



**Brookfield**  
Properties



# Tenant Handbook

125 St Georges Terrace, Perth

Brookfield Commercial Operations

March 2021

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# Introduction

## Welcome

We are pleased to provide this handbook, which has been created exclusively for Tenants of Brookfield Place, 125 St Georges Terrace, Newspaper House, Royal Insurance House, The Heritage and WA Trustee House. It will assist you in becoming familiar with the building's features, facilities, policies and procedures, and with the staff who provide its services.

The information contained here is general in nature and may differ from your lease. In all cases, the lease takes precedence over the handbook.

Contents of this handbook will be updated from time to time to ensure that information remains current and accurate.

Please call building management on +61 8 6244 7711 with any questions you may have concerning the building or information contained here. Your building management team will be pleased to assist you.

We look forward to providing you with the highest level of customer service and support. We will strive to make a meaningful contribution to your success in your respective tenancy. Welcome to your new home.

## Property details

Component	Details
Commercial space	Approximately 78,709 sqm
Retail space	Approximately 7,053 sqm
Parking	No. of Parking Bays 331

The building comprises 51 stories equating to 43 levels of commercial, 1 retail floor, 4 car park/basement levels, 3 levels of dedicated plant equipment and 1 level of roof plant.

Construction of Brookfield Place began in August of 2008 and was completed in 2012. The development team consisted of Brookfield Multiplex Construction and Developments, Hassell Architects, and Fitzpatrick Partners Architects.

Brookfield Place is near public transportation including the Elizabeth Quay bus and train station that is located 500 meters from the building.

## **Sustainability**

Brookfield Commercial Operations is committed to delivering a service that is environmentally friendly, responsible, prevents pollution and promotes sustainable practices. All reasonable steps are taken to protect the environment from any impact arising from our activities and operations through the allocation of resources, assignment of responsibilities and ongoing evaluation of our practices, procedures and processes.

The list below outlines just some of the initiatives implemented at Brookfield Place:

### **Energy**

- Major uses of energy have been separately metered to facilitate ongoing management of energy consumption.
- Lighting has been carefully designed to minimize over-lit areas and zoned areas to offer greater flexibility for light switching.

### **Transport**

- Cyclist facilities have been provided for building staff with shower and locker facilities included.
- Brookfield Place is conveniently located within walking distance to major public transport hubs.

### **Water**

- Water meters have been designed to monitor and manage water consumption.
- Waterless urinals have been installed throughout the facility.
- Low flow water fixtures have been specified including toilets, taps and showers.
- A grey water recycling system has been installed to recycle non-potable water throughout the tower.

### **Privacy policy**

Brookfield understands and appreciates that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously. This policy explains how we will deal with your personal information as you interact with us.

## **Collecting personal information**

Personal information is any information that can be used to personally identify you. We will collect personal information from you so we can provide you with products and services that you have requested or which you have enquired about, and any additional information necessary to deliver those products and services. We may also collect your personal information to respond to your enquiries and so we can let you know about other products, services, or opportunities you might be interested in.

## **What personal information do we collect and hold?**

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- age or birth date;
- profession, occupation or job title;
- any information relating to you that you provide to us directly through our websites or indirectly through use of our websites; and
- any other information we consider necessary to your situation.

If you have invested in a managed investment scheme, we are required to collect additional personal and sensitive information under the Income Tax Assessment Act and Anti Money Laundering and Counter Terrorism Financing (AML/CTF) Act.

## **How do we collect your personal information?**

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our websites;
- during conversations between you and our representatives;
- when you become a tenant or owner of one of our properties; or
- when you complete an application.

In some situations, we may collect information about you from third parties such as your legal or personal representative, your financial adviser, or publicly available sources of information. We will only collect your information from third parties when we reasonably believe that you have consented to these sources collecting and disclosing the information.

## **What happens if we can't collect your personal information?**

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you; or
- we may not be able to provide you with information about products and services that you may want;

For investment clients, failure to provide a tax file number may result in a higher rate of tax being applied and failure to provide information under the AML/CTF Act may result in us not being able to process your request.

## **Using and disclosing your personal information**

In line with modern business practices and to assist you with your requirements we may disclose your personal information to the organizations/persons described below.

- Our employees, related bodies corporate, including those located in the USA and Canada, contractors or service providers for the purposes of operation of our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation: companies involved in maintaining, reviewing and developing our business systems, and infrastructure; organizations involved in providing, managing or administering your product or service such as third party suppliers; and contractors employed to provide building maintenance services;
- Your financial adviser;
- Those people who are your authorized legal or personal representatives.
- Government or regulatory bodies as required or authorized by law.
- Any other company or person with your express consent.

Your personal information will not be shared, sold, or disclosed other than as described in this Policy.

## **Direct marketing materials**

We may send you direct marketing, communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). If you indicate a preference for a method of communication, we will endeavor to use that method whenever practical to do so. You may opt-out of receiving marketing communications from us by contacting us (see the details below) and we will then ensure that your name is removed from our mailing list.

## **Protecting your personal information and keeping it accurate and up-to-date**

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse and loss and unauthorized access, modification, or disclosure.

We will also take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. If you believe your personal information is not accurate, complete, or up to date, please contact us.

If you believe that your personal information is incorrect or out of date you can request to have this amended. To request access to your personal information you can contact us using the information in the "contacting us" section below.

Please be aware that some information cannot be amended or deleted due to legal reasons. If we deny your request, we will inform you of the reasons for this decision.

## **Our websites**

Our websites have electronic security systems in place, including firewalls. Depending on the group organization with which you deal, other security measures may also be in place to control access to your personal information.

## **Links to other sites**

You may be able to access external websites by clicking on links we have provided. Those other websites are not subject to our privacy standards, policies and procedures. You will need to contact or review those websites directly to determine what security measures they have in place.

When we have personal information about you, we will make every reasonable effort to make sure that the information is secure and is used or disclosed consistently with the Privacy Principles.

## **Using government identifiers**

We will not use or disclose a government identifier (such as a tax file number) other than when required or authorized by law.

