

Yorkdale Shopping Centre



Oxford Properties Group



Sustainable Building Practices Tenant Package

March 2018

Dear Tenants:

BOMA BEST is Canada's largest environmental assessment and certification program for existing buildings. It is a unique, voluntary program designed by industry for industry; it provides owners and managers with a consistent framework for assessing the environmental performance and management of existing buildings of all sizes.

BOMA BEST Sustainable Buildings certification recognizes excellence in energy and environmental management and performance in commercial real estate. The Program is managed by the Building Owners and Managers Association of Canada (BOMA Canada) and delivered by the eleven Local BOMA Associations throughout Canada.

In 2014, Yorkdale Shopping Centre achieved BOMA BEST GOLD Certification, meaning we scored over 80% in the program. This year, we are working towards recertification at the Platinum level; requires a score of over 90%.

With that said, we are pleased to provide you with this Sustainable Building Practices package. In it you will find information on our Environmental Policy as well as our Green Cleaning Program. In addition, information pertaining to Indoor Air Quality Audits and How to Manage Hazardous Products is also discussed. Lastly, the package contains other sustainability tips for tenants at Yorkdale Shopping Centre.

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Environmental Policy

The objective of the Environmental Policy is to protect the environment and support optimal environmental performance by implementing best practices. Oxford Properties Group is committed to continuously improving the environmental performance of its buildings, and strives to protect its property, occupants, and the environment by minimizing the environmental impacts of building operations.

In order to meet and achieve our environmental responsibilities in 2018, we have set the following goals in our Environmental Policy:

Energy	<ul style="list-style-type: none"> We will retain a contractor to conduct an Energy Audit of the building every five (5) years. The next audit will be completed in 2022. We will be implementing the following energy conservation measures, as outlined in the Energy Management Plan, within the next three years: <ul style="list-style-type: none"> Replacement of the Yorkdale Place Chiller; LED retrofits to remaining common, service, and exterior lighting; and Original mall service area occupancy sensors. Aim to meet our 2018 Energy Performance Target for retail sites of a 4% weather-normalized reduction, measured relative to the 2017 baseline. We will continue to monitor energy use monthly, identify any anomalies, and take corrective actions as needed.
Water	<ul style="list-style-type: none"> We will retain a contractor to conduct a Water Audit of the building every five (5) years. The next audit will be completed for 2022. Implement the following water conservation measures, as outlined in the Water Management Plan, within the next three (3) years: <ul style="list-style-type: none"> Washroom upgrades; and Increase water submetering. We will continue to monitor water use monthly, identify any anomalies, and take corrective actions as needed.
Air	<ul style="list-style-type: none"> We will conduct an Indoor Air Quality (IAQ) Assessment on an annual basis.
Comfort	<ul style="list-style-type: none"> We will continue to monitor occupant complaints/service requests and act upon the complaints within 30 minutes of receiving the complaint (or sooner if critical).
Health and Wellness	<ul style="list-style-type: none"> Prior to any construction, renovation, or demolition, a pre-construction hazardous building materials survey will be completed. We will ensure that the Hazardous Chemicals Products Management Program is updated annually to reflect all chemicals onsite, as well as ensure that Material Safety Data Sheets (MSDS) are available for all chemicals.
Purchasing	<ul style="list-style-type: none"> We will review and update our Environmental Procurement Program on an annual basis. The program includes the following components: cleaning devices, products and supplies; office supplies; products used for building operations and maintenance; cleaning equipment; building materials used for renovations; and energy- and water-efficient equipment.
Custodial	<ul style="list-style-type: none"> We will conduct an annual review of the Green Cleaning Program and will ensure that all cleaning products used onsite are third-party certified green cleaning products. We will ensure the contracted housekeeping company is meeting the objectives of the Green Cleaning Program by reviewing the cleaning logs supplied by the contractor bi-annually.
Waste	<ul style="list-style-type: none"> We will ensure that a Waste Audit is conducted on an annual basis as per Ontario Regulation 102/94. The next audit is scheduled for December 2018. We will ensure that the Waste Reduction Work Plan is updated every year in line with the Waste Audit, and that it is communicated to all members of Management, Maintenance, and cleaning staff, and all tenants or occupants. Aim to increase the overall waste diversion rate to 90+% in 2018.
Site	<ul style="list-style-type: none"> We will review and update our Business Continuity Plan every three (3) years.
Stakeholders	<ul style="list-style-type: none"> We will ensure that this Environmental Policy is updated annually and that it is communicated to all building Management and Maintenance staff as well as tenants.

