

The cover features a diagonal split. The top-left corner is a dark purple triangle, and the bottom-left corner is a bright orange triangle. The remaining area is a light grey marble texture.

STC RETAILER HANDBOOK

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Welcome to Scarborough Town Centre

On behalf of the entire team at Scarborough Town Centre, I want to welcome you to the STC family. STC is about bringing the world to Scarborough through food, fashion and lifestyle. An integral part of life in the eastern GTA, where people connect to shop, eat and play every day. STC accommodates over 23 million visitors a year; a volume that is expected to increase in the years ahead through a combination of bold planning and ambitious growth.

At STC, we consider everything we do from food, shopping and events to be about bringing our diverse community together. We proudly present our tenants, events and an evolving spectrum of partners under a strong framework in dialogue with our city and the community we serve. It is a space where local residents, commuters, and tourists should feel a sense of belonging; STC is a vital component of Scarborough life and a lens into Toronto's cultural richness and diversity.

Your STC Retailer Handbook is filled with important and practical information that will prove useful throughout your tenancy. The STC management team is here to work with you, so please feel free to contact me if there is anything we can do to help.

We wish you much success in your tenancy at STC.



Scott Kyle

Director and General Manager
Scarborough Town Centre
Oxford Properties Group
Direct: 416-296-4753
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Centre Information

Scarborough Town Centre (STC) is the largest shopping destination in Toronto's diverse and thriving east end. With more than 23 million shoppers visiting annually, STC's sales productivity projections are slated to reach \$900 per square foot. Strategically positioned next to Canada's busiest highway, the 401, this fashionable urban shopping centre also provides formidable leasing opportunities. Offering more than 250 shops and services, STC is a multi-level community hub and fashion-forward shopping destination with a dynamic retail mix, including a flagship Sephora, H&M, and Aritzia as well as Zara, Michael Kors, lululemon, Nike, Footaction, adidas, MUJI and 32 dining options such as Kwan Dim Sum, Scaddabush and quick-service eatery TASTE MRKT, STC is your one-stop regional shopping destination.

Located at the heart of a trade area comprised of more than 1.5 million people living in 521,891 households with an average of 410,000 vehicles passing the centre daily. In addition, the major arterial roads within STC's perimeter have a traffic volume of close to 130,000 vehicles per day and connected to the TTC Light Rapid Transit (LRT) system, which reports 29,610 riders. Along with Scarborough's Civic Centre, more than 10 office buildings, more than 8,000 residential units and several cultural facilities, all of which form the core of Scarborough.

Total Gross leasable area	1.6 million sq. ft.
Number of stores and services	250+
Number of parking stalls	5,796
Annual Shoppers	23 million

STC Management Team

MANAGEMENT OFFICE

Scott Kyle

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MARKETING

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OPERATIONS DEPARTMENT

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Energy & Technical Services Manager
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Maintenance Manager
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Kyle Dodd

Security Manager
KDodd@oxfordproperties.com
416-296-4781

Laura Witty

Assistant Security Manager
LWitty@oxfordproperties.com
416-296-4778

SECURITY DISPATCH

416-296-4777

MANAGEMENT OFFICE

Monday – Friday: 9:00 am to 5:00 pm
416-296-5490
Fax: 416-296-9949
stcinfo@scarboroughtowncentre.com

STC GUEST EXPERIENCE – TEXT OR CALL US

416-296-0296
stcinfo@scarboroughtowncentre.com

310-MAXX (6299)

24/7 Maintenance Support

Security

Security is available 24 hours a day and is located in the corridor by Entrance 6. The Centre is monitored by security cameras throughout the common areas. Security is responsible for patrolling the common areas of the Centre, back corridors, and the parking lots. They are also committed to assisting customers, staff, and tenants to provide a safe and pleasant environment.

TENANT CONTACT LIST – AUTHORIZED KEY HOLDERS

In case of emergencies, Security requires the names and phone numbers of authorized key holders for your store. In the event an incident occurs after store hours, Security will be able to contact you.

Please remember to update your authorized names and phone numbers with Security, whenever staff changes are made.

Please obtain the Emergency Retailer Contact Sheet from Security or the Management Office and return it to the Management Office. Make sure to pick up a replacement page in case of any future changes.