### **Your sensitive information**

We will not collect sensitive information about you unless we are required to do so by law; the information is required for an insurance claim; or the information is necessary for the establishment, exercise, or defense of a legal claim.

### **Contacting us**

If you have any questions about privacy, you can call our offices. Our staff will do their best to resolve your issue. If an investigation is required, the privacy officer will become involved in the process. We will keep you advised of progress of the investigation.

### **More information**

For more information about privacy legislation, you can visit the web site of the Australian Information Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au) or the New Zealand Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz).

### **Disclaimer**

The purpose of this document is to serve as a guide. The Lease fit out Guide, Emergency Management Plan and Management Agreement take precedence over this document and should be referred to for more detailed information.

# Management office and operations

## **Building management office**

Our building management office comprises a dedicated and experienced team of professionals who uphold Brookfield Commercial Operations' commitment to outstanding service and share a common agenda to continually look at ways to improve the level of service to Tenants.

Your building management team, including property and facilities management experts, has been selected for their experience in the field of customer service and tenant relationship management. Any questions, comments or concerns regarding your lease, leased premises, tenant services or building facilities should be directed to them.

Phone Number: +61 8 6244 7711

After Hours Number: +61 8 6244 7716 (security)

Management office hours of operation are Monday to Friday, 8:00am – 5:00pm excluding public holidays.

## **Management information**

Owner: Brookfield Properties Australia Pty Ltd

Property: Brookfield Commercial Operations, Australian Commercial Operations

Head Office: Level 22, 135 King Street, Sydney NSW 2000

Phone: +61 2 9158 5100

Fax: +61 2 9475 0584

Website: [www.brookfieldproperties.com](http://www.brookfieldproperties.com)

## **Mailing address and postal code information**

The mailing address for Brookfield Place is:

Brookfield Commercial Operations  
Basement 1, 125 St Georges Terrace  
Perth WA 6000

## **Operations**

Building management operates building systems, including air conditioning and maintenance.

## **Hours of operation**

Brookfield Place business hours (as defined in the lease) are:

Monday to Friday	8:00 am – 6:00 pm
Saturday and Sunday	Restricted access (security access card only or pre booked)

Where applicable, the lease takes precedence. Tenants shall have the option to operate extended hours, subject to access regulations for the building. Extended service may be subject to additional charges. Please call building management on +61 8 6244 7711 for further information.

## **Public holidays**

Brookfield Place offers limited services during gazetted public holidays.

# **Building services**

## **Air conditioning**

The air conditioning has been zoned to allow maximum flexibility and comfort conditions throughout the tenanted spaces. Sensors have been installed around the tenancy to continually monitor the space temperature comfort conditions.

Upon occupancy, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with the Tenant Fit out Design Criteria. Tenants should have the floors ventilation system rebalanced when:

- Internal walls are added or relocated
- Occupancy levels increase or decrease
- Substantial increases in loads occur by the addition of heat generating equipment

Air conditioning is supplied Monday to Friday 7:00 a.m. to 6:30 p.m. If you require air conditioning outside of these hours, please contact your help desk or contact the Building Management team.

## **After hours air conditioning**

After-hours air-conditioning control in individual tenanted areas is available via prior arrangement with building management allowing the air conditioning system to be activated as per the arranged times.

To ensure the efficient operation of the building services, no additional method of lighting, circulating air, cooling, or heating is to be installed without the prior approval from Building Management.

## **Signage**

All signage must comply with the Tenant Fit out Design Criteria requirements. Any signage must be approved by building management prior to ordering or installation. Updates to tenant signage are the responsibility of the tenant. No names, advertisements or posters are allowed on windows or doors. Handwritten paper signs are prohibited.

Contact building management to order new tenant suite or elevator lobby signage. It will typically take 4 to 6 weeks for new signs to arrive.

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

Signage changes can be made by calling building management.

Advertising and building information are displayed on electronic media screens throughout the building.

## **Access control system**

The computer-controlled access system provides secure operations to all floors at all times to suit tenant requirements. Access during secure mode requires an access card or key, with all key usage monitored with regard to location and time. Key usage can be scheduled and restricted to operate only at specific times, on specific doors.

## **Access cards**

Authorised tenant representatives can request, change, or cancel access cards for employees of their company.

Keys are issued upon the receipt of a written request by a tenant that is an authorized officer on company letterhead. Details required include the key holder's name and access requirements such as the locations and times for access. Keys are not transferable and keys in

the possession of unauthorised persons will be confiscated. To maintain maximum integrity of the system, it is in the tenant's interests not to loan or transfer keys without notifying building management.

The issue of new/replacement access cards/keys for the building are chargeable to the tenant. All keys must be returned prior to vacation of the building by the tenant. Keys not returned also attract a fee.

### **Locksmith services**

Upon moving into the building, tenants receive keys to their premises in accordance with their needs. All keys and locks must meet keying standards for the building. All requests for Locksmith Services should be made through building management. Fees are applicable.

### **Contractor access**

To maintain the security of the building, building management requests a minimum of 24 hours' notice for contractors requiring access to common facilities of the building. This includes any of the tenants' contractors where works are undertaken outside the tenancy, where works may affect or impact on building operations, or where access to base building services is required.

Tenants' contractors will be issued with keys by building management after receipt of written instructions from the tenant and/or a completed Work Request Form. The instructions should specify the hours and dates for access, employee names or contractor's company, name of employees to be granted access and the nature of the work being carried out. Please also include all necessary Safe Work Method Statements and Insurances at this time.

All contractors are required to sign into the SASSI (Site Automated Safety Sign In) terminal located on the loading dock on basement 2 on arrival and departure. Furthermore, all contractors carrying out work in any part of Brookfield Place facilities (e.g., air conditioning, plumbing) must complete the Brookfield SASSI induction on-line and then be inducted to the site by building management prior to commencing works.

All contractors and servicemen authorised to work at the building will be issued with security passes. Keys, access cards and passes will be issued by security and will be returned prior to leaving site each day. All contractors must ensure they wear appropriate identification displayed in a prominent position at all times.

Please note any lost keys will be charged back to the relevant contractor or tenant.

## **Contractor insurance**

Please note that prior to any contracted works commencing at the property, insurance details must be forwarded to the building management office or uploaded into SASSI.

