

Yonge Corporate Centre Tenant Manual



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WELCOME TO YONGE CORPORATE CENTRE

On behalf of the Cadillac Fairview management team, we are pleased to welcome you to Yonge Corporate Centre (YCC).

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

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

We are proud you have chosen the Yonge Corporate Centre and look forward to a long and mutually beneficial relationship.

We welcome your comments and encourage you to discuss with us any suggestions as to how we may improve our services.

Sincerely,

Patricia Poyntz
General Manager



YONGE
CORPORATE
CENTRE



Cadillac
Fairview

The Cadillac Fairview Corporation Limited
Yonge Corporate Centre Management Office

4100 Yonge Street, Suite 412

Toronto, Ontario

M2P 2B5

Tel: 416-222-5100

www.yongecorporatecentre.com

1. THE CADILLAC FAIRVIEW CORPORATION

Cadillac Fairview is one of the largest owners, operators and developers of best-in-class office, retail and mixed-use properties in North America. The company also invests in retail, mixed-use and industrial real estate in Brazil, Colombia and Mexico.

Valued at more than \$29 billion, Cadillac Fairview owns over 38 million square feet of leasable space at 72 properties in Canada, including landmark developments, such as Toronto-Dominion Centre, CF Toronto Eaton Centre, CF Pacific Centre and CF Chinook Centre.

Cadillac Fairview has been wholly owned by the Ontario Teachers' Pension Plan since 2000. Ontario Teachers' is a diversified global investor and administers the pensions of more than 300,000 active and retired school teachers.

2. YONGE CORPORATE CENTRE BUILDING HOURS

Hours of Operation

9:00 a.m. to 5:00 p.m., Monday to Friday	Administration & Maintenance	416-222-5100
	Fax Number	416-222-8452
24/7	YCC Security (after hours)	416-222-4993

Daily Access Hours

6:00 a.m. to 7:00 p.m., Monday to Friday	Open access policy, all doors open
Weekends and Holidays	Security card access only

After Hours Access

7:00 p.m. to 6:00 a.m., Monday to Friday	Access into YCC will be by access cards only
24 hours during Saturday, Sunday and Holidays	Access into YCC will be by access cards only



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

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

Passcard Issuance Hours

Monday and Wednesday 10:00 a.m. to 11:00 a.m. or by appointment on unscheduled days.

The passcard office is located in the concourse level at 4100 in the corridor opposite the escalator.

Buildings will be closed on the following holidays. Access will be provided by passcard only. There will be no janitorial or Operation staff on site.

- New Years
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day

3. MEET THE TEAM

Cadillac Fairview Management	Contact Information
Patricia Poyntz General Manager	Tel: 416-250-3144 Email: patricia.poyntz@cadillacfairview.com
Domenic Maggio Property Accountant	Tel: 416-250-3145 Email: domenic.maggio@cadillacfairview.com
Sebastian Irimescu Revenue Coordinator	Tel: 416-250-3147 Email: sebastian.irimescu@cadillacfairview.com
Emma Tagg Administrative Assistant	Tel: 416-222-5100 Email: emma.tagg@cadillacfairview.com
Gino DiTomasso Operations Manager	Tel: 416-250-3146 Email: gino.ditomasso@cadillacfairview.com
Kevin Wylie Security & Life Safety Manager	Tel: 416-224-7675 Email: kevin.wylie@cadillacfairview.com
Connie Rubino YCC Site Manager - Parking Facility	Tel: 416-224-7665 Email: crubino@impark.com
CF Security Desk (24 hours) 4100 Yonge Street Lobby	Tel: 416-222-4993
ToAssist Tenant Service Requests	Tel: 416-350-1922



4. SECURITY AND LIFE SAFETY

For immediate Security response, call **416-222-4993**.

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

Manager, Security & Life Safety

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

Security Patrols

Regularly scheduled patrols are conducted throughout each building and the parking garage. While on patrol, security officers are available to assist tenants as well as secure the property. All officers receive professional and customer service training.

Safe Walk Program

When tenants work late or on weekends, walking alone to a vehicle or subway stop can result in a sense of insecurity. YCC provides a security escort service to one's vehicle or transit whenever there is a request. To arrange, please call ahead to 416-222-4993.

