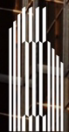


# ROYAL BANK PLAZA

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## TENANT INFORMATION GUIDE

PREPARED BY COLLIERS  
SEPTEMBER 2022



ROYAL  
BANK  
PLAZA

<b>SECTION 1: INTRODUCTION .....</b>	<b>4</b>
WELCOME TO ROYAL BANK PLAZA .....	4
ABOUT ROYAL BANK PLAZA .....	5
<b>SECTION 2: GENERAL BUILDING AND CONTACT INFORMATION .....</b>	<b>6</b>
HOURS OF OPERATION .....	6
PUBLIC ACCESS HOURS .....	6
STATUTORY HOLIDAYS .....	6
MAILING ADDRESS AND POSTAL INFORMATION .....	6
EMERGENCY NUMBERS .....	6
COLLIERS SERVICE CENTRE .....	6
PROPERTY MANAGEMENT AND BUILDING SUPPORT TEAM .....	7
PROPERTY MANAGEMENT .....	7
PROPERTY OPERATIONS .....	7
SAFETY AND SECURITY .....	7
LEASING .....	7
HOUSEKEEPING .....	7
PARKING .....	7
<b>SECTION 3: BECOMING A ROYAL BANK PLAZA TENANT.....</b>	<b>8</b>
THIS MANUAL AND YOUR LEASE AGREEMENT .....	8
MOVING IN .....	8
CONSTRUCTION GUIDELINES.....	10
RENTAL PAYMENTS.....	10
<i>Electronic Funds Transfer (EFT) and Wire Transfers .....</i>	<i>10</i>
SIGNAGE AND DIRECTORIES .....	10
<b>SECTION 4: TENANT GUIDE TO SERVICES AND AMENITIES A – Z.....</b>	<b>11</b>
ACCESS CARD SYSTEM .....	11
<i>New Access Cards .....</i>	<i>11</i>
<i>After Hours Access .....</i>	<i>11</i>
<i>Terminated Employees .....</i>	<i>11</i>
BARRIER FREE ACCESSIBILITY.....	11
BICYCLE STORAGE .....	11
CAR CARE SERVICES .....	12
FITNESS FACILITY .....	12
HEATING, VENTILATIONS AND AIR CONDITIONING (HVAC) .....	12
HOUSEKEEPING .....	13
<i>Nightly Housekeeping Services .....</i>	<i>13</i>
<i>Scheduled Housekeeping Services.....</i>	<i>13</i>
<i>Special Cleaning Services .....</i>	<i>14</i>
WINDOW CLEANING.....	14
RECYCLING PROGRAM .....	14
<i>What is Recyclable?.....</i>	<i>14</i>
<i>What’s not Recyclable?.....</i>	<i>15</i>
ELECTRONIC WASTE DISPOSAL .....	15
LIGHTING .....	15
LOCKSMITH SERVICES.....	16
LOADING DOCK/DELIVERIES.....	16
LOST AND FOUND.....	16
MAINTENANCE AND SERVICE .....	16

PARKING .....	17
<i>General Info</i> .....	17
<i>Daily Parking</i> .....	17
<i>Monthly Parking</i> .....	17
<i>Parking Rates</i> .....	17
<i>Garage Duress Alarm System</i> .....	18
PEST CONTROL .....	18
PUBLIC WASHROOMS .....	18
STORAGE FACILITIES .....	18
TELUS HEALTH .....	18
UTILITY SERVICES (ELECTRICAL AND TELEPHONE ROOMS) .....	18
<b>SECTION 5: BUILDING SECURITY AND LIFE SAFETY .....</b>	<b>19</b>
BUILDING COMMUNICATIONS .....	19
BOMB THREATS .....	19
SECURITY OVERVIEW .....	19
SECURITY SERVICES .....	20
<i>Security Escorts</i> .....	20
<i>Security Officers</i> .....	20
ELEVATORS .....	21
FIRE ALARM SYSTEM .....	21
FIRE DRILLS .....	21
FIRE EMERGENCY .....	22
FIRE WARDENS .....	22
LIGHTS .....	22
LOCKDOWN DRILLS .....	23
LOCKDOWN PROCEDURES .....	23
MEDICAL EMERGENCIES .....	24
POWER FAILURE .....	24
<b>SECTION 6: BUILDING RULES AND REGULATIONS .....</b>	<b>25</b>
ATM AND VENDING MACHINES .....	25
BICYCLES .....	25
CONTRACTORS ON THE PREMISES .....	25
DAMAGE .....	25
DELIVERIES .....	25
FOOD AND BEVERAGES .....	25
HEAVY ARTICLES .....	25
LOADING DOCKS .....	26
<i>Loading Dock Rules</i> .....	26
LOCKS .....	26
OBSTRUCTIONS .....	26
PROPER CONDUCT .....	27
REPAIR, MAINTENANCE, ALTERATIONS AND IMPROVEMENTS .....	27
RETURN OF KEYS .....	27
SECURITY .....	27
SMOKING, VAPING AND BURNING POLICY .....	27
SOLICITATIONS .....	27
USE OF PREMISES .....	27
WASTE DISPOSAL .....	28
WATER FIXTURES .....	28
WINDOWS .....	28

<b>SECTION 7: ENVIRONMENTAL SUSTAINABILITY .....</b>	<b>29</b>
<b>APPENDIX – TENANT FORMS .....</b>	<b>30</b>
TENANT CONTACT LISTING .....	32
FIRE WARDEN APPOINTMENTS .....	33
PERSONS REQUIRING EVACUATION ASSISTANCE.....	34
CERTIFICATE OF INSURANCE.....	35
SIGNAGE REQUEST .....	36
TENANT KEY/ACCESS CARD REQUEST .....	37
ELECTRONIC FUND TRANSFER INSTRUCTIONS .....	38

## SECTION 1: INTRODUCTION

### WELCOME TO ROYAL BANK PLAZA

On behalf of the Colliers Property Management team, I would like to personally welcome you and your colleagues to Royal Bank Plaza – one of Toronto’s most iconic and prestigious business communities.

Colliers, a leader in global real estate and property management, was appointed property manager for Royal Bank Plaza based on deep expertise in managing world-class building complexes. We look forward to working together to enhance your experience during your tenancy at Royal Bank Plaza.

Our top priorities include building and personal safety and security, the efficient operation of the building through our many green and conservation initiatives and ensuring that tenants' needs are always responded to in a timely and courteous manner through both our on-site personnel and the Colliers Service Centre, which runs 24/7.

This Tenant Guide has been prepared with the practical information to help get settled into your new premises and then how to access the many building services and amenities once you’ve moved in. Please keep it close by as it will be a useful reference throughout your tenancy.

