

SUN LIFE CENTRE

Tenant Manual

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THE BENTALLGREENOAK MANAGEMENT TEAM

BGO Property Management Office:

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 Sun Life Centre

email: service@clikfix.com

phone: 1-866-254-5349

website: www.clikfix.com

Sean O'Sullivan	VP & General Manager, Ottawa	sean.osullivan@bgo.com
Vicki Lemieux	Property Manager	vicki.lemieux@bgo.com
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Jonathon Whitelock	Operations Supervisor	jonathon.whitelock@bgo.com
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Leighanne Roberts	Property Services Coordinator	leighanne.roberts@bgo.com
Kerri O'Rourke	Property Administrator	kerri.orourke@bgo.com
Kevin Smith	Leasing Manager	kevin.smith@bgo.com

Security

50 O'Connor Console

613-782-3879

99 Bank Console

613-782-3878

SUN LIFE CONFERENCE CENTRE- RESERVATIONS

50 O'Connor, Suite 612

613-236-6452

Email: slfcreception@bgo.com

PARKING AT SUN LIFE CENTRE

REEF Parking Office (Email: bentall@reefparking.com)

613-232-4466

Valet Parking Booth (B2 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

Green Rebel

613-238-6026

La Rose Beauty

613-231-4020

Laurier Optical

613-235-8888

Le Monde Café

613-236-6697

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

Olly Fresco's

613-355-1510

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

Voila Coiffure

613-321-7218

Wicked Good Pizza

434-321-7218

COMMUNICATION

BULLETINS

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

EMERGENCY SAFETY GUIDE

The Emergency safety guide is available to all occupants of Sun Life Centre. Please contact your facilities manager for a copy.

WEBSITE

www.slfcottawa.com

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 holidays - Building is closed.

99 Bank Street

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

Saturday, Sunday, and Statutory holidays - Building is closed.

BUILDING ACCESS FOR MOBILITY IMPAIRED INDIVIDUALS

The main entrances to Sun Life 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.

BUILDING ACCESS

CONTRACTORS

Should you require a contractor to work onsite during operating hours or after-hours, Property Management must be notified 24 hours in advance. A Work Access Authorization Form must be completed by the Facility Manager and emailed to slfcreception@bgo.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 the Security Office located on B2 - 99 Bank Street. 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.

TENANTS

To obtain an access card, please contact the Facility Manager for your company. They will need to send an email to slfaccesscard@bgo.com. Once the card is ready an email confirmation will be sent. All access cards are to be picked up at the Property Management Office.

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. The fee for a replacement card is \$30 + HST. 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.

MAINTENANCE REQUESTS

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

ClikFIX is a BentallGreenOak tenant service contact centre, a central resource for your service needs. For any maintenance requests (i.e. burnt light, temperature adjustments, janitorial requests), please contact ClikFIX.

Phone - 1.866.254.5349

Email - service@clikfix.com.

Tenant Portal - <https://www.clikfix.com/cf>.

Website Request Form - www.clikfix.com.

AFTER- HOUR UTILITIES

LIGHTING

Regular Hours of Operation: Monday to Friday 6:00 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 ClikFIX.

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 submit a request through ClikFIX 48 hours in advance.

JANITORIAL 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 or service@clikfix.com

WASTE REMOVAL

Tenant garbage receptacles are emptied nightly by the cleaning staff. Tenants having large quantities of trash to be removed can contact KlikFIX. Our cleaning service provider can assist in its removal. At no time is there trash or garbage to be placed in halls or stairway areas. A larger trash or recycling bin on wheels can be provided for you to fill. Once full, please contact KlikFIX to 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.

E-WASTE tags can be picked up from the Property Management Office. Tags are to be placed on bins with items to be e-cycled. This includes computers, monitors, printers, phones, and TVs. Please make sure to remove the hard drive or erase the information prior to disposal.

RECYCLING

Sun Life Centre endeavors to recycle as much as possible. Property Management provides each desk or workstation with a blue desk-side 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 aluminum 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.

ORGANIC WASTE (COMPOSTING)

Recycling food and other organic waste into compost provides a range of environmental benefits, including improving soil health, reducing greenhouse gas emissions, recycling nutrients, and mitigating the impact of droughts. Should you require a compost receptacle for your kitchenette, please contact the Management Office.

The Atrium of the Sun Life Centre is also equipped with Compost bins for recycling organic waste.

SLC has a commercial sized Food Cycler that takes all the food waste from our retailers and converts it into soil amendment. If you would like to take some home for your garden, please contact slfcreception@bgo.com to arrange for pick up.

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 colored bottles, jars for food & drinks
- **Metal:** Tin and aluminum cans (i.e. soup cans, pop cans & aluminum 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.

