



YONGE
CORPORATE
CENTRE

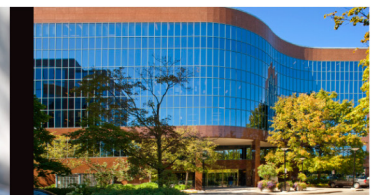
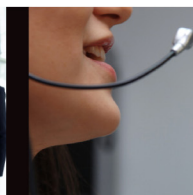
TENANT MANUAL





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WELCOME TO YONGE CORPORATE CENTRE

On behalf of Cadillac Fairview Corporation we are pleased to welcome you to Yonge Corporate Centre.

YCC is one of North Toronto's premier office towers whose employees are dedicated to your total satisfaction. We have prepared this guide to answer many of the most commonly asked questions regarding building operations, systems and the numerous amenities in and around YCC. We strongly encourage you and your staff to familiarize yourself with the services and operations of YCC and we hope you find this helpful and informative. Please retain this manual for future reference as it will be amended and updated time to time.

Studies show that more than half of all adult waking hours are spent in work related activities. YCC is designed to be a pleasant and productive business home during these hours by providing a quality and efficient working environment for business's and its employees.

We are proud you have chosen the Yonge Corporate Centre and look forward to a long and mutually beneficial relationship. We welcome your comments and encourage you to discuss with us any suggestions as to how we may improve our services:

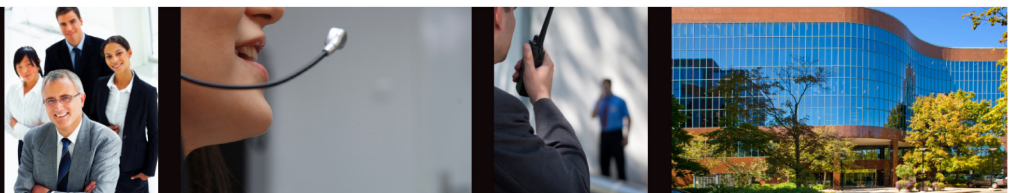
The Cadillac Fairview Corporation Limited
4100 Yonge Street, Suite 412, Toronto, Ontario M2P 2B5
Phone: (416) 222-5100 Fax: (416) 222-8452

THE CADILLAC FAIRVIEW CORPORATION

Cadillac Fairview is one of North America's largest investors, owners and managers of commercial real estate. For over 50 years Cadillac Fairview has been leading the way in commercial real estate with innovative design, development and management.

An enthusiastic desire to understand and meet the needs of our office tenants drives the Cadillac Fairview team to create exciting professional hassle-free office environments. A continued focus on anticipating and satisfying the evolving needs of our office customers defines the Cadillac Fairview approach to delivering relationships.

Cadillac Fairview focuses on high quality retail centres and office properties in Canada and the United States. It also oversees equity investments in real estate companies and international investment funds. With a portfolio valued at over \$11 billion, Cadillac Fairview and its affiliates own and manage over 100 properties, including some of Canada's landmark developments such as Pacific Centre Mall, the Toronto Eaton Centre, Sherway Gardens, Toronto-Dominion Centre, Le Carrefour Laval, and Pacific Centre. Cadillac Fairview is wholly-owned by the Ontario Teachers' Pension Plan Board, which invests to secure the retirement income of 300,000 active and retired teachers in Ontario.





YONGE CORPORATE CENTRE BUILDING HOURS

Hours of Operation

9:00 AM to 5:00 PM, Monday to Friday

24 / 7

Administration & Maintenance

Fax Number

Building Security (After hours)

(416) 222-5100

(416) 222-8452

(416) 222-4993

Daily Access Hours

Monday - Friday:

06:30 am –6:00 Open Access Policy, All doors open

Weekends and Holidays: Security Card Access Only

After Hours Access

6:00pm – 6:30am Monday to Friday and 24 hours on Saturday, Sunday and Statutory Holidays. Access into YCC will be by access cards only.

Individuals without an access card will not be granted access unless an authorized employee accompanies them, the Security Desk has received a letter with appropriate authorization or the tenant's after hours contact person authorizes the access. If an occupant forgets his/her access cards, a doorbell is located at the front door handicapped entrance. All occupants are required to sign in and out after hours. This is done at the sign-in card reader at the 4100 Yonge Security Desk.

A written request or email is necessary from an authorized representative for a Base Building Access Card. A charge of \$15.00 plus administration fees and applicable taxes is required for each card issued. If a card is lost or stolen, please contact the Security Desk at (416) 222-4993 immediately. This will assist us in ensuring that unauthorized access is not permitted. If a card is broken or damaged a request from an authorized representative is needed for the replacement. A charge of \$15.00 plus administration fee and applicable taxes will apply.

Pass card Issuance Hours

Monday and Wednesday 10:00 am -11:00 am or by appointment.

The pass card office is located in the concourse level at 4100 Yonge in the corridor opposite the escalator.

Yonge Corporate Centre will be closed on the following holidays. Access will be provided by pass card only and there will be no janitorial or operations staff on site.