Once again welcome and thank you for choosing Royal Bank Plaza for your new business address. Best regards,

Tania Laroche

*Tania Laroche*

General Manager of Royal Bank Plaza,  
Colliers

## ABOUT ROYAL BANK PLAZA

The Royal Bank Plaza is a two-tower complex built in the mid to late 1970's. Located at Bay and Front Streets in downtown Toronto. The iconic structures are largely covered with gold-bronze glass with tan granite. Together, both towers contain more than 14,000 windows.

The North Tower (completed in 1976) has a height of 112 m (367 ft). The South Tower, a skyscraper, is the taller of the two at 180 m (591 ft); The structures each have a triangular footprint and sit on opposing corners of the square site.

The Royal Bank Plaza offers direct access to a 630-seat food court within the building and the downtown Toronto PATH system; an underground walkway spanning more than 30 kilometres of restaurants, shopping, services and entertainment. Facts about the PATH:

- 3.7 million square feet of retail space
- 1,200 restaurants, shops and services
- an estimated 4,600 jobs are in the PATH.
- more than 75 buildings are connected to the PATH
- six subway station including Union station
- three major department stores, nine hotels
- Hockey Hall of Fame, Roy Thomson Hall, the Air Canada Centre and CF Toronto Eaton Centre. City Hall and Metro Hall are all connected to the PATH
- the PATH extends from Harbourfront along Yonge Street through the Financial District to Yonge Dundas Square to the north and west to the Entertainment District

## SECTION 2: GENERAL BUILDING AND CONTACT INFORMATION

### HOURS OF OPERATION

Regular hours of operation are Monday through Friday 6:30 a.m. to 6:00 p.m., Monday to Friday. Operating hours set out in your lease take precedence over the above hours. We understand that you may want to operate your own extended hours beyond normal office tower hours. Please note that extended hours are subject to the security access regulations for the property and additional costs may apply. Please contact the Property Management Office for more information.

### PUBLIC ACCESS HOURS

Due to its connection to the PATH System, Royal Bank Plaza is accessible Monday to Saturday from 5:00 a.m. to 2:00 a.m. and Sunday from 8:00 a.m. to 2:00 a.m. After hours, access onto elevators and customer premises are restricted to pass cards only.

### STATUTORY HOLIDAYS

On statutory holidays Royal Bank Plaza will operate under weekend security procedures. Garbage removal and cleaning services will resume on the next business day. Please advise the Colliers Service Centre if your company's holiday schedule differs from the Royal Bank Plaza's holiday schedule.

### MAILING ADDRESS AND POSTAL INFORMATION

Royal Bank Plaza  
200 Bay Street, Suite 1305  
P.O. Box 25 Toronto, Ontario, M5J 2J1

Mailboxes are located on the Lower Concourse Level in the South Tower. Take the South Tower parking shuttle to the Lower Concourse Level, the Mailroom is on your right.

The nearest Canada Post Office location:

Shoppers Drug Mart at Royal Bank Plaza on the Upper Concourse Level near the TTC entrance. For more info, call 416-865-0001 or visit [www.canadapost.com](http://www.canadapost.com).

### EMERGENCY NUMBERS

Emergencies (Ambulance, Fire, Police): 911  
Building Services: 1-877-255-5888 Security  
Office Centre: 416-865-6847

### COLLIERS SERVICE CENTRE

Open 24 hours a day, 7 days a week, the Colliers Service Centre is ready to assist on any tenant matters

Telephone: 1-877-255-5888 Email:  
[Service.Centre@colliers.com](mailto:Service.Centre@colliers.com)

## PROPERTY MANAGEMENT AND BUILDING SUPPORT TEAM

Your Property Management Team is in Suite 1305 at 200 Bay Street, South Tower. If you have any questions, comments or concerns regarding your lease, leased premises, services, building facilities and building safety, please contact the appropriate team member below:

PROPERTY MANAGEMENT	
Tania Laroche General Manager	p: (416) 865-6832 e: <a href="mailto:tania.laroche@colliers.com">tania.laroche@colliers.com</a>
Denise Sadoch Senior Property Manager	p: (416) 865-6859 e: <a href="mailto:denise.sadoch@colliers.com">denise.sadoch@colliers.com</a>
Jessica Kim Property Manager	p: (416) 865-6831 e: <a href="mailto:Jessica.kim@colliers.com">Jessica.kim@colliers.com</a>
Rafael Torres Assistant Property Manager	p: (416) 865 6839 e: <a href="mailto:Rafael.torres@colliers.com">Rafael.torres@colliers.com</a>
Jessica Emiglio Tenant Services Coordinator	p: (416) 865-9393 e: <a href="mailto:jessica.emiglio@colliers.com">jessica.emiglio@colliers.com</a>
Danielle Radwan Supervisor, Building Services	p: (416) 865-6853 e: <a href="mailto:danielle.radwan@colliers.com">danielle.radwan@colliers.com</a>
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Mary Hegedus Revenue Coordinator	p: (416) 865-6852 e: <a href="mailto:mary.hegedus@colliers.com">mary.hegedus@colliers.com</a>
Natasha Cuffe Property Administrator	p: (416) 865-6867 e: <a href="mailto:natasha.cuffe@colliers.com">natasha.cuffe@colliers.com</a>
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Supriyo Mookerjee Assistant Security Manager	p: (416) 305-1407 e: <a href="mailto:supriyo.mookerjee@colliers.com">supriyo.mookerjee@colliers.com</a>
LEASING	
Jane Beckwith Director, Leasing, Real Estate Management Services	p: (416) 777-2200 e: <a href="mailto:jane.beckwith@colliers.com">jane.beckwith@colliers.com</a>
HOUSEKEEPING	
Sandra Maciel Portfolio Manager, Hallmark Housekeeping Services	p: (416) 649-5409 e: <a href="mailto:smaciel@hallmarkhousekeeping.com">smaciel@hallmarkhousekeeping.com</a>



**PARKING**

Ryan Mckee  
Site Parking Manager, REEF Parking

p: (416) 865-0106  
e: [ryan.mckee@reefparking.com](mailto:ryan.mckee@reefparking.com)

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## SECTION 3: BECOMING A ROYAL BANK PLAZA TENANT

### THIS MANUAL AND YOUR LEASE AGREEMENT

The contents of this manual complement your legal documentation (lease) governing tenant occupancy and/or any other written tenancy agreement. In the event of inconsistency between this tenant manual and the lease, the lease or other tenancy agreement shall override this manual.

The Property Manager reserves the right to amend, add, or delete any information contained in this manual at any time to include temporary supplemental or long-term policies as required. The tenant will be required to abide by changes to the manual upon notification. All costs associated with such changes shall be borne by the tenant.

### MOVING IN

Please advise the Property Management Office of the date of your intended move. They will work with you to inform you of the moving procedures and that all necessary arrangements have been made to ensure a smooth experience for your company with minimal disruption to other tenants. All correspondence relating to moves should be directed to the Property Management Office.

