



TENANT INFORMATION MANUAL

555 MIDTOWN

TABLE OF CONTENTS

Introduction.....4

 CEO Profile –Eyal Cohen.....5

 Property Management – Marcarko Ltée.....6

Property Description.....7

 Technical Information.....7

 Environmental Guidelines.....9

Directory.....10

 On-site Management Directory.....10

 Local Business Directory and other Useful Numbers.....11

Building Services.....13

 Amenities.....13

 Parking & Coupons14

 Building Access & Accessibility.....15

 Moving and Deliveries.....17

 Technical Services.....17

 Loading Dock.....18

 Temperature & HVAC (Heating, Ventilation, Air Conditioning).....18

 Trash Removal.....19

 Keys & Access Cards20

 Lost & Found.....20

 Signage.....20

 Tenant Statements/Billing/Rent Collection.....20

Rules and Regulations.....21

 Washrooms.....21

 General Prohibitions.....50

 Pet Policy.....21

 Construction & Contractor Guidelines.....22

 Movement of Equipment.....23

 Rights Reserved to Landlord23

 Regulation Change.....24

Security/Life Safety.....	25
Fire Emergency Procedures.....	26
Alarm Signal Pull Stations.....	26
Fire Alarm.....	26
Fire Escape Instructions.....	27
Bomb Scare Procedures.....	27
Civil Disturbance Procedures.....	28
Medical Emergency.....	28
Building Evacuation Procedures.....	28
Evacuation Q&A.....	29
Emergency Contacts.....	30



INTRODUCTION

Welcome to **555 Midtown**, professionally managed by Marcarko Ltée. This "Tenant Manual" has been thoughtfully prepared to provide you with essential information about the property. It will help you become acquainted with the building's features, facilities, operating procedures, and the dedicated team of professionals who are here to ensure your needs are met.

The information presented in this manual serves as a general guide and may differ from the specific terms of your lease agreement. Please note that the lease agreement takes precedence over the manual in all cases.

At **555 Midtown**, our mission is to offer tenants outstanding premises, exceptional service, and a welcoming environment that feels like home. We want you to look forward to coming to work every day, knowing that you are part of a thriving community.

Should you have any questions or require further clarification on the information provided in this manual or anything related to the property, our property management team or leasing representative will be more than happy to assist you.

CEO PROFILE - Eyal Cohen

Eyal Cohen is the President and Chief Executive Manager of Marcarko Ltd., the on-site real estate management company of 555 Midtown. He is responsible for the oversight of this building of more than one million square feet, including management of the day-to-day operations, implementation of development strategies, leasing, and the coordination and supervision of renovation and construction projects on the property. With over 32 years of experience invested in the growth and development of the property, Mr. Cohen is deeply committed to the success of the building and its tenants.



As a visionary leader, Mr. Cohen is dedicated to making 555 Midtown a leader in sustainability. He has established a strong environmental politic to reducing the building's carbon footprint and is working towards the goal of zero net carbon emissions by 2040. He understands the impact of climate change and is taking decisive action to ensure a more sustainable future for the community and the world at large.

Under Mr. Cohen's leadership, 555 Midtown has implemented a "Zero Waste to Landfill" service, which ensures that all waste generated in the building is either recycled, composted, or converted to energy through anaerobic digestion. This way, the building is diverting waste from landfills, reducing greenhouse gas emissions, and conserving valuable resources.

In addition to his efforts to conserve energy, promote sustainable practices among the building's tenants and reduce waste through comprehensive waste reduction, reuse, and recycling programs, Mr. Cohen is upgrading the building's heating, ventilation, and air-conditioning (HVAC) systems to more energy-efficient models.

Mr. Cohen has also shown exceptional leadership in guiding 555 Midtown through economic downturns to not only maintain but enhance the building's reputation for excellence among all the commercial buildings in Montréal. He has spearheaded numerous initiatives in the marketing, promotion, and leasing strategies of 555 Midtown, contributing to the building's success and reputation.

His commitment, integrity, and knowledge of the real estate industry are well-known in the community. He is highly regarded and has been called upon to participate in several development projects coordinated by public and private interest groups. He has brought his expertise to several organizations, including the Regroupement Chabanel and Promomode Corporation, where he served as president. Currently, he is the VP at the SDC district central, bringing his wealth of knowledge and experience to the role.

Eyal Cohen is a graduate in electronic engineering of aviation. He was a candidate for Counsellor of the City of Montréal and is deeply engaged in his community. He is an active member of the Community Center of Saint-Laurent, where he served as President from 2005 to 2007. He is also part of the Shaar-Hessed Committee, which collects funds to assist the neediest in the community.

Mr. Cohen's dedication to 555 Midtown and its tenants is evident in the professional integrity and courtesy that is the hallmark of the building's reputation. He takes great satisfaction in knowing that every member of the organization is prepared to do what it takes to deliver on their promises. With his leadership, hard work, and commitment to a vision for the future, 555 Midtown will continue to thrive and make a positive impact on the environment and the community.

Mr. Cohen takes great satisfaction in knowing that every member of the organization is prepared to do what it takes to deliver on our promises. As he likes to say:

"There are no secrets to success. It is the result of building on foundations, hard work, and commitment to a vision for the future."

PROPERTY MANAGEMENT- Marcarko Ltd.

A symbol for progress and development in the heart of Montreal's Midtown, 555 offers first-class office space and services.

With 15 floors and over a million square feet of rentable office space, 555 is home to some of Montreal's most successful companies. Its wealth of services and convenient location has made it a prime location for businesses of all sectors ranging from internet and technology to insurance and financial services.

The Ahunatic-Cartierville district houses over 1,800 companies with more than 32,000 employees. Boasting an eco-friendly design and green spaces, as well as affordable housing, the district *is also home to many entrepreneurs, designers, and visionaries, as well as people in the finance and technology industries and service industry, all of whom shape the creative and business landscape of the city.*

The Management Office is located on the 15th floor, in Suite 1508. The office operates during normal business hours from 9:00 a.m. to 5:00 p.m., Monday through Friday. You can contact the office by phone at (514) 381-5921. Outside of business hours, an answering service is available, providing voice mail messaging and a live operator for emergencies.