New Years Day

Family Day

Good Friday

Victoria Day

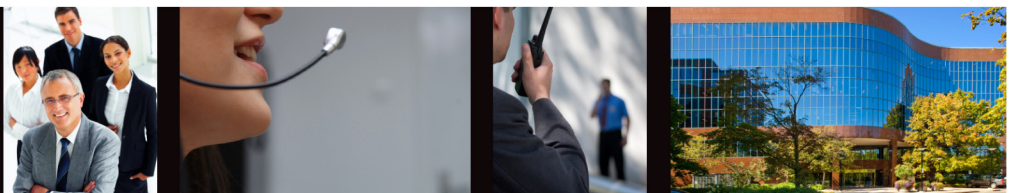
Canada Day

Civic Holiday

Labor Day

Thanksgiving Day

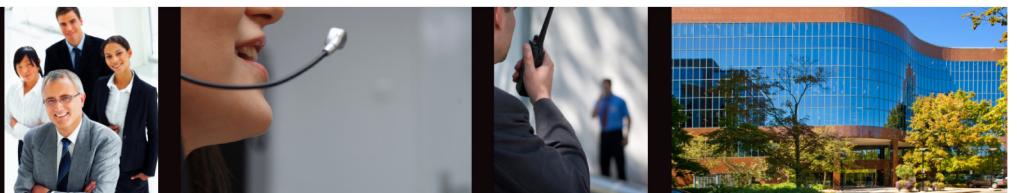
Christmas Day





MEET THE TEAM

Patricia Poyntz poyntzp@cadillacfairview.com	General Manager	(416) 250-3144
Gino DiTomasso gino.ditomasso@cadillac.com	Operations Manager	(416) 250-3146
Domenic Maggio maggiod@cadillacfairview.com	Property Accountant	(416) 250-3145
Sebastian Irimescu irimescus@cadillacfairview.com	Revenue Coordinator	(416) 250-3147
Emma Tagg tagge@cadillacfairview.com	Administration Assistant	(416) 222-5100
Kevin Wylie kevin.wylie@cadillacfairview.com	Manager, Security & Life Safety	(416) 224-7675
Connie Rubino connie.rubino@cadillacfairview.com	Parking Administrator	(416) 224-7665
CF Security Desk (24 hours)	4100 Yonge Street Lobby	(416) 222-4993





BUILDING SECURITY

For immediate Security Response, call (416) 222-4993.

Cadillac Fairview places a high value on the safety and security of our tenants. The following security programs, enhancements and building features are all evidence of this:

Manager, Security & Life Safety:

Cadillac Fairview employs an in-house Manager, Security & Life Safety at YCC. The Manager's job is to manage and continuously train contract security staff in emergency response, asset protection and customer service to name a few. In addition, he is responsible for enforcement of fire & building code regulations, evacuation warden training and drills, health & safety requirement for our employees, tenants and contractors and other safety programs. He functions as the incident commander during a building emergency (fire alarm, medical, and bomb threat.) The Manager of Security & Life Safety also has a mandate to provide Best in Class Customer Service.

Security Patrols:

Yonge Corporate Centre Security, perform continuous patrols of our buildings and parking facilities. While on patrol, officers assist tenants as required, ensure safety standards are met and help deter criminal activity. All officers receive ministry legislated training as well as customer service and Serve and Secure training.

Safe Walk Program:

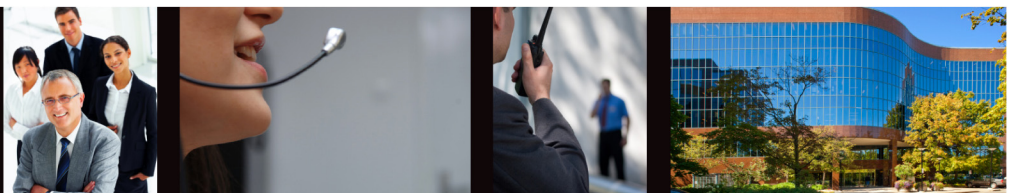
After normal business hours, a security officer will be available to escort you to your vehicle or transit. The officer will wait with you to ensure your safety. Just call ahead to Security (416) 222-4993 to arrange for a "Safe Walk."

Telecheck:

In keeping with providing our tenants with a safe and healthy environment, YCC offers after-hours telechecks, an hourly telephone check-in with the occupant and security for those working alone in their suite. Please call (416) 222-4993 to arrange.

Security Operations Centre:

Yonge Corporate Centre's Security Operations Centre (416) 222-4993 is located in the main lobby at 4100 Yonge Street and is manned 24/7 by trained security staff. Security staff monitors CCTV, life safety & access control systems 24/7. The phone line is dedicated to receiving security and emergency calls. Security personnel have immediate access to radios in order to quickly dispatch operations or janitorial staff in the event of a crisis or emergency.





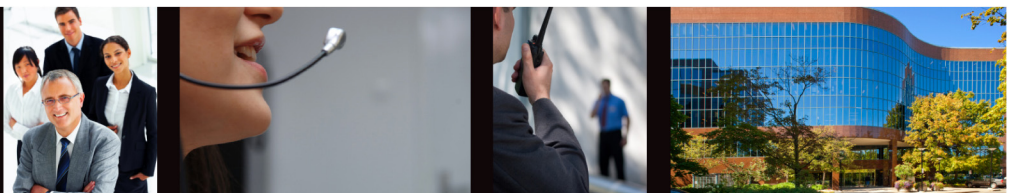
Fire & Security System:

All buildings are fully sprinklered and are equipped with fire detection devices and monitoring systems that meet Fire Code Regulations. In addition, the Security & Life Safety Manager facilitates monthly and annual testing of the fire alarm and life safety equipment as required to ensure they are in proper working order. All buildings use a card access at the front entrances, all parking vestibules and elevators in order to prevent unauthorized personnel from entering our buildings or tenant space after hours.

Life Safety & Emergency Training:

Yonge Corporate Centre has prepared a Fire Safety Plan/Evacuation Warden Training Manual specifically designed for the tenants, patrons and visitors to the property. Emergency preparedness seminars are scheduled periodically in order to educate new staff or as a refresher for existing staff on emergency procedures.

For more information regarding the security services, please call our Manager, Security & Life Safety, Kevin Wylie at (416) 224-7675.





JANITORIAL SERVICE

The janitorial service at YCC is provided by Omni Facility Services, a private, contracted cleaning company. Daily janitorial service is provided Monday through Friday, to clean Tenant premises and all common areas, including lobbies and washrooms. Cleaning service to your office is not provided on weekends or holidays.