Public liability insurance is required to the value of \$20,000,000, which should be in place with a principal's extension. The policy should state that the cover is also applied to the site.

A copy of workers compensation insurance should also be provided to building management as well as a copy of the current certification where applicable.

## **After-hours access**

The after-hours access point to the building lobby is located at the west end. A valid access card presented on the card reader will provide access through the podium glass sliding door. The intercom at this location will also provide direct communication to site security.

## **Master keys**

Access to base building areas such as service risers and plant rooms is controlled by a Master Key System. Required access to these areas must be requested through the site Facility Manager by way of a completed Work Request permit. Once access has been authorised, keys can be collected from the security office located on level B2.

All issued keys must be returned to security at the end of each day. You are liable for costs incurred to replace lost keys or locking systems as a result of a lost key.

## **Car park**

Brookfield Place has 331 spaces conveniently located in the Brookfield Place Tower 1 car park. It features 4 levels of parking for tenant use only with access available from Mounts Bay Road. The car park is accessible 24 hours a day, 365 days a year. Maximum vehicle height allowed is 2.1 m.

If you have any questions regarding car parking, or are interested in leasing a car space, please contact building management who will be happy to assist.

## **Tenant and visitor parking**

This section is not applicable to this site.

## **Casual parking**

A limited number of casual parking bays are available to tenants without an allocated parking space. Bookings can be made online by visiting [parking.bfplperth.com](http://parking.bfplperth.com) and downloading the app. Please contact building management for more details.

## **After hours parking**

For your convenience, there are intercoms located at the entrance to the car park, which will link you to the security office, if assistance is required. For safety reasons, pedestrians should never walk down the parking ramp.

## **Valet parking**

This section is not applicable to this site.

## **Lost and found**

Lost property can be claimed by visiting the concierge in the lobby or the security office on level B2. Security may also be contacted on +61 8 6244 7716 to discuss items of lost property.

## **Public washrooms**

Three public washrooms are located onsite. These are at ground level accessed via the western or eastern end of the café court and at level B1 accessed via the eastern end of the lower Georges Lane.

## **Deliveries**

The loading dock is controlled by security at all times. Access to the loading dock for large deliveries must be scheduled in advance, with the time and procedure approved by building management.

All deliveries are to be made via the loading dock and goods lift. Passenger lifts may not be used for deliveries.

The goods lift size is 1850 x 2400 x 3500 mm high with door opening 1400 mm. Maximum load capacity is 2500 kgs. Loading dock height clearance is 4.1 m with restrictions applied, and drivers required to check prior to driving their vehicles into the building. No deliveries (other than handheld items) are to be made through the main door. Trolleys are not permitted in these areas under any circumstances.

## **Lift operations**

The building is serviced by 28 lifts and 3 escalators, 21 passenger lifts, 2 car park lifts and 4 dedicated goods lifts. Lifts are described as follows:

- Goods lifts - level B2 and podium to level 46
- Retail goods lifts- level B2 and podium
- Infrastructure shuttle lifts - podium to level 4
- Low rise - podium and level 8 to level 20
- Mid rise - podium to level 4 and level 20 to level 33
- High rise - podium to level 4 and level 33 to 45
- Childcare shuttle - level B2, level B1 and podium

## **Accessible access and facilities**

Accessible access is located at the western side of the Tower 1 lobby. Access is also available through the car park which leads directly to the lifts on basement levels 2, 3 and 4.

Accessible toilets are situated throughout the building on all levels.

## **Bicycle racks**

To better serve tenants who cycle to work, Brookfield Place is equipped with a secured End of Trip bicycle storage area which is located on level B2. The enclosure can accommodate up to 695 bicycles and cyclists are provided with access cards to gain entry. Cameras have been installed and the area is monitored by security.

For information about obtaining a space, please call your helpdesk or building management.

Please note Brookfield Properties encourages tenants to use bicycle locks in the storage area and to take valuables with them.

## **Car wash services**

A car wash service is not currently available at Brookfield Place.

## **Tenant receptions**

If you are hosting an event, please contact building management in advance. This will allow us to inform security, our cleaning contractor and facilities management about your event and to offer our help so that you and your guests have an enjoyable time.

If your event is taking place after regular business hours, please contact building management to arrange additional HVAC and lighting. The cleaners will also need to be notified so the cleaning can be arranged for a later time.

## **Amenities/services**

- After hours air conditioning
- After hours security
- Brookfield Emergency Warning Intercom System
- Cable television
- Captivate elevator display screens
- Carpentry
- Cleaning services
- Conference facility
- Confidential document shredding services
- Digital media screen advertising
- End of Trip facilities (secure) – includes bicycle racks and lockers
- Loading dock delivery services
- Locksmith
- Mailroom services
- Maintenance services
- Painting
- Pest control services
- Plumbing
- Security officer services and covert surveillance
- Security system monitoring 24/7
- Service elevators
- Signage and business directory listing
- Storage room facilities
- Tenant car parking facility
- Tenant service request (1800BServe)
- Window cleaning

# Security and life safety

## **Building security**

Security officers are onsite 24 hours a day, 365 days a year.

The security officers are supported by comprehensive closed circuit television surveillance at strategic locations in the building and a sophisticated access management system. All security staff wear uniforms for identification.

Regular security patrols and inspections are carried out by mobile/static security guards. All common areas and multi-tenant floors are patrolled periodically after business hours with all insecure premises investigated and tenant representatives called after hours if necessary.

Two-way radio communications between security, the building control center and building management staff provides quick response to any issue.

The security guards undertaking the patrols also ensure that all fire doors are secured, there are no unwanted visitors, and all doors are locked and secured for the night. It is the tenants' responsibility to ensure that all entry doors to the building are locked when exiting after hours.

While the building's security systems can provide basic protection, security is everyone's responsibility, and your cooperation and vigilance are essential.