PROPERTY DESCRIPTION

TECHNICAL INFORMATION

Situated at the intersection of Highway 15 and Highway 40, 555 Midtown offers a prime business destination. Notably, its proximity to the airport makes it easily accessible for clients and visitors alike. Effortless transportation options are available through public bus, Metro, and train, ensuring convenient connectivity. With a focus on modern aesthetics, our building boasts a stunning two-story entrance adorned with a mezzanine and travertine walls. Recent renovations have enhanced the washrooms, elevators, and common areas, creating a contemporary and welcoming atmosphere.

Designed to accommodate growth, each floor spans an impressive 56,000 square feet. Additionally, our facility features 17 interior loading docks and 7 lifts, providing efficient logistical support for businesses. Our range of services is tailored to meet the needs of businesses. An owner and property manager are conveniently located on-site to ensure seamless operations. Additionally, a dedicated 24/7 security team, coupled with remote surveillance equipment, safeguards the premises. Ample parking options, including both underground and outdoor parking, are available for the convenience of tenants and visitors.

We invite you to experience the benefits of our centralized location, modern aesthetics, sustainable initiatives, and business-centric services.

Owner-operator	Marcarko Ltd. (since the building's construction)
Year built	1982; renovations took place from 2000 to 2010 as well as in 2021
Class	B+
Type of construction	<ul style="list-style-type: none"> • Concrete structure • Exterior cladding: precast/aggregate • Fenestration: bronze tinted thermo pane units (5' high x 3' wide) uniformly distributed, every 2', on each side of the building
Number of storeys	15 storeys plus one parking level (basement)
Building area	Construction area: 985,803 sq. ft. Leasable area: 731,185 sq. ft.
Floor area (3rd to 15th floor)	Approximately 58,000 sq. ft.
Main lobby	Renovated in 1999 as well as in 2021, the luxurious two storey lobby (approx. 28' high) is ornamented with travertine and includes a welcoming reception area (security guard on duty 24/7)
Height (slab to slab)	11' 1" clearance (<i>from the 3rd to 15th floor</i>)
Suspended ceiling height	8' 6" (<i>on upper floors</i>)
Parking	Interior: 372 spaces Exterior: available
Projected deck parking	413 spaces (Phase I)
Quick delivery area (indoor)	25 vehicles near the freight elevators
Loading docks (indoor)	16 tractor-trailers under surveillance near the freight elevators

Freight elevators	7 (capacity of 4,000 lb to 6,000 lb)
Service elevator for couriers	1 (capacity of 2,500 lb)
Passenger elevators	Ground floor to 15 th floor: 4 (capacity of 2,500 lb) Express (mezz., 14 th and 15 th floor): 1 (capacity of 4,000 lb) Ground floor to parking level (basement): 1 (capacity of 2,000 lb)
Security	<ul style="list-style-type: none"> • 1 security guard (24/7) in the main lobby • 1 loading dock supervisor • 2 interior parking supervisors • Complete network of surveillance cameras and monitors
Maintenance and services	On-site team including the manager of technical services in constant contact with the owner-managers
HVAC	<ul style="list-style-type: none"> • Complying with ASHRAE standards, the HVAC system, a variable air volume, is controlled by computer for maximum comfort and energetic effectiveness; it is equipped with air quality control units, high performance filtration supply, air humidifier and individual thermostats • Minimum fresh-air level: 20% • Humidity level: 30% • Peripheral heating supplied by electrical baseboards • Possibility of water-cooling supply for special technical uses (24/7)
Lighting	Fluorescent lighting fixtures (2' x 4') integrated in the suspended ceiling structure
Telecommunications	<ul style="list-style-type: none"> • Building linked up to the fibre-optic network • Large telecommunication room on each floor • Complete vertical shaft network and satellite room to facilitate the supply, distribution and maintenance of the telecommunication wires and cables
Building electrical supply	<ul style="list-style-type: none"> • Two different electric lines for better autonomy • Electric supply input: 25,000 volts • Total building electrical availability: 10,000 amps/600 volts
Emergency electrical supply	Ensured by a 250 KVA generator
Fire protection	<ul style="list-style-type: none"> • Complete emergency communication system • Automatic sprinklers installed throughout the building • 5 fire hoses + 2 additional water connections per floor • Built-in smoke detectors within the ventilation system • Fire pump linked-up with the emergency generator
Emergency stairways	Two separate stairways (6' wide)
Common areas (upper-storeys)	Progressive renovation of common areas on the upper floors initiated in March 1999 and renovations in 2021
Washrooms	New washrooms will be built in the common area on the upper-floors

ENVIRONMENTAL GUIDELINES

555 Midtown is dedicated to pursuing best practices in environmental building management standards.

Waste Reduction from Construction & Demolition

- Whenever possible, materials should be reused, and if they cannot be reused on-site, they should be donated to the nearest Habitat for Humanity Restore or a similar charity. The following materials may fall under this category: Appliance; Bathroom Fixtures Bricks; Cabinets; Carpeting Ceiling Tile Dimensional Lumber; Doors; Ductwork; Flooring; Insulation; Landscaping Materials; Lighting Fixtures; Marble; Metal Framing; Paneling; Pipes; Siding; Tile; OSB& Plywood ; Trim/Antique Moldings; Windows; Wood Beams and Posts
- Materials which cannot be reused internally or donated should be sorted on-Site and recycled. This includes metals, wood, oil, paint, and corrugated cardboard, and roofing shingles.
- **Contractors must be able to provide dated proof of the above practices.**

Building Materials

- Contractors should consider the following criteria when selecting building materials :
 - o Avoiding materials that will result in excessive scrap material because of sizing needs.
 - o Salvaging usable materials during demolition.
 - o Selecting materials that have high recycled content.
 - o Selecting renewable materials.
 - o Selecting materials with low embodied energy and low maintenance Requirements.
 - o Selecting low off- Gassing carpeting and furnishings.
- **Contractors must be able to provide dated proof of purchase of these materials.**

Indoor Air Quality

- Procedures should be in place to avoid releasing dust and hazardous products used in construction throughout the building.
- Adhesives should have a low VOC content.
- Paints and sealants, at a minimum, should have a VOC content in accordance with the CEPA Volatile Organic Compound Concentration Limits in Architectural Coatings Regulation (SOR/2009?264).
- Paints should be Green Seal certified whenever possible.
- It is recommended to choose environmentally certified carpets that have undergone testing through an Environmental Carpet Testing Program like the Carpet and Rug Institute's Green Label Carpet Testing Program.
- Non-carpet, finished flooring should be environmentally certified.
- Composite Panels and agri-fibre products should contain no added urea formaldehyde resins.

