibit sliding.

The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.

### **Moving and Delivery Guidelines (Continued)**

Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant.

The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office.

Movers must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move.

If Management Supervision is required during the move Tenant will only be charged for those hours that extend the normal shift of staff and porter.

Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you.

Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building.

The Ottawa Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or hallways. Moving vehicles should not be parked in marked "Fire Lanes".

### **Removal of Material from your Premises**

#### **Property Removal**

To prevent unauthorized removal of material or equipment from the building, the "Property Removal Authorization" form, included in the forms section of this manual, must be completed by an authorized tenant representative and be retained by the individual authorized to remove the material. Security personnel will request this form when an individual is removing materials or equipment from the building after normal business hours.

#### **Stolen Property**

If property belonging to a tenant, employee, or visitor is stolen, notify the Ottawa Police Department and the building management office immediately. (After normal business hours, the call will be automatically forwarded to Building Security.) A security officer will respond as quickly as possible to take an incident report and assist the Ottawa Police Department.

### **Loading Dock**

The loading dock is located on the north side of Queen Street. This area may be used for deliveries and pickups only. Loading docks accommodate straight body trucks up to 25 feet long and 12 feet 10 inches high. **All deliveries are to be made via the loading dock.**

Freight elevator service is provided from 7:00 A.M. to 6:00 P.M. for tenant deliveries. Deliveries after business hours and freight elevator use may be arranged by contacting the Management Office.

**Courier Services**

The nearest Post Office location is at 240 Sparks Street, inside Pharma Plus. For more information please call 1-800-267-1177 or visit [www.canadapost.ca](http://www.canadapost.ca).

**Parking**

Parking for 968 cars is available in Phase I on 5 sub-grade levels and for 770 cars in Phase II on 4 sub-grade levels 24 hours per day. Phase I and II parking facilities are connected on the P1 level through a sub-grade link. Entrance to the garage is located on Kent, Queen and Albert Streets and is clearly marked by the parking "P" sign. Daily and monthly parking rates are posted at the garage office and cashier booths. These rates are subject to change from time to time.

The parking facility is managed by Impark. All parking inquiries, issuance of monthly parking passes and parking validation tickets may be arranged by contacting Impark at (613) 234-6119 or [www.impark.com](http://www.impark.com). Issues with regards to service or courtesy should be addressed with the building manager.

For the protection and safety of all patrons, closed circuit cameras monitor the ticket spitter transactions and activities of vehicles entering the garage. Additionally, for your safety, there are 48 cameras located throughout the parking garage.

Pedestrian traffic on the garage entrance ramp is prohibited for the safety of all concerned.

**Lost and Found**

Lost and found items can be claimed or turned in at the Security Desk.

**Alterations and Remodeling**

The tenant construction work procedure at Place de Ville is designed to provide efficient scheduling of work while protecting other tenants from unnecessary noise and inconvenience.

Brookfield Construction Management Staff

Title	Name	Email
Manager, Construction Services	Jennifer Chapeski	<a href="mailto:Jennifer.Chapeski@brookfield.com">Jennifer.Chapeski@brookfield.com</a>
Project Manager	Peter Froislie	<a href="mailto:Peter.Froislie@brookfield.com">Peter.Froislie@brookfield.com</a>

Contact the Construction Department as the first step. The Construction Department will be pleased to assist you in completing your project efficiently.

You will need written approval from the Property Manager before contracting any work.

The Property Manager must also approve your list of contractors and subcontractors.

### **Alterations and Remodeling (Continued)**

We will generally require that you conduct noisy, disruptive or odor and dust producing work, as well as the delivery of construction materials, outside of regular business hours.

We expect all contractors to maintain safe and orderly conditions, labor harmony, and proper handling of any hazardous materials. MSDS sheets must be supplied to the management office. We may stop any work that is disruptive to the operation of the building or to other tenants.

Before occupying the completed space, submit the final certificate of occupancy and any other approvals to the Property Manager. We also require an air balancing report signed by a professional engineer and an "as built" set of drawings in AutoCAD format on disk and one (1) hard copy showing all of the work in full detail.

### **Tenant Receptions**

If a tenant has any plans for a party, reception, open house, etc. please contact the Management Office in advance at (613) 783-0930. This will allow us to make Security, cleaning staff and HVAC departments aware of your gathering and to offer our help so that you and your guests have an enjoyable time.

### **Additional Services/Building Amenities**

#### **Building Amenities**

Amenities specific to Place de Ville include:

- Views of Parliament Hill and the Ottawa River
- Steps away from Transit-way
- Underground Parking Facility for 974 vehicles
- 24-hour manned security with Key-Card-access
- On-site Food Court/ATMs / Newsstand
- Building entrances located on Kent, Queen, and Albert Streets
- Concourse connects to Marriott and Crowne Plaza Hotels

#### **Engineering Services**

Tenants may need special engineering services, including repairs to private bathrooms, replacement of non-standard ceiling tiles, and installation of additional thermostats. The tenant is billed at established rates for engineering services.

Engineering requests are processed and billed as follows:

A member of the engineering department staff investigates the situation.

