

TENANT MANUAL



www.mississaugaexecutivecentre.com

MISSISSAUGA EXECUTIVE CENTRE

1,2,3,4

ROBERT SPECK PARKWAY
MISSISSAUGA, ON L4Z 3M3

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To our Valued Tenant,

On behalf of the Colliers International Property Management team, we would like to welcome you to the Mississauga Executive Centre.

Mississauga is Canada's sixth largest city with a population of more than 740,000 residents. It is a progressive community situated on the shores of Lake Ontario and in the heart of the Greater Toronto Area. Mississauga is recognized as a top business friendly community, with over 61 head offices of Fortune 500 companies.

The Mississauga Executive Centre is centrally located in the heart of Mississauga near the intersection Hurontario and Highway 403, minutes from Canada's Largest Airport provides non-stop service to 180 destinations in 60 countries across the globe. The sky is the limit to your business at this world class location.

We are honoured you chose the Mississauga Executive Centre and look forward to a long and mutually beneficial relationship. Our team is ready to provide you with unparalleled service with the most we have to offer.

Your Tenant Manual has been created to provide you with important information in regards to your tenancy. For your benefit, we encourage you to use this as a guideline to our complex.

Welcome and thank you for choosing the Mississauga Executive Centre.

Sincerely,

MEC Management Team

[1] INTRODUCTION

a. MEC is Green

Mississauga Executive Centre (MEC) is a successful leader in protecting the environment and is committed to reducing its environmental impact. Listed, are some of the energy efficient and environmental efforts at MEC:

Automated systems to control lighting, heating and ventilation cooling systems

Electric vehicle plug in stations available to Tenants who drive sustainably

Onsite organic composting with the Rocket Composter

Power conservation by including light sensors in washrooms and stairwells

Reduced toxicity from low environmental-impact materials used throughout the complex

Water recycling in exterior fountains

LED Lighting retrofit

CycleLoan a free bicycle rental program available seasonally from April to November

MEC ReUse Centre is a storage facility open to tenants that houses lightly used office supplies and furniture.

b. Awards & Memberships



LEED Gold EB (Achieved Gold Re-Certification in 2016)

Leadership in Energy and Environmental Design for Existing Buildings is an internationally accredited trademark to promote green building practices and high performance buildings. LEED carefully assesses the environmental impact of any building and by doing so it determines the status.



BOMA BEST Award

Building Owners and Managers Association, Building Environmental Standards, recognizes commercial buildings which prove to have exceptional environmental and energy performance.



BOMA Certificate of Excellence

Building Owners and Managers Association, Certificate of Excellence, is a meticulous certification program which evaluates the building management and operations, community impact, Tenant relations, energy and environment management, emergency preparedness and the training of building personnel.



BOMA 360

The prestigious BOMA 360 designation demonstrates that these buildings meet or exceed the industry's highest standards. It also means that you, our valued tenants, can rely on superior building management to ensure best-in-class service.



**BOMA Toronto & Canada:
The Outstanding Building of The Year 2015 and 2016**

The Outstanding Building of the Year (TOBY®) Awards is the most prestigious and comprehensive program of its kind in the commercial real estate industry recognizing quality in commercial real estate buildings and rewarding excellence in building management. In 2015 MEC achieved recognition regionally and nationally qualifying for submission to the international award.



RCO Gold (IC&I Office Building) 2015

Recycling Council of Ontario recognizes properties which demonstrate exceptional waste minimization and high diversion rates.



RCO (Recognizing unwavering commitment to a waste free society) Green Teams 2014

Recognition in demonstrating 3R philosophy (reduce, reuse, & recycle) and supporting environmental goals in the workplace.



MEC 1 Greatest Energy Reduction (10%+) 2015
MEC 2 Greatest Energy Reduction (20%+) 2015
MEC 4 Greatest Energy Reduction (15%+) 2015
MEC 4 Lowest Energy Use 2015, 250,000 – 500,000 sq ft.

Race to Reduce is a program introduced by CivicAction as an effort to reduce energy consumption by over 10% with the help from Landlords and Tenants. Race to Reduce acknowledges participants which exhibit a remarkable effort to reach their energy objectives.



Smart Commute Mississauga

Smart Commute is a program from Metrolinx as an initiative for easing gridlock and saving people time and money for the Greater Toronto and Hamilton area. The purpose is to introduce people to untraditional methods of transportation such as walking, cycling, transit and carpooling to get people from point A to B.

[2] PROPERTY MANAGEMENT OFFICE & KEY INFORMATION

a. Directions

The Mississauga Executive Centre is strategically located in the heart of downtown Mississauga on Robert Speck Parkway.

Private Vehicle: From the 403, exit south on Hurontario Street, turn left on Robert Speck Parkway. From the QEW, head north on Hurontario Street, turn right on Robert Speck Parkway.

Public Transit: Square One Go Transit is walking distance and two bus stops are located adjacent to the complex.

MEC experiences less traffic congestion than ACC and Meadowvale, due to a vast network of public transportation and exceptionally close proximity to highways.

MEC has a high walkability score, 88/100. Walk Score is a number between 0 and 100 that measures the walkability of any address. The higher the number the better the walkability score. MEC's location is 20 plus points ahead of Meadowvale, Hwy 401/Hurontario, Airport Corporate Centre and Winston Park. Drive less, live more!

WALK SCORE
88/100



b. Property Management Office

The Mississauga Executive Centre Property Management Office is located on the 2nd floor of 4 Robert Speck Pkwy (MEC 4), suite 260. Office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

c. Important Contact Information

Emergency Phone Numbers:

Ambulance, Fire, Police	911	
24-Hour Service Centre	1.877.255.5888	Service.Centre@colliers.com

The Command Centre – 1 Robert Speck	905.279.6640
1 Robert Speck – Front Desk Security	905.279.2550
2 Robert Speck – Front Desk Security	905.275.5418
3 Robert Speck – Front Desk Security	905.897.7096
4 Robert Speck – Front Desk Security	905.276.8822

Property Management Office:

Angie Ieraci General Manager	905.281.7203	Angie.Ieraci@colliers.com
Anthony Kern Operations Manager	905.281.7201	Anthony.Kern@colliers.com
Manny Costa Operations Supervisor	905.281.7231	Manny.Costa@colliers.com
Joel Victoria Construction Manager	905.281.7232	Joel.Victoria@colliers.com
Ashley Jacob Assistant Property Manager	905.281.7230	Ashley.Jacob@colliers.com
Adriana Carvalho Property Administrator	905.281.7204	Adriana.Carvalho@colliers.com
Ron Jasinski Leasing, Senior V.P.	416.620.2801	Ron.Jasinski@colliers.com
Domenic Galati Leasing, Associate V.P.	416.620.2834	Domenic.Galati@colliers.com
Security Manager	905.281.7207	mecsecuritymanager@colliers.com
Fax Number	905.275.5337	

d. Building Hours of Operation

The regular building hours of operation are 6:30 a.m. to 6:30 p.m., Monday through Friday, excluding Saturdays, Sundays, and statutory holidays. As a Tenant, you have access to your office anytime during these hours. Outside the hours of operation, Tenants require security cards to access their units, unless access to your floor has been restricted (applicable to some Tenant floors only).

e. Lighting System

Tenants are advised to shut off all the lights where possible in their premises when leaving at the end of the day. A program automatically shuts all lights off in Tenanted areas at 7:00 p.m and lights resume at 7:00 a.m. the next day. This cost-effective measure ensures that the building is run efficiently and helps keep the building's operating cost down.

f. Heating Ventilation and Air Conditioning

The building's heating, ventilation and air conditioning systems are operational from 7:00 a.m. to 7:00 p.m. Monday to Friday, except statutory holidays. HVAC outside of these hours (or according to your lease) will be subject to a charge of \$35.00 per hour (subject to change) and will require written authorization by completing a Work Permit Request Form (*See page **Error! Bookmark not defined.***). Please see the Property Management Office for authorization and other inquiries.

g. Deliveries

All deliveries are restricted to the loading areas and service elevators. See security in the lobby between the hours of 6:30 a.m. and 6:30 p.m. in order to access the service elevator or contact the Property Management Office. No deliveries are allowed between 8:00 a.m. from 9:30 a.m. and also from 11:30 a.m. and 2:00 p.m. The service elevators are restricted to ½ hour usage during the day with at least 24 hours' notice and with prior approval from the Property Management Office. Any damage in entrances, elevators and corridors from a delivery is to be paid to the Property Management Office for the cost of reparation.

h. Statutory Holidays

On statutory holidays the building will operate under weekend security procedures. Garbage removal and cleaning services will resume on the next business day. Please advise the Property Management Office if your company's holiday schedule differs from the buildings.

The following statutory holidays are observed throughout the calendar year:

January	New Year's Day
February	Family Day
April	Good Friday
May	Victoria Day
July	Canada Day
August	Civic Holiday
September	Labor Day
October	Thanksgiving Day
December	Christmas Day & Boxing Day

i. Annual Events Calendar

Various events are held throughout the year across the complex and in the building lobbies. Below are some of the events held every year.

Winter	Spring	Summer	Fall
<ul style="list-style-type: none"> ▪ Christmas Gifts ▪ Toy/Food Drive ▪ Valentine's Day ▪ Carpool Week 	<ul style="list-style-type: none"> ▪ Earth Week/Day – Clean up the Creek Event ▪ Appreciation Events (Discount Ticket Program) ▪ Fire Warden Training & Drill ▪ Canadian Peregrine Falcon Banding Ceremony 	<ul style="list-style-type: none"> ▪ Tenant Appreciation BBQ ▪ Active Switch Challenge 	<ul style="list-style-type: none"> ▪ Flu Clinic

j. Mail Service

- At 1 Robert Speck Pkwy (MEC 1), keyed mailboxes are located in the P2 level of the building; 2 outgoing mail boxes are located just outside the building near the loading dock.
- At 2 Robert Speck Pkwy (MEC 2), all mail is delivered directly to your suite on a daily basis; 2 outgoing mailboxes are located just outside the building near the loading dock.
- At 3 Robert Speck Pkwy (MEC 3), keyed mailboxes are located in the P1 level of the building. For your convenience, 2 outgoing mail boxes are located just outside the building at the North Entrance.

- At 4 Robert Speck Pkwy (MEC 4), all mail is delivered directly to your suite on a daily basis. For your convenience, 3 outgoing mail boxes are located just outside the building near the loading dock.

k. Payment of Rent and Other Charges

Colliers offers a Pre-authorized Electronic Funds Transfer Program (the "EFT") which will permit you to make rental payments by way of automatic debit from your bank account (*See pages 36 & 37*).