Security Operations Centre

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

Fire & Security System

All Yonge Corporate Centre buildings are fully sprinklered and possess fire detection devices and monitoring systems that meet or exceed fire code regulations. In addition, the Security & Life Safety Department conducts monthly and annual testing of the fire alarm and life safety equipment as required to ensure they are in proper working order. All phases possess a card access at the front entrances, all parking vestibules and elevators in order to prevent unauthorized personnel from entering our buildings or tenant space after hours.

Life Safety & Emergency Training

Yonge Corporate Centre has prepared a Fire Safety Plan/Evacuation Warden Training Manual specifically designed for the tenants, patrons and visitors to the property. Periodic Emergency Preparedness and/or Health and Safety Seminars will be scheduled in order to educate all occupants on emergency procedures.

For more information regarding the security services, please call our Security & Life Safety Manager, Kevin Wylie, at **416-224-7675** or email: kevin.wylie@cadillacfairview.com

5. JANITORIAL SERVICE

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

Cleaning is scheduled to occur between 7:30 a.m. and 3:30 p.m. in all common areas and vacuuming will be scheduled between 5:00 p.m. and 9:00 p.m. in tenant premises. Daily services include:

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

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

Cleaning staff will remove carpet stains that can be eliminated easily. Any stains that are difficult will be reported to the tenant. Full carpet cleaning is the tenant's responsibility.

From 7:30 a.m. to 3:30 p.m. daily, janitorial staff members clean and service washrooms and other common areas throughout the building. They are also available for incidental services, such as special cleaning prior to an important meeting, or immediate removal of boxes and/or garbage.

Daytime cleaning - please contact the Management Office for more information.

Please note: Shredding companies are not allowed to shred on site (noise issue).



Green Initiatives at Yonge Corporate Centre

Green Cleaning:

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

Waste Reduction:

YCC is experiencing great success with its Single Stream Recycling System. Under this program, individual tenants are asked to place all recyclables (paper fibre, cardboard, metal cans, tin cans, aluminum cans, glass, plastic bottles and containers) into the blue recycling bin located at each desk station. The co-mingled waste is then transported to a single stream recovery facility, where separation occurs. This process has resulted in YCC achieving a Diversion Rate away from landfill of 82%. A remarkable community accomplishment that will only grow.

Organic Recycling:

In an effort to move closer to our long-term goal of zero waste at YCC, we now have an organic recycling program. Containers for organic waste can be found in our food court and organic bins (green floor bins and/or beige counter bins) are in tenant kitchen areas to allow easy access and to keep organics away from work areas. Depositing organic waste once a day is an important and easy step.

Other Services:

- year round e-waste collection
- toners
- batteries
- paint cans

6. PARKING AND TRANSPORTATION

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

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

TTC Connections: Climate-controlled tunnel provides direct access to the York Mills subway station.

Go Buses: York Mills subway station.

On-site Parking:

Parking rate for Unreserved is \$150.00 (taxes included)

Parking rate for Reserved is \$240.00 (taxes included)

Yonge Corporate Centre Parking Rates	April 2015
1 hour or less	\$ 4.50
1 ½ hours or less	\$ 7.50
2 hours or less	\$ 9.50
2 ½ hours or less	\$11.50
3 hours or less	\$14.00
Over 3 hours Exiting before 6:00 p.m.	\$18.00
Over 3 hours Exiting after 6:00 p.m.	\$19.00
Night rate Cars entering after 6:00 p.m. and exiting before 7:00 a.m.	\$ 8.00
Lost ticket - customer to contact parking office or security	

Surface Lot Parking Rates: \$2.50 per ½ hour. Maximum daily rate \$20.00

Please note: Surface lot is intended for short-term parking only.

Parking enforcement is provided by Toronto Parking Authority.

Handicap parking is available above and below grade.

Parking Office:

Connie Rubino - Site Manager

Telephone: 416-224-7665

Hours: 8:30 a.m. to 4:30 p.m.

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



7. AVAILABLE SERVICES

For more information regarding these services, please call the YCC Administration Office at 416-222-5100.

