

# SUN LIFE FINANCIAL CENTRE

tenant manual





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## Contact Information

**Property Management Office:**  
BentallGreenOak

50 O'Connor Street, Suite 610  
Ottawa, Ontario, K1P 6L2  
Phone: 613-236-6452  
Fax: 613-236-3301

**Office Hours:**

**Monday to Friday**  
**8:30 am - 5:00 pm**

**Service Calls at the Sun Life Financial Centre**

email: [service@clikfix.com](mailto:service@clikfix.com)  
phone: 1-866-254-5349  
website: [www.clikfix.com](http://www.clikfix.com)

### The BentallGreenOak Management Team

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## Sun Life Financial Centre Security

50 O'Connor Console 613-782-3879  
99 Bank Console 613-782-3878

## Sun Life Financial Conference Centre - Reservations

50 O'Connor, Suite 612 613-782-3899  
Email: [SLFCCConferenceCentre@bentallgreenoak.com](mailto:SLFCCConferenceCentre@bentallgreenoak.com)

## Parking at the Sun Life Financial Centre

REEF Parking Office email: [paul.coutinho@reefparking.com](mailto:paul.coutinho@reefparking.com) 613-232-4466  
Parking Booth (B1 level) 613-232-7834  
Car Wash (P3 level) 613-235-8585

## Retail Services

Bar Robo 613-782-3885  
Capitol Burger Counter 613-286-4068  
Ceci Cela Convenience 613-238-3249  
Fiazza Fresh Fired 613-680-0900  
Green Rebel 613-238-6026  
La Rose Beauty 613-231-4020  
Laurier Optical 613-235-8888  
Le Monde Café 613-236-6697  
Marvi Uomo Menswear 613-237-3084  
Mercadito 613-782-3885  
Meridian Credit Union 613-238-6026  
National Bank of Canada 613-238-8385  
O'Connor Dental Health Group 613-232-9282  
Q Bar 613-782-3885  
Royal Bank of Canada 613-564-4556  
SEN Kitchen 613-255-2028  
Starbucks 613-233-8368  
The Elegant Man 613-231-3030  
Voilà Coiffure 613-321-7218



## Communication

### Bulletins

Any formal building communication from Property Management is released in the form of an electronic bulletin to tenants' Facility Manager and/or prime daytime contact person(s) in each office.

**Website** [www.sffcottawa.com](http://www.sffcottawa.com)

### Emergency Safety Guide

The Emergency Safety Guide is available to all occupants of the Sun Life Financial Centre. Please contact your Facilities Manager for a copy.



## Operating Hours

Outside of the regular hours of operation, as specified below, the main entrances at 50 O'Connor and 99 Bank are secured. Access may be obtained 24/7 for building employees by using your after-hours building access card.

### 50 O'Connor Street

Hours of Operation - Monday to Friday 6:00 am to 6:00 pm  
Saturday, Sunday and Statutory holiday - Building is closed

### 99 Bank Street

Hours of Operation - Monday to Friday 6:00 am to 11:00 pm  
Saturday 8:00 am to 11:00 pm  
Sunday closed  
Statutory holidays 8:00 am to 5:00 pm



## Building Access for Mobility Impaired Individuals

The main entrances to the Sun Life Financial Centre (at 50 O'Connor Street and 99 Bank Street) have access for mobility impaired individuals.

Facility Managers should ensure that Property Management is made aware of any employee who is mobility impaired. This will allow us to maintain accurate records for emergency evacuation purposes.

It is important that any mobility impaired personnel working after-hours notify Security of their presence in the event of an emergency.



## After-Hours Access

### Tenants

Any tenant who requires after-hours access must notify their Facility Manager. Should you require the **freight elevator** after hours, please refer to the Loading Dock section of this manual.

If you have lost your card, report it immediately to your Facility Manager or to any Security Officer. A fee for a replacement card may apply. If you have forgotten your card, Security will attempt to contact the employees from your company whose names appear on the after-hours contact list. Only upon authorization from an individual on the contact list will you be granted access to your floor by the Security Officer.