Payment is due on the first day of each month and should be made payable as follows:

Colliers Macaulay Nicolls (Ontario) Inc., ITF Mississauga Executive Centre
4 Robert Speck Pkwy, suite 260
Mississauga, Ontario, L4Z 1S1
Attention: Accounts Receivable

If you have any questions with regards to your rent, please contact Accounts Receivable at the Property Management Office.

l. Tenant Insurance

As specified in your lease, all Tenants must have valid active insurance at all times. Tenants are required to provide Colliers with an appropriate insurance certificate which details very clearly your coverage before assuming tenancy and annual insurance renewals must be forwarded to our office (4 Robert Speck Pkwy, Suite 260, Mississauga, Ontario, L4Z 1S1) to ensure continuous coverage. Please note that the Property Management Office requires a minimum of five million dollars (\$5,000,000.00) liability insurance naming the Tenant as the insured party. The insurance certificate should include:

Certificate Holder:

Colliers Macaulay Nicolls Inc.
ITF Mississauga Executive Centre
4 Robert Speck Parkway, Suite 260
Mississauga, ON L4Z 1S1

Additional Insured:

Desjardins Financial Security Life Assurance
Company, SWBC Pool III LP, SWBC MEC 1 Ltd.,
SWBC MEC 2 Ltd, SWBC MEC 3 Ltd., SWBC
MEC 4 Ltd. and Colliers Macaulay Nicolls Inc.

m. Lost and Found

All inquiries regarding lost and found items should be directed to the Front Desk Security in your building or to the Property Management Office.

n. Bicycles and Animals

As a complex wide policy, Tenants shall not bring any animals or birds into the building and MEC does not permit bicycles or other vehicles inside the building except in designated areas.

o. Furniture and Equipment

The Tenant is to ensure that furniture and equipment being moved into or out of the premises is moved through entrances, elevators and corridors and is done during a timeframe designated by the Property Management Office. The movers or moving company must be approved by the Property Management Office and shall pay for any damage to the building caused thereby.

p. Solicitation

The Property Management Office reserves the right to restrict or prohibit canvassing, soliciting or peddling in the grounds or buildings of the property.

[3] SITE INFORMATION

a. Complex Description

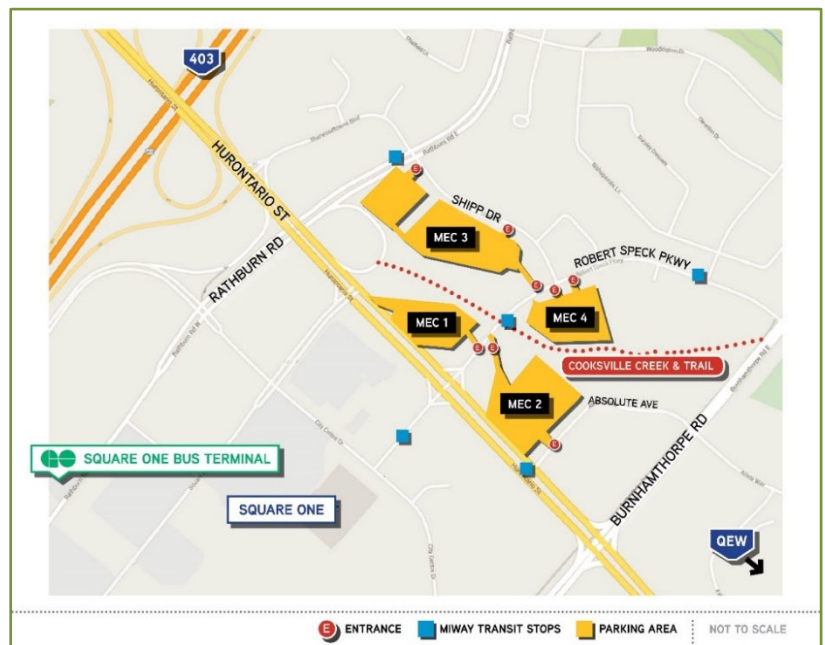
Numerous successful international and domestic businesses call the Mississauga Executive Centre home. The location and amenities have proven to allow organizations to grow to their full potential. The positioning of the complex offers close proximity to bus-stops, Go transit, and major arterial expressways. Key amenities include a full service professional Property Management Team, energy efficient retrofits, and various retail Tenants.

Key Specs

- Each building contains 15 floors
- 1.1 million square feet of leasable office
- Secure above and underground parking options providing a total of 3,700+ parking spaces
- Secure Storage Facility
- Bicycle Racks
- Fiber Optic Cabling

b. Building Address and Complex Accessibility

- 1 Robert Speck Pkwy (MEC 1) – L4Z 3M3
- 2 Robert Speck Pkwy (MEC 2) – L4Z 1H8
- 3 Robert Speck Pkwy (MEC 3) – L4Z 2G5
- 4 Robert Speck Pkwy (MEC 4) – L4Z 1S1



[4] BUILDING AMENITIES

a. Parking

Parking at MEC is managed by Impark. Please contact directly at the Customer Support Team at 1-877-909-6199.

Sajith Ahammad is the on-site Parking Manager. Sajith's Office is located at Lower Level, 4 Robert Speck Parkway.

b. Carpool Parking & Electric Plug-In Charging Stations

Mississauga Executive Centre actively supports environmentally and economically sustainable forms of transportation. As one of Colliers environmental strategies, the Mississauga Executive Centre in partnership with Smart Commute Mississauga has implemented a carpooling program. Anyone can register to the program. You can sign up as a group/pair or you can sign up alone and get matched on www.smartcommute.ca/mississauga. To find out more information contact Impark at 1-877-909-6199.

Carpool Definition: A carpool is a group of two or more people who:

- Travel together
- Have registered with the Colliers Parking Office and online at www.smartcommute.ca/mississauga/

Incentives:

- Colliers will reserve premium, preferential parking spaces for use by multi-occupant vehicles displaying a valid carpool permit. Unauthorized use of these spaces will result in fines, loss of permit and other penalties.

In 2015 Colliers introduced a new program, Shared Electric Vehicle (E.V.) Plug-In Program, to all tenants of 1, 3 & 4, Robert Speck and expanded the program to tenants of 2 Robert Speck in Q1 of 2016. The program provides ESA approved charging units located in each of the underground parking garages conveniently located close to the building entrance and showcased by sustainable green walls and LED lighting.

c. Keys and Security Access Cards

Keys are ordered from the building Management Office by calling 905.275.5000. There is a nominal charge for keys. Security access cards are required to access the building after normal business hours. Access cards will be provided upon the Tenant's request by calling Management Office. Please provide us with one week's notice to allow time for programming cards. Please allow two days for all additional key requests.

The replacement fee for lost, stolen or damaged access cards is \$25.00 (subject to change).

d. Storage Facilities

A variety of on-site storage room facilities are available in the complex for your use. Place a request for availability and cost of a storage unit in your building by contacting the Property Management Office.

e. Food and Beverages

Only Tenants approved from the Property Management Office with a prior written consent may prepare, solicit orders for, sell, serve or distribute foods or beverages in the buildings or on the grounds.

MEC has Ground Floor Retail Tenants which provide an assortment of food and services which can be purchased throughout the day.

f. Ground Floor Retail Tenants

MEC 1	Pumpnickels Kids And Company (Daycare)
MEC 2	Scotiabank Dr. Banducci (Optometrist)
MEC 3	Gateway Newstands The Printing House Desjardins Café Tim Hortons
MEC 4	Century 21 Paradise Café

[5] TENANT & BUILDING SERVICES

a. Service Requests

In order to deliver our commitment of providing you with a comfortable, efficient working environment and the highest level of service, please ensure that all service request calls are made by the Tenant contact of your company to the Service Centre at 1.877.255.5888 or via email at Service.Centre@colliers.com.

Some examples of service requests include but are not limited to:

- Cleaning
- Lighting & ventilation
- Light bulb change
- Temperature change

b. CycleLoan Free Bicycle Rental

MEC offers a free bicycle rental program available seasonally, from April to November, five days a week from 8:00 a.m. to 5:00 p.m., except for statutory holidays and poor weather conditions. Interested renters are to complete the registration form (*See pages **Error! Bookmark not defined.**6-40*) and bring it to security or to the Property Management Office (4 Robert Speck Pkwy, Suite 260) for authorization. Once approved, renters can sign out a bicycle for free anytime they wish during the stated hours of operation.

c. Car Wash Service

Professional Car Cleaning & Detailing Service is available at 3 Robert Speck, P2 level, available Monday to Friday from 9 a.m. to 5 p.m. This service is available to Tenants, Guests, and the General Public using the parking facility. For information and rates, visit their website at www.pristinedetailing.ca

d. MEC Re-Use Centre

MEC offers a second home to lightly used office supplies which can be shared amongst Tenants throughout the complex. Tenants may drop items off or take items for their office. The Re-Use Centre is located in the P1 level of MEC 4. For access please see the MEC 4 Front Desk Guard or the Property Management Office.



e. Service Elevator Booking

It is required to book the service elevators as soon as you have a move in date. To reserve, request a booking at least one week in advance; service elevators are high in demand. The elevator can be booked by completing the Work Permit Request Form (*See pages 43 & 44*) and once fully completed, email it to the Operations Supervisor or fax (905.275.5337) to the Property Management Office.

Don't forget to provide your movers with the dimensions and capacity of the service elevators below to ensure a quick and efficient move.

MEC 1

Cars 1-4, 6:

Door height: 84"
Door width: 42"
Cab width: 81"
Cab depth: 62.5"
Suspended ceiling height: 101"
Capacity: 3500 lbs

Car 5 (Freight/Service):

Door height: 84"
Door width: 42"
Cab width: 73"
Cab depth: 68"
Suspended ceiling height: 150"
Capacity: 3500 lbs

MEC 2

Car 1 (Freight/Service):

Door height: 84"
Door width: 42"
Cab width: 73"
Cab depth: 67"
Ceiling height: 120"
Capacity: 3500 lbs

Cars 2-5:

Door height: 84"
Door width: 42"
Cab width: 81"
Cab depth: 62.5"
Suspended ceiling height: 89.5"
Capacity: 3500 lbs

MEC 3

Car 1 (Freight/Service):

Door height: 84"

Door width: 42"

Cab width: 71"

Cab depth: 68"

Ceiling height: 108"

Capacity: 3500 lbs

Cars 2-5:

Door height: 84"

Door width: 42"

Cab width: 80"

Cab depth: 64"

Suspended ceiling height: 90"

Capacity: 3500 lbs

MEC 4

Car 1 (Freight/Service):

Door height: 84"

Door width: 42"

Cab width: 71"

Cab depth: 68"

Ceiling height: 108"

Capacity: 3200 lbs

Cars 2-5:

Door height: 84"

Door width: 42"

Cab width: 81"

Cab depth: 62.5"

Suspended ceiling height: 88"

Capacity: 3500 lbs

f. MiMEC Mobile App

Get connected with our mobile app MiMEC

MiMEC links you to everything your building has to offer.

Our mobile app is an easy and accessible way for you to stay in touch with your property management team, make tenant service requests and more!

Highlights:

- Access building services, amenities and your tenant manual
- Stay up-to-date on building news and scheduled property maintenance
- Submit a tenant service request
- Participate in contests and promotions
- RSVP for events
- Receive health and wellness tips and learn more about how you can help create a greener, more sustainable building
- Explore your local shops, services, and community



How:

1. Download MiMEC in the App Store or Google Play
2. Join the MiMEC channel
3. Connect with your workplace

[6] HOUSEKEEPING & RECYCLING

a. Cleaning Services

Frequent inspections of Tenant areas are made by Colliers to monitor the quality of janitorial service. The Management team meets regularly with the contract-cleaning supervisors to assess performance and ensure our quality standards are maintained. If you have any comments or concerns regarding cleaning or would like to have additional services above our building standard provision (for example, dishwashing and special functions), please contact the Operations Supervisor at 905.281.7231 and we will respond to your request as quickly as possible.