General Maintenance

- Specialty Lighting*
- Temperature Adjustments
- Repairs to Door and Hardware
- Plumbing Requests
- Key Cutting and Lock Work*
- Special Cleaning Requests
- After-hours HVAC (heating, ventilation and cooling*)
- Elevator Deficiencies/Repairs

Security and Life Safety

- Security Access Cards
- After-hours Security Access
- Safe Walk Program
(security escort to your car or transit)
- Security Consultation
- Security Card Audit
- Lunch n' Learns

Janitorial Services

- Supply Dumpsters
- Vacuum and Dusting
- Garbage and Recycling Removed
- Drapery/Blind Cleaning*
- Upholstery Cleaning*
- Fridge or Microwave Cleaning*
- Dishwashing*
- Partition Glass Cleaning*
- Washroom Supplies Replenishment
- Water Leaks

Contractor & Supplier Recommendations

- Electrical Work*
- Painting, Carpentry, General Contractors, Design*
- Interior Plant Maintenance*
- Pest Control*
- Paper Shredding*
- Valet Car Wash Program*
- Computer and Office Equipment Cleaning and Service*
- Fire/Flood and Disaster Restoration*

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

8. RESTRICTED PARKING/LOADING DOCK

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

Loading dock/freight elevator bookings will need to be coordinated with the Yonge Corporate Centre Security & Life Safety Manager. Kevin Wylie can be reached at 416-224-7675 or email kevin.wylie@cadillacfairview.com.

All large moves must be done after business hours, Monday to Friday before 8 a.m. or after 6 p.m.

On Saturday & Sundays after 8 a.m.

Please note that City noise regulations are in affect after hours in regard to work and deliveries.

4100 Loading Dock Restrictions: Overhead Door Height 12 feet

4110 Loading Dock Restrictions: Overhead Door Height 12 feet

4120 Loading Dock Restrictions: Overhead Door Height 12 feet

4100 Yonge Street Service Elevator Dimensions:

Door Dimensions: 42" x 84"

Cab Dimensions: (W x D x H) 80" x 56" x 95"

Note: Car #4 with ceiling hatch to accomodate long loads

4110/4120 Yonge Service Elevator Dimensions

Door Dimensions: 54" x 96"

Cab Dimensions: (W x D x H) 65" x 84" x 113"

Bicycles

The above-ground Lock-Up-2 Parking System bicycle racks are located just outside each building entrance of 4100, 4110 and 4120 Yonge Street. Each bike parking system can accommodate five (5) bicycles. Each cyclist is responsible for their own lock.

There are an additional thirty (30) wall mounted Bicycle Parking Systems available on the P-2 Level of building 4100 Yonge Street (adjacent the exit ramp).



9. ESERVUS CONCIERGE SERVICE

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

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

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

Individual Services

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

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

10. COMPLEX AMENITIES

Auberge du Pommier	416-222-2220
Marcello's Deli & Market	416-222-6363
Tim Hortons	416-913-7627
Gateway Newstands	416-224-1384
Dr. Belzycki (dentist)	416-733-3113
Auto Groom (car wash)	416-622-1943
Nature Trail	Information board located between 4110 Yonge and 4120 Yonge Street
YCC Fitness Facility	4110 Yonge Street, Concourse level Available to YCC tenants only.
Fees:	Hours of Operation:
\$200.00 - Initiation Fee	Monday to Friday 6:00 a.m. to 8:00 p.m.
\$25.00 - Monthly Fee	Saturday 6:30 a.m. to 3:00 p.m.
	Sunday and statutory holidays 6:30 a.m. to 3:00 p.m.
	Showers and lockers provided, day use only
	Equipment includes:
	<ul style="list-style-type: none">• 1 Four Stack Multi-Station• 4 Dumb Bell Racks• 2 Treadmills• 2 Stationary Bikes• 1 Stairclimber• 2 Benches• 1 Curl Bar Rack• 1 Precor Elliptical• 1 Rowing Machine• 1 Pro Evolve



11. AMENITIES IN THE NEIGHBOURHOOD

Loblaws	3501 Yonge Street	416-481-7753
Rustico Gourmet Foods	3369 Yonge Street	416-489-7055
Gentle Care 1 hr Cleaners	3366 Yonge Street	416-486-3615
Toronto Centre for the Arts	5040 Yonge Street	416-733-9388
Offers world class entertainment daily and nightly. For tickets call Ticketmaster.		416-872-1111
For facility rental enquiries, please contact the rental department.		416-250-3713

York Mills Plaza

Located at the intersection of Bayview Avenue and York Mills Road, this popular outdoor shopping plaza is anchored by a large drug store and a supermarket. It also features an international restaurant, a wine shop and a fine selection of gourmet food shops.