SCARBOROUGH TOWN CENTRE TENANT ALERT SYSTEM

STC utilizes a mass notification emergency messaging system called SEND WORD NOW to communicate live updates and instructions to all our tenants via automated voice telephone calls, texts and emails in addition to using the public address (PA) system and Emergency Directory Notifications.

It is very important that managers or other staff members listen to the Scarborough Town Centre alert messages and share the sent information immediately with others in your store. Do not hang up until the message has ended.

AFTER-HOUR ACCESS

All individuals in the Centre are required to leave the property by 10:00 pm, unless they are engaged in a work function. Please notify Security or the Management Office at least 24 hours in advance, when staff are:

- Working late due to inventory
- Work is being performed in-store, etc.
- Special request that is approved by Management
- Required to work late hours, are night cleaners, stock takers, etc.
- In which case an ongoing after-hours permit is issued

Please visit the Security Office to obtain an After-Hours Permit. This is required so security is aware of who is in the building after hours in the event of an emergency.

Access to the shipping and receiving docks is restricted from 6:00 pm to 5:00 am, during which time any unauthorized vehicles will be towed away at the owner's expense.

LOST AND FOUND

If you find a Lost and Found item, please turn it into the Security Office as soon as the item is found or call our dispatch office and we will pick up the item from your store. Alternatively, direct any customer inquiries for Lost and Found items to the Security Office or give them the phone number to call at their convenience.

LOST CHILDREN AND PERSONS

If a child has been left unattended in your store first try to locate the parent. If you cannot locate the parent but have an intercom system, page the parent, without disclosing a lost child situation. If the parent doesn't seem to be in the store, call your own store security if you have any, Scarborough Town Centre Security or the Toronto Police at 416-808-2222. Stay with the child until Security or the Police arrive.

Security

FIRE ALARM SYSTEM

Scarborough Town Centre is protected by a monitored two stage fire alarm system. There are several possible alarm source triggers, and each alarm is immediately investigated to determine its cause (e.g. pull station, smoke detectors, heat detectors or sprinkler activation).

Stage 1:

Alarm is activated. You will hear the bells sound intermittently (20 beeps per minute). During this first stage, you should make preparations to close your store and standby for further instruction via Send Word Now, PA (Public Address) announcements or the Activate Emergency Directories.

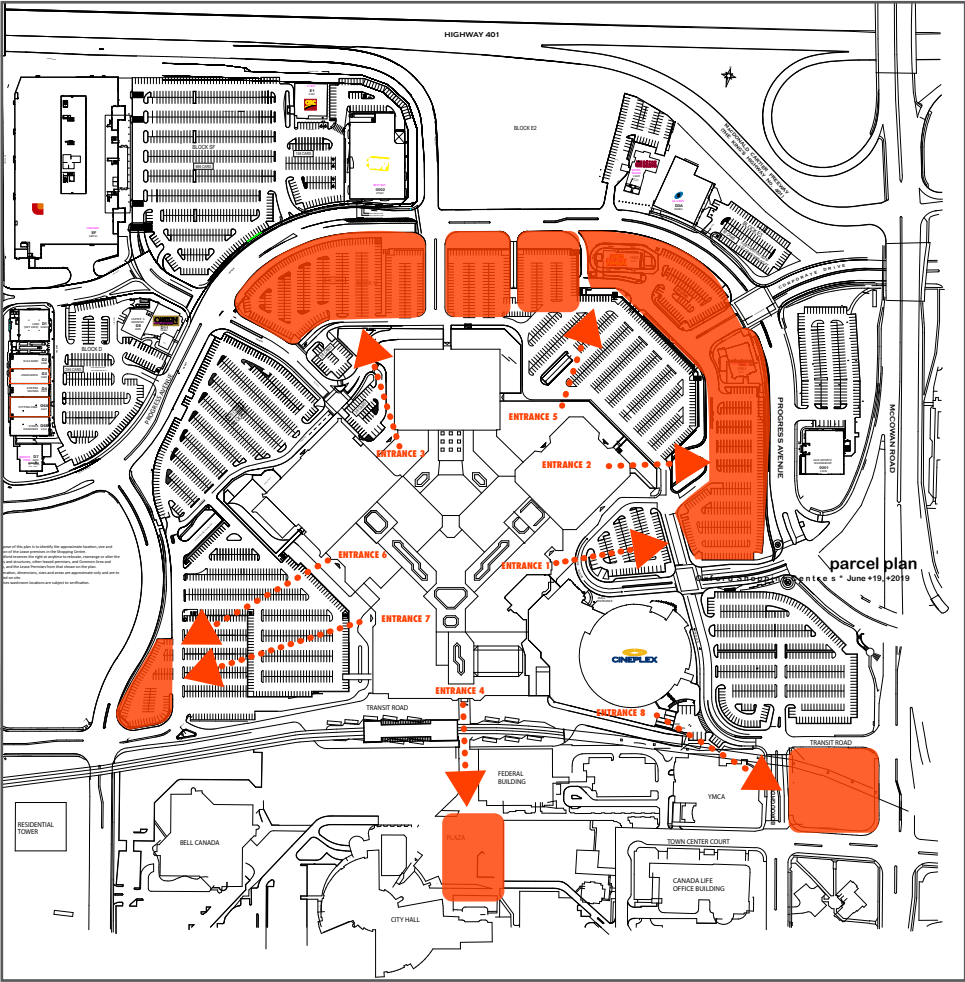
Stage 2:

The bells will ring continuously (this is a full stage alarm), and you are to immediately evacuate your store and the Centre.

EVACUATION PROCEDURE

1. Ensure all customers are out of the store and check change rooms and/or washrooms.
2. Close/Lock Cash Register.
3. Ensure employees are out of store, check back rooms etc.
4. Close and lock the store.
5. Remaining together, go to evacuation waiting area. Do a head count and ensure all of your staff are accounted for. Security will check site to ensure all employees are out of the building.

EVACUATION WAITING AREAS FOR TENANTS



Security

LOCKDOWN PROCEDURE

In the event of an emergency where evacuating the building may not be possible, the mall will go into lockdown, also commonly referred to as 'shelter in place' or 'hold and secure'. In the unlikely situation this is required, mall security will send a phone alert to the store. The procedure is as follows:

1. Close and lock the front and back doors of your store, keeping all staff and customers inside the store.
2. Turn off all store lights.
3. Move all staff/customers out of sight of windows. Move people to a back room or behind a cash desk.
4. Silence cell phones.
5. Wait for security or police to notify of the all clear.

In the event that you are elsewhere in the mall when a lockdown is initiated, go into the closest store, follow the above procedures, and wait for police or security to give the all clear.

SECURITY ESCORTS

STC Security is available to assist tenants with the following types of escorts:

- Bank deposit escorts (always conceal your bank deposit). Security remains at the Scotiabank deposit drop box for 1 hour after the shopping centre is closed.
- Personal escorts for employees to their vehicles.
- Security escorts are available at all times, based on the availability of Security staff. Contact Security obtain this service. A wait time may apply.
- Security provides customer escorts when requested.

SECURITY STORE PATROLS

STC Security can provide special patrols of your store in the event you suspect a possible shoplifter, suspicious person(s) or your store is extremely busy. Please call Security to arrange as store patrols will be provided on a per call basis on the availability of Security staff.

Tenant Infractions

Retailers may be issued written warnings and/or monetary fines for violations of the landlord's rules and regulations, which include but are not limited to those outlined below.

Improper handling/disposal of garbage or grease

- Please ensure all items are disposed of in proper receptacles.

Noise violations

- In-store volumes are to be kept at a level that does not infringe upon neighboring businesses or extend into common area.

Storefront, signage, and merchandising violations

- All signage is to be professionally printed and displayed.

Lease line violations

- All signage and displays must remain within your store lease line.

Late opening/early closing

- Tenants are required to maintain the normal hours of operation for the Shopping Centre. If you are not able to, please notify Mall Management Office immediately.

Tenant work

- All renovations require approval by the Landlord and must take place outside of the Shopping Centre hours. An After-Hours Permit is available at the Security Office.

Tenant solicitation

- Solicitation of any kind is not permitted in the common areas or parking lot.

Tenant deliveries

- All deliveries must be scheduled and processed no later than 10 am.

Smoking

- Under no circumstances shall tenant staff be permitted to smoke anywhere inside the Shopping Centre. This regulation is in accordance of The Smoke-Free Ontario Act.