Our cleaning contractor services all Tenant offices and common areas. The nightly cleaning starts at 5:30 p.m. Monday through Friday, with the exception of statutory holidays. Tenant office premises include all areas unless specifically secured and requested to be omitted. Common areas include washrooms, elevator lobbies, corridors, and stairwells. Daytime cleaning staff is on site attending to washrooms and common areas from 8:00 a.m. to 4:30 p.m. Monday through Friday, except statutory holidays.

Cleaning staff are instructed to lock all entrance doors and not to open these doors for any person. They have also been advised to leave internal doors as they find them.

For a cleaning schedule for all Tenant office premises, or a list of cleaning specifics and recycling rules, please contact the Property Management Office.

b. Garbage, Recycling and E-Waste Disposal

We pride ourselves on well-established waste and recycling programs that exceed industry standards and satisfies Ontario Ministry of Environment (MOE) regulations. Annual waste audits are conducted by a third party consultant that ensure our processes are compliant and capture/diversion rates are competitive.

Removal of garbage from Tenant premises is carried out nightly Monday to Friday by the cleaning staff. All waste receptacles from desks, lunchrooms, kitchenettes, etc. are emptied nightly and brought down to the loading area for compacting. Please refer to the “Trim Your Waste” poster for waste classification (*See page 22*).

For routine removal of delivery boxes, please ensure all corrugated cardboard is flattened and bundled for disposal. Please clearly mark all waste not placed in usual containers as "Garbage" – sticker labels are available upon request from the Management Office.

All e-waste (electronic waste) is collected in the large bins located in each of the buildings' loading dock areas. Waste is safely dismantled and recycled at a certified facility then tracked, weighed and a certificate is issued confirming the exact weight diverted from landfill. Anything that can be plugged in or is battery powered from the office or home can be recycled. Exceptions would be light bulbs, medical/lab equipment and some industrial electronics. If you need assistance moving items down to the loading dock area, please contact the Management Office. Below is a list of accepted items:


OFFICE	SERVER ROOM	COPY ROOM
Desktop	Servers	Photocopiers
Laptop	Switches	Fax Machines
Monitors	Network Equipment	Printers
Keyboards, Mice, Accessories	UPS Units	Toners & Ink Cartridges
Telephones, Cell Phones	All Batteries	
Audio & Video Equipment	Wires	

Used batteries can be disposed of in the collection boxes located on each of the security desks in the main lobby. Small collection receptacles are available upon request from the Management Office and should be placed strategically throughout your premises (reception, mail, staff, lunch rooms etc).



Organic waste is collected nightly from tenants that choose to separate and dispose food waste from regular and recyclable material. The organic matter is transferred to our on-site waste composter unit where it is put through a maceration process and after 10-14 days it produces natural compost that is put back into the landscaping throughout the complex.

BOTTLES CANS PLASTICS

- Plastics 
- Tetra paks
- Aluminium and steel cans
- Milk and juice cartons
- Glass bottles
- No coffee cups
- No wax paper
- No plastic bags
- No styrofoam

ORGANIC WASTE

- Fruits, vegetable scraps
- Meat, fish, bones
- Pasta, bread, cereal
- Dairy products, egg shells
- Coffee grounds, filters, tea bags
- Candies, cookies, cake
- No paper towels
- No coffee cups
- No oil, grease

WASTE

- Coffee cups
- Paper towels, napkins
- Styrofoam & polystyrene cups & containers
- Plastic bags
- Organic food waste
- No paper recycling
- No bottles & cans recycling
- No electronic waste
- No batteries
- No toner cartridges

PAPER PRODUCTS

- Office paper
- File folders
- Newspapers / magazines
- Directories
- Windowed envelopes
- Boxboard
- No paper towels
- No coffee cups



*Thank You
for recycling and diverting
waste from landfills*



Note: Please do not place any valuables such as wet shoes, boots, office supplies or umbrellas in blue boxes or garbage cans. We are not responsible for any items left in blue boxes or garbage cans that have been disposed of by mistake.

c. The Rocket Composter

MEC is always seeking ways to reduce its impact on the environment in an effort to increase the quality of life within the complex. MEC has become the first office complex in Mississauga to invest in the organic composter called the Rocket Composter.



Originally from the United Kingdom, this sophisticated equipment is a hygienic, sustainable system which reduces carbon emissions by eliminating the need for waste disposal transportation. Inside the vessel of the Rocket Composter organic material can transform into high quality compost in only 14 days.

The composting process is as follows:

- Disposal of food waste goes into green organics bins.
- Waste is emptied into the Rocket Composter.
- During a 10-14 day period, an auger mechanism combined with heat, breaks the material down.
- Nutritious composting material is produced and added back into the MEC landscaping.

As a Tenant within the building, we will be glad to assist you if you need help in engaging your employees to properly dispose waste, recycling and organics.

[7] GREEN PURCHASING POLICY

Property:	Mississauga Executive Centre (MEC)
Prepared for:	Fitwel® Certification
Prepared by:	Colliers International Management Team
Date Prepared:	November 1, 2019
Next Review Date:	November 1, 2020

PURPOSE & SCOPE

The purpose of the Green Purchasing Policy is to provide Colliers International and Mississauga Executive Centre a purchasing framework and implementation plan for the procurement of products and services with beneficial health and environmental impacts.

As Canada's largest commercial real estate services provider, Colliers International is in a unique position to make a dramatic, positive impact on our environment as well as protect the occupational health of building occupants and staff at its managed properties. Recognizing our responsibility to provide leadership in sustainability for built environments, businesses and global society, Colliers International has structured its policy to ensure that the types of products and services procured have inherent positive social, human health, environmental and economic impacts.

The NASPO Green Purchasing Guide (www.naspo.org/green/index.html) was used as a resource to develop this policy.

INTRODUCTION

Organisations that consider environmentally-preferable criteria in the procurement process have the power to reduce or eliminate waste and environmental impacts, as well as realize cost savings. Some of the key contributions of green purchasing include:

- A healthier indoor environment for tenants, visitors, contractors and staff;
- Improved energy and water efficiency;
- Increased support for reuse and recycling;
- Preservation of virgin resources through extension of useful lifecycles of existing products;
- Reduced greenhouse gas emissions and other potential air, water, and/or soil effluents;
- Reduced construction, renovation, demolition and other types of waste;
- Minimized hazardous and non-hazardous waste generation; and
- Decreased procurement, storage, and use of toxic chemicals onsite.

PURCHASING FRAMEWORK

Colliers International will seek out products and services that have a lower or reduced impact on human health and the environment when compared with competing products that serve the same

purpose. This comparison may consider raw material acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

The purchasing framework shall be based on careful consideration of goods', materials' or services' impact on the environment, economy, and human health and well-being; and consideration of market factors, including specifications, quality, delivery mode and date, and cost.

Preference will be given to the purchase of environmentally preferable goods, materials, and building equipment when they perform satisfactorily and are available at a reasonable price. Where feasible and appropriate, a life cycle cost analysis will be used as part of the decision-making process in selecting products and services. When comparing alternative products, the initial cost of acquisition, and lifetime maintenance costs, operating costs, etc. will be considered in the analysis and decision-making process.

Product Attributes to Consider: Colliers International will take into consideration the following attributes or qualities, when purchasing environmentally preferable products:

- Durable, as opposed to single use or disposable items;
- Made entirely of recycled materials or contains recycled materials (maximizing post-consumer content);
- Non-toxic or minimally toxic than alternate products, and preferably biodegradable;
- Products and equipment that are highly energy and water efficient, and prevent pollution;
- Production process conserves natural resources through acquisition of raw materials in an environmentally sound and sustainable manner;
- Manufactured through companies with good environmental track records, which encourage environmentally positive practices;
- Uses energy alternatives to fossil fuel;
- Causes minimal to no environmental damage during normal use or maintenance;
- Shipped with minimal packaging (consistent with care of the product), preferably made of recycled and/or recyclable materials; and
- Produced locally or regionally (to minimize the environmental costs associated with shipping).

Compliance Requirements: Products and services procured by Colliers International shall comply with one of the following guidelines:

- International Standards Organization® (ISO) 20400:2017 Sustainable Procurement-Guidance; Certified by the Global Ecolabelling Network™ (GEN);
- The Environmental Protection Agency (EPA)'s Comprehensive Procurement Guideline (CPG) Program, with a listing under the CPG Product Supplier Directory;
- EPA's Safer Choice Label; and
- EcoLogo® Certified.

Colliers International will also give preference to products endorsed by the following organisations:

Green Seal®
ENERGY STAR®
EnerGuide
Forest Stewardship Council® (FSC)
Canadian Standard Association's
Sustainable Forest Management
Standard (CSA's FMI)

Sustainable Forest Initiative® (SFI)
GreenGuard®
Carpet and Rug Institute™
WaterSense

IMPLEMENTATION PLAN

Colliers International will execute the following implementation plan to govern the sustainable procurement of products and services:

1) Establishing a Baseline/ Benchmark

A review of products and services that are currently procured will be conducted to identify environmentally preferable and socially responsible alternatives. This will involve performing a lifecycle analysis of the product being procured, to ascertain cradle-to-grave implications with respect to energy, use of virgin materials, manufacturing process, impact on tenants, staff and contractors, energy and water usage requirements during operations, lifecycle expectancy, and end of life disposal options. The Purchasing Framework in this policy shall be reviewed to identify whether chosen products comply with the requirements. Colliers International will consider both, building development (construction/renovation) phase and maintenance phase of the work when considering potential opportunities to reduce the impact of products and services.

2) Involving Key Stakeholders

Colliers Sustainability Department: To ensure the vital success of the Green Purchasing Policy, the Colliers International Corporate Sustainability Team will be advised regarding the purchase of any products or services. The environmental impact of the product will be discussed, and expertise or feedback provided by the team will be taken into consideration during the procurement process.

Suppliers and Service Providers: Service providers and suppliers will be encouraged to provide environmentally and socially responsible products and services. Engagement will occur throughout the lifecycle of the product or service, including the product selection phase, during the use of the product onsite and upon completion of the contract. Service providers may be approached to provide information regarding the recycled content in their products or suggest environmentally preferable alternatives. As part of the selection process, service providers shall be evaluated based on several key factors, including cost; quality; performance; financial stability; reputation and credibility; geographic location; Health and Safety Management practices; responsible sourcing; sustainable materials that provide environmental, economic and social benefits (where relevant); and availability of recycling and diversion programs for procured products.

3) Monitor Suppliers and Service Provider Adherence to Contract

Colliers International will ensure that green products are available and accessible for purchase on the contracts. This may involve including any green specifications and requirements into the Request for Proposal (RFP) language, either in the “desirable” category or for products that have market acceptance, in the “mandatory” category.

During provision of service, the property management shall ensure that service providers are following all contractual obligations, and where needed, continue to collaborate on an ongoing basis to further improve the environmental performance of their product or service.