Please provide the following to the Property Management Office prior to your move-in (found in the Forms section of this manual):

- Certificate of Insurance
- Tenant Contact Form
- Fire Warden Form
- Tenant Signage Form
- Security Request Form

The Property Management Office will provide you with the following:

- Evacuation training for floor wardens and employees
- Keys (if required) for offices and washrooms

Access cards for the building may be obtained from the Colliers Service Centre.

All moves must take place after 6:00 p.m. from Monday through Friday, or on weekends. While we try to accommodate all move requests, we schedule them on a first-come, first-served basis. Security escorts are required and will be arranged on your behalf for an additional charge.

When moving furniture, equipment, etc. in and out of the building, please note:

- The loading dock is the only building entrance that can be used for moves.
- The freight elevator is the only elevator that can be used for the movement of furniture, and supplies. Movers must coordinate directly with the Property Management Office for the use of the elevators for each move. A firm arrival time is required for each day of a move.

- Movers must carry insurance in accordance with the specifications in the Insurance requirements section of this manual and provide us with an Insurance Certificate before the move.
- Movers must install protective coverings on all walls, door facings, elevator cabs and other areas along the route as a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the tenant.
- Movers are required to remove all boxes, trash, etc., when leaving the property. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to the tenant.
- Our building has a strict "No Smoking and Vaping" Policy. Moving personnel are not permitted to smoke in any area of the building and within 9 metres of any entrance point to the building.
- City fire departments prohibit the blocking of any fire corridor, exit door, elevator lobby of hallways.
- Security must be present throughout the freight elevator booking. The tenant will be charged back the cost of security.
- The exterior loading dock consists of five loading bays and is accessible from Piper Street and is located off York Street, between Front Street and Wellington Street. Although the loading dock operates 24/7, regular business hours are from 7:00 a.m. to 5:00 p.m. Drivers making deliveries are required to leave their Driver's License with the dock attendant and, in turn, they will receive a programmed access card for use in the freight elevator.
- Note that there is a 20-minute parking time limit in the exterior dock during business hours.
- For delivery vehicles less than 10 feet in length, the interior dock consists of 10 loading bays and is accessible from 8:00 a.m. to 4:00 p.m. following the same protocol as the exterior loading dock described above. The interior loading dock is located down the main parking ramp, which is the first accessible point on the left, west of Bay Street when traveling on Wellington Street.
- When booking service elevators, please note the following for space planning purposes:

Service Elevator Dimensions	Service Elevator 1 South Tower		Service Elevator 2 South Tower		Service Elevator 3 North Tower	
Height	120"	304 cm	182"	462 cm	120"	304 cm
Width	97"	246 cm	70"	177 cm	68"	172 cm
Depth	59"	149 cm	72"	182 cm	65"	165 cm
Door	54"	137 cm	51"	129 cm	53"	134 cm
Max Capacity	4500 lbs.	2041 kg	4500 lbs.	2041 kg	4500 lbs.	2041 kg

## CONSTRUCTION GUIDELINES

Prior to the start of any office space construction or renovation, you're required to submit a complete set of working drawings including mechanical, electrical and communications specifications. Contact your Collier's Management Office to request a copy of the Tenant Design and Construction Guidelines for Royal Bank Plaza leasehold improvements. Please forward your drawings to the Property Management Office.

## RENTAL PAYMENTS

A rental notice will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e., Operating Costs and Realty Taxes) for the upcoming year. In addition, a rental notice will be issued should there be a change in your rent (i.e., increase in basic rent).

In accordance with your lease, rent is due and payable on the first day of the month without prior written notice or invoice. The following payment options are available:

### **Electronic Funds Transfer (EFT) and Wire Transfers**

To assist you with the timely remittance of your rental payments, we offer the options of Electronic Funds Transfer (EFT) and Wire Transfer service. Please see instructions in the Tenant Forms section of this Manual on page 33. Fund transfers must be set up no later than the 10th of month for rental payment to be processed on time.

## SIGNAGE AND DIRECTORIES

Please note that all signage must be pre-approved by the Property Management Office. To request new or additional suite signage please contact the Property Manager. Signs that haven't been pre-approved are prohibited. We also ask that you refrain from taping signs to building walls, suite doors, building or elevator lobby doors, or elevator walls.

To help your visitors easily find you, Royal Bank Plaza has an electronic directory located at the security desk in the lobby of the North and South Tower and free-standing units throughout the concourse. Electronic directories are set up to list only your company principals, partners, etc. If you would like to change or add to your directory listing, please contact the Colliers Service Centre.

## SECTION 4: TENANT GUIDE TO SERVICES AND AMENITIES A – Z

### ACCESS CARD SYSTEM

Royal Bank Plaza has an extensive access card system that controls access to the building, elevators and tenant Premises. During regular business hours, the building entrances and elevators do not require access cards (unless floor access is restricted for a particular organization). After-hours access is restricted by security, and access cards are required.

#### **New Access Cards**

For all new tenants, access cards are provided, free of charge, to all staff requiring one. After the initial move-in, additional cards are available at a charge of \$25 per card for new staff and \$30 per for replacement cards.

To obtain an access card, the designated tenant contact must send a completed Access Card Request Form to the Colliers Service Centre. The form, located in the Tenant Forms section of this Manual, must be signed by an authorized representative of the company. Access cards will allow after-hours access to the building and onto your floors via the elevators.

There is a \$30.00 replacement fee for lost or stolen cards. Fee will be billed to your company directly.

#### **After Hours Access**

If you are planning to have visitors after-hours, we require written authorization (email) from a recognized tenant contact of your company. After-hours visitors may include guests, contractors, etc.

If the Property Management Office has not been notified beforehand, Security will attempt to contact an authorized tenant contact. Once we receive authorization, the visitor will be permitted to sign in and proceed to the appropriate floor. This process can be time-consuming, so we recommend that you arrange access prior to their arrival. If a tenant contact cannot be reached or authorization cannot be established, we will be unable to provide access. The same applies to employees who do not have or forget to bring an access card after-hours.

#### **Terminated Employees**

When employees are terminated from your company, please call the Colliers Property Management Office to deactivate the card.

### BARRIER FREE ACCESSIBILITY

Our buildings have been designed and updated to meet codes allowing for accessibility for all tenants and building visitors. RBC Plaza buildings have been awarded Rick Hansen Accessibility Certification which affirms that we design and operate our buildings at the highest accessibility standards. If you notice an obstacle which might interfere with someone's ability to enter or leave the building, please advise the Property Management Office. They will respond in a timely manner.

### BICYCLE STORAGE

See Telus Health below.

## CAR CARE SERVICES

The parking garage is equipped with convenience stations, including window washing, air and vacuum cleaner units on each level. A full valet service is available on the P2 Level. A full car wash and detailing service, Clean Car Company, is also located on the P3 Level for your convenience.