Employee Parking

- Employee's must at all times park in the approved employee parking areas. Any employee found parking in other locations without the permission of the Security Department can be fined, ticketed by the City of Toronto or towed.

Please take the time to familiarize yourself and your staff with these regulations and ensure compliance with them to avoid incurring penalties as these will be strictly enforced.

Employee Parking

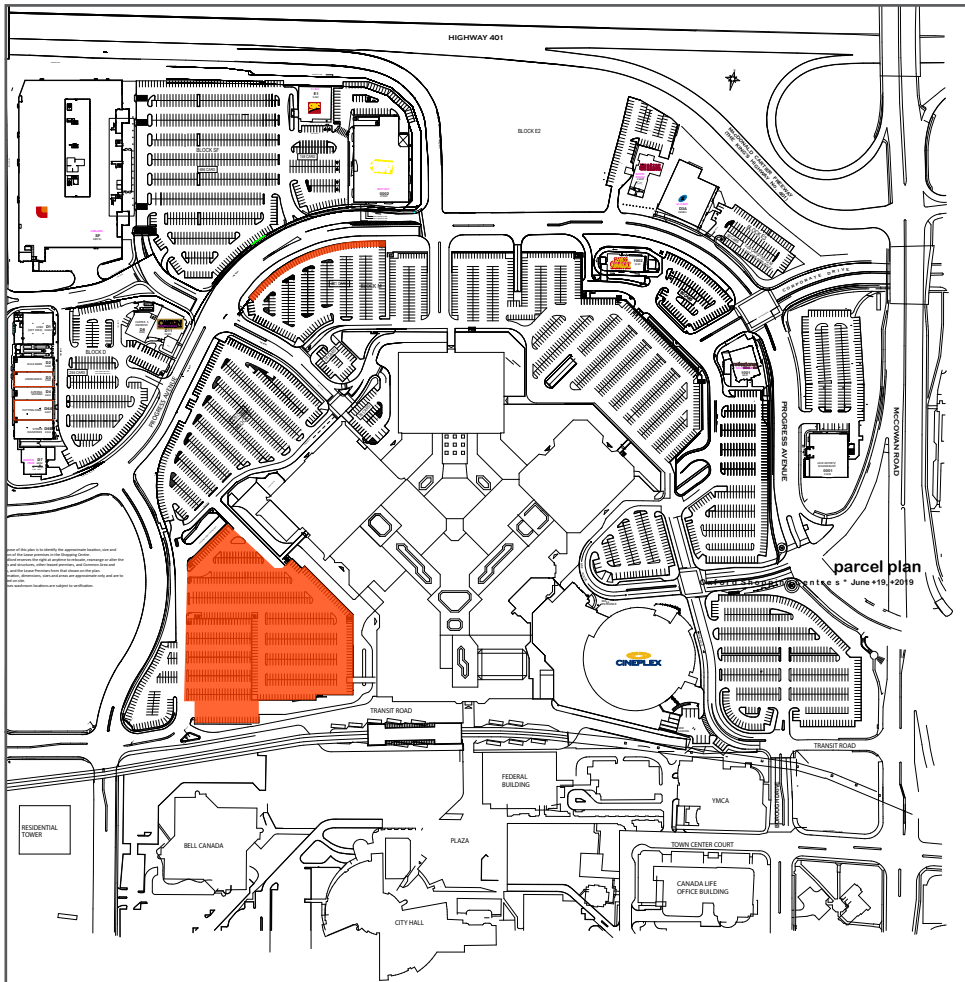
All employees who drive to work must register their vehicle(s) with security in order to be permitted to park on property. Employees will be issued a parking sticker to identify their vehicle, and an access card for early morning gate access. The employee parking program has been designed to ensure convenient parking for our tenants, while ensuring availability of prime parking for our customers.

To obtain a Mall Employee Parking Sticker & Access Card from the Security Office:

- Pick up the Parking Access Application form from the Security Office.
- Complete the form and have the Store Manager sign it where indicated.
(Make sure to review and sign the form front and back).
- Return the form to the Security Office with a copy of the employee's Driver's License, Vehicle Ownership, and Proof of Employment (a recent paystub is ideal)

The Employee Parking Areas are indicated in the map below. These areas may be periodically changed by the landlord.