If possible, the problem is resolved immediately.

If materials must be purchased or completing the repair requires further planning or other assistance, the engineer consults the building manager. They then plan the work and prepare a time-and-materials estimate for tenant approval.

## **Additional Services/Building Amenities (Continued)**

### **Carpenter Services**

The engineering department can provide a variety of minor carpentry services, including installing shelves, hanging pictures, and repairing chairs or cabinets.

Prior to work commencing, the tenant will be required to acknowledge the cost of work for which the tenant is responsible.

### **Repairs**

If a need for repairs is noticed throughout the building, please notify the Building Management Office at (613) 783-0930. Our staff welcomes your information and assistance in maintaining Place de Ville as a first-class office environment.

If electrical, plumbing or other above standard repairs are requested within your premises, please log on to the Building Service Request System. A service request must be submitted to the Building Management Office. The work will be completed by building maintenance personnel or outside contractors who are familiar with the building.

For more information about Building Service Requests please call the management office.

### **Tenant Services**

Brookfield's goal is to provide outstanding tenant service at all times. This means:

Courteous, timely, efficient, high-quality responses to tenant requests

A follow-up review to confirm that the tenant is satisfied with the response

When there is a charge for the tenant service, clear and accurate invoicing

Each lease contains specific information about services to be provided, including complimentary and chargeable services. If a tenant is unfamiliar with charges for services being requested, the cost of the service will be explained.

Tenant services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Place de Ville authorized tenant representatives can submit requests for routine maintenance.

## **Accessibility**

### **Brookfield's AODA Actions**

Brookfield Office Properties has made great strides towards compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the first legislation in Canada to address business obligations to persons with disabilities. The objective of the Act is to achieve full accessibility for Ontarians with disabilities by 2025 by removing barriers and, in the process, educating employers, businesses and others about working with persons with disabilities.

In compliance with the Customer Service Standards, Brookfield Office Properties has developed a policy which includes practices and procedures for all staff to provide services to people with disabilities, and is consistent with the core principles of independence, dignity, integration and equality of opportunity. All Brookfield employees have received training on the AODA legislation, as well as the Brookfield AODA Customer Service Standard.



## **Accessibility (Continued)**

### **Customer Feedback Process**

If any issues arise regarding accessibility, Tenants and visitors are encouraged to fill out a Customer Feedback Form, found at the Security desk, the respective Property Management office, or on our website. Forms may be returned to the Property Management office, Security desk or sent to [accessibility@brookfield.com](mailto:accessibility@brookfield.com).

This form helps Brookfield manage and address any accessibility concerns in a timely manner. Furthermore, customers may provide feedback via telephone, email, letter, or in person at our Management Office. In all cases, an AODA Corrective Action Form will then be filled out and assigned to the appropriate individual for immediate attention. Brookfield staff will review the feedback and endeavour to provide a response within 24 hours.

## Security and Life Safety

### Building Security

Security officers are on duty at the building console and tour throughout the Building and garage twenty-four hours a day, seven days a week. The Building also employs electronic surveillance devices throughout certain common areas of the Building. Two-way radio communication between the Management Office, security console and building staff provide quick response to any issue.

While security officers, closed circuit cameras and the maintenance staff can provide basic protection for the Building, security is everyone's responsibility and your cooperation and vigilance is essential.

Each Tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Management Office immediately. Our ability to take positive action may be wholly dependent on speedy notification.

Establish and use, within the occupied premises, a secured area for packages, purses, salable and transportable property, etc., and particularly any form of a negotiable instrument or petty cash.

At the end of each working day, store small personal and company items of value, such as hand-sized dictating machines, calculators, etc., in a locked desk, credenza, file cabinet or other secured location.

Typewriters, word processors, personal computers and large calculators should be bolted to the desk. Particular care should be taken for the security of lap top computers; they are easily transported and readily marketable.

File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.

Be certain that all public corridor egress doors are locked after 5:00 P.M. on each business day and when your receptionist leaves the premises.

Enforce strict control of keys and access cards. Please notify the Management Office when any employees are terminated.

Promptly report to Building Security the loss of property or any suspicious event. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.

Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.

Never leave a vault or safe open while out of the office. Thoroughly spin the combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.

### **Building Security (Continued)**

Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.

### **Card Access System**

Brookfield strives to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the building is restricted. Place de Ville is open to tenants at all times, but public access is limited at certain hours. Building doors are open during the times listed in the Hours of Operation section.

Outside of these times only tenant employees using Place de Ville security access cards, or visitors, vendors, and customers who are sponsored by tenants, may be admitted to tenant areas. All visitors without proper after-hours authorization are referred to Building Security at all other times.

### **After-Hours Building Entry**

To gain access to the Building after-hours and on non-business days use a street entrance or the parking garage elevators to the lobby floor. After hours procedures are in effect during the following times:

6:00 P.M. - 7:00 A.M. Monday – Friday

### **24 Hours Saturday, Sunday and Holidays**

Tenants should send a written request to the Management Office for after-hours and non-business days access for temporary employees, contractors, telephone workers, etc.

Access will not be granted without your written request being on file.