In addition, there are car charging stations available as follows:

Parking Level 1: two free electric vehicles charging stations and six Tesla chargers (free for Teslas)  
Parking Level 2: six charge point electric vehicle chargers available for a fee of \$2.50/hr for the first two hours then \$12/hour thereafter. There are 12 Tesla chargers available (free for Teslas)

## FITNESS FACILITY

See Telus Health below.

## HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

Royal Bank Plaza's heating, ventilation, air conditioning (HVAC), life safety, and security systems are computer monitored 24 hours a day, 7 days a week by the Building Control Centre.

All service and maintenance requests, including heating and cooling, can be conveniently requested through the Colliers Service Centre.

If you're finding it too warm or too cool in your office suite, here are some tips to make your office more comfortable:

- Keep furniture at least four to six inches from perimeter heating units
- Do not place furniture/artwork close to thermostats as this can affect the temperature reading
- If you need to make a manual thermostat adjustment, don't adjust the unit in large increments or ranges of temperature

When you first move into a suite, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with your construction criteria. You should have your floor's ventilation system rebalanced when:

- Internal walls are added or relocated
- Occupancy level increases
- You substantially increase loads by the addition of heat-generating equipment

Royal Bank Plaza is climate-controlled during the hours of 8:00 a.m. to 6:00 p.m. Monday to Friday, except for holidays. If you require heating or cooling outside of these hours, please contact the Colliers Service Centre.

Please note there is a \$50.00 per hour charge for after-hours services. Please supply a list of employees who are authorized to make after-hours requests to the Colliers Property Management Office.

## HOUSEKEEPING

### **Nightly Housekeeping Services**

Nightly housekeeping will be performed by our competent cleaning contractors. These services include:

- Emptying all trash receptacles and recycling containers and replacing all liners as necessary
- Removing all collected trash and recycled materials to a designated area
- Dusting and spot cleaning all furniture, fixtures and accessories (providing desk surfaces are cleaned)
- Spot cleaning all horizontal and vertical surfaces (up to eye level)
- Spot cleaning all partition glass (up to eye level)
- Spot cleaning all walls, light switches and doors
- Cleaning and polishing drinking fountains
- Dust mopping all hard surface floors with a treated mop
- Wet mopping of all hard surface floors
- Vacuuming all carpeted traffic lane areas (corridors, reception area and board rooms)

### **Scheduled Housekeeping Services**

Additional housekeeping services are provided according to the following schedule:

- Low dusting - Weekly
- High dusting (anything over 6 feet) - Monthly
- Vacuum office area carpets - Weekly
- Vacuum all office furniture - Monthly
- Wash All trash containers using a germicidal detergent - Quarterly
- "Machine spray buff" all hard surface floor areas - Monthly
- Dust and vacuum window shades - Semi-annually
- Scrub and disinfect washroom walls and floors - Monthly
- Strip and refinish all hard surface floors - Semi-annually
- Wash all partition glass - Semi-annually
- Vacuum and wash vents and diffusers - Semi-annually
- Disinfect phone mouthpieces – Weekly

Please note: the services listed above are available during non-pandemic times and some may not be available when COVID restrictions are in place.

### Special Cleaning Services

Additional cleaning services are available. Please enquire with the Colliers Service Centre.

### WINDOW CLEANING

Exterior window cleaning is completed two times a year, weather permitting. Tenants will receive advance notice in writing prior to interior window cleaning to provide time to clear areas around the windows.

### RECYCLING PROGRAM

Recycling is an important waste management practice at Royal Bank Plaza. We encourage all tenants to participate in our recycling efforts.

To help you do your part toward recycling, the building will provide:

- A large recycling container in all kitchen areas for bottles and cans
- An organic container for coffee grounds and food waste in your kitchen.

If you require replacement or additional recycling containers, please contact the Colliers Service Centre. Please note that we don't provide regular waste receptacles.

### What is Recyclable?

PAPER AND PAPER PRODUCTS	METAL, GLASS AND PLASTIC
All types of office paper	Aluminum and metal cans
Card and cover paper stock, file folders	Food, cans and lids
Self-adhesive paper	Clear and coloured glass bottles
Carbonless paper	Plastic screw top bottles
Manilla and window envelopes	Water bottles
Newspaper, magazines, flyers	Juice bottles
Books and catalogues	Milk jugs
Telephone directories	
Boxboard	
Rolls and cores	
Newspaper, magazines, flyers	
Tissue paper	



## What's not Recyclable?

- Bubble envelopes
- Waxed paper
- Carbon paper
- Paper plates & cups
- Facial tissues
- Paper towels
- Plastic bags & wrap
- String, ribbon, wire
- Food and liquid waste
- Aerosol cans
- Paint cans
- Wire
- Mirrors
- Ceramic, clay, china
- Drinking glasses
- Batteries
- Light bulbs/fluorescents
- Plastic bags & wrap
- Styrofoam products
- Food and liquid waste

To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons
- Retain flattened cartons in a designated area of your premises
- Clearly mark the carton(s) "garbage" and contact the Colliers Service Centre for garbage/recycling stickers

Housekeeping staff will remove garbage nightly. If you accumulate many cartons, boxes or excessive waste during business hours, please contact the Colliers Service Centre to arrange removal.

## ELECTRONIC WASTE DISPOSAL

Toxic materials found in electronic devices, like lead and mercury, can be extremely hazardous to the environment. Our e-Waste Program is aimed at reducing electronic waste in landfills through the proper disposal of electronics. We collect the following items:

Computers and monitors, laptops, keyboards, mice, cables, speakers, servers, desktop printers, televisions, radios, stereos, cell phones, inkjet toner, and laser cartridges. Please collect all e-waste in one area and contact the Colliers Service Centre to request a pick-up. For "How to Recycle" posters, please contact the Colliers Service Centre.

## LIGHTING

Each floor is conveniently split into 8 separate lighting zones. Upon moving into the complex, please advise the Management Team of your hours of operation so we can effectively program your lighting. If you require schedule adjustments or have any issues with your lights, please contact the Colliers Service Centre.

Base building standard lights will be replaced by Colliers building staff at no cost to the tenant. Tenants are required to purchase and store any non-standard lights and ballasts. Replacement of non-standard lights or ballasts is available at an additional cost.

Specialty lamps/lighting can be purchased through the Property Management Office for an additional cost. These purchases are subject to a 15% administration fee as stated in your lease. For more info, contact the Colliers Property Management Office.

The building lighting control system will automatically shut them off at predetermined times, but we ask that tenants turn off their premise lighting when they leave for the evening to conserve energy.

### LOCKSMITH SERVICES

When you move into Royal Bank Plaza, you will receive keys for your suites (if required) and mailbox. If you need more keys, you can purchase them for an extra fee through the Colliers Service Centre. All locks and keys must conform to the building standard. All requests regarding locks and keys for your Premises should be directed to the Colliers Service Centre.