Service providers that do not meet contract obligations shall be notified of the deficiencies and a corrective action plan shall be discussed, developed and incorporated into their respective service contracts, where applicable.

4) Monitor Product Performance

The performance of procured products and services will be monitored by the property management. Any deficiencies associated with the product or service shall be investigated, responsible stakeholders will be notified to assess options and identify corrective actions, when needed.

5) Track Progress

The products and services procured using the Green Purchasing Policy shall be tracked by property management on an annual basis to identify any benefits, including cost savings. To ensure the compliance of the policy to industry best practices, the policy shall be reviewed and updated (if needed) on an annual basis.

AUTHORIZATION

The policy applies to Colliers International at Mississauga Executive Centre, including any suppliers, service providers, and contractors at the property.



Angie Ieraci, General Manager
Colliers International

November 1, 2019
Date

[8] INTEGRATED PEST MANAGEMENT PLAN

Property:	Mississauga Executive Centre (MEC): 1-4 Robert Speck Parkway
Prepared for:	Fitwel® Certification
Prepared by:	Colliers International - Management Team
Date Prepared:	November 1, 2019
Review Frequency:	Annually
Next Review Date:	November 1, 2020

PURPOSE & SCOPE

The purpose of the Integrated Pest Management Plan is to provide Colliers International with the necessary guidance to mitigate or eliminate economic or health damage caused by pests, while ensuring minimal use of pesticides. Integrated Pest Management is intended to reduce occupant exposure to dangerous toxins and allergens, support healthy indoor air quality and contribute to the enhanced physical and mental health of the occupants.

The plan shall apply to Mississauga Executive Centre (MEC) and shall govern the pest control operations taking place at the complex. This plan has been adapted from the U.S. Environmental Protection Agency: *Introduction to Integrated Pest Management* (2017), available at: <https://www.epa.gov/managing-pests-schools/introduction-integrated-pest-management>.

INTRODUCTION

Integrated Pest Management (IPM) is an environmentally sensitive approach to pest management that relies on a combination of physical, biological and environmentally-sound methods to prevent insects and rodents in interior areas. The program uses current, comprehensive information on the life cycle of pests and their interactions with the environment. This information in combination with available pest control methods is used to manage pest damage by the most economical means, with the least possible hazard to people, property and the environment. Traditional pest control involves the routine application of pesticides. In contrast, IPM focuses on pest prevention and judicious use of pesticides (only as needed).

IPM is not a single pest control method but rather involves integrating multiple control methods based on site information obtained through regular inspection, monitoring and reports.

PEST CONTROL METHODS

Understanding pest's needs is essential to implementing a strong IPM. Pests seek habitats that provide basic needs such as air, moisture, food and shelter. Pest populations can be prevented or controlled by creating inhospitable environments – by removing some of the basic elements required for pest survival, or blocking pest access into structures.

Colliers International will prioritize the judicious use of pesticides onsite and will seek out contractors who specialize in Integrated Pest Management. The following non-chemical pest control methods shall be implemented onsite:

- Inspection and monitoring (e.g., inspection of pest population sites, keeping refuse in tight containers, locating waste containers away from the building);
- Improved sanitation (e.g., removing food from common areas, cleaning);
- Maintaining structures (e.g., fixing leaking pipes promptly, sealing cracks);
- Adding physical barriers (e.g., screens for doors, and windows; curtains);
- Modifying habitats (e.g., removing clutter, relocating outside light fixtures away from doors); and
- Use of traps (e.g., light traps, snap traps, and glue boards).

FOUR-TIERED IMPLEMENTATION APPROACH

To ensure the successful execution of the IPM, the following four-tiered approach will be considered by Colliers International at MEC:

1. **Identify Pest and Monitor Progress:** The correct identification of pests is vital to ensure the most optimum use of preventative measures and reduce the unnecessary use of pesticides. Correct identification will also prevent the elimination of beneficial organisms. When monitoring for pests, the contractor must ensure to maintain: records for the building including monitoring techniques, locations monitored and inspection schedule and records including monitoring results and inspection findings, and recommendations.

Routine monitoring shall take into consideration: pest populations; areas identified as vulnerable to pests; and the efficacy of prevention and control methods.

2. **Set Action Thresholds:** An action threshold is the pest population level at which the pest's presence is a nuisance, health hazard or economic threat. Setting an action threshold will guide pest control decisions and focus on the size, scope and intensity of the IPM.
3. **Prevent Pest Populations:** The IPM will focus on prevention, by removing conditions attractive to pests, including food, water, and shelter. The following actions will be implemented to prevent pest populations:
 - Reducing clutter;
 - Sealing areas where pests enter the building (such as weatherization);
 - Removing trash and overgrown vegetation;
 - Maintaining clean dining and food storage areas;
 - Installing pest barriers;
 - Removing standing water; and

- Educating building occupants on IPM.
4. **Controlling Pests:** When action thresholds are exceeded, pest control measures will be implemented. IPM utilizes the most effective, low-risk strategies while taking into account the risks to the applicator, building occupants, and the environment. When required, the following control measures shall be implemented:
- Pest trapping
 - Heat/ Cold treatment
 - Physical removal
 - Pesticide application (sparingly)

Pest control actions undertaken by the selected contractor shall be documented to evaluate the success of the action. Documentation shall include:

- An on-site record of each pest control service, including all pesticide applications, in a searchable, organized system;
- Evidence that non-chemical control methods were considered and implemented; and
- Recommendations for preventing future pest problems.

IMPLEMENTATION REQUIREMENTS TO ENSURE JUDICIOUS USE OF PESTICIDES

Colliers International will execute the following implementation requirements to govern the judicious use of pesticides at MEC:

General Requirements – Pest Control Contractor:

- Contractor shall perform a thorough inspection during each scheduled visit. Evaluation of inspection results will determine the appropriate treatment methods that will need to be utilized.
- When pests are found onsite, structural modifications and non-pesticide controls like tamper resistant baiters will be used, and if proven unsuccessful, least toxic pesticides shall be used.
- The contractor shall provide service to the buildings at a minimum of once per month or more frequent if indicated by Colliers International.
- Contractor shall provide written reports following each site visit, detailing the deficiencies in housekeeping, maintenance, or sanitation which could induce pest problems. Recommendations are to be provided for any deficiencies identified.

General Requirements – Colliers International:

- Colliers International will make the premises available for pest control service at the specified time and will ensure that all areas are accessible for inspection and treatment.
- The premise shall be prepared for service according to the agreed upon conditions between Colliers International and the pest control contractor to ensure protection of the buildings from contamination or adulteration during the service.
- Colliers International will be responsible for prompt corrective action to address any deficiencies noted in the service reports provided by the pest control contractor.
- Colliers International will be responsible for training its employees to conduct routine cleaning procedures that do not disturb, remove or contaminate the control methods implemented onsite.

Areas To Be Inspected:

- **Office Areas:** All office spaces within the building shall be inspected and serviced as needed. Follow up services will also be scheduled as required.
- **Restrooms/Cleaners Room, Boiler Rooms:** All restrooms shall be inspected on a monthly basis. All pest problems discovered during inspections shall be immediately addressed. Owing to heat and humidity in these areas, the pest control contractor may execute a preventative treatment program. Ground level washrooms, which are more accessible to the public will be likely candidates for the program. Any deficiencies discovered during onsite inspection (including cracked tiles, leaking pipes, etc.) that could contribute to a pest problem shall be promptly notified to the property management, so that corrective actions can be undertaken.
- **Common Areas (Interior):** All common areas shall be inspected on a monthly basis. Owing to the extensive people traffic, the contractor shall prioritize inspecting these areas. Elevator shafts can be a potential problem area due to trash and moisture that can accumulate at the bottom of the shaft. These areas are typically very dark with little to no human activity, which make them highly susceptible to pests like rodents who often use the cables and pipes as means to travel throughout the building. The pest control contractor shall ensure to inspect and render any preventative maintenance required in these areas at six (6) month intervals, or more frequently as needed. The pest control contractor shall be accompanied by the building operations personnel to access the required areas.
- **Common Areas (Exterior):** The pest control contractor shall inspect and/ or treat the entire building perimeter on a quarterly basis. Exterior rodent control devices shall be installed and serviced where needed. As pests look for entry points constantly, all entrance doors on the ground floor and basement will be inspected. The pest control contractor shall immediately notify Colliers International if any repairs may be needed to secure the building from pests.

AUTHORIZATION

The policy applies to Colliers International at MEC, including any pest control service providers at the complex. The plan will be annually reviewed and updated based on the pest control monitoring results.



Angie Ieraci, General Manager
Colliers International

November 1, 2019

Date

[9] SECURITY & LIFE SAFETY

a. Security

The building has a 24-hour security program that includes 24-hour on-site security personnel. The building security desk is manned from 6:30 a.m. until 6:30 p.m. Monday to Friday with the exemption of statutory holidays. To contact on-site security after hours please pick up the courtesy phone at the security desk in the main lobby or call the Command Centre at 905.279.6640.

Here are some recommendations to safeguard Tenants and employee property:

Keep your suite doors leading into the common areas closed at all times. The doors provide a fire/smoke separation (Fire Department requirement), and keep undesirables from gaining easy access to your premises.

- Report thefts, threats, and suspicious or criminal activity to security immediately. Do the same for undesirables and suspicious persons.
- Report any lost or stolen access cards to the Property Management Office immediately so they can be voided.
- Ensure that your suite is always locked when no one is present. Assign individuals to lock your doors at the end of the day.
- Instruct front desk personnel to discourage persons from soliciting for funds. Many times, these persons are scouring the premises for future theft.
- Encourage a clean desk policy in your office. Avoid leaving laptops and other articles of value on your desk as asking for trouble. Lock up all valuables before you leave.

b. CCTV and Duress Alarm System

Close-circuit Television (CCTV) is a video monitoring system used for security purposes. The security cameras are located in specific locations of the exterior and the underground of the building.

Duress Alarm system, sometimes referred to as panic buttons, are located in specific locations in the underground garage. The Duress Alarm system is an emergency communication system that allows security to clearly locate where help or assistance is needed.

c. Obstructions

Tenant shall not obstruct or place anything in or on the sidewalks or driveways outside the building or in the lobbies, corridors, stairwells, or other common areas of the building, or use such locations for any purpose except access to and exit from the premises. MEC may remove at Tenant's expense any such

obstruction or thing (unauthorized by the Property Management Office) without notice or obligation to Tenant.

d. Proper Conduct

Tenant shall not conduct itself in any manner which is inconsistent with the character of the Building as a first quality building or which will impair the comfort and convenience of other Tenants in the building.

e. Emergency Building Procedures

Acts of nature can come in the following forms:

Earthquakes:

An earthquake is a sudden shaking of the earth caused by the breaking and shifting of rock or layer beneath the earth's surface. The province of Ontario is on a mild fault line, and there have been previous reports of some mild tremors in the area.