### **Vendor/Contractor Access:**

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Building Management Office on the attached after hours access form including:

The company name  
 Foreman or supervisor  
 Names of all people who will be doing the work  
 Date(s) the work will be performed  
 Time the contractor will arrive and depart  
 Description of the work being done

Building staff will not admit your contractor into your suite. Please make arrangements to meet the vendor or provide them with keys.

Handicap accessible entrances provide easy access to and from Place de Ville, the entrances and egress are as follows:

Albert Street, Kent Street, Queen Street (North and South sides) and Sparks Street.

## Card Access System (Continued)

### Keys and Locks

Upon moving into the building, Place de Ville tenants receive keys for their entrance doors. Additional keys and locks can be purchased by calling the Management Office at (613) 783-0930. All locks and keys must be building standard.

## Brookfield Emergency Alert System

Brookfield is committed to providing a safe and secure environment for all Tenants and visitors in their properties. In keeping with this commitment, we are pleased to announce that we have implemented a National Emergency Alert and notification system called **Brookfield Properties Emergency Alert System (BP-EAS)**. In the event of an emergency, we will use this powerful tool to notify and update predetermined Tenant representatives of building emergencies and/or service outages.

The Emergency Alert System will send Tenant Representatives phone, e-mail and text messages to various contact points, including office/home phones, cell/satellite phone, email accounts, alpha pagers, BlackBerry, etc. The software that this system utilizes has been implemented in our entire US Portfolio and has proven to be a dependable, robust service, even under trying circumstances like blackouts and severe weather.

The system will also allow you to respond to messages sent to you. You may be given pre-defined responses following the alert message. Responding back is as simple as pressing a corresponding number on the keypad of your phone, or replying back to an email message. For more information on BP-EAS please contact your Security Manager.

## Additional Security Services

### Tenant Security Services

Tenants may require security services in addition to those typically provided on a day-to-day basis by Brookfield security personnel. If extra security measures are required, the tenant should call the Building Manager to discuss these needs and the best way to fulfill them.

### Civil Unrest

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the Building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

### Elevator Malfunction

Occasionally elevator service can be interrupted when the control panel perceives a possibly dangerous situation. Our Building's elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may be a threat to the passengers.

If elevator service is interrupted while you are a passenger, remain CALM. Do not attempt to force the elevator doors open or leave the cab.

**Additional Security Services (Continued)**

Press the ALARM BUTTON on the elevator panel which will summon assistance via an intercom with the lobby security desk which is manned 24 hours a day.

If it appears that you will be delayed for a prolonged period, the security guard will make whatever telephone calls you wish to advise family or appointments of the delay.

**Heightened Alert**

Local, national, or international events may dictate that additional measures should be put in place to ensure the safety of the building and its occupants. For example, extra security precautions may be necessary during trials of individuals accused of serious crime or following incidents or threats of world terrorism. Brookfield's goal is to institute appropriate security measures without undue inconvenience to building users. Such measures may include the following:

Extra or more frequent patrols by security officers, including areas outside the building, with special attention paid to apparently suspicious vehicles, suspicious persons loitering in the area, and unattended vehicles or packages

More frequent inspection of restroom facilities, stairwells, and trash receptacles

Higher security visibility

Greater attention paid to all persons or vehicles seeking to enter the building at loading docks and freight areas (loading docks and freight elevators may be closed)

Restrictions on building access

Please feel free to contact the property manager at any time about these or other security issues.

**Major Water Leaks**

Persons discovering water leaks should immediately report them to the Management Office. Be certain to give your name, firm name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, close all open drawers in the vicinity, move papers or work in progress, place wastebaskets or buckets under leak(s) and move furniture.

**Severe Weather**

When severe weather conditions become apparent, Environment Canada describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).

Do not panic.

**Additional Security Services (Continued)**

If evacuated, lock all desk drawers and take all items of value with you.

If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.

Use the stairwells rather than the elevators.

If evacuated, do not return to your office until advised to do so.

**Tenant Emergency Personnel****Tenant Floor Wardens**

A crucial step in the development of an evacuation plan is the appointment of Tenant Floor Wardens, and Alternates; these individuals should have strong personalities and the ability to take charge in the event of an emergency. Strong decision action early in an emergency may save lives.

In the case of multiple-tenant floors, a Floor Warden is appointed for each tenant. Each tenant will be required to man all safety team positions on each floor and should check stairwells and restrooms in an emergency.

**Floor Warden's Responsibilities**

Know all disabled persons on the floor (including those temporarily disabled, as with a bone fracture, etc.) and assign people who are capable of evacuating disabled employees down the Emergency Stairwells.

Instruct all employees on the floor as to the following:

Locations of Emergency Stairwells

Locations of Fire Extinguishers

Locations of Fire-Pull Stations

Never to use the Elevators during and alarm

Establish a meeting place outside the building where all employees should assemble for check-in.

Insure that no one re-enters the building.

**Threatening Person**

Report any situation involving a threatening person to the Ottawa Police Department by calling 911 and notify building management.

Provide as much information as possible including a physical description of the person(s) and their location, whether or not they are armed, the number of hostages and their location (if any).