Indoor Air Quality Assessment

Yorkdale Shopping Centre is strongly committed to the comfort and health of our tenants. To this end, we conduct an indoor air quality (IAQ) audit annually, as prescribed in our IAQ Monitoring Program. The IAQ Monitoring Program and associated audits are designed to monitor and compile baseline air quality data for comparison with regulatory standards and recommended guidelines, in order to ensure that air quality targets, guidelines, and requirements are met, and occupant health is prioritized.

Our IAQ program meets the requirements set out by the Building Owners & Managers Association Building Environmental Standards (BOMA BEST®) Sustainable Buildings program, which recognizes excellence in environmental management and performance in commercial real estate, including air quality. Keeping with these standards, our IAQ Monitoring Program includes temperature, relative humidity, carbon monoxide, carbon dioxide, total volatile organic compounds, particulate matter, and percentage of oxygen in the air.

The most recent IAQ audit was completed in May 2017 by AQE Indoor Environmental Engineering Inc., our environmental consultant. The results of the most recent IAQ audit indicated that our building systems operate effectively and efficiently in order to maintain a healthy, comfortable indoor work environment for tenants. A summary of the results is provided in the table below.

Item	Regulation or Guideline	Limits or Range	Guideline Met?
Temperature	ASHRAE 55/2004	20.5°C – 25.0°C	Yes
Relative Humidity	ASHRAE 55/2004	25.0% - 60.0%	Yes
Carbon Monoxide	ASHRAE 62/2004 (comfort levels)	5.0 ppm	Yes
	ACGIH TLV-TWA	25.0 ppm	
	ACGIH TLV-STEL	100.0 ppm	
Carbon Dioxide	ASHRAE 62/2004 (comfort levels)	850.0 ppm	Yes
	ACGIH TLV-TWA	5,000.0 ppm	
	ACGIH TLV-STEL	30,000.0 ppm	
Total volatile organic compounds	Canada/USA	Target: 0.4 ppm Action: ~2.0 ppm	Yes
Particulate Matter (e.g. dust)	ASHRAE 62.1/2006	PM ₁₀ : 50 µg/m ³	Yes
	Health Canada	Respirable: 100 µg/m ³	
	O. Reg. 347/15	Respirable (PM _{2.5}): 3,000 µg/m ³ Inhalable: 10,000 µg/m ³	
	O. Reg. 632/05	19.5% - 23.0%	

The full IAQ Assessment is available for review, upon request.

Green Cleaning Program

Yorkdale Shopping Centre has implemented a Green Cleaning Policy as a sustainability initiative to emphasize the use of effective “green” products and practices used for the building’s maintenance and housekeeping. The requirements of the Green Cleaning Program include standard operating procedures (SOP) for cleaning activities, cleaning products certified by a third-party such as EcoLogo/Environmental Choice or Green Seal, cleaning logs which include descriptions and details of the cleaning activities carried out, regular training for the building cleaning staff, and annual reviews and updating of the program.

To ensure effective results of the Green Cleaning Policy, Yorkdale Shopping Centre’s custodial goals and green cleaning initiatives are communicated to the building’s housekeeping contractors, Carillion Canada Inc. and Lexus Cleaning Services, as well as in-house cleaning staff. The contractors are required to supply the building manager with detailed SOPs and cleaning logs to ensure they are meeting these objectives.