### LOADING DOCK/DELIVERIES

The loading dock is located on the SL Level at the end of Piper Street. Royal Bank Plaza also possesses an interior loading dock on the LC Level with its entrance found on Wellington Street (west of Bay Street), which is the same entrance to access the parking garage. Remember, these areas are reserved for pickups and deliveries. All other potential uses are strictly prohibited. The interior building loading dock accommodates trucks less than 10 feet long. The exterior loading dock is accessible 24 hours a day, 7 days a week. A security officer is always present to assist with deliveries. The interior loading dock is open from 8:00 a.m. to 6:00 p.m. Monday to Friday. A security officer is present during these times to assist with deliveries.

Regular passenger elevators are reserved for small deliveries and are not to be used for large or bulk deliveries. Large deliveries cannot be brought in through the main doors and are prohibited from the lobby areas. Deliveries, primarily items on carts or dollies, brought through street-level doors or through the main lobby may be intercepted by security or building management. If that happens, the delivery company and the customer receiving the delivery will be notified of the incident.

Due to the high volume of deliveries coming in every day, we enforce a parking time limit of 20 minutes to keep things moving. If you know your delivery may take longer than this 20-minute limit, please schedule an after-hours freight elevator. For more information or assistance with deliveries, contact the Colliers Service Centre for assistance.

### LOST AND FOUND

Found items: Turn them in to the Security Desk in the lobby, the Colliers Property Management Office, or to any member of the building security team. All items, regardless of where in the complex they were found, are taken to the Security Desk where they will be officially logged and stored.

Lost items: Check for a lost item by contacting the Security Desk in the lobby. Please note that lost and found items are kept for 60 days.

### MAINTENANCE AND SERVICE

For maintenance and service matters, please call or email the 24-hour Colliers Service Centre

## PARKING

### General Info

The building is equipped with 627 spaces in an enclosed parking garage. You'll find 3 levels of parking for both tenant and visitor use. There is one parking garage entrance and exit located along Wellington Street directly west of Bay Street. The parking garage is accessible 24 hours a day, 7 days a week.

Parking services are managed by REEF, an independent parking management company. For more information regarding the parking garage, to make special arrangements for prepaid guest and/or staff parking, or for more information, please call the Parking Manager at 416-865-0106 or visit the Parking Office, located on the P1 level in the South Tower.

The P1 Level is designated for customers with reserved stalls, while P2 and P3 serve to accommodate all others. The garage is equipped with a fully automated payment system that can be utilized within the P2 and P3 parking lobbies with cash or major credit cards.

### Daily Parking

To help you and your visitors get in and out of the building faster, the garage is equipped with a fully automated payment system. Payment can be made in the parking elevator lobbies or at each exit gate. Drivers can pay cash or a major credit card to pay the hourly/daily/event rates that are posted at the entrance to the garage. For extra security, garage entrances and shuttle elevator lobbies are monitored by closed circuit television at the Building Control Centre.

### Monthly Parking

Electronic Transponders are available for customers who are interested in regular monthly parking. To register for monthly parking, contact the Parking Manager at 416-865-0106.

### Parking Rates

The following parking rates are subject to applicable taxes and may change at any time without notice:

REGULAR RATES	PARKING FEES	DURATION
Partial Hour	\$5.00	each 20 minutes or less
Daily Maximum (Mon – Fri)	\$30.00	6 am - 6 pm
Weekends (Sat, Sun, Holiday)	\$15.00	6 am - 6 pm and 6 pm – 6am
Evening Maximum	\$10.00	6 pm – 6 am
Scotiabank Arena Event Rate*	\$20.00	Flat rate
SPECIAL AND MONTHLY	PARKING FEES	OPTION
Monthly Customer	\$515.86	Reserved
Monthly Customer P1	\$399.42	Unreserved
Monthly Customer P1/P2	\$369.62	Unreserved

\*2 hours before the event up to 1 hour after.

### **Garage Duress Alarm System**

Our garage is equipped with a duress alarm system that is monitored by our security staff 24 hours a day, 7 days a week. The system lets security instantly pinpoint the zone from which an alarm has originated, and dispatch security to assist you. The alarms are located on columns through-out the garage and are easily identifiable.

### **PEST CONTROL**

All areas are serviced for pest control once a month by an independent contractor. This service is provided after hours and is included in the operating costs of the building. If you notice any pests, please contact us via the Colliers Service Centre to arrange additional services.

### **PUBLIC WASHROOMS**

Public washrooms are located on the Lower Concourse Level near the Food Court. Once on the Lower Concourse Level, observe the overhead directional signage.

### **STORAGE FACILITIES**

A variety of on-site storage facilities are available in various locations throughout Royal Bank Plaza. For information on current storage availability and rates, please contact the Property Management Office.

### **TELUS HEALTH**

Telus Health manages the fitness facility, known as The Studio, and bicycle storage, known as the bike cage. To register for a membership please visit our Mindbody Site and follow the steps below.  
<https://clients.mindbodyonline.com/launch>

- Click "Royal Bank Plaza"
- Click on "Looking to Book a Service"
- Click on "Memberships"
- Click on "Which Contract or Package would you like?" drop down menu
- Select "The Studio at 200 Bay Memberships" or "Bicycle Storage"

The Studio will continue to operate from 6 a.m. to 7 p.m. Monday-Friday. Once registered, it can take up to 2 business days for access to be added to your building access card. If you have questions or about a gym membership of bike storage, please contact Fitness Centre Manager, Lauren Klacza, at [RBP.TheStudio@colliers.com](mailto:RBP.TheStudio@colliers.com)

### **UTILITY SERVICES (ELECTRICAL AND TELEPHONE ROOMS)**

For the safety of everyone, access is restricted to building personnel and approved contractors only. Contractors must contact Rycom at [www.rycom.ca](http://www.rycom.ca) or 1-877-792-6687 to be issued a work order before access can be given. Doors must always remain locked and must not be propped open.

## SECTION 5: BUILDING SECURITY AND LIFE SAFETY

The Royal Bank Plaza takes the safety and well-being of occupants and visitors very seriously. Our Facility Operations and Management holds us to a set of performance criteria that we must abide by in ensuring the well-being of our most-valued assets – people.

### BUILDING COMMUNICATIONS

In the event of an emergency, we use an emergency mass communication notification system called **Send Word Now** to notify and update predetermined customer representatives.

**Send Word Now** allows us to communicate across a variety of platforms, including email, voicemail, and mobile phones. Customer representatives in your office are responsible for forwarding emergency messages to your employees, consistent with your company emergency management protocols and procedures.

### BOMB THREATS

If you receive a bomb threat, take it seriously:

- Call 911 to notify police
- Call Security at 416-865-6847

While the call might catch you off guard, be prepared to obtain precise info from the caller including:

- Time of the call
- Exact wording of the threat
- Any distinguishing characteristics of the caller such as the voice or background noises

For a complete Bomb Threat questionnaire, refer to the Forms section of this manual or contact the Property Management Office. If a suspicious object is found, local Police or Building Security may recommend a partial or complete evacuation.