Don Valley Public Golf Course	4200 Yonge Street	416-392-2465
Weekday 18 Hole Green Fee	\$60.00	
Weekday 9 Hole Green Fee	\$32.00	
Weekend 18 Hole Green fee	\$68.00	
Weekend 9 Hole Green Fee	\$40.00	

12. LOCAL BANKS

Bank of Montreal	3320 Yonge Street	416-488-5179
Royal Bank of Canada	3224 Yonge Street	416-974-3600
Scotia Bank	3446 Yonge Street	416-485-7436
TD Canada Trust	3415 Yonge Street	416-487-1537
CIBC	3256 Yonge Street	416-488-1155

13. NEARBY HOTELS

Hotel Novotel Toronto North York	3 Park Home Avenue	416-733-2929
Crown Plaza Toronto Don Valley	1250 Eglinton Avenue	1-877-474-6835
Westin Prince Hotel	900 York Mills Road	416-444-2511

14. RESTAURANTS

The following is a sample of some of the eating establishments located close to YCC.

Fine Dining

	4150 Yonge Street	416-222-2220
Auberge du Pommier		
Chega Restaurant	3391 Yonge Street	416-850-5118
Coppi Restaurant	3391 Yonge Street	416-484-4464
Cravings	3393 Yonge Street	416-322-2200
The Monkey Bar & Grill	3353 Yonge Street	416-800-1165
Trappers	3479 Yonge Street	416-907-7883
Wildfire Grill	3483 Yonge Street	416-483-4800

Bistros/Casual/Bar

Chase Wine and Grill	3471 Yonge Street	416-440-0211
Miller Tavern	3885 Yonge Street	416-322-5544
Piazzetta Tratoria	3441 Yonge Street	416-440-1777
Swiss Chalet	4211 Yonge Street	416-223-1170
Shinobu	3403 Yonge Street	416-830-0741




15. ELEVATOR MALFUNCTION OR ENTRAPMENT

Elevator Malfunction

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

- Elevator car number (which is located on the inside of the door to the emergency phone box in each elevator),
- Details of the malfunction, and
- Your name, telephone number and building address

Elevator Entrapment

- 1) Remain calm.
- 2) Push the emergency call button. 
- 3) Give the elevator number (engraved inside the cab) and building address to the Security Officer when requested on the intercom. Elevator personnel will be notified and respond in a timely fashion to rectify the problem.
- 4) Security personnel will try to remain on the line with you for the duration of the entrapment.
- 5) Notify Security if you have any medical concerns or you start feeling uncomfortable.
- 6) Once removed from the elevator, proceed to the security desk located in the lobby of the building and speak with Security.

Note: Between the hours of 7:00 p.m. and 6:00 a.m. the elevators require a building passcard to operate. Not having a card will allow access to the lobby level only.

16. SMOKING POLICY

Smoking is prohibited in the building as per the *Toronto Public Health Department Smoke Free Ontario Act*. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.

Tenants and visitors are requested not to smoke within nine metres of the building entrances and to use the designated smoking areas.

New! We now collect cigarette butts which are diverted from landfill.

17. USE OF PERSONAL APPLIANCES

For the health and safety of the tenants and occupants of YCC, Building Management does not permit personal appliances including, but not limited to, space heaters, foot warmers, fans, refrigerators, coffee makers, kettles, toasters, microwaves, popcorn makers, and cup warmers to be used at personal workstation areas. The use of personal appliances shall be limited to designated eating areas only, such as kitchens, lunchrooms and serveries. In addition, all appliances must be ULC and CSA approved.

This policy is in effect both to protect human life and property and to conserve electricity.