- Access to the employee parking lots can be made through the North entrance off of Progress Avenue across from Canyon Creek.
- Entry to all parking lots is restricted from 6:00 am to 9:30 am on weekdays to reduce the possibility of commuter park-and-rides.
- All employees must stop at the electronic gate to scan their employee access gate key card to be permitted access to park.



Maintenance & Mall Operations

TENANT RESPONSIBILITIES

Store maintenance

- Tenants are responsible for the cleanliness, appearance and general maintenance of their store and include the inside of the store, windows, signs and all elements of the exterior storefront.

Maintenance or service requests

- General maintenance and repairs within the store are the Tenant's responsibility. This includes, but is not limited to, changing of light bulbs, plumbing, electrical and repairs to the store closure system.
- All shopping centre maintenance or service requests are to be communicated through 310. MAXX (6299). Representatives are available 24/7 to accept service requests and direct them to the STC Team.

Heating, ventilation, and AC

- Tenants are responsible for initiating and maintaining a maintenance service contract for heating, ventilation and air conditioning (HVAC) within their premises.

Equipment protocol

- STC does not lend out any equipment such as ladders, tools, or machinery for safety and liability reasons.

Waste management plan & maps

All tenants are required to transport and deposit their own garbage and recyclables to the Waste & Recycling Depot closest to them. A map identifying the location of the Waste & Recycling Depots is provided in this manual. Below are a few reminders for store staff:

- Garbage and recyclable material are not allowed to be transported through Common Areas during mall hours, please use the service corridors.
- All recyclable materials and garbage must be separated and placed in clear plastic bags.
- Empty boxes are to be broken down and placed in the corrugated cardboard compactor along with paper products. Instructions for operating the compactors are provided on the equipment.

- Product displays, clothing racks, desks, chairs, file cabinets, etc. cannot be left at Centre service areas, and are the responsibility of the Tenant to arrange for pickup and removal. Please arrange with your Head Office.
- If items are left within the centre, rear corridors, common areas, or loading docks, mall management will arrange for removal and charge the Tenant for the cost plus a 15% administration fee.