Here are some procedures to follow in case of an earthquake:

- Position yourself under a sturdy desk or table against an interior wall.
- Do NOT take cover near an exterior wall or window.
- Crouch under the furniture tucking your head under your knees. Protect your head with your arms. Try and move with the furniture.
- Be aware of falling plaster, light fixtures, heavy items on shelves, mirrors, wall hangings, glass from windows and swinging doors.
- If caught in an elevator, DO NOT ATTEMPT TO LEAVE THE ELEVATOR CAB. Be prepared should there be a power shut down and jamming of the elevator in the shaft. Be patient as it may take some time for help to arrive.
- After the earthquake, remain calm. Do not rush to exits as surging crowds in stairwells and exit points are just as dangerous as the quake itself.
- Wait for an "all clear" announcement from building management as aftershocks may occur.
- Do not attempt to move seriously injured persons unless a matter of life and death. If phone lines are dead, contact Security via the red fire phones located at each stairwell.
- Turn off all appliances such as computers, dishwashers, copiers, etc. as soon as possible. Do not turn light switches on or off. A spark may ignite any leaking gas fumes. Use flashlights only - no matches or candles.

Floods:

Flooding can occur in a building as a result of an internal or external cause. Flooding becomes a crisis when there is a threat to an individual's safety, building structure or the environment.

Here are some procedures to follow in case of a flood:

- Items in storage lockers or essential equipment should be positioned upright or placed on a platform.
- In case of flooding, contact the Property Management Office or the Service Centre at 1.877.255.5888 via email at Service.Centre@colliers.com to advise them of the situation. Be cautious of live wires. Keep all electrical equipment turned off until an "all clear" is given.

Tornadoes:

A tornado is a violent storm with swirling winds, which appears as a rotating, funnel shaped cloud. When it strikes, a tornado sounds like the roaring of an airplane or a locomotive. In the event a tornado is sighted, report it to the police department. Notify the Property Management Office at the Service Centre. Advise employees to stay away from windows and to take cover in an interior hallway of the building's lowest floor.

Hurricanes:

Hurricanes are tropical cyclones in which the winds attain speeds greater than 121 km/h. Hurricanes can be tracked for several days allowing sufficient time for preparation and implementation of preventive measures.

In the event of an impending hurricane, all occupants should be confined indoors to a designated shelter or basement. Wear a hard hat if available. Do not leave the shelter until the "all clear" is given - a lull of about 30 minutes is not abnormal during a hurricane. After the hurricane, move around the building with extreme caution paying particular attention to loose wires, loose structural components and shattered glass.

Bomb Threat:

All bomb threats must be taken seriously. If the caller is familiar with the building and specific about the location of the bomb, it is very likely a real threat.

If you receive a bomb threat:

- Call the Police at 911 and advise them of the building and location of the threat.
- Call the front desk or Command Centre of your building and inform them of the situation.
- Advise your immediate supervisor or manager of the call. They will determine whether to institute a search of the premises.
- If you locate an unidentified package, call the Police immediately at 911 and the front desk or Command Centre of your building. Do NOT touch, shake it or listen to the package.

Criminal Activity:

Every effort is made by building staff to deter, detect and report any activity that may impact the building's day to day operation. Some of these activities include vandalism, assault, break and enter, fights, riots, drug activity, theft, gunfire, etc.

Proper preventive measures can reduce or even eliminate the chances of a crime occurring. All Tenants can assist in the prevention of these activities.

Here are some suggestions:

- Report any flickering or burnt out lights.
- Report any dimly lit corridors, stairwells, washrooms and other areas.
- Report doors that do not lock properly.
- Report broken windows.
- Confront unknown individuals on your premises, only if comfortable in doing so.

In the event that there is an occurrence in spite of all precautions taken, call 911 if necessary and then report the crime to Security. Remain calm. Stay away from the potentially dangerous situation and do not attempt to block the escape of an assailant or thief.

If possible, get a full description of the individual including height, weight, age, sex, hair colour, distinguishing features, type of clothing, type of vehicle used, colour and license number.

Elevator Emergency Procedures:

In the unlikely event, that you are entrapped in an elevator:

- Do not panic and try to remain calm.
- Pick up the phone located in the cabinet below the elevator buttons.
- Advise Security that you are trapped in an elevator. Indicate the floor in which the elevator malfunctioned, if possible.
- Inform him/her of any medical condition and if emergency personnel are required.
- Do not attempt to pry the doors open. Only a licensed elevator technician is qualified to free an entrapped individual.

Fire Safety:

In accordance with the Ontario Fire Code, Mississauga Executive Centre is required to hold fire drills for the safety education of Tenants and staff. A full evacuation fire drill is held in May or June of each year. Letters will be sent to all Tenants, along with a form requesting updated fire warden information (*See page 39*) and names of non-ambulatory staff requiring assistance (*See page 40*).

Once your company commences business operations, you will be provided with a copy of the approved fire plan for your building. Each company is required by law to take responsibility for their employee's safety and to designate fire wardens and deputy wardens to coordinate safety planning.

Colliers is committed to the safety of the building occupants and we ask that once a warden has been selected for your premises, that they contact the Property Management Office for further information.

In case of Fire:

- Operate the nearest fire alarm pull station.
- Call 911 and give the building name and address, give the floor and detail of the fire. Then, call the front desk or command centre of your building and give them the same details.
- DO NOT use elevators. Use stairwells and emergency exits only.
- If caught in heavy smoke, take short breaths, breathe through your nose and crawl to escape on your knees if necessary, as there is less smoke at floor level.

Evacuation Procedure:

If you have persons employed who require evacuation assistance, please ensure the Property Management Office is informed.

Do's:

- Keep calm in an emergency
- Close each door of your office as you leave.
- Form an evacuation line - two abreast.
- Use the enclosed stairwell for evacuation. Use the handrails.
- Listen for instructions and follow them.
- Clear the way for the Fire Department coming up the stairwell.
- Be ready to merge with other people evacuating the building.
- Once out of the building, go a reasonable distance away from the emergency or to the designated gathering area.
- The method of evacuation of handicapped should be determined by the individual Tenant. Assistance from the building staff will be available if required.

Don't's:

- DO NOT USE THE ELEVATORS.
- Do not run in the stairwell.
- Do not return to your premises until the authority in charge gives the "all clear".

Medical Emergency:

In the event of an accident or illness of an employee or visitor in your premises:

DO NOT MOVE the person. Administer first aid if you have the proper training.

- Call 911 and tell them the building name, address, floor, suite number and medical emergency. You may be asked to describe the condition of the victim.
- Call the front desk or Command Centre of your building and advise them of the situation. They will hold an elevator ready for the emergency medical team. Post one person at the elevator lobby on your floor to lead the medical team to the person in distress. While waiting for the medical team, keep the person warm and comfortable.

Natural Gas Leak:

Licensed natural gas service personnel perform all repairs to natural gas supply equipment. If there is the slightest suspicion of a gas odor similar to rotten eggs or a hissing sound of escaping gas, the following procedures should be taken:

- Contact the Property Management Office or the Service Centre. Building personnel will immediately be dispatched to investigate.
- Open all doors.
- Do not operate electrical switches, equipment, cell phones or pagers.
- Keep the area clear and barricade where necessary.
- The Fire Department, Consumers Gas and police may be called depending on the findings of the investigation. An evacuation may be necessary if there is the possibility of fire, explosion or other safety hazards.

Power Failure Procedures:

The building is equipped with an emergency backup diesel generator that supplies the building with emergency power in the event of a power failure. Emergency power feeds critical equipment and systems such as elevators, emergency lighting, fire protection and life safety systems.

Once a power failure occurs, there will be a short delay until the generator starts. Building evacuation is not mandatory unless directed by the Property Management Office. Please listen carefully to announcements for further instructions.

Threatening Call Report:

Threats of physical harm, harassment, etc. received over the phone should be recorded. Call Security to advise them of the call. You will be required to fill out a form (*See page 42*).

[10] BUILDING & CONSTRUCTION

a. Work Permits

Work permits are required for any type of work by outside contractors within your space. Once a contractor has been selected, a “Work Permit Request Form” (*See pages 43 & 44*) must be submitted to the Property Management Office by either fax (905.275.5337) or by email to the Operations Supervisor. You must submit the request at least 48 hours prior to the work being completed. This will

permit and outline scheduled times and dates for your contractors / trades to perform work within the leased premises. Provide details for the scope of work, construction dates, construction trades and contact numbers. Any work restrictions should be indicated to ensure that security has full information and can act on your behalf.

All work permits must be approved by the Property Management Office.

b. Standard Construction Regulations for all Colliers Buildings

No smoking is permitted in or in close proximity to the building. Anyone found smoking on the premises or in the building will be dismissed from site.

Construction personnel will use the service elevator for transportation at all times.

It is the responsibility of the contractor to dispose of all garbage and debris. If a garbage bin is required, arrangements can be made with the Property Management Office to place a bin at the loading area.

Absolutely no work that causes emission of strong odors (millwork finishing, oil based painting, concrete sealing) is permitted during business hours.

Please note for any fire alarms that are triggered as a result of construction, all costs incurred will be charged back accordingly.

c. Design and Construction Restrictions

All improvements or changes to your leased premises are subject to prior approval by the Colliers Property Management Office. This is done to maintain harmony of design throughout the building and to ensure that all government regulations and requirements are met.

The Property Management Office must receive two sets of construction drawings at least 4 weeks prior to the anticipated start of construction. Drawings will be reviewed to ensure compliance with building design and may be returned to you for any changes. In accordance with your lease, there may be a charge for engineering and architectural review, supervision, and construction coordination fees.

Please refer to the Design Criteria Manual for further information, available upon request from the Construction Manager at 905.281.7232.

d. Approved Contractors

A list of approved contractors can be found in the Design Criteria Manual. Please contact the Construction Manager or go to the Property Management Office to request a copy of this.

e. Insurance Certificates and Workers Compensation Board Coverage

All contractors working in any of the Colliers buildings are required to have appropriate liability insurance coverage including Worker's Compensation Board Insurance and liability coverage. The Property Management Office must be supplied with copies of Insurance Certificates and WSIB Coverage before work is scheduled to begin.

f. Drawings and Specifications Approval

The Property Management Office must receive two sets of construction drawings at least 4 weeks prior to the anticipated start of construction. Drawings will be reviewed to ensure compliance with building design and may be returned to the Tenant for any changes. In accordance with the lease, there may be a charge for engineering and architectural review, supervision and construction coordination fees.

Please refer to the Design Criteria Manual for further information or contact the Construction Manager.

g. Building Permits

A building permit issued by the City Of Mississauga is required for all alterations involving any demolition of: walls, ceiling renovations mechanical or electrical work. Copies of the permit drawings bearing the City Plans Examiner's stamp must be provided to the Property Management Office, along with a copy of the building permit, prior to construction.

Current WSIB Certificate and Insurance Certificate with additional insured are required by the Property Management Office.

Please refer to the Design Criteria Manual for further information or contact the Construction Manager.

h. Scheduling the Move

All moves are scheduled outside of business hours to minimize inconvenience to other Tenants. Moving hours are between 6:00 p.m. and 6:00 a.m. on weekdays and anytime on Saturday, Sunday and statutory holidays. To schedule your move, call the Property Management Office, main reception.

i. Locks

Tenants shall not add to or change existing locking mechanisms on any door in or to the premises without prior consent from the Property Management Office and shall, at the end of the term, remove such lock(s) at the Tenants expense.