Cleaning is scheduled to occur between 5:00 p.m. and midnight and vacuuming will be scheduled between 7:00 p.m. and 11:30 p.m. Nightly services include:

- Empty all wastebaskets and remove garbage;
- Perform dusting of all visible desk areas;
- Carpet sweep in between full vacuums;
- Mop tile floors areas;
- Spot clean walls and doors.

Cleaning staff will not dust desks covered with papers. When dusting is desired, please stack papers to one side of your desk. For security and safety reasons, cleaning staff have been instructed not to touch computer equipment or other items on top of desks and credenzas.

Carpet stain removal and/or full carpet cleaning is the Tenant's responsibility.

From 8:00 a.m. – 5:00 p.m. daily janitorial staff members clean and service washrooms and other common areas throughout the building. They are also available for incidental services such as special cleaning prior to an important meeting, or immediate removal of cardboard boxes, blue bins and/or garbage.

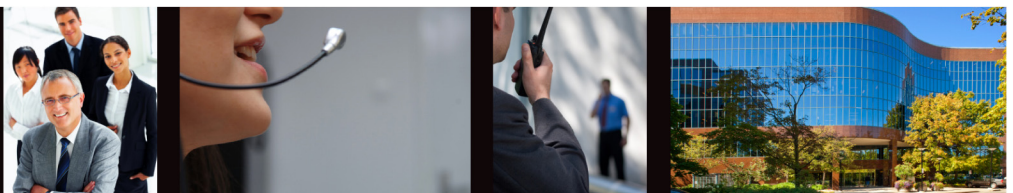
Green Initiatives at Yonge Corporate Centre

Green Cleaning:

YCC has a comprehensive green cleaning program in place for each one of the buildings located at **4100, 4110** and **4120** Yonge Street. Green cleaning refers to the use of environmentally friendly cleaning products and practices. All cleaning products used in the buildings are either Green Seal or EcoLogo certified and a training program is in place to educate cleaning staff on the use of these products. (EcoLogo is a Canadian certification program for environmentally friendly products.) Cleaning solutions are also more concentrated to reduce packaging. The use of green cleaning products minimizes the harmful impact of chemical contaminants on the quality of the indoor air of an office and helps create a healthier workplace for both the cleaning staff and building occupants.

Waste Reduction:

YCC currently uses a single stream recycling system. This program allows individuals to place all dry, non-contaminated recyclables (all paper fibre, cardboard, metal cans, tin cans, aluminum cans, glass and plastic bottles and containers) into the blue recycling bin provided at your desk. The co-mingled material is transported to a state-of-the-art single stream material recovery facility (MRF). At this facility, all co-mingled recyclables (metal, plastic, paper, etc.) are separated utilizing both state-of-the-art technology and manual physical separation. YCC's average monthly diversion rate (the amount of material diverted from landfill) is approximately **82%**. This means that, with the tenants' assistance, Yonge Corporate Centre is able to send less than **18%** of the total volume of waste generated at YCC to landfill.





PARKING AND TRANSPORTATION

Location: Yonge Street north of York Mills, south of Highway 401.

Transportation Access: Access to Highway 401 in less than one minute. Traffic light at Yonge Street intersection ensures easy access into and out of Yonge Corporate Centre.

TTC Connections: Climate-controlled tunnel provides direct access to the York Mills subway station. Tunnel is open Monday – Friday from 6:00 am. – 12:00 pm, Saturdays from 8:00 am – 11:30 pm and Sundays from 9:00 am. – 9:30 pm.

GO Buses: York Mills subway station.

Underground Parking: Unreserved rate \$120.91 (taxes included), Reserved is \$203.40 (taxes included). Prices subject to change.

UNDERGROUND PARKING RATES December 2010	
1 Hour or less	\$ 3.75
1 ½ Hours or less	\$ 5.75
2 Hours or less	\$ 7.25
2 ½ Hours or less	\$ 8.25
3 Hours or less	\$10.25
Over 3 Hours Exiting before 6:00PM	\$12.00
Over 3 Hours Exiting after 6:00PM	\$15.00
Night Rate Cars Entering after 6:00PM and Exiting before 7:00AM	\$ 5.00
st Ticket Pays Maximum Daily Rate	\$15.00

SURFACE LOT PARKING RATES

\$2.00 per ½ hr

Maximum daily rate is \$20.00

Please note that surface lot is intended for short term parking only.

Parking enforcement of the surface lot is provided by the Toronto Parking Authority.

Handicap parking is available above and below grade.

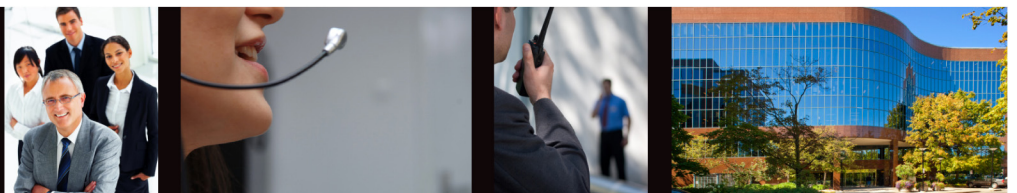
Parking Office

Telephone: (416) 224-7665

Hours: 8:30 – 4:30

Location: 4100 Yonge Street, P1 Level, near exit gates.

In order to protect the encoding of your parking tickets it is important to keep your card away from electronic and/or magnetic devices at all times. If your ticket gets close to a cellular phone, other cards with a magnetic strip, wireless handheld (i.e. Blackberry) or electronic devices, your parking ticket will become unreadable. Credit Cards Not Accepted at Entry Gates, please pay for ticket at Paystation prior to leaving.





RESTRICTED PARKING/LOADING DOCK

There is a loading dock at the rear of each building to facilitate short term parking for tenant deliveries. Please note the loading dock is monitored continuously to prevent abuse of this parking privilege. All deliveries must check in with Building Security at the designated location.