Report the presence of suspicious individuals in or about the property to building management. A physical description of the person and the location they were last seen will also be important information to communicate.

**Unsafe Conditions**

If an unsafe condition - a slippery floor, debris left in a common area, broken glass, etc. - is noticed, please notify a security officer or the building management office immediately. Brookfield staff inspects the property regularly; however, problems you might see sooner are addressed immediately.

### **Solicitation**

For the privacy of our tenants, solicitation and hand-billing is not allowed in Place de Ville. To report solicitation, call the Management Office at (613) 783-0930.

### **Power Failure**

In the event of a power outage, remain CALM and call the Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

### **Bomb Threat**

The purpose of having a bomb threat procedure is to have an orderly, safe and rapid procedure of conducting searches, providing prompt and necessary communications, rendering assistance, and evacuating and returning personnel to work in the event of a bomb threat.

#### **Telephone Bomb Threat**

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

Try to keep the caller talking as long as possible. Ask the person to repeat part of his message. Remain calm. Write down the message and obtain as much relevant information as possible. To assist you, a printed form has been supplied to record significant items. Below are some of the items listed on the form along with other information that would aid in the investigation.

Time the call was received?  
When is it due to explode?  
Identification of the caller?  
Why was the bomb put there?

Try to recall every statement made by the caller and find out as much as possible about the caller. For example:

Sex  
Age  
Voice characteristics (educated, low, high-pitched, accent)  
Speech (fast, slow, nervous, slurred throat drinks or drugs)  
Manner (calm, angry, hysterical, humorous)  
Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately notify the Building Office. The building manager will coordinate the search activities and make necessary notifications.

## **Bomb Threat (Continued)**

### **Letter Bombs**

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center. Envelopes usually measure approximately 5-3/4 by 4 by 3/16 thick and weigh between 2 and 5 ounces.

Some signs to look for:

Size - Is the letter unusually thick?

Weight - Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.

Balance - Is it heavier on one end?

Appearance - Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?

Odor - Is there a smell of almonds or marzipan?

If you consider a parcel or letter suspicious, DO NOT OPEN IT. Immediately inform the Police Bomb Squad by calling 911 and then notify Security at (613) 996-7176.

### **Identifying and Handling a Suspicious Package**

A suspicious letter or parcel might have some of the following indicators:

Origin - Postmark or name of sender is unusual, unknown, or no further address is given.

Postage - Excessive or inadequate postage.

Balance - The letter is lopsided or unusually thick.

Weight - The letter or package seems heavy for its size.

Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)

Smell - Particularly almond or other suspicious odors.

Writing - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.

Rub-on block lettering.

### **Handling a Suspicious Package**

Do not excessively handle or open a suspicious package.

Immediately segregate it in an unused room or space.

Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)

If the letter or parcel remains suspect, call the police.

Incident Response Protocol for Suspect Nuclear or Biological Release

Contain the material to minimize the impacted area

Contain the material to minimize the number of individuals exposed

Contain the potential impacted individuals to ensure that they receive proper medical attention

Remove non-impacted individuals from the area as quickly as possible

Maintain control of all potentially impact materials.



**Bomb Threat (Continued)****Notification**

Notify Supervisor

Notify Local Emergency Response Authorities (Call 911)

Notify Building Security (613) 996-7176 or Commissionaires (613) 996-7176

Notify Co-Workers in area

**Containment**

If material is released, impacted or potentially impacted individuals should move from immediate area to adjacent control area. Minimize activities until appropriate response staff arrives. If absolutely necessary, move impacted individuals into nearest bathroom facility on floor.

Non-impacted individuals on the impacted floor should be evacuated, and await further instructions from response team.

HVAC system (heating and ventilation system) for impacted and adjacent areas and bathrooms will be immediately turned off by the building engineers.

Isolate impacted area(s), e.g. shut door during exit. Do not allow any unprotected personnel into the impacted area.

Retain all impacted material for response team.

Should evacuation become necessary, the authority and responsibility rests with the local officials of government. Neither the Building Management Office, Managing Agent nor the Owner can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

**Emergency Contacts**

Telephone numbers are as follows:

Emergency	911
Commissionaires (Tower C)	(613) 996-7176
Building Security	(613) 563-2262

**Fire Alarm Systems**

Fire and life safety preparedness includes regular testing of the fire alarm, fire suppression, and communications systems and regular fire drills.

**Systems Testing**

The fire alarm and communications systems are tested regularly throughout the year. A full-building announcement is made prior to the beginning of the days testing, and an announcement is made on each floor when testing is about to begin on that floor. Another full-building announcement is made when system testing is finished for the day.

## Fire Drills

Fire drills are held once a year, typically in fall. A letter giving the date and time of the planned fire drill is sent to tenants in advance. Tenants are periodically requested to supply or update an existing list that shows the fire wardens, assistant floor wardens, and a current list of employees who would require assistance in case of relocation/evacuation.

During a fire drill - and in an actual fire emergency - employees should move calmly and quickly to the nearest fire exit and proceed to their relocation floor. Fire drills are conducted as follows:

The alarm is activated.