Plumbing Fixtures - The following Specifications should be met unless otherwise approved by Marcarko Ltd :

- Low flow toilets (4.8 L/flush, 1.27 G/flush or less)
- Ultra-low flush urinals (1.9 L/flush, 0.5 G/flush or less)
- Low flow aerators for faucets (2 L/min, 0.5 GPM or less at 60 PSI)

Hazardous Materials

- In case the contractor comes across any dangerous substance, such as asbestos, while working on the site, they must immediately stop their work and get in touch with Marcarko Ltd.
- For any hazardous products used during construction, MSDS sheets must be available.

DIRECTORY

ON-SITE MANAGEMENT DIRECTORY

The Property Management office is located at:

555 Chabanel Ouest
 Suite 1508
 Montreal, Quebec
 H2N 2J2

Our office hours are:

Management Office:
 Monday to Friday, 9:00 a.m. to 5:00 p.m.
Building:
 Monday to Friday, 7:00 a.m. to 7:00 p.m.
 Saturday, 7:00 a.m. to 2:00 p.m.

Telephone/fax numbers and email addresses:

Main telephone number: (514) 381-5921
 Fax number: (514) 381-9641

Security:

24/7 security desk: (514) 501-6759

Executive Director/Owner: Eyal Cohen

cohen@555chabanel.com
 Cell: (514) 983-5925

Property Administrator: Illimani Gonzalez

illimanig@555chabanel.com
 (514) 381-5921 Ext. 228
 Cell : (514) 243-6044

Communication Coordinator: Anna Francis

anna@555chabanel.com
 (514) 381-5921 Ext. 229

Administrative Assistant: Renée Claude

adjoint@555chabanel.com
 (514) 381-5921 Ext. 221

Mechanical & Maintenance:

Mechanical Supervisor: Yannick Bourgoin

yannick@555chabanel.com
 (514) 927-1229

Service Supervisor: Normand Biello

normand@555chabanel.com
 (514) 619-1081

Mechanical Services: Jacques Héту

mmf@555chabanel.com
 (514) 589-8924

Request for building services:

Some repairs and services may fall under the responsibility of the Tenant. Please refer to your lease for more details.

Our fully qualified on-site maintenance team is equipped to handle most of the service calls you may require, subject to a Tenant Work Order and at prevailing rates.

Work done by approved third parties under our supervision may be subject to an administration fee.

Please contact us for more information at (514) 381-5921

Mail:

Mailing Address: info@555chabanel.com

Marcarko Ltd.

555 Chabanel Street West, Suite 1508
 Montréal, Québec H2N 2J2

Leasing Information:

For information regarding additional office or rental space requirements, please contact **Eyal Cohen**

At (514) 381-5921 or by email info@555chabanel.com.

LOCAL BUSINESS DIRECTORY AND OTHER USEFUL NUMBERS

Emergency Number

Ambulance, police, fire..... 911

Hospitals

Jean Talon Hospital (514) 495-6767
 Jewish General Hospital..... (514) 340-8222
 Royal Victoria Hospital / Montreal General Hospital / Glen Site..... (514) 934-1934

Medical Services

Poison control 1(800) 463-5060
 Dental Center Emergency Service 24/7 (514) 288-8888
 Promed Medical and Dental Center..... (514) 845-1800
 Lasik MD (514) 845-1515
 Métro-Medic (514) 932-2122

Banks

CIBC, 343 Chabanel Ouest (514) 388-7900
 RBC Royal Bank, 9901 Acadie Blvd. 1(800) 769-2511
 Scotia Bank, 352 Chabanel West 1(800) 268-9269
 TD Canada Trust, 433 Chabanel West (514) 289-1580

Courier Services

Canada Post, 353 Chabanel West 1-800-267-1177
 FedEx, 1041 Market Central 1(800) 463-3339
 Purolator 1(888) 744-7123
 QMS (Quick Messenger Service) (514) 932-5173
 UPS 1 (800) 742-5877

Hotels

Fairmount Queen Elizabeth (514) 861-3511
 Holiday Inn & Suites Montreal Centre-Ville Ouest (514) 935-7999
 Delta Hotels Montreal (514) 286-1986
 Hilton Garden Inn Montreal Midtown (514) 370-3300
 Hotel Ruby Foo’s (514) 731-7701
 Hotel Terrasse Royale (514) 739-6391
 Sheraton Centre (514) 878-2000
 Sofitel (514) 285-9000

Moving Services

Discount Moving (514) 933-3555
 Déménagement Gareau (514) 387-5212
 Déménagement Total (514) 652-7955
 Asap Moving (514) 660-7077
 Hertz Rent-a-Car (514) 342-8813
 U-Haul (514) 526-9189

Taxi and Limousine Services

Champlain (514) 271-1111
 Diamond (514) 273-6331
 Ville-Marie Limousine (514) 744-2033
 Taxi Bonjour (514) 370-8777
 Taxi COOP (514) 725-9885

Transportation

Air Canada Reservations 1(888) 247-2262
 Air Transat Reservations (514) 636-3630
 Budget Rent-a-Car (reservation center) (514) 938-1000
 Porter Airlines 1(888) 619-8622
 Via Rail Canada Reservations (514) 989-2626
 Westjet Reservations 1(800) 538-5696

BUILDING SERVICES

AMENITIES

Cleaning Services

Common areas of the building are cleaned daily by our cleaners. Cleaning procedures are fulfilled on a daily, weekly, monthly, or semi-annual basis, depending on the scope of work of the specific task.