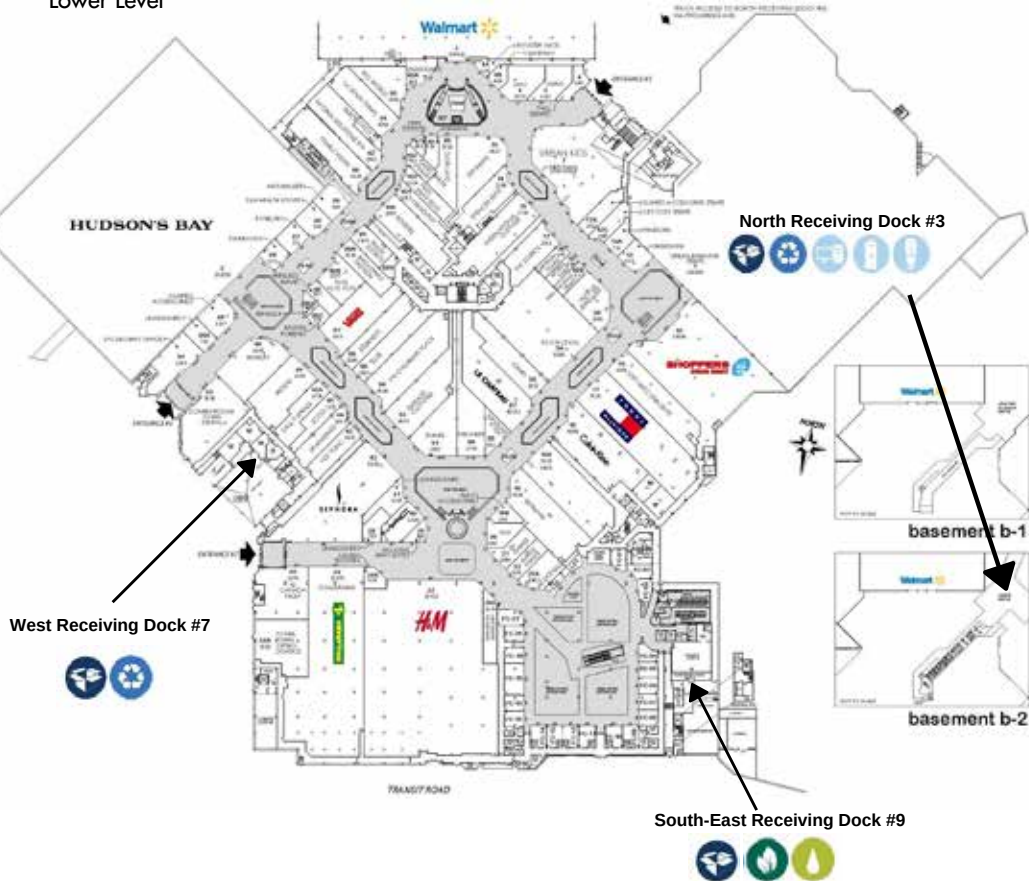
Loading dock use

All deliveries are to be unloaded at the loading bay areas and removed/delivered as quickly as possible. General Loading Dock rules are listed below:

- Wood skids/pallets must be taken back by delivery trucks/drivers and cannot be left in the loading dock area, corridors, or any common areas of the building.
- Back corridors/hallways and loading dock areas must be kept clear of refuse and debris, as per Ontario Fire Code.
- Bulk deliveries are not permitted through the Common Mall Entrance Doors at any time, unless a request has been granted through mall management. A Delivery Access Request Form can be obtained at Security or Guest Experience.
- Tenants are responsible for their trades and may be held responsible for fines associated with violations. The cost is \$100.00 per offence issued by Scarborough Town Centre Security Team.

Loading Docks & Compactor Maps

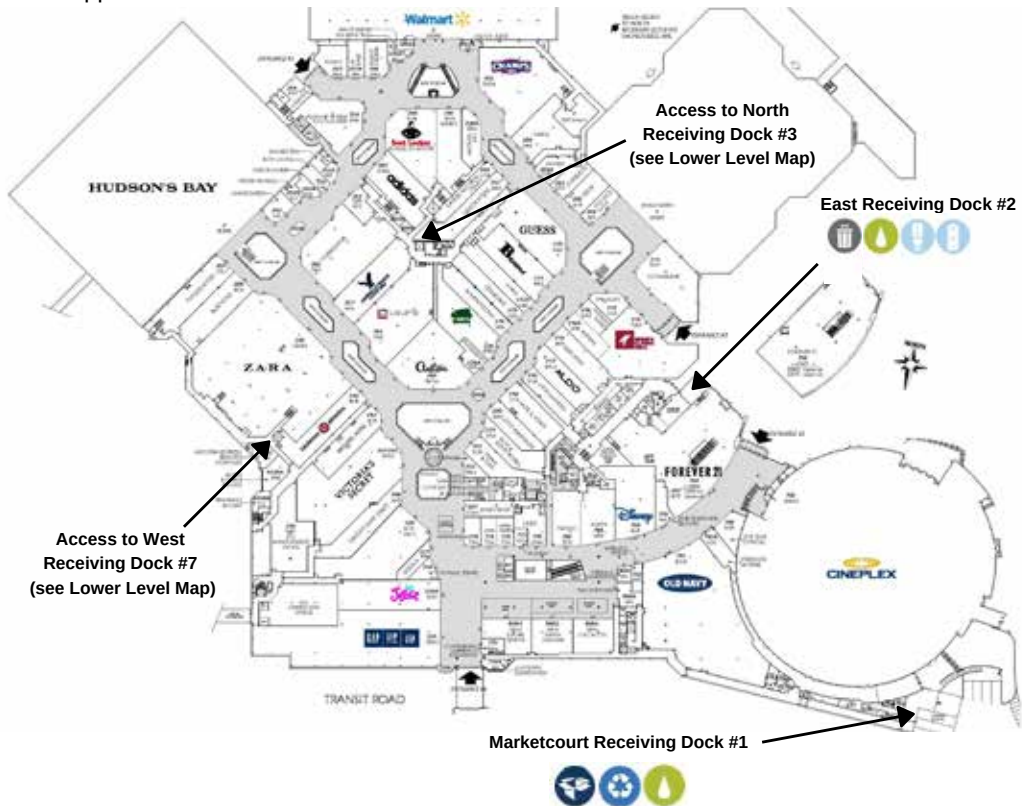
Lower Level





LEGEND

- | | | | |
|--|---|--|--|
| | Garbage Compactor | | Mixed Recycling Compactor (Paper/Cans/Glass/Plastics #1-4) |
| | Cardboard Compactor | | Organics Totes |
| | Electronic Waste & Toner Cartridge Bins | | Used Cooking Oil |
| | Light Bulb/Tube Collection Bin | | Battery Collection Bin |
| | Totes | | |