Loading dock/freight elevators bookings must be coordinated with the Manager, Security and Life Safety, Kevin Wylie who can be reached at (416) 224-7675 or email Kevin.Wylie@cadillacfairview.com.

All large moves must be done after normal business hours. Monday - Friday before 8:00 am after 6:00 pm or on Saturday & Sundays after 8:00 am.

Please note that City of North York noise regulations are in affect after hours in regards to work and deliveries.

Shredding companies are not allowed to shred on site due to noise and fume restrictions.

Dock Restrictions: Overhead Door Height 12 feet

4100 Yonge Street Service Elevator Dimensions:

Door Dimensions: 42 x 84

Cab Dimensions: (WxDxH) 80"x56"x95"

Note: Car #4 Top Hat

4110/4120 Yonge Street Service Elevator Dimensions:

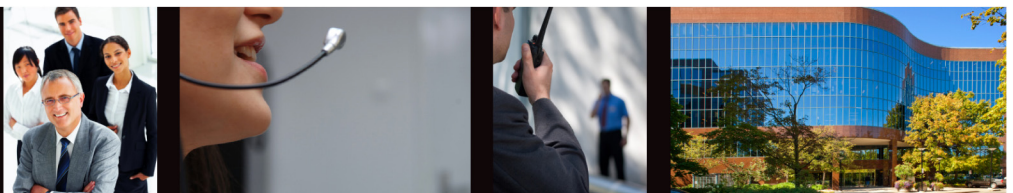
Door Dimensions: 54 x 96

Cab Dimensions: (WxDxH) 65"x84"x113"

Bicycles

Above-ground bicycle racks are located just outside each building entrance at 4100, 4110 and 4120 Yonge Street. Each rack can accommodate five (5) bicycles with additional wall-mounted racks available on the P-2 Level of 4100 Yonge Street (adjacent to the exit ramp). For more information, please call Security.

Each cyclist is responsible to provide their own lock. Please note, Building Management will not assume responsibility for loss and/or damage.





AVAILABLE SERVICES

For more information regarding these services, please call the Building Management Office at (416) 222-5100.

**Please note that these services may be subject to additional charges. We would be pleased to offer you a quote in that regard.*

General Maintenance

- Specialty Lighting*
- Temperature Adjustments
- Repairs to Door and Hardware*
- Plumbing Requests*
- Key Cutting and Lock Work*
- Moving Services*
- After-hours HVAC (heating, ventilation and cooling*)
- Loading Bay Deliveries to Tenant Suite
- Elevator Deficiencies/Repairs
- Battery Recycling*

Janitorial Services

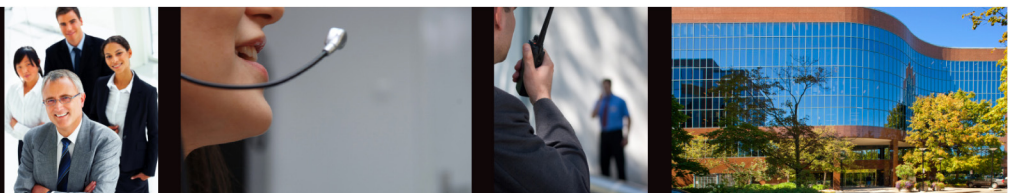
- Supply Dumpsters
- Vacuum and Dusting
- Garbage and Recycling Removed*
- Partition Glass Cleaning*
- Drapery/Blind Cleaning*
- Upholstery Cleaning*
- Fridge or Microwave Cleaning*
- Dish Washing*

Security and Life Safety

- Security Access Cards*
- After-hours Security Access*
- SAFE WALK Program (security escort to your car or bus stop)
- Security Consultation
- Security Card Audit
- Lunch N' Learns
-

Contractor & Supplier Recommendations

- Electrical Work*
- Painting, Carpentry, General Contractors, Design*
- Interior Plant Maintenance*
- Moving Companies*
- Pest Control*
- Paper Shredding*
- Computer and Office Equipment Cleaning and Service*
- Fire/Flood and disaster restoration*





ESERVUS CONCIERGE SERVICE

The Eservus Concierge Service concept was conceived out of a desire to take customer service in an office tower to new levels. Many of us spend far more time at work than at home, so why not make the office environment friendlier, more comfortable, and definitely more efficient? Eservus Concierge Service will save you time and money by providing executive business services that would normally occupy valuable time of in-house staff or require expensive outside assistance.

Eservus provides access to a myriad of services from entertainment and meeting planning to accommodations for your out-of-town clients. Assisted by an extensive array of industry and hospitality contacts, the Eservus Concierge Service is a valuable business asset. The following is a brief list of the types of services that are available from the Concierge.

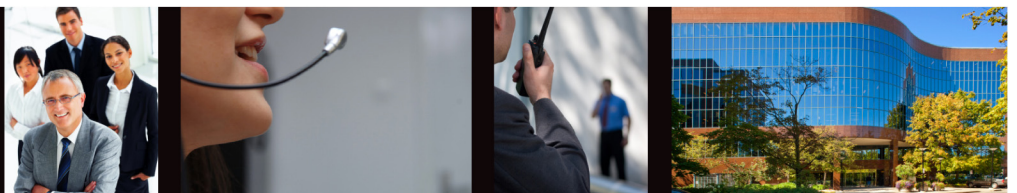
Your Concierge looks forward to answering any questions you may have regarding this convenient service.

Individual Services

- Ticket Purchases for Select Events*
- Floral Arrangements/Gift Baskets/Balloons
- Weekend Getaways/Destination Information
- Hotel and Bed & Breakfast Accommodations
- Leisure Activities: Canoeing, Hiking, Wine Tasting, Etc.
- Information on Events, Attractions, Theatre, Sports and Concerts
- Restaurant and Entertainment Recommendations and Reservations

* Tickets will be delivered to the YCC Management Office for pick up and you will be contacted upon their arrival.