Marcarko Ltd. performs regular inspections of these services. If you have questions or concerns about cleaning in the building or would like to contract a cleaning service for your space, please contact our Property Management Office during business hours at **(514) 381-5921**

Food Court

on-site restaurant and bistro as well as a beautiful food court

Retail

Bank, pharmacy, travel agency, hair & nail salon, and convenience store all located and easily accessible inside building.

555 Midtown Gym

Featuring a suite of state-of-the-art exercise equipment and a fully equipped studio. Offering personal training (private and semi-private), multi-disciplinary therapy, and classes. Located on the 3rd floor, the gym includes lockers, showers, and saunas for its members.

Spinning Studio

Our spin class offering a high-intensity cardio workout. Open 7 days a week, this 50-bike studio includes full locker rooms, showers, shoes, and a filtered water fountain.

EV Charging Stations

Our indoor parking lot includes electric car charging stations.

Kitchen/Lounge

kitchen, lounges, and benefits for all

Creative/Working Spaces

Open-concept loft spaces, creative meeting spaces

Security

24/7 security team and remote surveillance equipment, complete network of surveillance cameras and monitors

Maintenance

On-site maintenance crew and engineering staff are all available on-site to provide fast and convenient service to tenants

WIFI

Telecommunication room; linked to a fibre-optic network

Exterior & Interior Parking

Underground parking and outdoor parking available

Loading Docks

25 vehicles near the freight elevators, 16 tractor-trailer freight elevators, 7 freight elevators, 1 service elevator.

Electrical Supply

two different electric supply inputs (25,000 volts) and emergency generator

Bike Rack

Bike rack accessible through loading dock on Rue Meilleur. Any bicycle parked in an unauthorized place shall be removed from the building at the expense of the owner.

PARKING & COUPONS

Indoor Parking:

Parking is available on a daily or monthly basis in our underground parking facility. Monthly parking is subject to the conditions established by the Property Management Office, including charges for issuance and replacement of a parking access card, and payment of the monthly fee. Check your lease for further details.

A Pay Machine is conveniently located in the building underground parking next to the elevator access.

Outdoor Parking:

Outdoor parking is also available on a monthly basis (subject of availability and prior reservation) in the parking lot located on Meilleur Street (behind 555).

Convenient entry to the building is also located at the side entrance on Meilleur Street.

Tenants should note that the outdoor parking lot is operated by an independent contractor and is not landlord managed or operated and require monthly parking vignette to be put in a visible place. Please note if you want one you must send a message to building administration by the 20th of each month. Your vignette does **NOT** automatically renew each month.

Parking Coupons

all parking coupon orders must be placed 5 days before the date of use. To order parking coupons, please send an email to adjoint@555chabanel.com with your name, your company, your suite number, and the number of coupons required.

Please note that we will no longer be accepting coupon orders through any other channels. If you have any questions or concerns regarding the parking coupon ordering process, please do not hesitate to contact us at (514) 381-5921.

BUILDING ACCESS & ACCESSABILITY

Our office hours are:

Administration Office:

Monday to Friday, 9:00 a.m. to 5:00 p.m.

Building:

Monday to Friday, 7:00 a.m. to 7:00 p.m.

Saturday, 7:00 a.m. to 2:00 p.m.

Sunday, Closed

Public Entrances

There are 4 public entrances to enter the building:

- Main entrance on Chabanel West
- 1 Entrance through loading dock on Meilleur Street
- 1 Entrance through parking lot on Meilleur Street
- Side entrance on Meilleur Street

Transportation

No matter your mode of transportation, access to 555 Midtown is fast and easy:

**555
Midtown,
so many ways to access it**

- 2 metro stations within the vicinity (Crémazie and Sauvé)
- 4 nearby metro stations (Acadie, De Castelnau, Henri-Bourassa, Coté-Verdu)
- 11 bus lines
- 2 future REM stations in the vicinity
- 3 train stations (Ahuntsic, Chabanel, Sauvé)
- Trains from the East and Blainville/Saint-Jérôme
- Car-sharing vehicles and Car2Go
- Bixi
- Enhanced cycling network
- In proximity to Highways 15 and 40
- In proximity to downtown, Pierre-Elliott Trudeau International Airport, and the North Crown

Tenant Access

For your security, Marcarko Ltd. does not grant access directly to any tenant employees.

If you are trying to gain access to your office after hours without an access card or key, please notify an authorized co-worker in your office or your manager to let you in. Our Security Staff can not verify your identity.

Vendor/Contractor Access

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. Any construction work being done must be approved in writing by the Property Management Office who will in turn advise the Security Desk.

In such instances, please provide us with the following information:

- The company name
- Supervisor
- How many will be performing the work
- Date(s) the work will be performed
- Time the contractor will arrive/depart
- Description of the work being done

Please be aware that our Property Management Office is **closed** on certain holidays. However, in case of emergencies, our 24/7 security desk is available to assist you.

- January 1 (New Year's Day)
- Good Friday or Easter Monday, as announced
- The Monday before May 25 (National Patriot's Day)
- June 24 (Saint-Jean-Baptiste Day)
- July 1, or July 2 if the 1st is a Sunday (Canada Day)
- The first Monday of October (Thanksgiving)
- December 25 & 26 (Christmas)

Accessibility

555 Midtown is not only dedicated to providing a prime business destination but also upholds a strong commitment to accessibility and equity. The building's strategic location near major highways and the airport ensures convenient access for all, regardless of their mode of transportation. Public bus, Metro, and train options are readily available, making it easily accessible for people from diverse backgrounds.

Our building also prioritizes inclusivity by providing various amenities and services that cater to the needs of all individuals. With a focus on creating a welcoming environment, 555 Midtown embraces diversity and strives to foster equity by ensuring equal opportunities for all tenants and visitors.

For more information on accessibility and information concerning services for people with disabilities please visit our website: <https://www.555chabanel.com/>

MOVING AND DELIVERIES

All deliveries and moving arrangements must be prearranged and approved prior to the delivery.

To avoid disruption of other tenants and guests, furniture moves and major deliveries are scheduled

Outside normal business hours: Monday – Friday 8:00am – 6:00 pm.

We request **24-hours notice** in order to schedule the use of an elevator to ensure that it is made available and that elevator pads are installed. Please notify us when use of elevator is concluded.