The following initiatives in partnership with Carillion Canada Inc. and Lexus Cleaning Services and in-house cleaning staff are practiced as part of our Green Cleaning Policy:

1. Ensuring the housekeeping contractors and in-house cleaning staff undergoes regular training to efficiently clean the building and remain conscientious to practice sustainable maintenance.
2. Ensuring green cleaning procedures including energy and water conservation and waste minimization are being practiced at the building.
3. Using dry-cleaning procedures before considering use of water. For example, sweeping and scraping the required area before using water to hose or spray areas.
4. Where water is required, low-flow cleaning measures are practiced. For example, the ride-on floor scrubbers used by housekeeping staff utilize soaps which require 70% less water than traditional chemical mixtures, as well as 90% less chemicals. Janitorial staff also utilizes a chemical mixing system, which reduces water waste in housekeeping procedures by delivering accurate and consistent dilutions of cleaning chemicals to water.
5. Using “approved products” to clean building areas and fixtures in the building. For example, cleaning agents currently in use by all our housekeeping staff include Carpet and Rug Institute and EcoLogo/Environmental Choice approved products.
6. Using other environmentally-friendly products such as reusable microfiber rags for housekeeping.
7. Ensuring the frequency of housekeeping is efficient and consistent depending on the volume of usage of each different area in the building. For example, Carillion Canada Inc., Lexus Cleaning Services, and our in-house cleaning staff are required to vacuum the walk-off mats in the building’s entryways, spot-clean carpeted areas in the building’s entryways using an approved spotter, and machine-scrub hard surface floors in the building with an automatic scrubber on a daily basis as these are high-traffic occupant areas. Spin clean pads are also used to clean walk-off carpet mats on a weekly basis.

GREEN CLEANING TIPS FOR TENANTS

Many of the practices that make up this policy can be applied to your own workspace

- ✓ Purchase environmentally-friendly cleaning products that are certified by a reputable third-party such as EcoLogo/ Environmental Choice or Green Seal to reduce both occupant and building cleaning staff exposure.
- ✓ Chemicals to avoid include ammonia, ammonium hydroxide, ammonium salts, dibutyl phthalate, zinc, metals and alkylphenol.
- ✓ Use environmentally-preferable cleaning tools, such as microfiber cleaning cloths, microfiber mops, double buckets and cleaning product applications that limit product consumption.
- ✓ Instead of conventional spray bottle application, switch to dilution control systems that utilize chemical concentrates, which help to reduce the waste and other impacts associated with extra packaging associated with non-concentrate chemicals and help control product consumption.
- ✓ Train janitorial staff to be conscientious to practice other measures before using water. Conservation efforts include dry-cleaning procedures such as sweeping and scraping before using water to hose or spray areas.
- ✓ Opt for products that are low in volatile organic compounds (VOCs) and phosphorus (with a concentration of 0.5% or less by weight) and have a pH no higher than 11.5.

Management of Hazardous Products

Proper management of toxic products contributes to minimized human health concerns and protects the natural environment from potential emissions and effluents, including chemical runoff in groundwater and air pollution associated with products used on the building envelope, landscape or hardscape.

PEST MANAGEMENT:

Yorkdale Shopping Centre employs an Integrated Pest Management (IPM) program. IPM is an approach to pest control that combines all available methods of preventing pests in a given environment. Environmentally-preferable pesticides are used only when necessary to achieve acceptable levels of control with the least possible harm to humans, non-target organisms, and the environment. Tenants are encouraged to implement IPM programs for their units, including the following measures:

- Food storage should be kept in sealed containers and should be disposed of daily.
- Proactive inspection for evidence of pests is recommended at least weekly.
- Where necessary, tenants are encouraged to use environmentally-preferable pesticides.
- Tenants are encouraged to make use of our Enclosed organic totes.

REFRIGERANT MANAGEMENT:

Tenants are encouraged to disclose whether they are using any refrigerant-containing air conditioning equipment, industrial refrigeration, or water systems, or halocarbon fire suppression systems. **STORAGE TANK MANAGEMENT:**

- Tenants are encouraged to disclose whether they have installed any above or underground fuel storage tanks onsite.