### Contractors

Should you require a contractor to work onsite after-hours, Property Management must be notified via the Work Access Authorization Form being completed by the Facility Manager and emailed to **ClkFIX** at [service@clikfix.com](mailto:service@clikfix.com). **All work must be authorized by the Property Management Office prior to taking place.**

Once work is authorized, the Property Management Office will grant after-hours access through Security. An after-hours access card will be activated for the contractor and may be picked up when the contractor signs in at Security. Proper identification must be shown by the contractor.

Each tenant is responsible for providing access to their suite for their contractor, either by providing keys, entry codes, or a staff member to escort the contractor.

## Maintenance Requests

Sun Life Financial Centre is committed to providing a level of service that consistently exceeds tenant expectations.

**ClkFIX** is BentallGreenOak's tenant service contact centre, a central resource for your service needs. For any maintenance requests, please contact ClkFIX.

**Phone** - 1.866.254.5349

**Fax** - 1.604.661.5004

**Email** - [service@clikfix.com](mailto:service@clikfix.com)

**Website Request Form** - [www.clikfix.com](http://www.clikfix.com)



## After-Hours Utilities

### Lighting

Regular Hours of Operation: Monday to Friday 6:45 am to 6:00 pm.

Should you wish to schedule additional lighting outside of the hours listed above, please contact the [Property Management Office](#).

If you are on site outside of regular business hours and require the lighting to be turned on, please contact the Security Console of your building.

### HVAC

Hours of Operation: Monday to Friday 6:00 am to 6:00 pm.

A special arrangement is required for any HVAC outside of the hours listed above; a fee may apply. Please contact the Property Management office for further information.

## Custodial Services

### Cleaning

Cleaning services in suites are provided five days per week, statutory holidays excluded, typically between the hours of 5:00 pm - 11:00 pm. Please report any spills or carpet stains immediately by contacting [ClikFIX](#) at 1-866-254-5349.

### Waste Removal

Tenants having large quantities of trash to be removed (for example old forms, dead files) can contact ClikFIX. Our cleaning service provider can assist in its removal. At no times are trash or garbage to be placed in halls or stairway areas. A larger trash or recycling can on wheels can be provided for you to fill. Once full, you can contact ClikFIX for pick up.

Should you wish to order a loading dock bin, and/or have our cleaning staff pick up a large amount of trash, a charge will apply. Please contact the [Property Management Office](#) should you require details.

## Lost and Found

Any lost articles that are turned in to the building will be available for claim for a period of 30 days at the Security Office on B2 level, 99 Bank Street.



## On Site Amenities

### Shower Facilities

Located on the P1 level of the 50 O'Connor tower, shower facilities are available to all tenants of the building. To obtain access, request that your Facility Manager or prime contact person from your office contact Property Management with your name and after-hours access card number (printed on the bottom of your card). Access to the shower facilities will be activated on your after-hours access card only upon request. **Temporarily closed**

### Lockers

In the shower facilities, lockers are available for daily use. Property Management reserves the right to remove any locks remaining after 11:00 pm. Items removed will be inventoried accordingly. Items will be kept for 30 days and may be claimed at the 99 Bank Security office located on the B2 level.

### Car Wash & Tire Changes

Call in advance to schedule an appointment to have your car washed or tires changed right in the building! Located on the P3 level of 50 O'Connor, they can be reached at 613-235-8585 or by email: [info@crystalcarwash.ca](mailto:info@crystalcarwash.ca) from Monday to Friday, 8:00 am - 4:00 pm.

### Mail

Bulk mail or parcels should be mailed in mailboxes located outside the buildings or at Canada Post outlets. The carrier will deliver incoming mail to the individual offices of tenants.

**99 Bank** - A mail slot is located on the ground floor in the elevator lobby for properly stamped standard envelopes.





## Parking

Refer to the Contact Information of this tenant manual page for parking garage contact information.

During regular business hours, the garage door will open upon approach (remain at least 3 ft./1 m away from door). Entry to 50 O'Connor is granted via the card access system for monthly parkers. Entry to 99 Bank valet parking is controlled by a garage attendant.