At the end of the term, the Tenant shall promptly return to the Property Management Office all keys for the building and premises which are in possession of the Tenant.

j. Windows

Window coverings inside the premises of the building is to have a uniform exterior appearance, and Tenants shall not install any window shades, screens, drapes, covers or other materials on or at any window in the premises without the prior written consent from the Property Management Office. Tenant shall ensure that window coverings are closed on all windows in the premises while they are exposed to the direct rays of the sun.

k. Water Fixtures

The Tenant shall not use water fixtures for any purpose for which they are not intended, nor shall water be wasted by tampering with such fixtures. Any cost or damage resulting from such misuse by Tenant shall be paid for by the Tenant.

l. Carpet Pads

Where carpet has been provided directly or indirectly by the Property Management Office, the Tenant shall at its own expense install and maintain pads to protect the carpet under all furniture.

m. Heavy Articles

The Tenant shall not place in or move any heavy articles within the premises without the prior written consent from the Property Management Office. The Property Management Office may designate the location of any heavy articles within the premises.

n. Repairs, Maintenance, Alterations and Improvements

The Tenant shall carry out Tenant's repairs, maintenance, alterations and improvements in the premises only during times agreed in advance to by the Property Management Office and in a manner which will not interfere with the rights of other Tenants in the building.

o. Signage Request and Recommendations

To have your company name listed on the directory board or the lobby directory, or if you require standard building signage for your suite, please fill in the Signage Request Form (*See page 45*). Submit the form to the Property Management Office once completed.

[11] FORMS

- ⚡ Pre-Authorized Electronic Funds Transfer Form
- ⚡ Tenant Contact List Form
- ⚡ Fire Warden Form
- ⚡ List of Persons Requiring Evacuation Assistance Form
- ⚡ Fire Drill Report for Fire Wardens
- ⚡ Threatening Call Form
- ⚡ Work Permit Request Form
- ⚡ Signage Request Form
- ⚡ Parking Registration Forms and Terms & Conditions
- ⚡ CycleLoan Registration Form and Terms & Conditions

**COLLIERS MACAULAY NICOLLS INC ITF MISSISSAUGA EXECUTIVE CENTRE
PRE-AUTHORIZED ELECTRONIC FUNDS TRANSFER PROGRAM
ENROLLMENT / AUTHORIZATION FORM FOR A BUSINESS**

Tenant Name (the Payor): _____

Address: _____

Tenant's Bank Name: _____

I (we) authorize Colliers International (the Payee) to process a debit, in paper, electronic or other form in the variable amounts which are in accordance with the terms of your current lease. Payment will be debited on the first day of each month, in advance, beginning the 1st day of _____.

I (we) acknowledge that I (We) have read and understood all the provisions contained in the Terms and Conditions of the Pre-Authorized Payment Authorization and that I (we) have received a copy.

Dated this _____

Authorized Signature:

Name: _____

Name: _____

Title: _____

Title: _____

The Payor may contact the Payee at:

Colliers Macaulay Nicolls Inc.
ITF Mississauga Executive Centre
4 Robert Speck Parkway Suite #260
Mississauga, ON L4Z 1S1
Tel: (905) 281-7227
Fax: (905) 275-5337

Attn: Accounts Receivable

Note: please enclose a void cheque so that we can appropriately record your Bank Account Number and Bank Transit Number.

ATTACH YOUR VOID CHEQUE

PRE-AUTHORIZED PAYMENTS – TERMS AND CONDITIONS

"I (We) acknowledge that this Authorization is provided for the benefit of the Payee and (Processing Institution) and is provided in consideration of (Processing Institution) agreeing to process debits against my account in accordance with the Rules of the Canadian Payments Association"

"I (We) warrant the guarantee that all persons whose signatures are required to sign on this account have signed this agreement below."

"I (We) hereby authorize the Payee to draw on the Payor's account number _____ with (Processing Institution), for the following purpose."

"This authorization may be cancelled at any time upon notice by the Payor of at least 30 days prior to the PAD being issued. I (We) acknowledge that, in order to revoke this authorization, I (We) must provide notice of revocation to the Payee. The payor may obtain a sample cancellation form, or further information on their right to cancel a PAD Agreement, at their financial institution or by visiting www.cdnpay.ca"

"I (We) acknowledge that provision and delivery of this authorization to the Payee constitutes delivery by the Payor to (Processing Institution). Any delivery of this authorization to you constitutes delivery by the Payor."

"I (We) undertake to inform the Payee, in writing, of any change in the account information provided in this authorization prior to the next due date of the PAD."

"I (We) acknowledge that (Processing Institution) is not required to verify that a PAD has been issued in accordance with the particulars of the Payor's Authorization including, but not limited to, the amount."

"I (We) acknowledge that (Processing Institution) is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by the Payee as a condition to honouring a PAD issued or caused to be issued by the Payee on the Payor's account."

"Revocation of this authorization does not terminate any contract for goods or services that exists between the Payor or the Payee. The Payor's Authorization applies only to the method of payment and does not otherwise have any bearing on the contract of goods or services exchanged."

"A PAD may be disputed by a Payor under the following conditions:

- (1) The PAD was not drawn in accordance with the Payor's Authorization; or
- (2) The authorization was revoked; or
- (3) Pre-notification was not received."

"The Payor, in order to be reimbursed, acknowledges that a declaration to the effect that either (1), (2) or (3) took place, must be completed and presented to the branch of the Processing Institution holding the Payor's account up to and including 90 calendar days in the case of a personal household PAD for up to and including 10 business days in the case of a business PAD, after the date on which the PAD is disputed was posted on the Payor's account."

"The Payor acknowledges that a claim on the basis that the Payor's Authorization was revoked, or any other reason, is a matter to be resolved solely between the Payee and the Payor when disputing any PAD after (90 calendar days in the case of a personal/household PAD or 10 business days in the case of a business PAD)."

"The Payor has certain recourse rights if any debit does not comply with this agreement. For example, the Payor has the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on the Payor's rights, the Payor may contact their financial institution or by visiting www.cdnpay.ca"



Tenant Contact Information

Name of Tenant: _____		Date: _____
Address: _____		
Telephone No.: _____	Fax No.: _____	Company Email: _____
Billing Contact		
Mr. <input type="checkbox"/>		
Mrs. <input type="checkbox"/>	First _____	Last _____
Miss <input type="checkbox"/>	Name: _____	Name: _____
		Position: _____
Mailing Address: _____		City: _____
		Prov.: _____
		Postal Code: _____
Tel No.: _____	Mobile: _____	Email: _____
Leasing Contact		
Mr. <input type="checkbox"/>		
Mrs. <input type="checkbox"/>	First _____	Last _____
Miss <input type="checkbox"/>	Name: _____	Name: _____
		Position: _____
Mailing Address: _____		City: _____
		Prov.: _____
		Postal Code: _____
Tel No.: _____	Mobile: _____	Email: _____
Facilities or Operations Contact		
Mr. <input type="checkbox"/>		
Mrs. <input type="checkbox"/>	First _____	Last _____
Miss <input type="checkbox"/>	Name: _____	Name: _____
		Position: _____
Mailing Address: _____		City: _____
		Prov.: _____
		Postal Code: _____
Tel No.: _____	Mobile: _____	Email: _____
People to reach in case of emergency (after business hours)		
1. Name: _____	Telephone No: _____	Email: _____
2. Name: _____	Telephone No: _____	Email: _____
3. Name: _____	Telephone No: _____	Email: _____
Please indicate preferred method of contact for the following emergency types:		
	Telephone	Email
<input type="checkbox"/> Power Flickers	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Power Failure	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Building Evacuation	<input type="checkbox"/>	<input type="checkbox"/>
RETURN THIS FORM TO: Alexandra Craciun, Property Administrator Colliers INTERNATIONAL Real Estate Management Services Tel : 905-281-7220 Fax: 905-275-5337 Email: Alexandra.Craciun@colliers.com *All Information will be kept confidential*		

Mississauga Executive Centre – FIRE WARDEN FORM

Please list below the appointed persons who will represent your premises.

TENANT NAME _____

SUITE _____

DATE _____

TIME _____

TELEPHONE # _____

FLOOR WARDEN _____

DEPUTY FLOOR WARDEN _____

ASSISTANT FLOOR WARDEN

PLEASE RETURN THIS FORM TO US AT YOUR EARLIEST CONVENIENCE, AS WE WILL BE CONTACTING YOU WHEN WE BEGIN OUR FIRE WARDEN SEMINAR.

Mississauga Executive Centre

List of Persons Requiring Evacuation Assistance

Tenant Name: _____

Building Address: _____

Suite Number: _____

Telephone Number: _____

1. Do you have staff members that would require assistance to evacuate building in case of emergency: Yes _____ No _____

2. If yes, please list the names of the individuals below:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

Prepared By: _____ Title: _____

Date: _____

Note: This information is confidential and kept on file by security for the Fire Department in times of emergency only.



FIRE DRILL REPORT (To be completed by Fire Warden)

Building: _____

Tenant: _____

Suite #: _____

Date: _____

Time: _____

Fire Warden (s): _____

Email/Phone #: _____

Deputy Warden(s): _____

Searches: _____

Location Where Alarm Sounded: _____

Was Alarm Audible In Your Area? _____

Did You Observe Any Tenant Panic? _____

Did Tenants Respond Favourably To Drill? _____

Do Doors From Hallway To Stairwell
Close And Latch Properly: _____

Check Hose Cabinets On Your Floor:

A) Hose With Nozzle On Rack: _____

B) Extinguisher In Place And Full: _____

Comments: _____

Please return this sheet to the person wearing the yellow hat after the fire drill.



Threatening Call Form

When a threatening call is received:

Listen

Be calm

Do not interrupt the caller

Obtain as much information as you can

Initiate call trace action (if possible)

Questions to ask:

What is your name? _____

Why are you threatening me? _____

Where are you calling from? _____

What will you do? _____

When will you carry out your threat? _____

Are you doing this on your own? _____

What have I done to instigate this threat? _____

Exact wording of threat: _____

Identifying Characteristics of Caller

Sex:

Diction:

Age:

Manner:

Voice:

Background Noises:

Threat Recipients Particulars

Name:

Company:

Telephone:

Date of Call:

Time of Call:

Duration of Call:



Mississauga Executive Centre

4 Robert Speck Parkway, Suite 260, Mississauga, ON
 Tel: 905.275.5000 Fax: 905.275.5337

WORK PERMIT REQUEST

TYPE OF PERMIT **GENERAL** **STANDING** *(for office use only)*

TENANT INFORMATION Date _____

Company _____ Building No. _____

Tenant Contact Name _____ Suite No. _____

Tenant Contact Title _____ E-mail _____

Authorization *(Signature)* _____ Telephone No. _____

WORK DATES AND TIMES **STANDING PERMIT START DATE**

Weekday	Day	Month	Year	Start Time	Mark One	Finish Time	Mark One
_____	_____	_____	_____	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
_____	_____	_____	_____	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
_____	_____	_____	_____	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
_____	_____	_____	_____	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>

WORK DESCRIPTION

CONTRACTOR INFORMATION *If necessary, a separate list for subcontractors may be attached.*

	Company	Contact Person	After Hours Phone	WSIB	Insurance
Contractor	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
Subcontractor	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
Subcontractor	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
Subcontractor	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

CONTRACTOR / TENANT NEEDS

		Start Time	Mark One	Finish Time	Mark One
1 Security to provide access to suite?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
2 Security supervision required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
3 Service/Freight elevator required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
<small>Available Times: Mon-Fri: 6:30am-8am, 30min intervals in off peak business hours, after 5:30pm. Sat-Sun.</small>					
4 After hours HVAC (heating/cooling) required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
5 After hours lighting required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
6 Smoke by-pass required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
7 Sprinkler impairment required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>
Other _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>	_____ am	<input type="checkbox"/> pm <input type="checkbox"/>

¹ Security personnel required to provide access (tenant representative is unavailable).
² Security supervision will be provided at the rate of \$45 /hour (min. 4 hours) plus a 15% administration fee. Holiday and Overtime charges may apply.
⁴ After hours HVAC will be provided upon request at the rate of \$35 per hour plus a 15% administration fee.
⁶ Operations Staff will be required, after hours, at the rate of \$45 /hour (min. 4 hours) plus a 15% administration fee. Holiday and Overtime charges may apply.
⁷ Sprinkler Impairments are subject to a flat fee of \$325 per drain down.