Each tenant can be effective in preventing the loss of valuable personal and company property by observing these general guidelines:

- Be aware of strangers in your area and if their identity cannot be readily established, advise security immediately.
- Articles of value should not be left in open, unattended areas.
- At the end of each working day, remove or secure personal and company items of value, such as laptops, mobile phones, iPads, etc.
- Promptly report to Security the loss of property or any suspicious event. Serial numbers of all valuable items should be recorded and retained on file to aid police in recovering property in the event of loss or theft.
- You should always ensure that your tenancy is secure, especially after-hours weeknights and 24 hours on weekends since passenger elevators are programmed to security mode during these times.
- Enforce strict control of keys and access cards. Please notify security immediately when a staff member has left your employment.

Special care should be taken during the following times.

- The first **30** minutes after opening your tenancy
- Lunch hours, and
- Just before closing

These are the periods when there is a high volume of staff and visitor movement, and employees are often away from work areas and offices.

Additional checks of your premises can be arranged by contacting the security staff. Additional fees for this service may be chargeable to the tenant.

## **Solicitation**

For the privacy of tenants, solicitation is not permitted. Security does their very best to prevent solicitation from unwanted visitors from entering the building during normal business hours. However, due to the large number of people entering and exiting the building, unwanted visitors may manage to elude security.

If an unwanted visitor enters your building:

1. Ask the person to have a seat while you contact the appropriate member of your staff.
2. Call building management from an adjoining office to request assistance.
3. A security officer will be immediately dispatched to your tenancy to address the situation.

If the unwanted visitor leaves your tenancy prior to the arrival of the security officer, please provide a full description of the individual, as this information will assist security in their investigation.

## **Incidents**

Tenants are asked to notify building management of any known incidents which relate to any of the common areas of the building and note all details which may be of relevance for any future investigation. If you are in doubt as to whether an incident should be reported or not, please contact building management to discuss.

## **Hazards**

If you are aware of a risk or a danger (such as a bomb threat, a fire, or a riot) in the property, please notify building management immediately.

If there is, or could be, anything that is a risk or a danger to the property or people in it please obey the instructions of the police, the fire brigade or other emergency authority, this may include evacuating the building. Please do not re-enter the building unless building management, the police, the fire brigade or other appropriate authority advises it is safe to do so.

## **Emergencies**

In the event of any emergency within or around the building, the following action should be taken:

- Telephone 000 and request the relevant emergency service, give clear and precise details of the emergency and the address of the building.
- Contact building management with details of the emergency and its status.
- Tenants and employees should take instruction and directions from the designated wardens.

The building's Early Warning Intercommunication System (EWIS) will alert tenants in the event of a fire or an emergency.

Announcements can be made over the EWIS by the chief warden throughout the building. floor wardens should follow the chief wardens' instructions and evacuate or stand down as instructed.

If the order for evacuation of the building is given by the chief warden or fire brigade, then the Floor Wardens should direct occupants in their areas out through the fire escape and fire stairs to the designated assembly area.

Regular emergency training is conducted every quarter.

Types of emergencies and incidents are as follows:

### **Power failure**

In the event of a major power failure, immediately call building management. Listen for information and instructions from the building's EWIS. An emergency generator will

automatically provide power to all life safety systems and emergency lighting in your building, stairwells, and common areas as a minimum.

During a power failure, turn off as much equipment as possible to minimize disruption and damage once power is restored.

## **Elevators**

In the unlikely event that you become trapped in an elevator due to a power failure, remain calm. Use the emergency telephone to contact emergency or service personnel. The building's emergency generator will restore power to elevators.

## **Lights**

In the unlikely event of losing lighting throughout the building, Brookfield Place is supported by an "emergency lighting system"; this system is designed to last for a minimum period of 90 minutes. If lighting is not re-instated after 20-30 minutes the Tenant should begin to evacuate the building under the guidance of the wardens.

## **Bomb threats**

If you receive a bomb threat:

- Take it seriously.
- The person receiving the call should be prepared to obtain precise information including:
  - time of the call
  - exact wording of the threat
  - any distinguishing characteristics of the caller such as the voice or background noises
- Call 000 to notify police.
- Call building management.

## **Search of premises**

A search of tenant premises cannot be performed effectively by police or building management as they are unfamiliar with the environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search. It is recommended that your wardens utilise employee volunteers to assist with the search. They will be supported by security.

During the search procedure, remember this rule: Look for something that doesn't belong, that is out of the ordinary, or out of place. If an unidentified or suspicious object is found, do not touch it.

In the event that a suspicious object is found, police or security may recommend a partial or complete evacuation.

The search of public areas is the responsibility of building staff and its contractors.

### **Medical emergencies**

If there is someone in your office in need of emergency medical assistance, please follow these steps:

**Call 000** - Provide your address, floor, and suite number. You may be asked to describe the condition of the person in distress.

**Call building security** - Building security will immediately advise the wardens who will provide interim assistance. Security will also direct the emergency medical services to your location. The first aider onsite will "bridge the gap" until emergency medical help arrives.

Ensure that there is someone from your office to meet medical personnel at the goods lift to accompany them in a timely manner to the person in need of assistance.

### **Fire emergencies**

If you discover fire or smoke:

1. Remain calm. Leave the fire area, closing doors behind you.
2. Activate the nearest fire alarm break glass.
3. When safe to do so, call 000 and then immediately call our security team. Provide your name, the location of the fire and/or smoke.
4. Immediately evacuate via the nearest fire exit. Follow the directions of the wardens. Do not use elevators.
5. Report to your predetermined meeting point and check in with your warden.

Do not return until it is declared by the fire brigade or building management that the alarm condition has been cleared.

## **Fire alarm sounds**

### **The fire alarm sounds - what do you do?**

The building is equipped with a two-stage fire alarm system. It has two separate and distinct tones:

1. The alert tone is recognised by an intermittent beeping tone (beep beep).
2. The evacuation tone is recognised by siren tone (whoop whoop).

### **The alert tone sounds - what do you do?**

The intermittent beeping tone indicates a potential fire condition somewhere in the building. Remain at your workstation, but be prepared to leave the building if it becomes necessary.

### **The evacuation tone Sounds - what do you do?**

1. Do not wait for announcements.
2. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
3. Follow the directions of the wardens.
4. Do not use elevators as they will automatically "home" to the ground floor or alternate floor.
5. Do not return to the building until the fire brigade or building management has announced that the alarm condition has been cleared.