Floor wardens and assistant floor wardens “sweep” their floors their assigned areas and close doors behind them.

They report to the Security Desk the number of people remaining on the floor and number and location people requiring assistance to evacuate.

These procedures are repeated for each affected floor.

After the drill has been successfully completed, an “all clear” announcement is made, and tenants may resume normal duties.

When the fire drill for each floor has been completed, the building manager will notify tenants in writing of any specific problems.

## Emergency - Fire

### Fire Preparedness

The Fire Provisions section of this handbook contains very important information. Each tenant should be familiar with the information provided on the following pages. Listed below are a number of links to help find specific information quickly and easily.

Brookfield is proud of its efforts to provide the highest possible levels of fire and life safety protection, which include fire and life safety education, as well as planning for emergencies. It is important that each Brookfield tenant is well informed on all issues related to fire and life safety.

- Tenants are given materials describing emergency guidelines and bomb threat checklists for distribution to all employees.
- The tenants fire safety team personnel receive the Tenant Emergency Action Plan written specifically for Place de Ville tenants. [Click here to download a PDF version of the Tenant Emergency Action Plan.](#)
- Brookfield provides bi-annual fire life safety training for tenants where a customized video and Power Point presentation review all of the buildings safety features.
- Brookfield holds semi-annual fire drills to insure tenants know how to react in an emergency.
- Brookfield, in conjunction with security consultants, holds seminars for Brookfield staff and for tenants. Seminar topics include fire life safety, bomb threat preparedness, and other personal security related issues.

## Emergency – Fire (Continued)

### Building Fire Safety Plan

The fire safety plan relies on technology, including fire alarm and communications systems, smoke detectors, sprinklers, pressurization systems, door closers, and other safety mechanisms, and on Brookfield highly trained staff and tenant employees who are designated to assist with evacuation/relocation.

### Tenant Floor Wardens

A crucial step in the development of an evacuation plan is the appointment of Tenant Floor Warden, and Alternates; these individuals should have strong personalities and the ability to take charge in the event of an emergency. Strong decision action early in an emergency may save lives.

In the case of multiple-tenant floors, a Floor Warden is appointed for each tenant. Each tenant will be required to man all safety team positions on each floor and should check stairwells and restrooms in an emergency.

### Floor Warden's Responsibilities

Know all disabled persons on the floor (including those temporarily disabled, as with a bone fracture, etc.) and assign people who are capable of evacuating disabled employees down the Emergency Stairwells.

Instruct all employees on the floor as to the following:

Locations of Emergency Stairwells

Locations of Fire Extinguishers

Locations of Fire-Pull Stations

Never to use the Elevators during and alarm

Establish a meeting place outside the building where all employees should assemble for check-in.

Insure that no one re-enters the building.

### General Evacuation Procedure

In the event of an emergency or disruption to the Building's normal operation the first reaction should be to REMAIN CALM and CALL THE MANAGEMENT OFFICE to report the emergency this will set in motion several events simultaneously:

The immediate dispatch of qualified assistance for fire, medical or other emergencies.

A call to municipal assistance organizations, i.e., fire, police, EMS.

In the event it is necessary to evacuate part or all of the Building, remain CALM and LISTEN to the instructions being given over the public address system, and by the Building staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Ottawa Police or Fire Department representatives. Stairwell entrances are located on the north and south side of the Building's core in close proximity to the lavatories.

When using the Emergency Exit Stairwell, keep to the right so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of all personnel who may need assistance should be kept by the Floor Warden and be on file with the Management Office. In the event of an evacuation, those individuals should assemble near stairwell #2 to await evacuation by Rescue Personnel.

## Emergency – Fire (Continued)

### Plans For After Any Emergency

Pre-assign a coordinator who will act as liaison between your company and officials from the Fire Department and building personnel.

Establish a communications network in writing for all employees for passing-on important information. It should include names and telephone numbers of the people each employee is assigned to call. Employees should keep this information at home.

Notify Building Management when any information is changed.

### Fire Prevention

The following recommendations are made to assist you in disseminating a fire prevention program to your employees:

Never leave electrical appliances unattended.

Never use immersion-type heating devices.

Avoid electrical overloading and multiple plugs.

Do not use undersized or lightweight extension cords.

Never empty ashtrays or throw matches, cigarettes, cigars or pipe ashes into wastebaskets.

Report failure of any electrical outlets or lights to the Management Office.

Flammable liquids should be stored in a safe area away from heat sources.

Keep paper at least six to eight feet away from operating machinery.

Know the location and type of fire extinguishers in your premises.

Keep fire extinguishers in high hazard areas such as photocopy rooms and employee lounges.

Know the usable time limit of the fire extinguishers available to you.

Know exit locations.

Practice good housekeeping near your desk, in storage areas, in mechanical rooms and in the area of exit doors and hallways.

### Fire Safety

Place de Ville is equipped with two fire pumps, each capable of delivering water at the rate of 500 *gallons* per minute to the highest point of the Building. Our life safety system is state-of-the-art technology including smoke detectors, elevator recall, pull stations, sprinklers, tamper switches, etc.