Please arrange by calling us **(514) 381-5921**.

All non-pedestrian access, including for short term delivery / pickup (small items, mail and courier) is through the shipping and receiving door from Meilleur Street. The Main Lobby is not shipping and receiving. All other deliveries, shipping and receiving is from Loading Dock located on Meilleur Street.

Under no circumstance are passenger elevators to be used for any shipping and/or deliveries of any parcels or using trolleys, including between floors.

Moving Procedures

Prior to any move-in/move-out the tenant shall notify the Management Office in writing of the dates and times that the move shall occur. Notice shall be sent to the Management Office (**Marcarko Ltd. 555 Chabanel Street West, Suite 1508, Montréal, Québec H2N 2J2**)

Management takes no responsibility for receipt of or damage to tenant furniture, equipment, materials, etc. If needed or requested by the tenant, building personnel will be in attendance during the move-in/move-out to ensure the move is properly coordinated and that adequate protection to the building is maintained throughout the move. This is done by work-order and the time spent in attendance is charged to the tenant at overtime rates. Someone representing the tenant must be available during the entire move to supervise the move and sign the work order at the end of the move.

TECHNICAL SERVICES

Our fully qualified on-site maintenance team is equipped to handle most of the service calls you may require, subject to a Tenant Work Order and at prevailing rates.

Work done by approved third parties under our supervision may be subject to an administration fee. Please contact us for more information at **(514) 381-5921**.

Mechanical & Maintenance:

Mechanical Supervisor: Yannick Bourgoin
yannick@555chabanel.com
(514) 927-1229

Services Supervisor: Normand Biello
normand@555chabanel.com
(514) 619-1081

Mechanical Services: Jacques Héту
mmf@555chabanel.com
(514) 589-8924

LOADING DOCK

All non-pedestrian access, including for short term delivery / pickup (small items, mail, and courier) is through the shipping and receiving door from Meilleur Street. The Main Lobby is not shipping and receiving. All other deliveries, shipping and receiving is from Loading Dock located on Meilleur Street.

Movement in or out of the building of furniture or office equipment, or dispatch or receipt by Tenant of merchandise or materials requiring the use of elevators, stairways, lobby areas or loading dock areas, shall be made only at the times, in the areas and through the entrances and exits designated by Landlord.

Without limitation, Tenant shall not make deliveries to or from the Premises in a manner that might interfere with the use by any other tenant of its premises or of the Common Areas, or any use which is inconsistent with good business practice. Tenant shall assume all risk for damage to articles moved and injury to any persons resulting from the activity. If equipment, property, or personnel of Landlord or of any other party is damaged or injured as a result of or in connection with the activity, Tenant shall be solely liable for any resulting damage or loss.

Freight may be carried only at such times and in such elevators as prescribed by the Landlord as being freight elevators accessible to and from the loading dock area of the building.

The use of the passenger elevators to transport merchandise on racks, buggies and/or trolleys is strictly always forbidden. Any goods, freight or packages carried in the elevators shall be carried at the risk of the Tenant, and the Tenant shall, even if the Landlord gives its consent to such carriage, be responsible for any damages caused to the said elevators or any part thereof, or the machinery connected therewith, or for any delay of the service by reason of the carriage of said goods, freight and packages, and shall indemnify and hold harmless the Landlord against all liabilities, costs and damages to which it may be subject or liable, by reason of the carriage of such goods, freight or packages in the said elevators or resulting there from, save and except in the event that same is due to the negligence of the Landlord, its agents or employees.

TEMPURATURE & HVAC

The following are our normal temperature ranges:

Season	Temperature
Winter	A minimum of 21°C (70°F) when the exterior temperature is -29°C (-20°F).
Summer	A maximum interior temperature of 7°C (12°F) less than the exterior temperature when the exterior temperature is higher than 32°C (90°F)

HVAC

Regular hours of operation for Heating Ventilation and Air Conditioning are from **Monday – Friday from 7 am until 7 pm.**

(Except Saturdays when the hours shall be from 7:00 A.M. to 2:00 P.M. and except Sundays and holidays.)

After regular building hours, the HVAC (Heating, Ventilation and Air Conditioning) will be switched to an unoccupied setting.

If you require HVAC activation after hours, please make a request by contacting our Property Management Office during business hours at: **(514) 381-5921.****

***Please note: After-hours heating and cooling is an additional expense that is billable to the tenant.*

Building Suppliers & Contractors **must work with:**

HVAC

TRANE

Contact: Jonathan Lussier
 Contact : Jacques Jobin
 1950 R. John-Molson
 Laval, QC, H7T 0H4
 (514) 292-8880
Jonathan.lussier@trane.com
Jacques.jobin@trane.com

MC Ventilation

Contact : Joel Grenier
 41 Gaston Dumoulin
 Blainville, QC, J7C 6B4
 (450) 433-1136 Ext 203
 (514) 608-5144
Joel.grenier@mcventilation.com

TRASH REMOVAL

Demolition/Construction Waste

The refuse bins for garbage/cardboard designated for building operation are not to be used by contractors.

Waste Reduction:

Materials should be reused wherever possible. If they cannot be reused internally, they should be donated to the nearest Habitat for Humanity ReStore or a similar charity. This could include the following materials:

- | | |
|--------------------------|-----------------------|
| Appliance | Metal Framing |
| Bathroom Fixtures Bricks | Paneling |
| Cabinets | Pipes |
| Carpeting | Ceiling Tile |
| Dimensional Lumber | OSB & Plywood |
| Doors | Siding |
| Ductwork | Tile |
| Flooring | Trim/Antique Moldings |
| Insulation | Windows |
| Landscaping Materials | Lighting Fixtures |
| Marble | Wood Beams and Posts |

Tenant Waste

Mezzanine: Tenants are not required to throw away their waste. Our overnight cleaning crew will pick it up everyday at 4:00 p.m.

3rd – 14th floors: Tenants are responsible for bringing down and throwing away their waste.

15th floor: Tenants are responsible for throwing away their waste in bin located on 15th floor.