Listen to announcements/instructions via the voice communication system and follow the instructions of the wardens.

## **Brookfield emergency notification system**

Brookfield Properties is committed to providing a safe and secure environment for all tenants and visitors in their properties. In keeping with this commitment, we are pleased to announce that we have implemented a national emergency alert and notification system called Brookfield Emergency Notification System (BENS). In the event of an emergency, we will use this powerful tool to notify and update predetermined tenant representatives about complex emergencies and/or service outages.

The BENS will send tenant representatives a phone call, e-mail, and text messages to various contact points, including office/home phones, mobile phone, email accounts, etc. The software that this system utilises has been implemented across Brookfield Properties in North America and has proven to be a dependable, robust service, even under trying circumstances like blackouts and severe weather.

The system will also allow the recipient to respond to messages. You may be given pre-defined responses following the alert message. Responding is as simple as pressing a corresponding number on the keypad of your phone or replying to an email message. For more information on BENS, please contact building management.

### **Fire protection system**

Fire protection, comprising of smoke detectors, hose reels, sprinkler system, fire hydrants, fire extinguishers and EWIS, installed throughout the building and car park areas.

Any charges incurred, as a result of the fire brigade responding to false alarms will be charged back to the relevant contractor or tenant.

The fire alarm systems are fully activated at all times and the de-activation of these systems will only be permitted whilst tests are in progress, repairs or additions are being carried out or whilst conditions that may cause false alarms are evident. Only building management may authorise the isolation of the fire safety systems. Any tenancy requiring isolation of the sprinkler system is required to give a minimum of 24 hours' notice and required to complete the relevant request form.

### **Testing of EWIS**

The building's EWIS is operated from the building control center and speakers have been installed in strategic locations throughout the building. This system can reach all floors simultaneously, or selectively as necessary.

The EWIS is regularly tested by authorized personnel and security, as part of the overall fire alarm system. This process ensures that equipment is operating normally and enhances security staff training. The entire fire alarm system, including the EWIS, is tested regularly to the relevant performance standards. Annual fire testing and fire drill is scheduled.

### **Fire stairs**

Egress to fire exits and fire stairs should be kept clear of all rubbish and restrictions which may hamper access to the fire stairs. The fire stairs and fire rated building compartments are maintained to provide adequate time for safe evacuation of staff.

Interference with the fire stair door operation and the propping open of fire doors endangers the safety of everyone in the property. This practice will not be tolerated under any circumstances and Building Management will take appropriate action as required.

### **Emergency Planning Committee and Emergency Control Organization**

Tenants should appoint members of their staff to their Emergency Planning Committee (EPC) and the Emergency Control Organization (ECO).

The Emergency Planning Committee's main responsibilities include developing and maintaining the Emergency Plan, establishing the ECO and developing and managing formalizing training schedules. Meetings are conducted at least every annum. Tenants are encouraged to be involved and take some ownership for the process.

The individuals assigned to the ECO should feel comfortable giving direction to other employees and taking charge in the event of an emergency situation.

Each ECO includes the following positions:

- Chief warden
- Deputy chief warden
- Communications officer
- Deputy communications officer
- Floor / area wardens
- Deputy floor / area wardens
- Wardens
- Deputy wardens

**Chief warden:** The person in this position will manage the ECO. In the event of an emergency, they will direct and oversee the orderly evacuation of all their employees within their work area. During the fire drill process, chief wardens are requested to evaluate the performance of their teams.

**Deputy chief warden:** The person who assumes this role will assist the chief warden and assume that role in the absence of the chief warden.

**Communications officer:** The communications officer must be capable of effectively communicating with occupants and visitors and be trained in using communication devices. The communications officer must ensure that the appropriate emergency service has been notified and transmit instructions and information.

**Deputy communications officer:** The person who assumes this role will aid the communications officer and take up that role in the absence of the communications officer.

**Floor or area wardens:** Floor and area wardens must implement emergency response procedures and maintain orderly conduct by ensuring quiet and calm in the event of an emergency evacuation. Floor and area wardens must ensure all occupants have evacuated the area, exit the building and report to the chief warden. Floor / area wardens must co-ordinate the completion of Personal Emergency Evacuation Plans for occupants and persons with a disability.

**Wardens:** Wardens are responsible for ensuring that all occupants are aware of the emergency response procedures. In the event of an emergency, wardens check that fire and smoke doors are properly closed and ensure the orderly flow of people into protected areas such as stairways.

**Backup personnel:** These people are assigned to be on standby to fill any of the positions above, as necessary.

The number of ECO members appointed should be commensurate to the size and characteristics of the floor and building.

## **Tenant responsibilities**

**The primary responsibility for the safety of employees' rests with each tenant.**

Tenants are encouraged to appoint responsible employees to be involved in the Emergency Planning Committee (EPC) and the Emergency Control Organization (ECO).

Each employee should review details of fire and life safety procedures during their company orientation. Tenants should ensure all employees are aware of the following:

- Locations of emergency stairwells
- Locations of fire extinguishers
- Locations of manual pull stations
- Elevator use during an alarm
- Your predetermined meeting place following an evacuation

**Tenants are urged to participate in the building's annual fire drill.** The importance of these drills must not be underestimated as they allow employees to:

- Become familiar with primary and secondary evacuation routes from your building.
- Realise the length of time it takes to reach the ground level and predetermined meeting place.
- Understand the physical and mental conditions that exist in a restricted space, such as the stairwell, during a full evacuation.

Employees should be instructed to report all smoke or suspicious odors to their chief warden.

**All fires, regardless of size, and even if they have been extinguished, must be reported to Security and 000.**

## **Personal Emergency Evacuation Plans**

A Personal Emergency Evacuation Plan (PEEP) needs to be developed for any occupant or visitor with a disability. This is to ensure that an assessment has been completed of any additional requirements before an emergency occurs. A copy of the Personal Emergency Evacuation Plans should be kept up-to-date and retained in the fire control room for reference by Emergency Services. Tenant representatives involved in the ECO will be responsible for ensuring that PEEPS are established and maintained.