For more information regarding how our Concierge Services can assist you, please call Eservus at (416) 598-8888 or visit www.yongecorporatecentre.com and click on concierge.





COMPLEX AMENITIES

Marcello's Deli & Market	(416) 222-6363	Catering Available
Tim Horton's	(416) 913-7627	Catering Available
Gateway Newsstands	(416) 224-1384	
Dr. Belzycki (dentist)	(416) 733-3113	
Auto Groom (car wash)	(416) 622-1943	
Nature Trail	Directory located between 4110/4120 Yonge Street.	
ATMs	Located in the Concourse	
AUBERGE du POMMIER	(416) 222-2220	

An exquisite French restaurant constructed around the rustic vestiges of two 1860's woodcutter's cottages. Three cozy wood burning fireplaces in the winter and lush garden terraces in the summer. Inspired modern French cuisine, seasonal tasting menu, and a 500 label wine selection has something for every palate. Newly renovated private dining rooms offer stylish, sophisticated entertaining lunch and dinner. Exclusive openings Saturday afternoons and Sundays. For more information, please visit www.oliverbonacini.com

YCC Fitness Facility

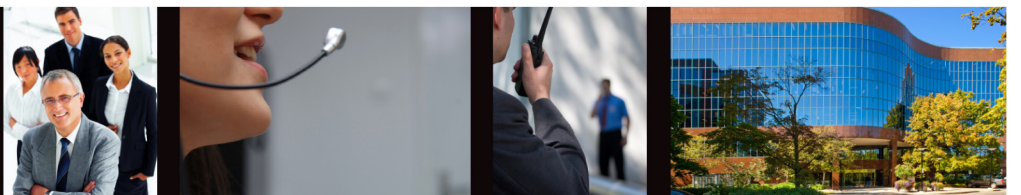
4110 Yonge Street, Concourse level. Membership limited to YCC tenants only. Initiation Fee \$200.00 plus a Monthly Fee of \$25.00 plus applicable taxes. Rates subject to change. Hours of Operation: Monday – Friday 6:30 am – 8:00 pm. Saturday 6:30 am – 3:00 pm. Sunday and Statutory Holidays closed. Showers and day lockers provided.

Equipment includes:

- 1 Four Stack Multi-Station
- 4 Dumb Bell Racks
- 2 Treadmills
- 2 Stationary Bikes
- 1 Stairclimber
- 2 Benches
- 1 Curl Bar Rack
- 1 Precor Elliptical
- Rowing Machine

Evangel Temple

Located at 4190 Yonge Street.
 Sunday morning classes: Bible Study, 9:30 a.m.
 Sunday morning service: 11:00 a.m.
 Wednesday elective classes: 7:00 p.m. Open to everyone.
 For more information, please visit www.evangeltemple.ca





St. John's, York Mills Anglican Church

Located at 19 Don Ridge Drive

Services: Sunday Mornings 8:00, 9:30 and 11:00 am.

This historical building is just a short walk up the pathway across the road from YCC. Free Spring/Fall Lunchtime Concerts.

For more information, please visit www.stjohnsyorkmills.com

Remembrance Day Services

Conducted by St. John's York Mills Anglican Church

Concourse Level, 4110 Yonge Street

Don Valley Golf Course

(Open to Public)

4200 Yonge Street

(416) 392-2465

LOCAL BANKS

Bank of Montreal:

3320 Yonge Street

(416) 488-5179

Royal Bank of Canada:

3224 Yonge Street

(416) 974-3600

Scotia bank:

3446 Yonge Street

(416) 485-7436

TD Canada Trust:

3415 Yonge Street

(416) 487- 1537

CIBC:

3256 Yonge Street

(416) 488-1155

NEARBY HOTELS

Hotel Novotel Toronto North York:

3 Park Home Avenue

(416) 733-2929

Crown Plaza Toronto Don Valley:

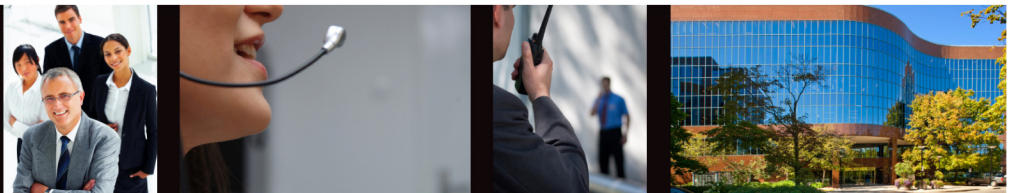
1250 Eglinton Avenue

1 877-474-6835

Westin Prince Hotel:

900 York Mills Road

(416) 444-2511





EMERGENCY PREPAREDNESS

Cadillac Fairview's security strategy is "to provide our tenants, customers and partners the safest and most secure environment possible in which to work and conduct business."

The Fire Safety Plan Evacuation Warden Manual is a condensed version of the overall Emergency Response Plan of YCC. This manual is used by our Tenants to educate and train their Internal Response team and other staff in the event of a fire, medical emergency, bomb threat, elevator entrapment etc.

In addition to the Manual, semi-annual Emergency Evacuation Warden Training is provided by the Manager, Security & Life Safety.

The Manager, Security & Life Safety is available to conduct specific training seminars and consultation to individual tenants upon request in addition to semi-annual and annual training.

Each floor of YCC is equipped with heat and smoke detectors. These monitoring devices will detect a fire in the building; register its location on an annunciator panel located at the entrance of each lobby and activate the fire alarm.