KEYS & ACCESS CARDS

Lost or Stolen Access Cards:

If your access card is lost or stolen, this needs to be reported as soon as possible. You may contact the Property Management Office during business hours at **(514) 381-5921**.

Replacement Keys/Cards & Fees:

If your key/access card is lost or stolen, you must pay a fee to replace it. Fees are as follows **(not including tax)**:

RC-14th: 10\$ for key

15th: 25\$ for key

Access card: 25\$ for card

LOST & FOUND

Any lost items may be dropped off at the Security Desk, located next to the main entrance on Chabanel.

SIGNAGE

General guidelines for signage:

- All signs must be approved by Marcarko Ltd. prior to being placed. Any unauthorized signage will be removed.
- Permanent signs must meet local regulations and building standards. Please contact us for approval.

Feel free to ask us for more information at (514) 381-5921 or email us at adjoint@555chabanel.com

TENANT STATEMENTS, BILLING & RENT

In accordance with your lease, charges for rent are due and payable as agreed upon.

You will receive separate invoices for miscellaneous charges such as overtime air conditioning, special repairs, etc. that have been approved prior to the work being done.

Should you have any questions, please contact our Property Management Office at (514) 381-5921.

All payments are payable to Marcarko Ltd., and should be delivered or mailed to: Marcarko Ltd., 555 Chabanel Street West, Montreal, Quebec H2N 2J2

RULES & REGULATIONS

WASHROOMS

The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags, or other substances shall be thrown therein.

All damages resulting from any misuse of the fixtures shall be borne by Tenant, if caused by it or its agents, employees, contractors, licensees, or invitees.

GENERAL PROHIBITIONS

Neither Tenant, nor any of Tenant's servants, employees, agents, or visitors, shall at any time light, use or smoke cigarettes, cigars, pipes, electronic cigarettes, or other tobacco products or cannabis, whether for medicinal consumption, in or about the Building or the Property, including, without limitation, the Premises, parking areas, entrances, passages, walkways, restrooms, lobbies, elevators, vestibules, stairways, corridors and halls.

The Tenant shall take all reasonable measures to post the appropriate non-smoking notices in the Premises and to enforce such prohibition and the respect of non-smoking notices posted by Landlord in the Building and the Property.

Landlord shall be authorized to take all appropriate steps, as may be necessary or required by law, to enforce such prohibition, including the posting of no smoking signs, demanding that persons who violate the prohibition cease and desist from such violation and removing violators from the building.

Landlord shall in no case be liable for damages in enforcing this prohibition and Tenant shall be liable for any fines imposed on the Landlord as a result of the breach of the above by Tenant, Tenant's employees, agents, representatives, or invitees.

The Landlord shall have the right, at any time and from time to time during the Term to make reasonable rules and regulations with respect to the use and occupancy, safety, care and cleanliness, as well as the comfort and convenience of the occupants and other tenants occupying premises forming part thereof and the Tenant agrees to fully, faithfully and punctually respect and comply with any such rules and regulations. The default by the Tenant to fully, faithfully and punctually perform and comply with such rules and regulations shall be deemed to be a default hereunder entitling the Landlord to avail itself of all the remedies enjoyed by it under the terms of the present Lease or at law.

PET POLICY

In accordance with our building's policy, pets are not allowed on the premises except for service animals that are necessary for people with disabilities. In order to bring a service animal onto the property, Tenants must obtain permission from the Landlord and provide proper documentation.

- Pets are not allowed in the building, except for service animals that are necessary for people with disabilities
- Tenant's employees who require a service animal must obtain permission from the Landlord and provide proper documentation.
- Violations of this policy will result in disciplinary action, which may include fines

We understand that pets are important to many people, but we must enforce this policy in order to maintain the safety, cleanliness, and well-being of all Tenants in our building.

We appreciate your cooperation in this matter. If you have any questions or concerns, please do not hesitate to contact our Administration Office.

CONSTRUCTION & CONTRACTOR GUIDELINES

All tenants and contractors hired by Marcarko Ltd. /555 Midtown or by tenants of 555 Midtown (the “Building”) are required to review and adhere to the following guidelines.

This information is provided to ensure contractors/service providers are better informed on what their scope of work needs to allow for, when performing work in the building. These requirements allow us to ensure safety, comfort, and that all standards are adhered to.

Our regulation system is Trane brand. The design and work **need** to be coordinated with Jonathan Lussier, P.Eng. (jonathan.lussier@trane.com). **Any contractors or builders undertaking renovations within the building are required to coordinate exclusively with the designated companies listed in the Emergency Contacts section (p. 30).**

- Contractors must have proof of provincial regulatory registration and good standing and \$3,000,000 coverage insurance liability.
- After hours work must have a Building staff member or security guard present unless otherwise approved by Landlord. Security guard firm must be approved by landlord and the cost of security guard services are the responsibility of contractor.
- Delivery and removal of construction material/equipment inside building must be done outside normal business hours (Monday – Friday, 8:00 a.m. - 6:00 p.m.) unless otherwise indicated by Landlord. The refuse bins for garbage/cardboard designated for building operation are not to be used by contractors.
- Designated service elevator (typically #1 elevator) is the only elevator to be used by contractors. To avoid damages, elevator must have protective pads installed and extra cladding on floor and walls may be required by landlord’s request.
- Corridor and doors will require protection when unloading/loading material through building. This also includes security desks or other fixtures that are in the area of traffic.
- Hardhats, safety boots and safety glasses are required on the job site during work.
- Core drilling is not permitted. Alternate plans are to be approved by Marcarko Ltd. before work commences.
- Sprinkler system shutdowns require 24 hour notice to Landlord. Fire watch to be provided when sprinkler systems are down for extended periods of time in occupied spaces.
- Contractor for all electrical work required in job scope must be approved by Marcarko Ltd.
- A preferred contractor trade list is available from Marcarko Ltd.
- Access cards can be provided only at the request of the General Contractor looking after the job and will require 24 hour notice for the cards to be activated and printed, all cards will then be available to pick up from Building management reception office.
- Contractors are required to provide all tools and safety equipment needed to complete job. This includes step ladders.
- Emergency evacuation procedures are to be reviewed with workers and the evacuation plan is to be posted in work area.
- The scope of work, including stamped drawings, is to be approved by Landlord before work begins.
- Lobbies are not laydown areas for tools and equipment or materials.