CHEMICAL MANAGEMENT:

- Tenants are encouraged to disclose whether they use or store any chemicals onsite.
- If you maintain or use hazardous chemicals in your unit, please call Management to obtain our Hazardous Chemical Products Management Program.
- Additionally, to prevent chemicals from entering drains or sewers, we recommend use of secondary containment measures, including: use of spill cleanup kits, use of spill pallets or containers to store chemicals in, and use of spill berms.
- At a minimum, the uniform fire code mandates that secondary containment exist where individual containers hold 55 gallons or more, or where the aggregate capacity of multiple containers is 100 gallons or more.
- The Occupational Health and Safety Act specifies that secondary containment should be sufficient to carry 10% of the aggregate capacity of multiple containers, or 100% of the largest container, whichever is greater.
- Know the potential hazards of each product you work with. Read the label and consult the Material Safety Data Sheet (MSDS) before you use the product.
- Ensure that all MSDS are three years old or less, and that there is one for each product being used.
- Do not dispose of hazardous products by pouring them down the drain or in the garbage, Or leaving at a Dock Take them to a drop-off depot. – refer to the Recycling Guide 2017

Practices to Live and Work More Sustainably

We encourage you to join us in reducing your ecological footprint by checking off the following top sustainability tips that your office or store is practicing, and establishing new procedures based on our suggestions. Of course, this is not exclusive to initiatives that benefit our environment, and includes suggestions that encourage personal wellness and healthy, vibrant communities. We all have an important role to play in protecting our environment and greening our building. Let's all do our part, one sustainable step at a time!

PRACTICES TO GREEN YOUR COMMUTE:

- ✓ Use public transportation. There are many public transportation modes servicing the Greater Toronto Area, including the TTC, GO Transit, or other municipal bus systems. Mass transit eases congestion, reduces pollution, encourages green development, and saves money. You can claim the cost of monthly public transit passes on your annual income tax return.
- ✓ Have a co-worker that lives near you? Consider carpooling to alleviate both your greenhouse gas emissions and traffic congestion. Nearby highways such as the 401, 403, 404, 410, 427, and Queen Elizabeth Way include high occupancy vehicle (HOV) lanes to encourage carpooling and reduce congestion. HOV lanes on provincial highways are reserved for any of passenger vehicles carrying at least two people.
- ✓ Investigate ride-sharing programs such as Smart Commute, as Yorkdale is currently a member. These programs match interested carpoolers together. Some programs even mitigate common problems such as not living near people you work with, finding central pick-up/drop-off locations, and ride home options if carpooling plans fall through.
- ✓ Employers can also post carpooling sign-up sheets in staff lunchrooms to solicit interest and coordinate efforts of employees wishing to carpool.
- ✓ If carpooling isn't an option, you can also look into car sharing programs available in the area (e.g., AutoShare, Car2Go, and ZipCar), which reduce the need for a personal vehicle to commute to work. With many pickup locations around the city, car-sharing is convenient, more cost-effective than car ownership, and lessens the number of vehicles on the road.
- ✓ Bicycle or walk to work. Cycling promotes a healthy lifestyle, helps to reduce traffic congestion, and reduces the building's associated environmental footprint. We have bike racks located throughout the property for tenants and visitors.
- ✓ The provision of showering and changing facilities encourages occupants to use of active modes of transportation such as cycling, walking, running, etc.
- ✓ Consider implementing a Bike-to-Work challenge for one day or week of the year, and implement incentives for participation, such as prize raffles or temporary perks. Incentive programs can also be used to encourage participation in carpooling or car-sharing initiatives.
- ✓ Consider alternative options for your next vehicle purchase, such as hybrid or plug-in electric vehicles. Did you know that Yorkdale Shopping Centre has designated parking spaces equipped with electric charging stations, for tenant use while charging hybrids and plug-in electric cars? Contact our Yorkdale Shopping Centre Management to learn more.

PRACTICES TO CONSERVE ENERGY:

- ✓ Turn off your computer monitor when not in use or set it to turn off after 5 minutes.
- ✓ Set your screensaver to “blank” to reduce your computer’s power draw.
- ✓ Turn off lighting (desk/task lighting) when not in use.
- ✓ Switch the printer to an “Energy Save” mode when not in use.
- ✓ Use a power bar to shut off your electronic equipment in order to eliminate phantom load or standby power that is consumed even when the equipment is turned off.
- ✓ Unplug coffeemakers, microwaves, and ovens when closing for holidays.
- ✓ Open window coverings to make use of natural light to cut down on the need for electric lighting.
- ✓ Choose energy-efficient light bulbs like light-emitting diodes (LED) to save both energy and costs.
- ✓ Switch to ENERGY STAR-rated appliances, fans, and electronics.
- ✓ Dress comfortably for the weather and adjust your layers before adjusting the thermostat.
- ✓ Replace CRT monitors with LCD screens.
- ✓ Kindly refer to Toronto Hydro and Enbridge Gas websites for all other energy savings initiatives.