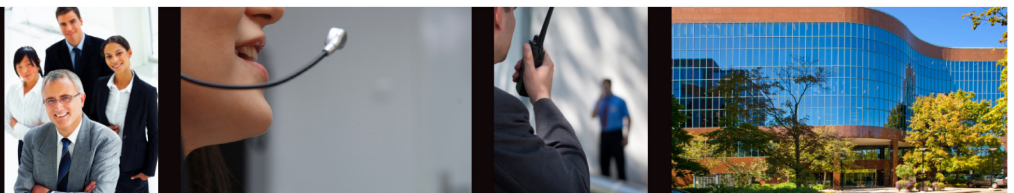
YCC is fully sprinklered. A wet type sprinkler system is provided from the concourse level through to the 6th floor. Dry sprinkler system coverage is provided in the three levels of underground parking and loading dock. Water flow switches and alarm pressure switches which detect water flow (sprinkler head activated), are connected to the fire alarm system. All sprinkler control valves are located in the sprinkler room and janitor closets. A wet standpipe system is provided throughout all buildings.

Fire hose cabinets are strategically located throughout the building and are equipped with an ABC multipurpose type extinguisher and 75 -100 ft of hose.

Siamese connects are strategically located at the exterior of all buildings. These connections are used by the Fire Department to augment the standpipe system with water and pressure.

While YCC was designed to be as fire proof as possible, the possibility of a fire occurring does exist. Therefore, emergency fire and evacuation procedures for the building have been established. It is the responsibility of all building occupants to become familiar with them.

- Each Tenant should have at least one Evacuation Warden and one Back-Up Warden. It is recommended that these individuals wear some sort of identification, i.e. reflective arm band, vest or hat.
- The orders of the Evacuation Wardens must be obeyed during an emergency.
- It is recommended that Evacuation Wardens attend the Evacuation Warden Training Seminars.





EMERGENCY PREPAREDNESS - GENERAL INFORMATION

- Persons found on a floor other than their home floor become the responsibility of that floor's Warden.
- Elevators will be called to the ground floor when the fire alarm is activated. However, if the alarm is coming from the ground floor, the low-rise elevators will "home" to the 2nd floor. Any persons found in an elevator during an alarm should continue to evacuate the building when reaching the ground or second floor.

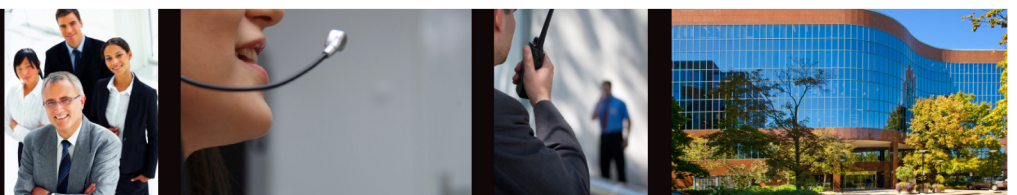
EVACUATION WARDEN RESPONSIBILITIES/DUTIES:

The primary duties of the Emergency Response Team is to ensure an orderly and prompt evacuation, and, when necessary, to coordinate the assignment of additional persons to evacuate those in need of physical assistance.

The size of an Emergency Response Team will depend on the size of the area controlled by the Tenant.

Responsibilities:

- Attend Annual Evacuation Warden training presented by Building Management.
- Understand the evacuation procedures for the building.
- Know what action is required in the event of an alarm sounding.
- Ensure all floor occupants understand the procedures to be followed during a fire emergency.
- Acquire detailed knowledge of the floor. (stairwell, pull stations and fire extinguisher locations, etc.)
- Know the building crossover/re-entry floors.
- Keep current a list of all persons requiring assistance and their designated "buddies" and ensure Building Management is advised immediately when changes occur.
- Ensure all aisles, corridors and exits are kept free of obstructions.
- Inform new employees of the Emergency Procedures and their duties, if any, in the event of an emergency.
- Coordinate with other Evacuation Wardens on multi-tenant floors.
- Maintain a list of hazardous materials on your floor and provide the list to Building Management.





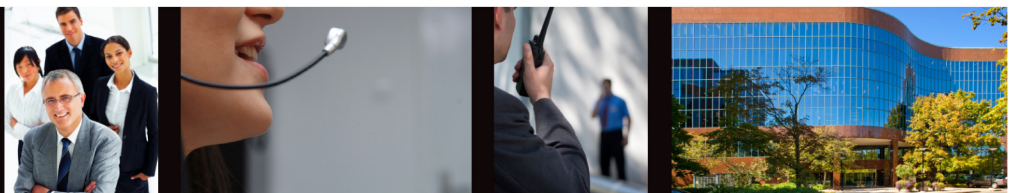
Duties:

(First Stage) Intermittent Fire Alarm Signal:

- Prepare for possible floor evacuation.
- Put on Evacuation Warden identifier i.e. Reflective armband, vest or hat.
- Conduct systematic check of the floor
- Meet with all other Wardens and “buddies” at designated location to report status of area(s) just checked.
- Ensure all Emergency Response Team positions are filled.
- Confirm number and locations of Persons Requiring Assistance (PRAs).
- Check stairwells for smoke or fire.
- Do not active pull station unless smoke is found.

(Second Stage) Continuous Fire Alarm Signal:

- Immediately put on Evacuation Warden identifier.
- Work with other Wardens to quickly check all areas including offices, washrooms, storage areas, conference rooms, etc. to ensure no one is left behind and closing doors once the space has been cleared.
- Ensure all Persons Requiring Assistance (PRAs) and their “buddies” are together.
- Persons Requiring Assistance (PRAs) should be evacuated last, so as not to cause congestion in the exit stairwell.
- If the fire is in your immediate area and you cannot evacuate a Person Requiring Assistance, move them to a safe unaffected area, preferably a floor below the fire. Once you have evacuated, notify the Fire Department or Building Management as to their location.
- Upon evacuation of the building, please report that status of your floor to Building Security at ground level.
- Report anyone refusing to leave to the Security Officer at ground level when reporting your floor status.
- Proceed to your designated area as far away from the building as possible.
- Meet with other Evacuation Wardens and gather all information regarding the emergency.
- DO NOT RE-ENTER the building until the “all clear” has been given by the Fire Department or Building Management.