- **555 MIDTOWN:** The Loading Zone on **MEILLEUR STREET** is not a parking area for contractors. There is one onsite parking place for contractors and several nearby that can be arranged through Commercial Properties 514-381.5921

MOVEMENT OF EQUIPMENT

If moving please contact Midtown management **at least 48 hours in advance** at (514) 381-5921 or email us at adjoint@555chabanel.com

Under **NO CIRCUMSTANCES** can the passenger elevators be used for moving.

RIGHTS RESERVED TO LANDLORD

The Landlord reserves and shall have the following additional rights:

- a. To change the name and/or street address of the Building;
- b. To install and maintain a sign or signs on the exterior of the Building;
- c. To approve all sources furnishing sign painting and lettering, ice, drinking water, towels and toilet supplies, and other like services used;
- d. To make, either voluntarily or pursuant to governmental requirement, repairs, alterations, or improvements in or to the Building, and during alterations, to close entrances, doors, windows, corridors, elevators or other facilities, provided that such acts shall not unreasonably interfere with the tenant's use and occupancy of the tenant's premises;
- e. If a tenant vacates all or any portion of the tenant's premises prior to the expiration of the Lease Term, to decorate, remodel, repair, alter or otherwise prepare for reoccupancy;
- f. If the tenant decides not to renew their lease, the landlord has the right, after providing prior notification to the tenant, to enter the tenant's premises in order to view and inspect the space for the purpose of facilitating reoccupancy;
- g. To constantly have keys to the tenant's premises;
- h. To grant to anyone the exclusive right to conduct any particular business or undertaking in the Building; and
- i. To take any and all measures, including inspections, repairs, alterations, additions and improvements to the tenant's premises and to the Building, as may be necessary or desirable in the operation of the Building.

Landlord may enter upon the tenant's premises and may exercise any or all the foregoing rights hereby reserved without being deemed guilty of an eviction or disturbance of Tenant's use or possession and without being liable in any manner to Tenant.

REGULATION CHANGE

Landlord shall have the right to make such other and further reasonable Rules and Regulations, as in the judgment of Landlord, may from time to time be needful for the appearance, care and cleanliness of the building, for the preservation of good order therein, and for the health and safety of the tenants and their visitors.

Landlord shall not be responsible to Tenant for any violation of Rules and Regulations by any other tenant.

SECURITY/LIFE SAFETY

FIRE EMERGENCY PROCEDURES

Control post located at Security Desk on ground floor.

Emergency Exits:

- 1 = From the 15th floor to the ground floor. (Staircase #1 west) and mezzanine next to M-23.
- 2 = Exit corridor Mail Meilleur.
- 3 = South side of the entrance door to the parking lot.
- 4 = Mezzanine between M-43 and M-45.
- 5 = North side next to the entrance door of the loading dock.
- 6 = Mezzanine between M-44 and M-62 + Northeast side of the loading dock.
- 7 = From the 15th floor to the mezzanine (staircase #2 east).
- 8 = Mezzanine next to M-18 and ground floor between R-06 and R-05.

Fire warning system: Two-stage signal 8am - 6pm : MON - FRI Single-stage signal at all other times		Voice communication: EMERGENCY PHONES YES SPEAKERS YES	
Fire warning signals transmitted to an alarm company	YES	Smoke control system: YES EMERGENCY STAIRS	

Building extinguishing system:					Smoke ventilation system: YES	
AUTOMATIC SPRINKLERS		ARMED FAUCETS		COMBINED SYSTEM		Special Fire Prevention Systems (local): R-07 Restaurant -kitchen
COMPLETE	YES	64mm (2 ½)	YES	64mm(2 ½) connected to sprinkler syst. Network.	YES	
		38mm (1 ½)	YES			

<u>Elevators :</u>		<u>Electromagnetic locks:</u>	
Manual recall	YES	NO	
Automatic recall	YES		
Elevators identified for firefighter use	YES		
<u>Emergency Power Supply :</u>		<u>Signatures :</u>	
Generator	YES	_____ Coordinator	_____ Date
		_____ Inspector	_____ Date

ALARM SIGNAL PULL STATIONS

Pull stations are located near each stairwell exit.

All smoke alarms are tied into a central station that calls the fire department in the event of an alarm.

FIRE ALARM

Upon hearing the fire alarm, all occupants must immediately exit the building.

Each tenant must assign a fire captain and alternate who is in complete charge of evacuation by all occupants or the tenant's suite. Fire captains should be the last person out of their assigned area, after assuring all other occupants or the area have been evacuated. Fire captains and alternates are encouraged to contact the property manager for assistance in developing evacuation procedures.

Fire alarm panel:

CHUBB Detection Company: (514) 272-2177

STANEX Maintenance Company: (514) 333-5280

Responsibilities of the Tenant Fire Captain:

- A Tenant Fire Captain should be appointed by the Tenant to ensure orderly evacuation of your suite checking all rooms, closets, and restrooms, and close all doors.
- Determine that your area is completely evacuated.
- The Fire Captain should appoint monitors to assist them at exits to ensure that evacuations proceed in an orderly manner at a uniform speed to prevent panic.
- Most importantly it is the Fire Captain's responsibility to ensure that the fire department is notified.

FIRE ESCAPE INSTRUCTIONS

Information everyone should know:

1. Location of the fire alarm pull stations on your floor.
2. Location of the fire extinguishers.
3. Location of the designated fire exits.
4. Location of the alternate fire exits.
5. There should be a Floor Warden appointed to each floor.
6. Tenants on the ground floor level are to exit directly outside of the building

When fire breaks out on your floor: IMMEDIATELY

1. Warn persons nearby in the same area.
2. Activate (pull) the nearest fire alarm pull station.
3. Advise the designated Floor Warden
4. Phone the Fire Department 911, and give the location of the fire in the building.
5. The Floor Warden will (his or her own responsibility) immediately evacuate the floor should fire break out.

Warden Responsibilities:

Fire safety is crucial to maintain the safety and security of our tenants. Each office must have a designated Fire Warden who will be responsible for guiding personnel in cases of emergency.