PRACTICES TO ENCOURAGE MORE COMMUNITY INVOLVEMENT:

- ✓ Yorkdale Shopping Centre frequently hosts community involvement events, and we would love to see our tenants participate! Contact Yorkdale Management or the online portal for more details.
- ✓ Consider participating in community events as a team. Not only do they help to raise money for worthy charitable causes that give back to the community, they also provide a great teambuilding opportunity. Examples of events include:
 - Environmental events (e.g., community clean-up events, tree planting, etc.)
 - Social events (e.g., Habitat for Humanity builds, serving food at local shelters, providing educational opportunities to school groups, etc.)
 - Economic events (e.g. fundraising activities to support local non-profits/charities such as through food or clothing drives, raising money for local shelters or community organizations, toy drives, raising funds for local environmental protection organizations, etc.).
- ✓ Post volunteer opportunities in your lunchrooms, copy rooms, and other high-traffic areas
- ✓ Consider paid volunteer days for your team members, as part of their job agreements.
- ✓ Create incentive programs that reward team members for volunteering outside of the work day, on their own time.
- ✓ We encourage our tenants to submit short stories and examples of their volunteering and community involvement efforts to the Yorkdale Shopping Centre team. These stories may be broadcast on any one of our building’s communication medium. Contact the property management office today with any inspiring tenant stories we may share!

Practices to Improve Waste Management

At Yorkdale Shopping Centre an annual Waste Audit and Waste Reduction Work Plan report is completed, in accordance with Ontario Ministry of the Environment and Climate Change Regulation (MOECC) 102/94 requirements. As per the latest report, completed in March 2018, we hold a diversion rate of 84.1% through source-separation, construction waste diversion, and offsite sorting. This greatly exceeds the Ontario Ministry of Environment's 60% target diversion rate. We encourage you to join us in helping to reduce waste by checking off the following top sustainability tips that your office or store is practicing, and establishing new procedures based on our suggestions.

PRACTICES TO IMPROVE WASTE MANAGEMENT:

Reduce:

- ✓ Reduce your use of paper towels, water bottles and coffee cups by relying on reusable towels, water bottles and thermoses.
- ✓ Pack garbage-free lunches and snacks.
- ✓ Reduce paper usage by relying on electronic over print communications.
- ✓ Post instructions next to your printer or photocopier on how to reduce paper through double-sided printing.
- ✓ Purchase items in bulk to reduce packaging waste.
- ✓ Contact Yorkdale Management to participate in the "Green Bin Program"

Reuse:

- ✓ Paper that has only been used on one side can be reused for printing draft documents.
- ✓ Donate unneeded goods to hospitals, libraries, schools and charity shops.
- ✓ Purchase refurbished office electronic equipment whenever possible.
- ✓ Buy manufactured toner and printer cartridges that can be refilled rather than disposed of after a single use.
- ✓ Equip your office kitchenette with reusable mugs, glasses, dishes and cutlery.

Recycle:

- ✓ As a refresher, the following materials can all be placed in your blue boxes for recycling:
 - Cardboard
 - Fine paper
 - Boxboard
 - Newsprint
 - Magazines
 - Clean paper towels
 - Aluminum and steel cans
 - Glass bottles and jars
 - Plastic bottles, tubs, jars
 - Tetra paks and milk cartons
 - Polystyrene foam packaging
- ✓ Call Yorkdale Shopping Centre Management to have any spent fluorescent lamps, e-waste, or batteries collected for recycling.
- ✓ Consult Operations for instructions on disposing of construction waste such as wood, drywall, steel, and other materials generated during renovations.
- ✓ Purchase products with post-consumer recycled content, such as printer paper, paper towels and toilet and facial tissue.