GENERAL PROCEDURES

If you discover a fire, activate the nearest pull station, notify the Evacuation Warden(s) of the location of the fire and proceed to the nearest stairwell and evacuate to ground level and exit the building. NOTE: DO NOT USE ELEVATORS.

If instructed to leave the building by Building Security or Fire Department Personnel, remain outside the building until you are told it is safe to return.

In the event of a fire alarm of any sort, whether it is smoke detection, heat detection, sprinkler head activation or a pull station, the evacuation system will automatically put the building in a fire mode and the following sequence will take place:

- An alarm sounds;
- All mechanical air handling systems shut down;
- All maglocks release;
- All elevators ground.

OCCUPANT RESPONSIBILITIES

For the safety of yourself and others in the event of a fire, it is important that you are aware of your responsibilities. As an occupant of the building, you must know the following:

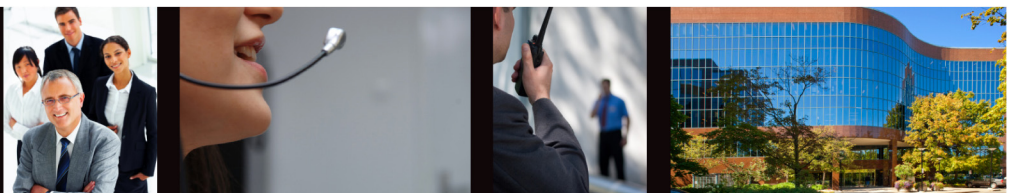
- The name(s) of the Evacuation Wardens on your floor(s). This information should be posted. During an emergency, the Evacuation Wardens are in charge.
- The nearest exit, fire alarm pull station, fire extinguisher on your floor as indicated on the floor plan.
- The nearest crossover floor.
- The difference in the buildings' two tone alarm system:

ALERT TONES	Intermittent tones
EVACUATION TONES	Continuous tones

PROCEDURES FOR ALL OCCUPANTS

If an alarm sounds on your floor, stop what you are doing:

- DO NOT attempt to remove any articles other than handbags etc.
- DO NOT talk unnecessarily so that additional instructions can be heard.
- DO NOT attempt to use the elevators.
- DO NOT stop evacuating the building if the alarm stops
- DO NOT reenter building until All Clear is given by TFD or Building Management.
- DO practice fire prevention at all times.
- DO remain calm.
- DO NOT carry a coffee cup
- DO wear supportive footwear

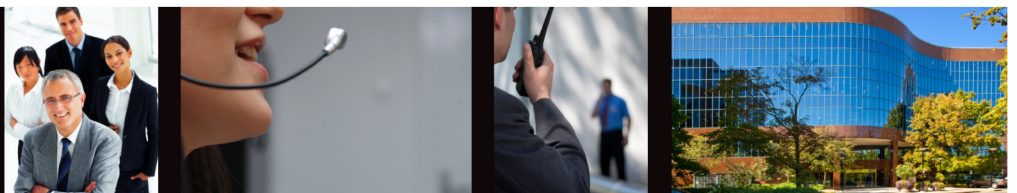




PERSONS REQUIRING ASSISTANCE (PRA's)

Cardiac patients, disabled persons, pregnant women and people with injuries are all examples of persons who may require assistance.

- Those requiring assistance must ensure their Evacuation Warden is aware of their presence.
- Evacuation Wardens must ensure that the Building Management staff is aware of any person normally working in their area who may need assistance in the case of an evacuation.
- All persons requiring assistance should have a “buddy”. Buddies and the person they will assist should agree beforehand on how they will evacuate down the stairwells if the need arises.
- Evacuation Wardens must ensure enough people are available to assist in evacuating all persons requiring assistance in one trip.
- Unless there is an immediate and apparent danger in a given area, PRA's and their buddies will wait adjacent to a stairwell. These persons will be recovered via an elevator by the Fire Department personnel.
- If an unlisted person requiring assistance is present in your area, the Evacuation Warden will enlist as many people as necessary. If your floor is being evacuated, the Evacuation Warden will notify Building Security of any Persons Requiring Assistance.
- Follow the advice and wishes of persons in need of assistance as long as their safety and yours are not jeopardized.





BOMB/BIOLOGICAL AGENT THREATS

In the event of a bomb threat, evacuating the tenants from the potential danger area is the highest priority. Upon actual receipt of a bomb threat, use the following checklist as a guide in acquiring and recording information concerning the caller and the device.

Questions to Ask:

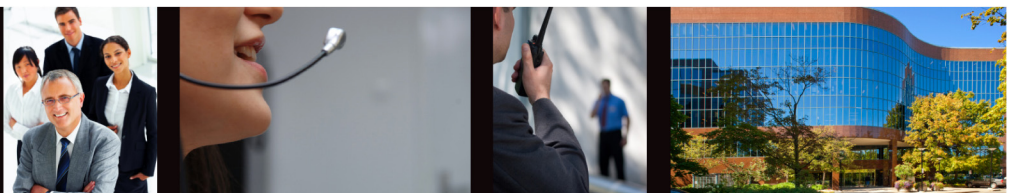
- What time will the bomb explode? _____
- Where is it? _____
- Why did you place the bomb? _____
- What does it look like? _____
- Why did you place the call? _____
- Where are you calling from? _____
- Do you represent a political group? _____
- What is your name? _____

Pertinent Data:

- Date: _____
- Time Call Received: _____
- Exact Words Said: _____
- _____
- Background Noises: _____
- Duration of Call: _____
- Line Call was received on: _____
- Location of Telephone: _____
- Receiver of Call: _____
- Position of Receiver: _____
- Who Notified: _____
- Time Notified: _____

Identifying Characteristics:

- Sex of Caller: M F
- Estimated Age: _____
- Accent (English, French, etc.) _____
- Voice (Loud, Soft, Deep etc.) _____
- Speech (Fast, Slow, etc.) _____
- Diction: (Good, Nasal, Lisp, etc.) _____
- Manner: (Calm, Emotional, Vulgar, etc.) _____
- Was caller's voice familiar? (specify) _____
- Was caller familiar with the area? _____





Procedure following notification of Police and Building Security:

- 1) Notify Supervisor or Warden to declare a standby alert.
- 2) Remain calm and await the arrival of Emergency Personnel.