Please choose a Fire Warden for your suite and contact us.

BOMB SCARE PROCEDURES

In the event a telephone call is received warning that a bomb has been placed somewhere within the building, the following action should be taken:

- If you receive a bomb threat, remain calm and keep the caller talking. Never hang up on the caller. Try to get as much information (who, what, where, why and how) to pass on to the Police and Management.
- Notify the Police (911)
- The Director of Operations will make available as many of his personnel as are required by the Police to search the building. The Director of Operations is to be guided by the Police as to the extent of the search to be made.
- The Director of Operations will notify all incoming visitors that the building is under a bomb threat and is being searched, and it would not be advisable to enter the building until it is adequately safe.
- The Director of Operations will advise each Tenant of the situation. However, it is the Tenant's decision as to whether they will evacuate their employees.
- If determined by the Police Department that it is a real emergency, each Tenant will be immediately advised to evacuate the building

CIVIL DISTURBANCE PROCEDURES

In the event of a disturbance (such as a riot or fight) in or near your office, please follow these directions:

- Call the Management Office at (514) 381-5921
- Call the Police (911)
- Remain in your present location until further notice from the Management Office or the police

MEDICAL EMERGENCY

If a medical emergency occurs within your Suite, immediately call 911 for emergency help. Please notify the Management Office that there is a medical emergency and that help has been called. If a medical emergency happens in an area other than a tenant space:

- Get help – call 911 yourself or signal someone nearby and ask them to call 911
- Stay with the victim, offer comfort and protection until medical team arrives
- Obtain answers to the questions who, what, where, when, why and how concerning the emergency
- Notify the Management Office

BUILDING EVACUATION PROCEDURES

Should it become necessary to evacuate the building for other than a fire alarm, the following procedure is to be followed:

- All personnel will be notified as to the proper time to evacuate their suites.
- Tenant supervisors will be responsible for directing the evacuation of their respective areas once notified to evacuate.
- Do not congregate near the exits. Move away from the exit so that others may vacate the building in a safe and orderly manner

EVACUATION Q&A

Q1. Will the electronic bathroom doors still work in the event of an alarm?

A1. Yes.

Q2. Will each company be attributed a designated parking space on Meilleur street?

A2. The most important thing is to keep a distance of at least 100 meters from the building in the event of an evacuation. If needed, you can telephone the Montreal Fire Department to request a bus for your company. This is a free service.

Q3. Will thermal blankets be available?

A3. Please request them from your employer.

Q4. Where should we place PRM?

A4. Any PRM should be placed outside the stairwell, without obstructing the passage for the safe evacuation of the other occupants.

Q5. Is there an elevator reserved for the firemen?

A5. Yes, the firemen will have access to a reserved elevator to assist them in evacuating all PRM as well as other requiring assistance.

Q6. Should we indicate on the list the disability of the PRM?

A6. Yes, it is very important to know the disability of the PRM so that we can inform the firemen.

Q7. Will there be an emergency evacuation practice?

A7. Yes. The objective today was to familiarize you with the preliminary steps in the event of an emergency evacuation. There is still more information to give you. We also have hard hats that will be distributed to the floor monitors to wear in the event of an evacuation. This will allow you to be easily identifiable as a floor monitor.

Q8. Is the monitor responsible for the rest of the occupants of the floor as well as the company employees?

A8. Yes.

Q9. Who is responsible to prepare the list of PRM and of the employees of each company?

- A9. a) Each company is responsible to supply its list of PRM as well as a complete list of employees to the floor Monitor.
b) The city of Montreal offers an additional service of keeping the Firefighters Department up to date with PRM lists. Please call 514-872-3775 for further assistance.

Q10. Who is the Coordinator and how will we recognize this person? How will we know when we can return to the Building?

A10. The Coordinator will wear a white hard hat bearing the 555 logo, will be at the Security desk and will communicate with the monitors on Meilleur Street to advise them of the status.

Q11. Who are the largest tenants of the Building?

A11. VDM, Aviva, KRONOS, and Gatestone

Q12. If we want to coordinate our meeting on Meilleur street, is it with these companies that we need to communicate?

A12. A plan of Meilleur street will be provided with the location for each company.

Q13. Will we be shown how to operate the fire extinguishers?

A13. No, the fire extinguishers that are in the common areas are for the use of Marcarko personnel only.

EMERGENCY CONTACTS

Administration

EYAL COHEN, *Executive Director*

(514) 381-5921 Ext. 226

Cell : (514) 983-5925

ILLIMANI GONZALEZ, *Property Administrator*

(514) 381-5921 Ext. 228

Anna Francis, *Communication Coordinator*

(514) 381-5921 Ext 229

RENÉE CLAUDE, *Assistant*

(514) 381-5921 Ext. 221

Security

Security

Cell: (514) 501-6759

Mechanical & Maintenance

YANNICK BOURGOIN, *Mechanical Supervisor*

(514) 381-5921

Cell: (514) 927-1229

NORMAND BIELLO, *Services Supervisor*

(514) 381-5921

Cell : (514) 619-1081

JACQUES HÉTU, *Mechanical Services*

(514) 381-5921

Cell : (514) 589-8924

Building Suppliers & Contractors must work with:

FIRE SAFETY

Stanex

Contact : Rio Alberga

2437 Guenette

St laurent, QC, H4R 2E9

(514) 333-5280 Ext 332

ralberga@stanex.com

SPRINKLERS

Roberts/Vipond

Contact : Krystel Legault

26A Boul Hymus

Pointe Claire, QC, H9R 1C9

(514) 695-7070 Ext 224

Krystel.legault@roberts.ca

HVAC

TRANE

Contact: Jonathan Lussier

Contact : Jacques Jobin

1950 R. John-Molson

Laval, QC, H7T 0H4

(514) 292-8880

Jonathan.lussier@trane.com

Jacques.jobin@trane.com

MC Ventilation

Contact : Joel Grenier

41 Gaston Dumoulin

Blainville, QC, J7C 6B4

(450) 433-1136 Ext 203

(514) 608-5144

Joel.grenier@mcventilation.com