To be completed by building management only.

Date _____	2 Security supervision: \$45 x _____ = _____	Additional Charges: (\$ x hrs) 4 After Hours HVAC: \$35 x _____ = _____ 6 Operations Fees: \$45 x _____ = _____ 7 Sprinkler Impairment Fee: \$325 Administration Fees: 15% _____	Contractor/Tenant Authorization: Please Initial to Authorize Additional Charges
Authorized by _____ <i>Management Signature</i>	7 Sprinkler Impairment Fee: \$325		
	Administration Fees: 15% _____		Contractor/Tenant Signature
Total	_____		

Tenant Related Work Permit Request to be submitted to Operations Supervisor at Manny.Costa@colliers.com
 Construction Related Work Permit Requests to be submitted to Construction Manager at Joel.Victoria@colliers.com



Mississauga Executive Centre
 4 Robert Speck Parkway, Suite 260, Mississauga, ON
 Tel: 905.275.5000 Fax: 905.275.5337

EXAMPLE ONLY

WORK PERMIT REQUEST

TYPE OF PERMIT	GENERAL	<input type="checkbox"/>		STANDING <i>(for office use only)</i>	<input type="checkbox"/>
-----------------------	----------------	--------------------------	--	--	--------------------------

TENANT INFORMATION		Date	1-Jan-15
Company	Colliers International	Building No.	4 Robert Speck
Tenant Contact Name	Manny Costa	Suite No.	260
Tenant Contact Title	Operations Supervisor	E-mail	manny.costa@colliers.com
Authorization (Signature)	<i>Manny Costa</i>	Telephone No.	905-281-7231

WORK DATES AND TIMES				STANDING PERMIT START DATE				15-Jan-15				
Weekday	Day	Month	Year	Start Time	Mark One		Finish Time	Mark One				
Monday	15	1	2015	8.00	am	<input checked="" type="checkbox"/>	pm	2.00	am	<input type="checkbox"/>	pm	<input checked="" type="checkbox"/>
					am	<input type="checkbox"/>	pm		am	<input type="checkbox"/>	pm	<input type="checkbox"/>
					am	<input type="checkbox"/>	pm		am	<input type="checkbox"/>	pm	<input type="checkbox"/>
					am	<input type="checkbox"/>	pm		am	<input type="checkbox"/>	pm	<input type="checkbox"/>

WORK DESCRIPTION

ABC Company: delivering new furniture and access and security supervision is needed. 123 Company are erecting new furniture inside our premises. XYZ Company are installing new power supply to workstations.

CONTRACTOR INFORMATION				<i>If necessary, a separate list for subcontractors may be attached.</i>			
	Company	Contact Person	After Hours Phone	WSIB <small>(copy attached)</small>	Insurance <small>(copy attached)</small>		
Contractor	ABC Company	Manny Costa	000-000-0000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Subcontractor	123 Company	Manny Costa	000-000-0000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Subcontractor	XYZ Company	Manny Costa	000-000-0000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Subcontractor							

CONTRACTOR / TENANT NEEDS			Start Time	Mark One		Finish Time	Mark One				
1 Security to provide access to suite?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	8.00	am	<input checked="" type="checkbox"/>	pm	<input type="checkbox"/>	pm			
2 Security supervision required?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	8.00	am	<input checked="" type="checkbox"/>	pm	2.00	am	<input type="checkbox"/>	pm	<input checked="" type="checkbox"/>
3 Service/Freight elevator required?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	8.00	am	<input checked="" type="checkbox"/>	pm	9.00	am	<input checked="" type="checkbox"/>	pm	
<small>Available Times: Mon-Fri: 6:30am-8am, 30min intervals in off peak business hours, after 5:30pm. Sat-Sun.</small>											
4 After hours HVAC (heating/cooling) required?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	9.00	am	<input checked="" type="checkbox"/>	pm	2.00	am	<input type="checkbox"/>	pm	<input checked="" type="checkbox"/>
5 After hours lighting required?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	9.00	am	<input checked="" type="checkbox"/>	pm	2.00	am	<input type="checkbox"/>	pm	<input checked="" type="checkbox"/>
6 Smoke by-pass required?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		am	<input type="checkbox"/>	pm		am	<input type="checkbox"/>	pm	
7 Sprinkler impairment required?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		am	<input type="checkbox"/>	pm		am	<input type="checkbox"/>	pm	
Other _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No		am	<input type="checkbox"/>	pm		am	<input type="checkbox"/>	pm	

1 Security personnel required to provide access (tenant representative is unavailable).
 2 Security supervision will be provided at the rate of \$45 /hour (min. 4 hours) plus a 15% administration fee. Holiday and Overtime charges may apply.
 4 After hours HVAC will be provided upon request at the rate of \$35 per hour plus a 15% administration fee.
 6 Operations Staff will be required, after-hours, at the rate of \$45 /hour (min. 4 hours) plus a 15% administration fee. Holiday and Overtime charges may apply.
 7 Sprinkler Impairments are subject to a flat fee of \$325 per drain down.

To be completed by building management only.			Additional Charges: (\$ x hrs)		Contractor/Tenant Authorization:	
Date _____	2 Security supervision:	\$45 x _____ = _____			Please Initial to Authorize Additional Charges <div style="border: 1px solid black; padding: 5px; display: inline-block; color: red; font-weight: bold;">M.C</div>	
Authorized by _____	4 After Hours HVAC:	\$35 x _____ = _____				
<i>Management Signature</i>	6 Operations Fees:	\$45 x _____ = _____				
	7 Sprinkler Impairment Fee:	\$325 _____ = _____				
	Administration Fees:	15% _____ = _____			<i>Manny Costa</i> Contractor/Tenant Signature	
			Total			

EXAMPLE ONLY

Tenant Related Work Permit Request to be submitted to Operations Supervisor at Manny.Costa@colliers.com
 Construction Related Work Permit Requests to be submitted to Construction Manager at Joel.Victoria@colliers.com

Signage Request Form

Date:
Tenant:
Contact Person:
Title:
Phone #:
<i>Lobby Directory</i>
Name Requested:
<i>Floor Directory</i>
Name Requested:
<i>Elevator Directory</i>
Name Requested:
<i>Other Signage</i>
Name Requested:



M. E. C. - CycleLoan REGISTRATION FORM

First Name (print): _____

Last Name (print): _____

Email address: _____

Tel #: _____

Security Pass Card #: _____

Name of employer
(company): _____

Location (please circle): MEC 1 2 3 4 _____ Unit #: _____

Name of Mgr / Supervisor: _____

Tel #: _____

Email address: _____

Do you plan to use/wear your own helmet?

Would you like to purchase a helmet?

The cost is \$37.38 + HST

Signature: _____ Date: _____

By completing and signing this registration form I have read, understood and agree to the terms and conditions of the MEC CycleLoan Program.

Internal Use Only	
Registration Date:	Expires:
Approved?	

MISSISSAUGA EXECUTIVE CENTRE (M.E.C.)

CycleLoan

Terms and Conditions

1. Purpose
 - a. CycleLoan is a bike sharing program offered to employees of Mississauga Executive Centre's ("MEC") tenants in possession of a valid security pass card (the "Renter").
 - b. CycleLoan is set up by Desjardins Financial Security Life Assurance Company and ONTARI Holdings Ltd. (collectively, the "Owner"), their property management agent, Colliers Macaulay Nicolls (Ontario) Inc. (the "Property Manager"), in affiliation with SustainMobility.
 - c. These terms and agreements shall be governed by the laws of the Province of Ontario and the laws of Canada applicable therein and any dispute pertaining to the subject matter hereof shall be litigated in Mississauga, Ontario.
 - d. In accordance with the privacy legislation, the personal information requested will be kept confidential and will not be disclosed to others prior to obtaining the Renter's consent unless there is a legal obligation to do so.
 - e. The Renter is registering into this program voluntarily.

2. Registration
 - a. A registration form must be completed and submitted to the Property Management office located at 2 Robert Speck Pkwy, Suite 260 for prior approval. All approved registrations are valid only for the calendar year in which they are completed.
 - b. The Owner and/or Property Manager reserve the right to refuse or rescind the Renter's right to participate in CycleLoan at any time and for any reason whatsoever.
 - c. At the end of each rental season, all registrations for that year expire.
 - d. Re-registration is required for each new season, automatic renewal is not provided.
 - e. Renters must provide accurate information about themselves and must read and sign a waiver before signing out any CycleLoan Equipment.

3. Availability
 - a. CycleLoan program shall be available seasonally, from April 15th to November 15th, five (5) days a week, (Monday to Friday) from 8:00am to 5:00pm except for statutory holidays, in the event of inclement weather conditions and/or where competent authorities limit the use of, or restrict bicycle traffic in the city.
 - b. The Owner and/or the Property Manager reserve the right to cancel, terminate, postpone, delay, adjust or pause the availability of the CycleLoan for any reason whatsoever.
 - c. Access to the CycleLoan program is on a first come, first serve basis and conditional upon the availability of the CycleLoan Equipment.

4. Use
 - a. Renter is required to register, read, understand and accept these Terms and Conditions as well as the Release and Indemnity set out herein before signing out any CycleLoan equipment consisting of bicycle, helmet, a lock and accessories attached to the bicycle (the "CycleLoan Equipment").
 - b. To rent CycleLoan Equipment, Renter shall select a bicycle, helmet and lock and upon inspection, complete the log sign in sheet located with the lobby security guard and leave their security pass card.
 - c. It is understood that the 'rental period' commences when the Renter signs out the CycleLoan Equipment and ends when the CycleLoan Equipment is returned and the Renter signs in.
 - d. When returning CycleLoan Equipment, the Renter must secure it to the dock station using the lock provided.
 - e. All CycleLoan Equipment must be returned no later than 5:00pm the same day to avoid penalties.
 - f. Upon inspection of the returned CycleLoan Equipment by the security guard, if no damage is found, the Renter must sign in the CycleLoan Equipment by completing the log sheet and their security pass card will be returned.