For more information on what can be recycled in each waste stream, please follow the link below:

<https://ottawa.ca/en/garbage-and-recycling/recycling>

- Office printer toners are also recyclable. The box must be identified with an SLC Printer Toner recycling label 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 monthly.
- 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, e-Waste or Waste labels, please contact [Property Management](#).

LOST AND FOUND

Any lost articles that are turned into 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 levels P1 - P3 of the 50 O'Connor tower, shower facilities are available to all tenants of the building. The men's showers are on P1, women's showers are on P2, and the universal showers are on P3. 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 at the bottom of your card).

LOCKERS

In the shower facilities, lockers are available for daily use. Property Management reserves the right to unlock any lockers 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 level B2.

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, Crystal Car Wash can be reached at 613-235-8585 or by email: info@crystalcarwash.ca from Monday to Friday, 8:00 am – 4:00 pm. You can also book directly on their website at www.crystalcarwash.ca.

MAIL

Bulk mail or parcels may be mailed in mailboxes located outside the buildings or at Canada Post outlets. The carrier will deliver incoming mail to each tenant's individual office.

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

CONFERENCE CENTRE

The conference centre is located at 50 O'Connor Street, Suite 612. As a Sun Life Centre tenant, you have access to the premises at no additional cost based upon the terms and conditions of the Conference Centre Information & Usage Guidelines form. You are welcome to familiarize yourself with the facility by booking an appointment for viewing. Please send all correspondence relating to the Conference Centre to: slfcreception@bgo.com.

PARKING

Refer to the Contact Information page of this tenant manual 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. There is no overnight parking allowed. In an emergency, it must be approved by Property Management.

After-hours (6:00 pm - 6:00am, Monday to Friday & closed on weekends & statutory holidays), 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, by calling the Security Console at 613-782-3878.

50 O'CONNOR PARKING

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

Monthly parking is available for tenants of the Sun Life Centre. Contact the Parking Site Manager for information and pricing. Contact bentall@reefparking.com or 613.232.4466.

99 BANK PARKING

Indoor valet parking is located below grade on the B2 level. Please contact the Parking Site Manager regarding the rates. Contact bentall@reefparking.com or 613.232.4466.

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 Centre. To be permitted 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.

LONG-RANGE PARKING CARDS

The long-range reader allows users to enter the main garage door and the parking gate without having to use an access card. A specialized tag will be provided to all permit parkers that either sit on your dashboard or hang on your rear-view mirror. To replace or obtain a new long-range parking card, please send an email request to slfcreception@bgo.com. The cost to replace a lost or damaged card is \$50 + HST.

EV CHARGING STATIONS

EV charging stations are available in the valet parking area. Contact the Property Management office for further details.

LOADING DOCK/FREIGHT ELEVATOR 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 the Queen Street entrance.

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

The freight elevator may be reserved weekdays between the hours of 1:00 p.m. – 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 slfcreception@bgo.com.

If moving in or out, loading and unloading should be done after-hours (6:00 p.m. – 6:00 a.m.).

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 slfcreception@bgo.com.

When a freight elevator booking is made, a memo will be created for security to allow access 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). Everyone will be required to provide a photo ID in exchange for a Sun Life Centre Visitor Pass.

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

ELEVATORS

All passenger elevators at the Sun Life Centre may be freely used on weekdays during the buildings' regular business hours of 6:00 am to 6:00 pm. Outside of these hours and on weekends, an access card is required. Please refer to the [Building 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 the B2 Security office 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.

See the Emergency Safety Guide for full evacuation procedures.

SMOKE-FREE ENVIRONMENT

Sun Life 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 always be kept clear.

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.

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 ANIMALS

Service Animal: 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 Centre Tenant Fit-Up Design Requirements and Sun Life Centre Construction Requirements. These documents are available on request from the Property Management Office. Once work is authorized, the Property Management Office will grant after-hours access through Security. Please view the Building Access section of this manual.

ACCESS CARDS

To replace or obtain a new access card, please have your tenant's access card representative send a request to slfcaccesscard@bgo.com. Any access card questions, or issues should also be forwarded to the same email. A fee of \$30 + HST applies for lost or damaged cards.

WORK-ACCESS AUTHORIZATION FORMS (WAAF)

Tenants who require contractors to be given access to the property must provide Property Management with a Work Access Authorization Form for their approval. Once work is authorized, the Property Management Office will grant access through 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.

All work access authorization form requests can be sent by email to slfcreception@bgo.com. Property Management must be notified a minimum of 24 hours in advance. If a security guard escort is needed, a 72-hour notice must be sent to property management and there is a four-hour minimum for booking.