## **Fire drills**

Full building fire drills are carried out annually and tenant representatives will be notified in advance.

If you wish, you can arrange for a fire drill exclusively for your company by calling the building management.

## **First aid kits**

Tenants are reminded that first aid may only be administered by appropriately qualified personnel. Each tenant should have a first aid kit on site with a minimum of one qualified first aid officer.

## **Office duress device**

Office duress buttons can be installed within your premises linking your office to the onsite building control center. These systems can be installed at a cost to the tenant. For further information, please call the building management.

### **Connecting to the base building access management system**

Card readers, high temperature alarms, duress alarms, door contact alarms or other security devices can be connected to the base building access management system for monitoring, on a user fee basis, please call the building management. Security escorts

Working alone after business hours? Notify security, and an officer can check on you periodically if required.

### **Event security**

Security officers are available for private functions and to assist with other tenant concerns for an additional fee.

### **Occupational health and safety environmental regulations**

The building owner and building management endeavor to make the building a safe workplace and require all work practices within and around the building and car park areas to be carried out in accordance with the relevant Occupational Health and Safety legislation.

All works carried out in the property must comply with the respective acts, regulations, codes of practice and Australian standards.

## **Housekeeping**

### **Cleaning**

During business hours building management has a dedicated cleaning team on site to service the building and toilet areas. This cleaning team is positioned to respond to any emergency situation where required. Please contact building management if you would like to arrange for a special clean or use of this service.

The cleaning staff commences night duties at approximately 7pm. At the completion of cleaning your tenancy, all office doors will be locked and lighting turned off as required. In the event that your tenancy is not empty at the completion of cleaning, it is the tenants' responsibility to turn off the lighting.

Building management and the cleaning contractor should be made aware of any abnormal rubbish loads that are required to be disposed of and any other special requests or concerns. Rubbish that will not fit in a normal sized bin and which requires disposal should be marked "RUBBISH" so that it may be removed. Food and waste should be separated from paper and glass for recycling purposes.

The cleaning contractor also provides chemical free cleaning wherever practical. This aims to reduce allergic reactions and provides a healthier indoor environment. Chemical free cleaning involves the use of water and micro fibre fabrics as well as citrus based and natural pH cleaning products.

To prevent cross contamination and the spread of germs and bacteria, the cleaning contractor also utilises a small onsite laundry to ensure that all microfiber cleaning products are laundered daily. This ensures clean materials are used every time.

### **Energy savings**

The tenant is requested to observe energy efficiency measures to reduce energy consumption and carbon impact. Building management supports energy saving initiatives such as:

- Annual Earth Hour participation
- Adopt PC and laptop energy star compliance programs
- Meeting room and amenities occupancy lighting controls
- Floor lighting zoning control and perimeter daylighting
- Cleaners light switching controls
- After-hours air conditioning request/usage documentation
- Support NABERS ratings and tenancy lighting reviews

### **Recycling**

Brookfield is committed to an environmentally sustainable future. All waste that leaves Brookfield Place is delivered to a Materials Recycling Facility (MRF) where it is mechanically sorted in the various recycling streams and sent for processing.

General rubbish bins are located centrally for your convenience. The bin will be emptied and cleaned each evening and contents taken to the refuse room on level B2 for sorting by the cleaning contractor before being removed from site.

Both paper and cardboard recycling is provided on each floor and includes co-mingled recycling for plastics, glass, and aluminum. Organics, coffee grounds and battery bins are available upon request. Recycling inkjet, toner and laser cartridges

Used cartridges should be repacked into replacement cartridge boxes. For removal and disposal, please call building management.

## **E-waste program**

To ensure the safe management and disposal of unwanted electronics, Brookfield Place recycles a wide variety of materials to ensure maximum diversion from waste that would otherwise be placed in landfill and ensures that recycling of components to encourage sustainable practices.

The following e-waste items are accepted:

- Desktop computers
- Portable computers
- Computer peripherals, include modems
- Monitors
- Televisions
- Printing devices, include copiers and scanners
- Telephones (physical and accessories)
- Mobile phones
- Audio and video players
- Cameras
- Radios
- Receivers
- Speakers
- Tuners
- Projectors
- Video recorders

## **Pest control**

All areas of Brookfield Place are serviced for pest control quarterly by an independent contractor. This service is provided after business hours and is included in the operating costs of the building.

For further information regarding pest control, please call building management.

# Financial requirements

## Accounting

The Property Manager is available to respond to any inquiries about your rental and monthly account charges.

## Rental payment

Rental payments are due and payable in accordance with your lease. Rent charges are due and payable without prior written notice or invoice.

In an effort to streamline the payment process, building management requests that payments are made directly to the below mentioned account by the due date nominated.

Bank account details are as follows:

Account Name: Brookfield Commercial Operations Pty Ltd REBA Trust 1  
Account Number: 8356 56112  
BSB: 016 002  
Bank / Branch: ANZ Bank  
Reference Number: Refer to invoice

The benefits of the transfer method mentioned above are as follows:

- Elimination of manual cheques
- No additional payment charges involved
- Timely processing of payments
- Avoidance of delayed or lost cheques

While we understand that banking information is highly confidential, we assure you that all information provided will be used solely for the purpose of implementing this payment process.

## Other invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e., plumbing, painting, electrical work, etc.). Please ensure that the remittance copy is sent with your payment.

### **Standard additional service rates**

We are pleased to offer tenants the best possible service at competitive rates. Labor is performed by Brookfield Place staff or partnering companies. All additional rechargeable services are performed on a user fee basis and will be billed monthly.

Please contact the building management for a comprehensive list of special services provided by Brookfield or their preferred companies.

Standard additional services rates and handyman services (plus administration fees) will be charged at the following rates. Please note that this excludes project management and other major works:

- \$85 + GST per Hour
- \$50 + GST per ½ Hour

Security card services and replacements will be charged as follows:

- Additional and replacement of lost card = \$50 per card

The above rates are effective from 6 November 2019. Building management reserves the right to revise rates with 30 days' notice.