### SECURITY OVERVIEW

The Royal Bank Plaza has a 24-hour security program that includes the following:

- Security personnel posted in the lobby
- Patrols of the common areas, parking garages and the exterior grounds
- Surveillance via closed-circuit television in public areas
- Duress alarm system in the parking garage
- Security escorts available by request
- Access Card System

While cameras, maintenance staff, and security officers provide the basic protection we all count on, security starts with you. We believe that everyone's cooperation and attentiveness can make a world of difference in our efforts to keep our building safe.

Following these procedures, you can help us prevent the theft of personal valuables or company property:

- Enforce strict control of keys and access cards. Please notify the Property Management Office of any employee terminations. Immediately cancel the access cards of any employee no longer working on the premises.
- Immediately report any loss of property or other suspicious event to Security. Make a special note of the time you first noticed something amiss. We might be able to use this info when analyzing camera footage as part of an investigation.
- Serial numbers of all valuable items should be stored in a file to aid the Police in the event of a theft or other loss of property.
- Pay extra attention during the first 30 minutes after opening, lunch hours and just before closing. The disarray and movement of people during these times is a prime opportunity for theft.
- Handbags, gym bags and coats should never be left unattended in reception areas or on top of desks at any time.
- Never leave an open vault or safe unattended office or a safe combination in an easily accessible area. Thoroughly spin all combination locks after locking.
- Be aware of strangers in your work area or adjacent hallways or washrooms. Report to Security anyone whose business there cannot be readily determined. Be aware of "piggybacking" – when someone tries to sneak in without a card behind someone who has one.
- Make certain that all public corridor doors are closed and properly locked at the end of each business day.
- Secure all personal and company valuables in locked cabinets, desks, or credenzas before leaving for the day. Care should be taken to secure laptop computers as they are high-theft items.

## SECURITY SERVICES

### **Security Escorts**

We are happy to provide security escorts free of charge to those who have vehicles parked in the onsite parking garage. When requesting an escort, inform security of your location and remain there until an officer arrives.

### **Security Officers**

If you require additional security for an event, we can facilitate it through our security contractor. Please note additional charges will apply. For more information, contact the Colliers Property Management Office.

## ELEVATORS

In the unlikely event that you become trapped in an elevator due to a power failure, remain calm. Within 15 seconds, the building's emergency generator should restore power to elevators. Once emergency power is restored, elevators (one at a time, in each bank) will proceed to the ground floor. This process will occur in sequence.

## FIRE ALARM SYSTEM

Royal Bank Plaza is equipped with a two-staged fire alarm system. It has two separate and distinct tones:

1. The Alert Tone — you'll hear an intermittent beeping tone.
2. The Evacuation Tone — you'll hear a continuous siren tone.

When an alarm is activated from any floor, the floor where the alarm originates, and the floor above and below will receive the Evacuation Tone (siren). The remainder of the floors in that elevator bank will receive the Alert Tone (intermittent beeping).

### **What to do when the Evacuation Tone sounds:**

- Do not wait for announcements.
- Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
- Follow the directions of your Fire Safety Team.
- Alternate exits may be accessed at crossover floors (approximately every 5 floors).
- Do not use elevators, as they will automatically "home" to the ground floor.
- Do not return until a fire official or Building Management personnel has announced that the alarm condition has been cleared.

### **What to do when the Alert Tone sounds:**

- The Alert Tone indicates a potential fire condition somewhere in the building. Remain at your workstation but be prepared to leave the building if it becomes necessary.
- Listen to announcements/instructions via the voice communication system and follow the instructions of your Life Safety Team.

## FIRE DRILLS

Royal Bank Plaza conducts yearly fire drills to simulate, as closely as possible, a real emergency. It is very important that all occupants participate in the drills to ensure they are prepared for an emergency. Royal Bank Plaza's level of emergency preparedness is directly based on the success and participation of exercises such as building fire drills.

## FIRE EMERGENCY

### **What to do if you discover fire or smoke:**

- Remain calm. Leave the fire area, closing doors behind you.
- Activate the nearest fire alarm pull station. This will activate the fire alarm system.
- When safe to do so, call 911. Provide your name, building address, and the location of the fire and/or smoke.
- Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Wardens. Do not use the elevators. The fire alarm causes elevators to automatically "home" to the ground floor.
- Report to your pre-determined assembly meeting point and check in with your Fire Warden.
- Do not return until a fire official or Colliers personnel tells you that the alarm condition has been cleared.

## FIRE WARDENS

Individual organizations are responsible for appointing fire wardens (and alternates) to direct employees in the event of an emergency. Colliers provides training for all fire wardens annually. To request a copy of the training PowerPoint or the Fire Warden Information Package please contact the Property Management Office.

The Fire Warden will establish and communicate an assembly meeting place. This is an area outside the building where all employees will gather during an emergency and a check-in will be completed.

The Fire Warden must inform all employees on their floor of the following:

- Locations of fire pull stations
- Locations of fire extinguishers
- Locations of emergency stairwells

The Fire Warden must also advise against the following:

- The use of elevators during an emergency
- Re-entering the building for any reason during an emergency

The Fire Warden should also get to know all persons requiring assistance (PRA) on their floor. This includes people who are temporarily PRA due to injury, illness, or pregnancy.

## LIGHTS

There will be a 15 to 20-second delay before power is supplied to the emergency lighting system. Full lighting and electrical power will be restored once the problem has been rectified.



## LOCKDOWN DRILLS

Tenant lockdown drills are usually 10-15 minutes in duration and will take place on an annual basis. The lockdown drill is your opportunity to train your staff on emergency lockdown procedures.

Property Management will notify tenants of the drill by way of a memo several days prior to the drill taking place. On the day of the drill, 10 minutes prior to commencement tenants will receive a message via the emergency alert system advising that the drill will commence shortly. At the end of the drill tenants will receive confirmation that the drill has been completed.

## LOCKDOWN PROCEDURES

These procedures are intended to provide you with general information, based on best practices, about what to expect in an emergency lock down. ↕

### **LOCKDOWN MAY BE ACTIVATED UNDER THE FOLLOWING CONDITIONS:**

- Person with a weapon/active shooter situation
- A mass casualty event
- An explosion
- Any situation where extraordinary measures are needed to ensure safety of guests, tenants, and employees, and/or when directed by Building Security or the Police

### **HOW TENANTS WILL BE NOTIFIED OF A LOCKDOWN:**

- Tenants will receive a message via the emergency alert system.
- Tenants may also self-initiate emergency lockdown procedures if they witness the event occurring before being notified.