Upper level



LEGEND

	Garbage Compactor		Mixed Recycling Compactor (Paper/Cans/Glass/Plastics #1-4)
	Cardboard Compactor		Used Cooking Oil
	Light Bulb/Tube Collection Bin		Battery Collection Bin
	Totes		

Specialty Leasing & Activations

STC is the largest shopping centre in Toronto's east end, averaging 70,000 shoppers daily. From activations, pop-ups, to sponsorships, we welcome unique and innovative concepts that add value to the shopping centre.

Contact the Specialty Leasing team for:

- Temporary in-line stores
- Pop-up experiences
- Specialty Markets
- Court activations

INCREASE BRAND AWARENESS

Take advantage of digital screens strategically located in high traffic areas of the mall.

We offer brand awareness solutions via:

- Sponsorship
- Digital and static signage through our media partner, Cineplex

For more information, please contact the Management Office or visit our website for the Specialty Leasing Application Form.

STORAGE

On-site storage space is available for lease on either a temporary or ongoing basis.

Please contact the Management Office and include:

- Preferred square footage
- Start and end date
- Single or double door requirements
- Electrical needs and any other special requests

Marketing

Scarborough Town Centre's (STC) Marketing Team assists with in-mall and on-line events to explore all areas of opportunities across existing media platforms to help promote STC retailers. The Marketing Team utilizes inbound & outbound marketing strategies to raise awareness of the STC experience which in return, drives quality traffic to the mall from within the Scarborough community and beyond.

IN-STORE EVENTS

Events that may impact mall traffic must be approved by the Management Office, two weeks in advance of the scheduled event. Tenants are responsible for line management, providing their own stanchions, and event equipment/furnishings.

MARKETING OPPORTUNITIES

Please contact the STC Marketing Team to take advantage of unique, complimentary and engaging ways to promote your brand through:

- Social media
- Brand partnerships
- Contests & giveaways
- Website postings for promotions, store listings, events & jobs

SEARCH.FIND.SHOP

If your brand has an e-commerce website, the Search.Find.Shop website will be able to pull those products directly from the branded website and list them on the **Search.Find.Shop** website for further awareness of products in the digital space. Contact our Marketing Team for details.

Guest Experience

At Scarborough Town Centre we are committed to consistently delivering a world class shopping experience. We endeavor to provide a wide range of services to meet the needs of our guests and to help make their shopping experience more enjoyable. Guest Experience is open during all Shopping Centre hours and easily accessible by phone or text at 416-296-0296 and live chat on [scarboroughtowncentre.com](https://www.scarboroughtowncentre.com)

Services provided

- Gift Card Sales
- Gift Wrapping
- Vending Strollers (\$8) at entrances 1, 6, and on the upper level outside Walmart
- Walkers, Wheelchairs and Mobile Scooters for loan*
- Lost Children Assistance
- Portable phone chargers for loan*
- Snap-n-go stroller for parents with a car seat but no stroller
- Texting service and Live Chat on our Website
- Auto Assistance (battery boosts, lost car search)
- Nursing room in the Lower Level TASTE MRKT Women's washroom
- Parenting room in the Upper Level TASTE MRKT
- Family Washrooms in the Upper and Lower TASTE MRKT
- Baby Changing stations in most washrooms

* Requires valid government photo identification

GIFT CARD PROGRAM

STC Gift Cards, on sale at our Guest Services Centre located on the upper level by Swarovski, is supported by AMEX. Please contact Guest Experience at 416-296-0296 to arrange to have your store set up to accept STC gift cards.

TEXT OR CALL FOR HELP SERVICE

Customers and retailers can contact STC's Guest Experience at 416-296-0296 or via Live Chat Bar at scarboroughtowncentre.com.

TENANT SERVICES

- Flyer and coupon distribution at the Guest Experience desk
- Retailer memo boards
 1. Upper level
 2. Lower level
 3. STC Village
- STC retailer newsletter sign-up



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ox|ford

SCARBOROUGH
TOWN CENTRE