Please contact building management for a comprehensive list of painting, carpentry, electrical, mechanical, and special services provided by Brookfield Properties or their preferred companies.

## Building rules and regulations

The following rules and regulations have been adopted for the safety, benefit and convenience of all tenants and other persons in the building. The tenant shall at all times comply with the rules and regulations that are currently in effect.

### **Alcohol and non-smoking policy**

The building is designated to be non-smoking. The use of electronic cigarettes (e-cigarettes) and other personal vaporizers (containing nicotine or other substances) are not permitted to be used in any area where smoking is restricted.

Non-smoking areas include all tenancies, common facilities, lobby areas, fire stairs, lifts, stairwells, car parks and external areas of the main entrance to the building and within the surrounding building boundary line.

As an employer, you are potentially liable for prosecution by employees and others who suffer as a result of smoking in your building.

The consumption of alcoholic beverages or drugs is prohibited in all common areas.

### **Animals**

Pets and birds are not permitted within any areas of the building with the exception of Guide and companion dogs.

### **Bicycles**

Bicycles or other vehicles shall not be brought or left in or upon any part of the building except in such area or areas as are designated by the building management from time to time. The tenant must not do anything that may compromise the efficient operation or security of the bike storage area.

### **Canvassing, soliciting, peddling**

The tenant shall not perform, patronize, or permit anyone under its control to perform any canvassing, soliciting, or peddling in the building and shall not install in the building any machines vending or dispensing refreshments or merchandising, except with the prior written consent of the building management.

The tenant is asked not to hold auction, bankrupt, fire or closing down sales in the building.

## **Cooking**

The tenant must not cook or prepare food in the building (except in the kitchen areas of the building). The tenant must not breach regulations in relation to food preparation and handling.

## **Contractors**

- Electrical leads and tool tagging - All electrical leads and tools used on site are to be tested and tagged in accordance with the relative Australian standards or best practice by a licensed electrician. It is the responsibility of the person using the electrical lead or equipment to ensure it has a current safety tag.
- Electrical isolation - Only a qualified/authorised person can carry out isolation of electrical supply on the main switchboards, after approval is received from building management. Main switches, circuit breakers or fuses that are isolated must be tagged, with an approved tag, stating reasons for isolation and signed by the authorised person.
- Electrical supply - All electricity supply for works pertaining to a specific tenancy must be obtained from either a temporary power supply board or power supply within the tenancy. At no time are any of the house electricity supply boards to be used to carry out works for tenancies. It is the responsibility of the tenant to ensure that their contractors make provisions for electricity supply for the duration that works are carried out.
- All electrical work must be fully tested prior to the tag being removed and the circuit energised. Only the person, who tagged the switch, circuit breaker or fuse, may authorise removal of the tag and energising the system.
- Handling and storage - Contractors are responsible for the security, handling and storage of all their materials on site. All areas must be kept clean, tidy and free of rubbish and off cuts etc.
- Portable earth leakage units - All portable electrical devices must be protected by an earth leakage circuit breaker. The earth leakage circuit breaker will be an approved device, which is plugged into the GPO, used to power the electrical tool, or can form part of the electrical device appliance. GPOs should be switched off prior to devices being unplugged from a GPO.
- Scaffolding - Any work to be carried out at heights that requires the use of scaffolding must comply with the relevant Work Cover regulations.
- Structural fixtures - No structural fixings slab or wall penetrations are permitted without the prior consent of building management.
- Protection of surfaces - Contractors are responsible for protecting all surfaces and finished work from damage during the course of their works. Particular attention shall be paid to the protection of carpets, light fittings, walls, doors and frames, and ducted skirting cover plates. The carpet must be protected with a clear plastic film taped at the

joints. This protection should be maintained and repaired as necessary during the course of the works and removed on completion. When moving equipment and materials onto a floor, attention must be made to the common areas (walls, ceilings, lifts, floors etc.). Any damage to surfaces resulting from the contractor's work will be rectified at the relevant tenants/contractors cost.

## **Fit out works**

A copy of the tenant fit out design criteria is available from building management. Please note this section is a brief guide only and tenant fit out design criteria should be referred to for specifics.

Fit out works or alternations must have prior approval of the building management and all the relevant authorities and be in accordance with the provisions of the lease.

All work must be supervised, for the duration, by a tenant contractor that is a competent person and who is fully experienced in all aspects of the works. The tenant's contractor on the site must be empowered to take all necessary action as requested by building management in relation to quality, performance, and labor control, as well as the day-to-day organisation and planning of the works. It is the responsibility of the tenant contractor to ensure that their personnel have suitable protective clothing and equipment to carry out their tasks safely.

## **Flammable materials**

Tenants are not permitted to bring restricted items such as flammable fluids, propane tanks, weapons or explosives into the building without prior written consent of the building management.

In the car park, security may perform random vehicle searches to ensure that restricted items are not brought into the building. In the loading dock, security may also complete random inspections of transient vehicles identified by loading dock staff.

## **Housekeeping**

- The tenant shall keep the building tidy and free from rubbish, which shall be deposited in receptacles designated by the building management for waste.
- The entrance, lobbies, elevators, staircases and other such facilities of the building shall be used only for access to the building; the tenant shall not obstruct or damage such facilities, or permit them to be obstructed or damaged by its agents, employees, officers, invitees or others under its control. The tenant shall not move heavy or bulky objects through the building without building management's approval.

- The tenant shall not obstruct access to main header ducts, air vents, air conditioning ducts, skylights, cleaner and electrical closets and other building systems.
- The tenant shall, at its expense and at such reasonable intervals as the building management requires, exercise such pest control measures as directed by the building management using contractors designated by the building management, failing which the building management shall have the right, at its option, to exercise such pest control measures for the building, at the expense of the Tenant.
- The tenant shall not obstruct the egress paths or emergency exits of the building or the building.

### **Lease lines**

The tenant must not block any access to fire and or essential services.

The tenant must not display/stand anything outside your lease line. The exception is when a license is in place which provides both public liability cover and insurance for the area occupied. If you are unsure of your lease lines or have any questions about this please contact building management.