After-hours (6:00 pm - 6:00am, Monday to Friday & weekends), monthly parkers use the card reader located on a post near the large garage door (left-hand side of ramp). Guests are required to use the intercom (same location) to speak to Security.

After-hours, a Security Officer Escort may accompany you to your car, upon request.

### 50 O'Connor Parking

Indoor parking is located on levels P1, P2, P3 and P4.

Monthly parking is available for tenants of the Sun Life Financial Centre. Contact the [parking garage manager](#) for information and pricing.

### 99 Bank Parking

Indoor valet parking is located below grade on the B2 level. Please contact the parking garage manager for rates.

### Bicycle Parking

Underground bicycle parking is available on the P1 level of the 50 O'Connor building for those who work in the Sun Life Financial Centre. In order to be allowed to park your bicycle in the parking garage, a **bicycle authorization tag** must be obtained from the Property Management Office. A limited number of bike tags are issued each year on a first-come, first-served basis. Cyclists must re-apply for a bike tag annually.



## Recycling

Sun Life Financial Centre makes an effort to recycle as much as possible.

Property Management provides each desk or workstation with a desk-side blue bin into which you should place all mixed paper waste including newspapers and magazines. To request more blue bins, contact [Property Management](#).

Please note that all glass, plastic or aluminium should not be disposed of in your desk-side blue bins. A centralized large recycling box is provided for this purpose in most tenant kitchen areas.

### Paper Fibres:

- paper products, windowed envelopes, books, brochures, flyers
- cardboard boxes, cereal and cracker boxes with liners removed
- corrugated cardboard

### Mixed Containers:

#### Milk and Juice cartons

**Glass:** Clear and coloured bottles, jars for food & drinks

**Metal:** Tin and aluminium cans (i.e. soup cans, pop cans & aluminium pie plates)

**Plastic:** Number 1 Plastic or PET beverage containers, number 2, 4, 5, and 7 plastic bottles (All plastic containers have a number imprinted on them).

Note: Styrofoam is not recyclable.

Your office printer toners are also recyclable. The box must be identified with an SLFC Printer Toner recycling sticker and left beside your recycling bin.

Batteries are collected for proper disposal. Please use the containers supplied by Property Management. Batteries will be picked up on a monthly basis.

Should you be disposing of any large items (i.e. large cardboard boxes), they will be picked up only if identified properly with a Waste label.

To request Printer Toner recycling stickers or Waste labels, please contact Property Management.

In addition to recycle bins for paper, metal, glass, and plastic, the Atrium of the Sun Life Financial Centre is equipped with compost bins for recycling organic waste.



## Loading Dock Procedures

The loading dock for 99 Bank is located on level B2.

The loading dock for 50 O'Connor is located on level P2.

Both docks are accessible from Queen Street.

At all times, all companies and their employees entering the loading dock must report to the B2 security office to sign in.

The loading docks have size restrictions for delivery and freight trucks which must be enforced. The maximum height is 12' 4" (3.75 m) with the length of the straight truck being 28' (8.53 m).

Security personnel are not authorized to sign for shipments for tenants.

### Deliveries - Daytime

Delivery can take place Monday to Friday from 6:00 a.m. to 6:00 p.m. with a **maximum 30-minute** docking time.

Vendors delivering large items should be instructed to remove all crating from the premises. Pallets are not to be left on the loading dock.

Carts are available from Security to transport small materials in the passenger elevators; no other carts will be permitted in the passenger elevators at any time.

Deliveries made during business hours must always use the freight elevators. If you have a large shipment or move to execute during business hours, you should reserve the freight elevator.

The freight elevator may be reserved weekdays between the hours of 1:00 - 2:00 p.m., based upon availability. Property Management must be notified a minimum of 24 hours in advance. Requests to book the freight elevator are to be made by submitting a **Work Access Authorization Form** (available from the Tenant Facilities/Office Manager) to **ClikFIX**.

### Deliveries - After-Hours

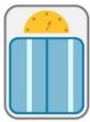
Property Management must be notified a minimum of 24 hours in advance.