### In case of fire

If you see or smell smoke, call SECURITY immediately.

If you see flames, evacuate your area immediately and CLOSE all doors behind you. DO NOT attempt to fight the fire, no matter how small; it may spread faster than you think, entrapping you and others. A safe and orderly evacuation is the first priority. If you have not heard a fire alarm announcement in the Building, ACTIVATE THE NEAREST PULL BOX, located near each stairwell entrance, by pulling the lever, and then call SECURITY.

If you are involved in a fire situation, remain CALM. Listen for information and instructions being announced over the Building's public address system.

At the direction of the Building staff or Fire Warden evacuate the floor via the Emergency Exit Stairwell proceeding as follows:

**Emergency – Fire (Continued)**

Check doors before opening them. If door or knob is hot, don't open it. If it feels cool, brace the door with your foot and open slightly to look for smoke and feel for heat. If the air appears to be cool, proceed into the stairwell. Walk down the stairs and exit the building. Assemble in groups with your Fire Warden for roll call.

Personnel needing assistance should assemble near stairwell #2 to await evacuation by Rescue Teams.

When all personnel have evacuated the floor, close the stairwell door. This prevents loss of pressure necessary to maintain clean air in the stairwells.

**Relocation and Evacuation in the Case of Fire Emergencies**

In order to ensure the safety of building occupants, it may be necessary to relocate or evacuate some, or all, personnel during emergencies. A schedule of designated relocation floors is provided to tenants in the annual training session and is also available by contacting the building management office.

A relocation, and if required, a full evacuation, must be an orderly and structured process. Upon a fire alarm, tenants and visitors should take the following steps:

Assist the Floor Warden in directing persons to the designated relocation floor.

If possible, close all doors, as this will slow the spread of fire.

Walk quickly; DO NOT RUN.

Keep to the RIGHT in halls and stairwells and stay in SINGLE FILE.

HOLD HANDRAIL when in the stairwell.

Merge alternately when two lines meet at various floor landings. Proceed in an orderly manner. DO NOT TURN BACK for any reason.

Before entering through a closed door, place your hand on the door. If the door is hot, DO NOT OPEN. You may be entering a fire or endangering the lives of the people in your charge. If there is evidence of fire or smoke on the designated relocation floor (doors warm, alarm is sounding on relocation floor, or smoke is present), continue down the stairs to the next "safe" floor.

Adhere strictly to the NO SMOKING rule.

KEEP CONVERSATION TO A MINIMUM.

DO NOT USE ELEVATORS. Elevators can spread smoke from floor to floor and potentially become a trap if impaired by smoke or fire damage. The Fire Department may also require the elevators to move equipment or rescue occupants.

Do not return to your floor until the All Clear announcement has been made.

If told to evacuate the building by Fire Department or Building personnel, exit via the stairwell to the street-level /lobby level, out the doors, and away from the building to your pre-arranged assembly point. Do not exit to the concourse or parking areas unless directed to do so.

**Evacuation in the Case of Blackout (Loss of Electricity)**

If a partial or complete loss of electrical power occurs backup generators will power certain building systems, including life-safety systems and some elevators, for emergency personnel use. Building management will determine the appropriate response to a loss of power. In general, the decision regarding the action to be taken in a blackout situation will depend on the estimated duration of the blackout.

Building Security will keep building occupants informed by using radios and/or the voice communication system. If building management has determined that the blackout will be short-term and no evacuation is necessary, Building Security personnel will announce that the blackout is temporary and will ask that building occupants remain calm and await the restoration of power. If the blackout is expected to last for an extended period, or its probable duration cannot be determined, the building manager may order evacuation of the affected areas.

If evacuation is deemed necessary, security officers will assist building occupants in evacuating the building.

To be successful and avoid panic and confusion, an evacuation in the case of blackout must be an orderly and structured process.

The evacuation will begin at the top of the building and proceed down to the lowest floor.

Building Security will announce the plan to evacuate over the voice communications system. Evacuation normally takes place one floor at a time.

Women should remove high-heeled shoes to make walking easier and less dangerous.

Personnel should remain calm and quiet, and move to the nearest fire exit. Do not attempt to use elevators.

If an individual on a floor is disabled or cannot walk down the stairs, a security officer will request that a co-worker stay behind with the disabled person until another means of evacuation becomes available. The security officer will inform Building Security of every person who is stranded on each floor.

When the security officer has determined that the evacuation of a floor is complete, he or she will notify Building Security and will then proceed to the floor below. The evacuation procedure is repeated for each floor until the affected floors are completely evacuated.

No one (other than emergency or repair personnel) will be permitted to enter the building until an all clear is declared and building personnel are permitted to return.

**Medical Emergencies**

In the event of a medical emergency or accident involving personal injury, call 911, and then call Building Security. Give the Security Officer the Tenant name, floor, location on the floor and the type of accident or medical emergency.

Security will respond immediately to your premises and will again summon the appropriate municipalities, EM'S, fire, rescue, or police.

**Medical Emergencies (Continued)**

**While waiting for Security:**

DO NOT move the injured person. Keep them warm and calm.