### **Life safety**

- If any emergency situation arises the tenant shall cause all occupants of the building to vacate the building if directed to do so by the building management or any public authority, in the manner prescribed by the building management or such public authority.
- Each tenant is asked to provide building management with at least two 24-hour contact names, addresses and telephone numbers for use in emergencies. Please keep building management informed of any changes to this important information.
- No inflammable, explosive or dangerous materials shall be stored or used in the building and the tenant shall not do, or omit to do, anything which may in any way breach applicable laws, increase the risk of fire or obstruct or interfere with the rights of other occupants of the building.

### **Loading dock**

The tenant is not to park or leave cars or other vehicles in the loading dock areas.

## **Prevention of injury to premises**

The tenant shall not misuse or damage the building or any of the improvements or facilities therein, or unreasonably deface or mark any walls or other parts of the building.

The tenant shall not:

- Install or use any radio, television or other similar device in the building which may in any manner constitute a disturbance or an annoyance to any other tenant in the building;
- Remove floor covering from where they were originally laid in the building without the building management's approval.
- Install in the building or elsewhere in the building any transmitting radio communications equipment without the building management's prior written consent.
- Operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the building. The tenant shall not in any case erect or cause to be erected any satellite dishes or aerial anywhere in the building
- Throw anything out of any part of the building.

## **Receiving, shipping, movement of articles**

- No heavy equipment, safe, compactus or other items shall be moved by or for the Tenant except with the prior written consent of the building management, which may be arbitrarily withheld. Any such item shall be moved upon the appropriate steel-bearing plates, skids, or platforms, subject always to direction by the building management, and shall take place at such times and by such persons as the building management shall have approved.
- No equipment, freight, office materials or supplies, furnishings or bulky matter shall be moved in or out of the building or carried on the escalators or elevators of the building except during such hours as the building management shall have approved. Hand trucks and similar appliances shall be equipped with rubber tires, rubber bumpers and other safeguards approved by the building management and shall be used only by prior arrangement with the building management.
- The tenant shall receive, ship and take delivery of, and require shippers and others to deliver and take delivery of, equipment, freight, office materials and supplies, and furnishings only through the appropriate service and delivery facilities and elevators provided in the building and subject to such further regulations as the building management may from time to time impose. The goods lifts in the building shall not be used for the movement of any items without the prior written consent of building management and shall be left in clean condition following use.

## **Residence**

The tenant must not reside in the building.

## **Security**

The building management may require that any person entering and leaving the building at any time other than business hours identify himself and satisfy security measures prescribed by the building management from time to time. The building management may prevent any person from entering the building unless that person possesses a key, pass or other authorization satisfactory to the building management, and may prevent any person removing any goods without written authorisation. The building management may institute a photo-identification or other security system, in which case identification cards or other necessary security devices must be obtained from the building management at the expense of the tenant.

All entrance doors to the building must be kept locked when the building is not in use. Except as provided for below, all locks within the building and on the access doors to the building will permit access by the building management's master key or access cards. The tenant shall not install any locks, bolts or other security devices affecting access to the building, or any part thereof, without the building management's prior written consent, which may be granted on a conditional basis. No change may be made to existing locks or locking mechanism within the building or on the access doors to the building without the building management's consent and co-ordination.

## **Signage**

The tenant must submit for the approval of building management, which shall not be unreasonably withheld, all proposals for directory boards and other signage, notices and advertisements the tenant wishes to install in the building.

Subject to the approval of building management, the information that the tenant wishes to be displayed on the directory board will be undertaken by building management and the tenant must pay on demand building managements costs of putting the tenant's information on the boards.

If pursuant to building management approval the tenant is permitted to erect, affix or install any sign or lettering which may be seen outside the building it shall at its own expense erect and maintain in good condition and repair any such sign or lettering and shall observe and comply with applicable laws, including the payment of license or other fees.

The tenant shall not use a business name which includes words connecting the business name with the building without the building management's approval. If the building management

approves the tenant's use of a business name which is connected with the building, the building management terminates any right the tenant has to use that business name on the date it must vacate the building.

The tenant may be required to put up signs in the building prohibiting smoking if required by the building management.

### **Tenancy / owner impact works**

Any works that may affect other tenancies i.e., noise (structural borne) and odors (which may flow through the lift shafts or air vents) are not to be performed during business hours. An impact statement (scope of works) must be completed breaking down each element or work, highlighting the impact and nominating how the impact will be minimised. This impact statement must be provided to building management for approval prior to any work commencing.

### **Use of premises**

Please note this section is a guide only and the lease should be referred to for specific clauses:

- No electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- The tenant shall not use or permit use of the building in such manner as to create any noises or odors objectionable or offensive to the building management or any other tenant or occupant of the building or other nuisance or hazard or to breach the provisions of applicable laws or any requirement of the insurers of the building.
- No person shall use the building for sleeping apartments or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No musical instruments or sound producing equipment or amplifiers which may be heard outside the building shall be played or operated on the building.
- The Tenant shall not use any method of heating, cooling or lighting in the building other than those provided or approved by the building management.

### **Washrooms**

The water closets and other water apparatus shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes or other substance shall be placed therein. The tenant shall be responsible for any damages resulting from misuse caused by it or by its agents, employees, officers, licensees or invitees. The tenant shall not let the water run unless it is then being used. Report all water leaks to building management.

## Windows

No curtains, blinds or other window coverings shall be installed by the tenant without the prior written consent of the building management. Window coverings that are installed shall comply with the uniform scheme of the building.

The tenant shall not interfere with any window coverings installed upon exterior windows of the building and shall close such window coverings during such hours as the building management may require, and shall not install or operate any interior window coverings installed by the tenant so as to interfere with the exterior appearances of the building or the climate control system of the building.

## General

These rules and regulations, together with all amendments, deletions and additions, are not necessarily intended for uniform application, but may be waived in whole or in part in respect of other tenants of the building without affecting their enforceability with respect to the tenant and the building and may be waived in whole or in part with respect to the building without waiving them as to future application to the building. The imposition of such rules and regulations shall not create or imply any obligation of the building management to enforce them or create any liability of the building management for any such lack of enforcement.

# Building documents

## Floor plans