Requests to book the freight elevator are to be made by submitting a **Work Access Authorization Form** (available from the Tenant Facilities/Office Manager) to **ClikFIX**.

When a freight elevator booking is made, a memo will be created for security to allow access to the loading dock accordingly. Attached to the memo will be an after-hours elevator access card set up to allow access to the floors required.

All personnel accessing the loading dock after-hours must sign in at the B2 Security office (99 Bank). Each individual will be required to provide photo ID in exchange for a Sun Life Financial Centre Visitor Pass.

Sharing the elevator with another tenant in the building may be required.



## Elevators

All passenger elevators at the Sun Life Financial Centre may be freely used on weekdays during the buildings' regular business hours of 6:00 am and 6:00 pm. Outside of these hours and on weekends, an access card is required. Please refer to the [After-Hours Access Section](#) of this manual.

### Freight elevator dimensions / restrictions

#### 99 Bank

Height	12' (3.65 m)
Width	5'3" (1.6 m)
Length	8' (2.44 m)
Door	4'3" (1.3 m)
Weight	4,500 lbs. (2,041 kg)

#### 50 O'Connor

Height	12' (3.65 m)
Width	5'4" (1.62 m)
Length	8' (2.44 m)
Door	3'8" (1.12 m)
Weight	4,000 lbs. (1,814 kg)



## Security

Situated in the lobbies of each building is a "Security Console" which provides an onsite presence 24 hours a day, 7 days a week. See the [Contact Information](#) page of this tenant manual. All contractors are required to sign in at one of the security consoles when entering the building.



## Fire Alarm Testing

Fire Alarm Tests are conducted regularly. These are preceded by the distribution of a tenant bulletin.

### Alert Tone

Upon hearing this tone, tenants are required to **prepare to evacuate**.

### Evacuation Tone

Upon hearing this tone, tenants are required to evacuate via the closest and safest exit. During an evacuation, the elevators must not be used.



## Smoke-Free Environment

The Sun Life Financial Centre enjoys a smoke-free environment. As per Ottawa By-Law No. 2019-241, smoking and vaping is not permitted inside the building, parking garages, loading docks and stairwells. In addition, as a courtesy to other occupants of the building, and particularly for safety reasons, all entrances must be kept clear at all times.

As per subsection 10 (2) of the Smoke-Free Ontario Act - 2017 Reg. 268/18, smoking and vaping is not permitted in an area comprised of a roof and more than two walls. For this reason, the main entrances to 99 Bank and 50 O'Connor Streets, and the west entrance on Albert Street have been declared smoke-free areas. Signs to this effect have been posted and ashtrays moved outside the areas.

Legislation in place provides for inspections by City of Ottawa inspectors and anyone convicted of contravening the legislation could be subject to a personal fine.



## Service Animal

Service Animal: an animal is a service animal for a person with a disability if:

- a. it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

All service animal requests are subject to Property Management pre-approval in keeping with our policies.



## Signage

All suite signs and directory signage are standardized and must be ordered through [Property Management](#). No additional signs are permitted in the hallways and common areas.



## Tenant Fit-Ups

All plans and specifications for Fit-Ups must be approved by Property Management.

Fit-Up Managers, designers and contractors must adhere to the building standards as described in the Sun Life Financial Centre Tenant Fit-Up Guide. The Tenant Fit-Up Guide is available upon request from the Property Management Office.

Once work is authorized, the Property Management Office will grant after-hours access through Security. Please view the After-Hours Access section of this manual.

## Access Cards

Any access card questions, or issues should be forwarded by email to [slfcreception@bentallgreenoak.com](mailto:slfcreception@bentallgreenoak.com).

Any enquires regarding replacing or obtaining a new access card should be sent through the tenant's access card representative by email to [slfaccesscard@bentallgreenoak.com](mailto:slfaccesscard@bentallgreenoak.com).

## Work Access Authorization Forms

All work access authorization form requests can be sent by email to [slfcreception@bentallgreenoak.com](mailto:slfcreception@bentallgreenoak.com). If a security guard escort is needed, there is a four-hour minimum for booking.