Advise your company safety coordinator.

Have someone from your office meet the emergency team at the freight elevator on your floor.

## Housekeeping

### Daily Services

Office areas are provided with janitorial service five days a week excluding holidays. Services include trash removal, dusting and vacuuming.

### Special Cleaning Services

Special cleaning services, such as furniture or carpet cleaning, are available by calling the Management Office at (613) 783-0930. There may be a charge for special cleaning services depending on the size of the job and type of cleaning needed. If you have any comments or questions regarding cleaning, please contact the Management Office.

### Recycling Program

Place de Ville is committed to both preserving our environment and reducing operating costs. Our recycling program is simple. The following paper products should be discarded in the blue recycling bins: white paper, colored paper, lined paper, envelopes, fax paper, computer paper, copy paper, stationary, and newspaper.

Other recyclables such as bottles, cans and plastics should be deposited in the main recycling centre which is to be centrally located in each tenants premises.

If you have any questions please call the Management Office.



## Central Building Services

### Heating, Ventilating and Air Conditioning (HVAC)

#### HVAC Services

If the temperature in your office needs adjustment, please initiate a request through the Management Office. Your request will be referred immediately to engineering personnel. The building systems are designed to keep the temperature between 70 and 74 degrees.

#### After Hours HVAC

Most leases provide for HVAC from 8:00 a.m. - 5:30 p.m. Monday through Friday. Certain leases provide that HVAC be routinely provided during non-business hours, but for most tenants, after hours HVAC is provided on the basis of a written request from the tenant. In general, tenants are billed for after hours HVAC on an hourly basis with a minimum of four hours. The rate at which tenants are charged is sometimes stipulated in the lease; if not, the tenant is charged at the building standard rate. After Hours HVAC is usually billed on a monthly basis.

### Elevators

Elevator service is available 24 hours a day.

The building is equipped with the latest in vertical transportation technology supplied by Otis Elevator. The office levels are each served by high-speed, 4,000 pound gearless passenger elevators

Six garage shuttle elevators serve the below grade parking levels from the concourse level

Elevators chime at each floor indicating a floor change to persons with a visual disability.

If you are detained inside of the elevator cab due to a malfunction, REMAIN CALM. Use the alarm button inside the elevator to signal your stalled status to the Security Console. You may also use the intercom on the right panel of the elevator to speak directly to the Security Desk and receive instructions on what to do.

Our elevator maintenance company will be immediately dispatched to correct the problem. Building staff will remain in constant contact to let you know what is being done.

## Financial Requirements

### Rental Payments and Miscellaneous Billings

In accordance with the lease, charges for rent are due and payable on the first day of the month without notice. You will receive separate invoices for miscellaneous charges such as repair service, overtime air conditioning, etc. Payments should be remitted to:

480 - 112 Kent Street  
 Ottawa, Ontario  
 K1P 5P2

To ensure proper handling, please include remittance copies of the invoices you are paying. If you have any questions regarding rent statements/payments, please call the Management Office at (613) 783-0930.

You have the following options from which to choose to make payments:

Option	Comments
<b>Electronic Funds Transfer - EFT                      (Our Preferred Option)</b>  <b>Pre-Authorized Payment</b>	Under the <b>Pre-Authorized Payment option</b> , once you have provided proper authorization to your bank, Brookfield would directly debit your bank account for the monthly charges.
<b>Direct Deposit</b>	Under the <b>Direct Deposit</b> option, you would instruct your Bank to electronically transfer funds directly to Brookfield's bank account.  The benefit to you of choosing either option 1 or 2 would be: Eliminate the process of producing manual cheques No additional payment charges Ensure payments are processed on time Avoid delayed or lost cheques  The processing is very simple and taken care of directly by your bank.
<b>Manual Cheque payment</b>	If you choose to continue issuing manual cheques, please note that as of <b>March 1, 2008</b> , all cheques must be made payable to: <b>Brookfield Properties Management Corporation</b>  and sent to <b>Brookfield Properties Management Corporation                      PO Box 3921                      Commerce Court Postal Station                      Toronto, ON                      M5L 1K1</b>  <u><b>Please note that no payments will be processed at the management office after March 1, 2008</b></u>

**Rental Payments and Miscellaneous Billings (Continued)**

We are confident that you will appreciate the convenience of EFT. If you choose the EFT option, please complete the EFT Authorization Form and forward it to the attention of:

**Orisa Jurczynszyn**  
**Brookfield Properties Shared Services**  
**181 Bay Street, Suite 200**  
**Toronto, ON M5J 2T3**

We understand that banking information is highly confidential. It will be used for the sole purpose of implementing this program.

If you have any questions or concerns regarding this matter, please contact David Naidu, Manager, Accounts Receivable, at 416-369 8273

## Building Rules and Regulations

### Building Rules and Regulations

Place de Ville is a Premier business address in Ottawa; as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in an orderly, clean, and desirable premises. We have endeavored to minimize our formal Rules and Regulations. However, in order to maintain the positive business environment, which initially attracted you as a tenant and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Please note that the term 'Tenant' as used in these Rules and Regulations includes its officers, agents, servants, employees, licensees and invitees.