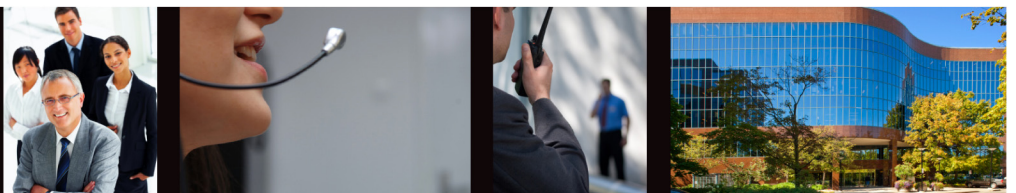
If Ordered to Evacuate:

- 1) Gather up purses, briefcases and bags.
- 2) Evacuate floor as directed by Emergency personnel.
- 3) Proceed to ground level and EXIT the building.

DISCOVERY OF SUSPICIOUS PACKAGE

If you discover a suspicious looking package:

- DO NOT TOUCH THE PACKAGE,
- Clear the immediate area around the package, and
- Notify the Toronto Police Service at 911 and Building Security at (416) 222-4993 giving the following information;
 1. company name and location,
 2. floor number where the suspicious looking package has been discovered,
 3. details of suspicious package, and
 4. your name and telephone number





NON-EVACUATION EMERGENCY PROCEDURES ILLNESS OR INJURY

1. Notify the Metropolitan Toronto Ambulance Services at (416) 489-2111 or 911 and give the following information:
 - a) BUILDING NAME AND ADDRESS
 - B) FLOOR NUMBER WHERE ILLNESS OR INJURY HAS OCCURRED
 - C) DETAILS OF ILLNESS OR INJURY
 - D) YOUR NAME AND TELEPHONE NUMBER
2. Notify Building Security at 416.222.4993.
3. Have someone meet Emergency Personnel at the service elevator.
4. DO NOT move ill or injured person. Try to make them comfortable.
5. DO NOT give ill or injured person any liquid.

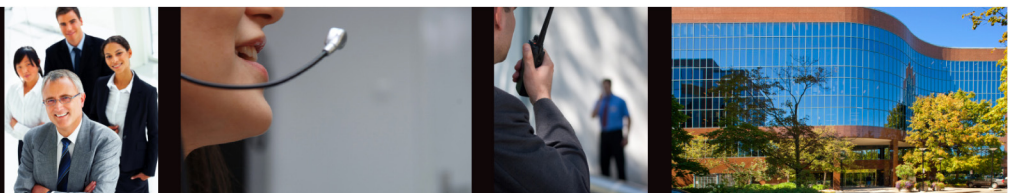
THEFT

An office complex is in itself a small city. Due to its public nature, great numbers of people are continually passing in and out. There is always the possibility of theft, burglary, shoplifting, fraud and other misdemeanors, as well as robberies or crimes of a more serious nature. Observance of the following suggestions could be most beneficial:

1. Notify Building Security at (416) 222-4993
 - a) COMPANY NAME AND LOCATION
 - B) FLOOR NUMBER WHERE THE THEFT HAS OCCURRED
 - C) DETAILS OF THE THEFT (JUST OCCURRED, JUST DISCOVERED)
 - D) YOUR NAME AND TELEPHONE NUMBER
2. Notify your receptionist
3. Notify your supervisor

Help Prevent theft:

- It is important to collect keys and building access cards from all terminating employees or, alternatively, to change the locks.
- Ensure that combinations or keys for secured areas are kept locked up. Do not leave vault, safe, or file combinations in the office.
- Report all problems out of the ordinary to Cadillac Fairview Management Office promptly at (416) 222-5100.
- Parking areas may present conditions for vandalism and crime. If you see anything suspicious, or have safety concerns, please contact Cadillac Fairview Building Management at (416) 222-5100.





ELEVATOR MALFUNCTION OR ENTRAPMENT

Elevator Malfunction

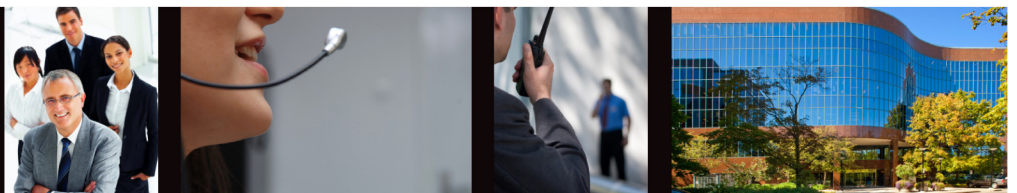
To report elevator malfunctions such as a slow trip, a missed call, improper leveling, floor indicator lights not functioning, etc., notify Building Security (416) 222-4993 or the Cadillac Fairview Management Office at (416) 222-5100 and give the following information:

- Elevator car number (located on right inside panel, above floor call buttons)
- Details of the malfunction, and
- Your name and contact information.

Elevator Entrapment

If you should become trapped in an elevator, take the following steps:

- Remain calm;
- Push the emergency call button located on the inside panel of each elevator;
- Security will confirm your location and contact the elevator company for emergency response.
- Security will provide continuous communication throughout the entrapment.



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