TENANT SATISFACTION SURVEY 2018

Thank you for participating in our Tenant Satisfaction Survey, distributed in January 2018. The Tenant Satisfaction Survey focused on questions relating to the following topics to meet all requirements for BOMA BEST® Sustainable Buildings 3.0 certification:

- Quality and effectiveness of building management;
- Air Quality;
- Thermal Comfort;
- Lighting;
- Acoustics;
- Frequency and timeliness of communication and response time from building management; and
- Environmental/ sustainability priorities.

SURVEY RESULTS

1. Quality and Effectiveness of Building Management

Based on the survey results, the majority of respondents were satisfied with the response times and quality of work by Administration, Maintenance, Operations, and Security staff. Respondents noted that building management response time to repairs and maintenance needed further improvement relative to other areas of responsiveness. To ensure response time and quality of work consistency, Management will continue to monitor Administration, Maintenance, Operations and Security response times and act upon any documented or verbal feedback. Management will also continue to monitor and manage the 310MAXX and Angus AnyWhere platforms to ensure that all requests are being responded to in a timely manner.

2. Air Quality

Yorkdale Shopping Centre is strongly committed to the comfort and health of our tenants. As a result, we conduct an IAQ audit annually, as prescribed in our IAQ Monitoring Program. The majority of individuals documented satisfaction with air speed and humidity. Management appreciates the feedback from building occupants and will continue to monitor and manage the 310MAXX and Angus AnyWhere platform to ensure that all requests regarding air quality are being responded to in a timely manner.

3. Thermal comfort (quality of air conditioning and heating systems)

Indoor temperature (heating and cooling) was rated quite low relative to other questions in the survey, which indicates that tenant spaces are either too cool/cold or too warm/hot. Yorkdale Shopping Centre is aware of the concerns that were presented within the survey and is actively monitoring/ adjusting temperature settings based on the feedback, which will ensure thermal comfort is increased within all tenant spaces.

4. Lighting

Overall satisfaction with lighting and visual comfort in the workplace attributed to a satisfied score within the occupant comfort survey. Although most responses indicated satisfaction with lighting and visual comfort, Building Management will continue to monitor and manage the 310MAX and Angus AnyWhere platform to ensure that all requests regarding lighting and visual comfort are being responded to in a timely manner.

5. Acoustics

Based on the Tenant Satisfaction Survey, the majority of respondents were satisfied with acoustics. Building Management appreciates all of your feedback in relation to acoustic privacy and will continue to monitor and manage the 310MAXX and Angus AnyWhere platform to ensure that all requests are being responded to in a timely manner.

6. Frequency and timeliness of communication and response time.

The majority of respondents were satisfied with the response time and quality of work by Administration, Maintenance, Operations, and Security staff. To ensure response time and quality of work consistency, management will continue to monitor Administration, Maintenance, Operations and Security response times and act upon any documented or verbal feedback. Building Management will also continue to monitor and manage the 310MAXX and Angus AnyWhere platform and will respond to all requests in a timely manner.

7. Environmental/ sustainability priorities

Feedback from the Tenant Satisfaction Survey indicated that over 86% of respondents are satisfied with Yorkdale's environmental and sustainability priorities. Yorkdale Shopping Centre will continue to promote and participate in environmental programs and certifications.

OCCUPANT TRAVEL SURVEY

SURVEY RESULTS

Based on the survey results, almost 50% of tenants that travel to Yorkdale Shopping Centre are travelling as a single-passenger in a vehicle on an average of five days per week. We encourage you to join us in reducing your ecological footprint by implementing green commuting practices, presented above in *Practices to Green Your Commute*.

On average, occupants at Yorkdale Shopping Centre commute approximately 30 minutes to an hour to work, one way. This equates to approximately five to ten hours a week in commuting. We recommend that occupants look at ways to minimize or manage their commute to decrease time spent on the road.

- ✓ Avoid high traffic commute times. Work with your employer to find a schedule that best suits your needs and minimizes your commute by avoiding scheduling shift times during rush hour. If traffic is congested at 8:00 a.m., consider scheduling shifts an hour earlier or later to limit time spent idling in traffic.
- ✓ If possible, create a telecommuting policy providing occupants with the option to work from home rather than driving to Yorkdale Shopping Centre. This may not be realistic for all roles but is a great way to minimize the workday commute if applicable.