**After Hours Entry:** Owner reserves the right after normal building hours to require that persons entering the Building identify themselves and establish their right to enter or to leave the Building.

**Animals & Bicycles:** Tenant shall not bring into the Building, or keep in or around the premises any insect or animal, or bicycles without the prior written consent of Owner (wheelchairs, seeing-eye dogs, and baby carriages excepted). Bicycle racks are provided on Service Level of the garage.

**Antennas & Wires:** Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building, without Owner's prior approval in writing. Tenant may operate personal radios and/or televisions inside the premises leased or occupied by it, provided noise from such equipment is not audible outside the premises.

**Blind Closing:** Each Tenant shall cooperate with Owner in obtaining maximum effectiveness of the cooling system by closing blinds or drapes when the sun's rays fall directly on windows of the premises leased or occupied by Tenant.

**Building Image:** Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization, or use the name of the Building for any purpose other than that of the business address of Tenant, or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, or notices, without Owner's expressed consent in writing, which consent may be unreasonably withheld.

**Entrance Obstruction:** Tenant shall not block or obstruct any of the public sidewalk entries, parking areas or courtyards adjacent to the Building, passageways, doors, corridors, elevators, elevator doors, freight elevator lobbies, hallways or stairways of the Building.

Tenant shall not place, empty, or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.

**Finish Materials:** All carpets, fabrics and furniture purchased for premises leased or occupied by Tenant shall conform to local and state fire codes.

**Flammable Fluids:** Tenant shall not bring into the premises or the Building any flammable fluids or explosives without written permission of Owner.

**Building Rules and Regulations (Continued)**

**Glass Panel Doors:** Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by Tenant. Tenant shall not permit, erect or place drapes, furniture, fixtures, shelving, display cases or tables, lights, signs or advertising devices in front of or in proximity of interior or exterior windows, glass panels, or glass unless the same shall have first been approved by Owner.

**Hand trucks:** Any hand trucks used in any space or public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, shall be equipped with rubber tires and safeguards.

**Large Item Disposal:** Tenant shall have the responsibility of disposing of crates, boxes, etc., which will not fit into office wastepaper baskets and other unusual waste. In no event shall Tenant set such items in public hallways or other areas of the Building, except within the premises leased or occupied by Tenant, for disposal. If Tenant wishes to dispose of such items prior to 6:00 P.M., it may do so by calling the Management Office to arrange for porter service.

**Locks:** No additional locks shall be placed on any door in the Building, which are incompatible with the master keying system. Owner may at all times keep a passkey to all leased or occupied premises. All keys shall be returned to Owner promptly upon termination of each lease.

**Material Movement:** The movement of furniture, equipment, machines, merchandise or material within, into or out of the leased premises and the Building shall be restricted to time, method and routing as determined by Owner upon request from Tenant, and Tenant shall assume all liability and risk to property, the premises leased or occupied by it, and the Building in such move.

**Owner's Reservation of Rights:** Owner reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in its judgment, its in the interests of all Tenants, and no alteration or waiver of any rule or regulation in favor of one Tenant shall operate as an alteration or waiver in favor of any other Tenant. Owner shall not be responsible to any Tenant for the non-observance or violation by any other Tenant or any of the rules of regulations at any time prescribed for the Building.

**Plumbing Systems:** The plumbing facilities, lavatories and janitor closets shall not be used for any other purposes than for which they are constructed, respectively, and no rubbish, rags, sweepings, and/or any other harmful damaging or foreign substance of any kind shall be thrown in them, and the expense or any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

**Premises Infestation:** If the premises become infested with vermin due to Tenant deliveries or acts or omissions of Tenant, Tenant at its sole cost and expense, shall cause such premises to be exterminated from time to time, to the satisfaction of Owner and shall employ such exterminators as shall be approved by Owner.

**Quiet Enjoyment:** Tenant shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the leased premises or the Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.

**Roof Access:** Admittance to the roof of the Building is done only upon the written consent of Owner.

**Building Rules and Regulations (Continued)**

**Sales or Auctions:** No space in the Building shall be used for manufacturing, public sales or auctions.

**Signal Communication:** If Tenant desires signal communication, alarm or other utility or service connections installed or changed, such work shall be done at the expense of Tenant, with the prior written approval and under the direction of Owner.

**Signs & Advertising:** No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant in or on any part of the outside or inside of the Building or parking facilities without prior written consent of Owner.

**Smoke Free:** Place de Ville is a smoke free building; smoking is prohibited in the Building lobby and other common areas, all elevators, rest rooms, the elevator lobby on each floor (even if such floor is occupied by only one Tenant) and the parking garage.

**Soliciting & Peddling:** Canvassing, soliciting, peddling, and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to the Management Office.

**Weapons:** Owner has the right, but not the obligation, to restrict Tenant from bringing into the Building, or keeping on the premises, any weapon including but not limited to firearms, knives, shotguns and similar items.

**Biohazards:** Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with an certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.

The building prohibits smoking within a 9 metre radius of all entrances and exits. Vapor/electronic cigarettes are prohibited from use within the building.