### **WHEN DIRECTED TO GO INTO LOCKDOWN:**

- Shut and lock all entrance points
- Direct all staff and guests away from entrance points and into a back room barricading the door.
- Turn off all lights and music inside of your space and silence cell phones.
- Stay low and remain quiet.
- Call 911 if anyone requires medical attention.
- Expect to remain in place for an extended period.
- When it is safe to do so, Colliers will send out messages through the **Send Word Now** emergency alert system updating customers on the situation.
- Do not respond to anyone at the door unless you are certain it is safe to do so.
- When the situation is under control, the Property Management Office will send out a message giving the "ALL CLEAR".

## MEDICAL EMERGENCIES

In the event someone in your office needs medical assistance, please follow these steps:

- Call 911. Provide your address, floor, and suite number. 911 dispatchers may ask for a detailed description of the person in distress.
- Call Security's Emergency Only number at 416-865-6847. The Colliers Security team is fully experienced in preparing for medical emergencies and will clear the street and lobby to make room for medical personnel. They will also secure a service elevator specifically for your emergency. Posted Security Officers will keep watch, direct, and escort medical personnel when they arrive. Colliers Security Officers have First Aid and CPR training, and in the use of Royal Bank Plaza portable life safety equipment such as portable oxygen and external defibrillator.
- Immediately send one person to the elevator lobby on your floor to lead Security and medical personnel to the person in distress.

## POWER FAILURE

In the event of a power outage, remain calm and listen for info 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.

## SECTION 6: BUILDING RULES AND REGULATIONS

### ATM AND VENDING MACHINES

Automatic teller machines (ATMs) or vending machines are not permitted within office premises.

### BICYCLES

No bicycles or other vehicles are permitted inside the premises or on the sidewalks outside the building except in areas designated by the Property Manager.

### CONTRACTORS ON THE PREMISES

Tenants may need to hire their own contractors from time to time. A Tenant Request for Contractor Access Form (see Form section of this guide) is required to inform the Property Management Office when a contractor will be on site. Please note that if you have any work performed after hours by your own contractor someone from your office is recommended to be present.

### DAMAGE

Any damage caused to the building, corridors or tenant premises resulting from furniture and equipment being moved into or out by the tenant or appointed movers is the financial responsibility of the tenant.

In places where carpet has been provided directly or indirectly by the landlord, tenants are expected to protect the carpeting by installing and maintaining pads under all furniture except for that which already has carpet casters.

### DELIVERIES

All deliveries must be made through the appropriate entrances, elevators and corridors as designated by Colliers. The tenant is responsible to promptly pay for the cost of repairing any damage in the building caused by any person making such deliveries.

### FOOD AND BEVERAGES

Only persons approved by Colliers may prepare, solicit orders for, sell, serve, or distribute foods or beverages in the building, or use the elevators, corridors, stairwells, balconies or other common areas for any such purpose. The use of equipment for dispensing food or beverages or for the preparation, solicitation of orders for, sale, serving or distribution of food or beverages is not permitted on the premises without express permission from Property Management.

### HEAVY ARTICLES

Heavy articles may not be moved in or out of the building without prior written consent from the Property Management Office to ensure that such items will be moved safely to a designated location. Any damage occurring to Royal Bank Plaza building or tenant premises will be repaired, and the expense will be borne by the tenant.

## LOADING DOCKS

### Loading Dock Rules

- Drivers are required to sign in and out with the Dock Master. If a driver plans to step away from their vehicle during the delivery, the driver must advise the Dock Master.
- Drivers are not permitted to idle their vehicle or leave their motors running in the loading dock for any reason.
- All use of the loading dock is limited to a time of less than 20 minutes.
- Parking in the loading dock for any purpose other than loading or unloading is not allowed. Drivers who park in the loading dock for unauthorized purposes run the risk of being tagged and/or towed.
- Only one vehicle per delivery is permitted at one time. If multiple vehicles arrive at the same time for the same delivery, or the same company, the extra vehicles must be parked elsewhere. When each vehicle leaves, another may approach the loading dock and wait their turn.

## LOCKS

The Property Manager may, on occasion, install and change locking mechanisms on entrances to the building, common areas and tenant premises, and (unless 24-hour security is provided by the building) shall provide to the tenant a reasonable number of replacement keys. Tenants shall not add to or change existing locking mechanisms on any door in or to the premises without prior written consent from the Property Manager.

Tenants must install locks that are compatible with the building's master lock system. Always consult with the Property Management Office before changing locks. Installing a non-compliant lock will have the following consequences:

- Services in the lease agreement requiring landlord access to the premises will not be performed and there will be no abatement of rent for non-performance of services;
- If forced entry to the premises is required for any reasoned deemed necessary by the Property Manager, the tenant will pay any costs as a result, and
- At the end of the lease term, the tenant will be required to remove any non-compliant locks at their expense.

## OBSTRUCTIONS

All access areas, including sidewalks or driveways outside the building, lobbies, corridors, stairwells, balconies, or other common areas of the building, must be always kept clear. The Property Manager may remove unauthorized obstructions, without notice or obligation to the tenant, at the tenant's expense.

## PROPER CONDUCT

The Royal Bank Plaza is a first-class business centre and therefore tenants and visitors are expected to conduct themselves accordingly.

## REPAIR, MAINTENANCE, ALTERATIONS AND IMPROVEMENTS

Repairs, maintenance, alterations and improvements in the premises are permitted only during times agreed to in advance by the Property Management Office and in a manner which will not interfere with the rights of other occupants of the building.

## RETURN OF KEYS

At the end of the lease term, tenants shall promptly return all keys for the building and premises to the Property Management Office.

## SECURITY

Property Management may adopt appropriate systems and procedures for the security or safety of the Royal Bank Plaza building. Any persons entering, occupying, or utilizing the premises are expected to adopt any new safety or security protocols set out.

## SMOKING, VAPING AND BURNING POLICY

Smoking and vaping are prohibited in all common and public areas of the building including building lobbies, elevator lobbies, washrooms, loading docks, all elevators (passenger and freight), all parking garage levels, and all stairways. Smoking is also prohibited in all external patios, stairways, and fire escapes.

As a courtesy to those entering and exiting the building, we ask that customers refrain from smoking within 9 metres of any perimeter door. Security Officers performing perimeter patrols are instructed to inform smokers of this request.

The practice of smudging or burning of any material on or near the premises is a fire hazard and is therefore strictly prohibited.

## SOLICITATIONS

Property Management reserves the right to restrict or prohibit canvassing, soliciting, or peddling in the building.

## USE OF PREMISES

The premises may not be used, or permitted to be used for, residential, lodging or sleeping purposes or for the storage of personal effects or property not required for business purposes or uses which involve the danger of injury to any person or immoral purposes.

## WASTE DISPOSAL

All refuse is to be placed in proper receptacles provided by the building. For items that don't fit in the receptacles provided, contact Property Management to arrange removal. Charges may apply. No tenant waste is to be disposed of in common area receptacles.

All sidewalks and driveways outside the building, and lobbies, corridors, stairwells, ducts and shafts of the building, must be kept free of all refuse, always.