5. Ownership of CycleLoan Equipment
 - a. The Renter acknowledges and agrees:
 - i. not to transfer the CycleLoan Equipment to anyone while the CycleLoan Equipment is in their possession;
 - ii. to use the CycleLoan Equipment as would a reasonable person, which excludes, without limitation:
 - 1) any use that is contrary to the provisions of the applicable road traffic regulations and to the provisions of the Highway Safety Code;
 - 2) use on terrain or in conditions which are likely to damage the CycleLoan Equipment;
 - 3) any use of a CycleLoan Equipment which endangers the Renter or third parties;
 - 4) transporting a passenger in any way whatsoever; and
 - 5) more generally, any improper use of the CycleLoan Equipment;
 - iii. not to exceed the maximum load that can be borne by the bicycle, being 300lbs (136kg) for the bicycle and 30lbs (13.5kg) for the front wheel basket;

Created May 2013.

- iv. to wear the safety head gear provided at all times when using the CycleLoan Equipment. If the Renter chooses to supply and wear their own safety head gear the Renter hereby agrees that the use of such safety head gear will be at the Renter's own risk. Renter acknowledges that the Owner, Property Manager and SustainMobility shall not be responsible for the condition and inspection of the helmet and Renter agrees to indemnify, defend and hold the Owner, Property Manager, SustainMobility, their respective parents, affiliates, subsidiaries, directors, officers, managers, members, representatives, employees, agents, successors and assigns harmless from any claims, lawsuits, harm, costs, demands, settlements, judgments, losses, liabilities, damages and expenses, including, but not limited to, attorneys' fees, costs and related expenses (collectively, "Liabilities") incurred by the Renter or any third party in connection with the Renter's use of its personal helmet during the Rental Period. If the Security Guard assisting the Renter observes obvious signs of damage to the Renter's personal helmet, they have the right to refuse/decline the Renter's use of the CycleLoan Equipment in that instance;
 - v. that a copy of the Mississauga Road Safety Handbook was provided during the program introduction and is available online or at the Property Management office and the Renter will review same prior the use of the CycleLoan Equipment;
 - vi. to be responsible for the CycleLoan Equipment once removed from the dock station and agrees to do everything possible to prevent the disappearance, theft, deterioration or destruction of the CycleLoan Equipment;
 - vii. to return the CycleLoan Equipment, the same day, no later than 5:00pm. Failure to comply with this obligation will be investigated and a penalty determined based on the nature of the incident;
 - viii. to report, when returning a CycleLoan Equipment, any problem or malfunction related to the use of the CycleLoan Equipment; and
 - ix. if a malfunction of the CycleLoan Equipment occurs during their possession and cannot be returned, the Renter is to secure the bicycle using the lock provided and call the Property Management office (# 905-275-5000) at which point arrangements will be made to collect and return the Renter to where the CycleLoan Equipment was signed out.
6. Restrictions
- a. The rental of the CycleLoan Equipment is for the exclusive use of the Renter who is expressly forbidden to permit any third party to use the CycleLoan Equipment in any way whatsoever.
 - b. CycleLoan is not provided to any minor aged less than 18 years, accompanied or not.
7. Responsibilities and Representations
- a. The Renter shall be solely responsible for any damages to personal property, injury or loss caused directly or indirectly to the Renter or to any third party in connection with the Renter's use of the CycleLoan Equipment.
 - b. Renter shall be responsible for any damages caused to the CycleLoan Equipment in connection with the Renter's use thereof, including damages to the CycleLoan Equipment caused by excessive use, or use in a way the CycleLoan Equipment wasn't designed.
 - c. In the event of an accident/incident involving a bicycle, the Renter has an obligation to report the facts to the Property Management office within 24 hours following the occurrence.
 - d. Renter may be held financially responsible for any loss or damage caused to any CycleLoan Equipment while in possession of the Renter.
 - e. In the event of a disappearance or theft of the bicycle, or the CycleLoan Equipment, for which a renter is responsible, the renter has a duty to report the disappearance to the Property Management Office within 24 hours following the occurrence of the event. Any rental exceeding 24 hours (which period begins upon the removal of the CycleLoan Equipment) shall be deemed to be a disappearance of the bicycle until such time as the bicycle is found or returned and may lead to financial penalty.
 - f. Renter shall be responsible for the CycleLoan Equipment until it has been secured in the dock station, inspected and accepted by the security guard and the CycleLoan Equipment signed in.
 - g. The Renter represents being capable of using a bicycle and having the physical capacity required for such use.
 - h. Renter is responsible for complying with all traffic safety laws and taking all necessary safety precautions including wearing a helmet at all times.
8. Penalties
- a. The nature and/or amount of penalties due and owing by the Renter in the event of a breach of the provisions hereof shall be investigated and a penalty fee determined based on the nature of the incident, accident or breach of a renters obligations.
9. Interpretation
- a. The Renter hereby agrees to comply with these Terms and Conditions and acknowledges and accepts that any breach

Created May 2013.

thereof may result in the termination hereof in accordance with the law. No rights or privileges hereunder may be assigned to anyone in any way whatsoever.

10. Termination

- a. A Renter's registration will be terminated:
 - i. upon written notification and direction from the Renter, and/or;
 - ii. immediately upon a Renter's employer vacating M.E.C., and/or;
 - iii. upon notification by a Renter or a Renter's employer that the Renter's employment has ended, ceased or been terminated for any reason whatsoever, and/or;
 - iv. if the Renter is in breach of these Terms and Conditions.

11. Representation and Acknowledgment of Renter

Renter hereby represent that Renter is physically capable of using a bicycle and that Renter will observe traffic laws and use the bicycle in a safe and non-threatening manner by abiding all traffic and safety laws.

Renter hereby acknowledge and understand that Renter responsible for the well being of the CycleLoan Equipment while it is under his/her possession, including theft and any physical damage to the CycleLoan Equipment, and Renter is hereby responsible for paying the costs of replacing or repairing the CycleLoan Equipment, and any additional costs associated with the loss of the CycleLoan Equipment, if such theft or damage occurs. Renter is hereby responsible and agrees to perform an inspection of the CycleLoan Equipment before borrowing and to report any damages before taking the CycleLoan Equipment, and waives all Liabilities which Renter may incur as a result of Renter's failure to inspect the CycleLoan Equipment before use.

12. ASSUMPTION OF RISK & RELEASE

RENTER ACKNOWLEDGES THAT RENTER HAS CAREFULLY READ THESE TERMS AND CONDITIONS AND FULLY UNDERSTANDS IT IS A RELEASE OF ALL CLAIMS ASSOCIATED WITH RENTER'S PARTICIPATION IN CYCLELOAN, AND USE OF THE CYCLELOAN EQUIPMENT. RENTER UNDERSTANDS THAT RENTER IS ASSUMING ALL RISK ASSOCIATED IN ANY WAY WITH RENTER'S PARTICIPATION IN THE CYCLELOAN AND THE USE OF THE CYCLELOAN EQUIPMENT AND THAT RENTER IS RELEASING, ON BEHALF OF HIMSELF/HERSELF, RENTER'S HEIRS, EXECUTORS, ADMINISTRATORS AND REPRESENTATIVES (COLLECTIVELY, "RELEASORS"), INDEMNIFYING AND HOLDING OWNER, PROPERTY MANGER AND SUSTAINMOBILITY AND ALL OF THEIR RESPECTIVE PARENTS, SUBSIDIARIES, AFFILIATES, OFFICERS, DIRECTORS, MANAGERS, MEMBERS, SHAREHOLDERS, REPRESENTATIVES, EMPLOYEES, AGENTS, SUCCESSORS AND ASSIGNS, AND ANY PARTY CONNECTED WITH THE RENTAL OF THE CYCLELOAN EQUIPMENT (INDIVIDUALLY "RELEASED PERSON" AND COLLECTIVELY, THE "RELEASED PERSONS"), HARMLESS FROM ANY LIABILITY, INCLUDING BUT NOT LIMITED TO ANY LOSS, INJURY, DEATH OR DAMAGE (WHETHER INCIDENTAL, INDIRECT, PUNITIVE, EXEMPLARY, CONSEQUENTIAL OR SPECIAL) TO ANY PERSON, ENTITY, OR PROPERTY, INCLUDING BUT NOT LIMITED TO THE RENTER, THE RELEASORS OR TO ANY THIRD PARTY. RENTER ACKNOWLEDGES AND AGREES THAT OWNER, PROPERTY MANAGER AND SUSTAINMOBILITY, JOINTLY AND SEVERALLY, HAVE MADE NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, CONCERNING THE FITNESS, SUITABILITY, OR MERCHANTABILITY OF THE CYCLELOAN EQUIPMENT, EITHER INDIVIDUALLY OR COLLECTIVELY. ADDITIONALLY, RENTER ACKNOWLEDGES AND AGREES THAT THE OWNER, PROPERTY MANAGER AND SUSTAINMOBILITY, JOINTLY AND SEVERALLY, EXPRESSLY DISCLAIM ANY AND ALL REPRESENTATIONS AND WARRANTIES, WHETHER ARISING FROM STATUTE, COMMON LAW, CUSTOM, OR OTHERWISE. RENTER IS AGREEING TO THESE TERMS AND CONDITIONS, AND PARTICIPATING IN THE CYCLELOAN AND USING THE CYCLELOAN. EQUIPMENT VOLUNTARILY OF RENTER'S OWN FREE WILL, AND INTEND BY RENTER'S SIGNATURE TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF LIABILITY TO THE GREATEST EXTENT ALLOWABLE BY LAW.

13. RELEASE AND INDEMNITY

The Renter agrees to indemnify, defend, and hold the Released Persons harmless from and against any and all Liabilities in connection with, resulting from or arising out of the Renter's participation in the CycleLoan, the Renter's use of the CycleLoan Equipment, or the Renter's breach of these Terms and Conditions. THE RENTER AGREES NOT TO SUE ANY OF THE RELEASED PERSONS AND FURTHER AKCNOWLEDGES AND AGREES THAT RENTER IS RELEASING ANY RIGHT TO MAKE A CLAIM OR FILE A LAWSUIT AGAINST ANY RELEASED PERSONS. If a Released Person is made a party to any litigation commenced by or against the Renter, then the Renter will indemnify, defend and hold the Released Person harmless from and against any and all Liabilities incurred or paid by the Released Person in connection with that litigation.

14. SURVIVABILITY & SEVERABILITY

If any term or provision of these Terms and Conditions is found by a court of competent jurisdiction to be illegal or otherwise unenforceable, such term or provision will not affect these Terms and Conditions' other terms or provisions, or the whole of these Terms and Conditions, but such term or provision will be deemed modified to the

Created May 2013.



extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties will be construed and enforced accordingly, preserving to the fullest permissible extent the intent and the agreements of the parties. **Sections 12 and 13 of these Terms and Conditions shall survive the termination of the CycleLoan program and Renter's participation therein.**

Created May 2013.