## WATER FIXTURES

Water fixtures are not to be used for any purpose for which they are not intended, nor shall water be wasted by tampering with such fixtures. The cost of any damage resulting from such misuse within tenant premises will be charged to the tenant.

## WINDOWS

It is important that the building presents a uniform exterior appearance, and the installation of window shades, screens, drapes, covers or other materials on or at any window must receive approval from the Property Management Office prior to installation. Tenants are required to close window covering during periods of extreme sunrays.

## SECTION 7: ENVIRONMENTAL SUSTAINABILITY

Today, more and more employers are using environmental policies as a measure of corporate value and a tool to attract, engage and retain employees. To this end, they seek out office space in “green” buildings where management practices align with their company’s sustainability goals – buildings like the ones managed by Colliers.

The Royal Bank Plaza is a LEED Platinum-certified building. LEED stands for Leadership in Energy and Environmental Design. A Platinum certification rating means that we meet the highest industry standards for performance quality and the team for all aspects across building management, operations, community impact, tenant relations/communications, energy management and conservation, environmental, regulatory and sustainability initiatives and training.

As Property Manager for Royal Bank Plaza, Colliers is committed to incorporating sustainability practices in the management of the building and surrounding grounds. We will seek continuous improvement in building performance through the following 5 pillars:

1. Resource Management
2. Energy and Water Management
3. Tenant Engagement
4. Green Building Certification
5. Education

### 1. Resource Management

Colliers recognizes the global issue of dwindling natural resources and increasing emissions and will adhere to management practices which ensure a minimum impact on the environment throughout all stages of a building’s life cycle: construction, occupancy, and post-occupancy. Colliers will:

- Promote sustainable design and construction practices
- Strive to purchase environmentally responsible products
- Ensure that waste is diverted to minimize renewable resources going to landfill
- Extend the life cycle of resources and reincorporate existing building improvements

### 2. Energy & Water Management

Colliers acknowledges that the cost of utilities are rising and that reducing energy and water consumption allows us to hedge against energy cost volatility and reduce greenhouse gas emissions (GHG). Colliers will:

- Promote efficient use of energy and water in our properties
- Review the application of systems’ designs and strive to purchase high-efficiency and environmentally responsible equipment locally
- Strive to continually improve building performance through ongoing review of management and operations practices

### 3. Tenant Engagement

Colliers acknowledges that tenant activity largely influences a property's environmental impact, and therefore will strive to educate and create social awareness with tenants on the impact of their business on the environment. Colliers will:

- Influence and empower tenants to adopt sustainability practices
- Ensure that sustainability practices in the building align with tenants' corporate sustainability standards
- Enhance tenants' corporate social responsibility

### 4. Green Building Certification

A leader in green business operations and facilities management, Colliers will continually strive to maintain our position by:

- Aligning our management standards with industry best practices
- Pursuing industry recognition and certification where appropriate

### 5. Education

Colliers acknowledges that educating our staff, clients, tenants, and service providers better enables us all to make informed decisions which have a minimal impact on the environment. Colliers will:

- Support sustainability advocacy with our tenants through targeted communications and education opportunities
- Deliver comprehensive training to ensure that employees are knowledgeable in sustainability and can help tenants make informed decisions as it pertains to sustainability
- Engage and educate key stakeholders by delivering sustainability-themed workshops, information sessions and whitepapers.



## APPENDIX – TENANT FORMS

TENANT CONTACT LISTING

FIRE WARDEN APPOINTMENTS

PERSONS REQUIRING EVACUATION ASSISTANCE CERTIFICATE OF  
INSURANCE

SIGNAGE REQUEST

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# TENANT CONTACT INFORMATION

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## BUSINESS INFORMATION

Business Name:	Date:
Address:	Telephone No :
Fax No :	Company Email:

---

## BILLING CONTACT

First Name:	Last Name:	Position:
Email:	Telephone No :	Mobile:
City:	Prov:	Postal Code:
Mailing Address:		

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## LEASING CONTACT

First Name:	Last Name:	Position:
Email:	Telephone No :	Mobile:
City:	Prov:	Postal Code:
Mailing Address:		

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## FACILITIES OR OPERATIONS CONTACT

First Name:	Last Name:	Position:
Email:	Telephone No :	Mobile:
City:	Prov:	Postal Code:
Mailing Address:		

---

## EMERGENCY CONTACT VIA SEND WORD NOW

Name:	Telephone No :	Mobile No :
Name:	Telephone No :	Mobile No :
Name:	Telephone No :	Mobile No :

---

# EMERGENCY & FIRE WARDEN CONTACTS

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## BUSINESS INFORMATION

Date:	Company:
Telephone No :	No. of Employees:
Building Address:	

---

## EMERGENCY CONTACT

First Name:	Title:	Email:
Office:	Cellular:	Home:

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## FIRE WARDEN

First Name:	Title:	Email:
Office:	Cellular:	Home:

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## ASSISTANT FIRE WARDEN

First Name:	Title:	Email:
Office:	Cellular:	Home:

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## PERSONS REQUIRING EVACUATION AIDE

Name:	Telephone No :	Reason for Assistance:
Name:	Telephone No :	Reason for Assistance:
Name:	Telephone No :	Reason for Assistance:

---

# PERSONS REQUIRING EVACUATION AIDE

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## DATE OF NOTIFICATION

Today's Date:

---

## TENANT INFORMATION

Company Name:

Email:

Building:

Suite:

Main Telephone:

Fax:

---

## FIRE WARDEN

Fire Warden Name:

Email:

Telephone Number:

Name of Person	Floor Location	Nature of Limitation	Appointment Assistant
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\*Note that Person Requiring Assistance cannot serve as other's assistants.

Return this form to: Colliers INTERNATIONAL | Real Estate Management Services | Tel: 416-865-9393 | E-mail: [rbp.management@colliers.com](mailto:rbp.management@colliers.com)

**\*All information will be kept confidential\***

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# SIGNAGE REQUEST FORM

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## DATE OF REQUEST

Today's Date:

---

## TENANT INFORMATION

Company Name:

Email:

Building:

Suite:

Main Telephone:

Fax:

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## LOBBY DIRECTORY

The following information will be included in the searchable directory located in the lobby.

Company Name:

Employee Names (optional):

1

2

3

4

5

6

7

8

9

10

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## ELEVATOR LOBBY SIGN

The following sign will be displayed in the elevator lobby, providing direction to your office.

Company Name:

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## FRONT DOOR SIGN

The following sign will be displayed on your front door.

Company Name:

Suit name:

**Please return** this completed form to:

**Colliers Property Management Office**

Royal Bank Plaza

200 Bay Street, Suite 1305

P.O. Box 25 Toronto, Ontario, M5J 2J1

Attention: Steve James, [steve.james@colliers.com](mailto:steve.james@colliers.com)