



Tenant Survey Says

Highlights from TD Centre's 2009 Office Tenant Survey

Our core objective at Toronto-Dominion Centre has always been to provide our tenants with a safe, secure and effectively run property, especially in those critical areas that tenants often refer to as the *basics*: Safe & Secure, Responsiveness, Presentation, Recommendation, Meeting Tenant Needs and Meeting Tenant Expectations.

Each year we ask Cadillac Fairview tenants across the country what they think of their work environments and the various management teams that run them. Earlier this year, we invited each of our TD Centre tenants to tell us what they think by participating in our online 2009 Office Tenant Survey. The feedback we received has been invaluable in helping us to first identify those areas that need improvement and then follow-up with constructive action plans. Your feedback also provided us with insight into the many service and property areas that are operating at a high level of satisfaction. We thank all those who participated in the survey and encourage you to continue giving us your feedback.

Action Plan Highlights



ENVIRONMENTAL

Tenant Expectations

- Awareness of initiatives & communication
- New programs (e.g. Lights off program, battery program, Automated Lighting)

Action Plan

- Introduction of national Green at Work Program with specific communications pillars
- Re-launch of TD Centre internal marketing efforts
- Implementation of new programs such as single stream/organic recycling, battery recycling, lighting code re-launch and Tenant Energy Monitoring
- Tenant Green Council



HVAC

Tenant Expectations

- Air quality improvement required
- Temperature control issues

Action Plan

- Building Automation System (BAS) upgrade and proactive monitoring
- Review tenant floor space plans with base building control
- Re-commissioning of all major mechanical equipment
- Re-introduce tenant communication strategy around tenant HVAC responsibilities
- Re-launch of after-hours Telephone Interface System



CLEANING

Tenant Expectations

- Cleaning standards need improvements
- Quality assurance

Action Plan

- Ongoing retraining for Omni Cleaning, including proactive reporting of maintenance issues
- Tenant awareness of cleaning scope and schedules
- Supervisory level audit program
- Identification of heavy user floors
- Bar Coding – ability to monitor frequency of service

THE NEWSLETTER FOR
THE TENANTS OF THE
TORONTO-DOMINION
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Keeping TD Centre Green



Cadillac Fairview's long standing and expanding commitment to environmentally positive management policies and practices has resulted in impressive recycling and energy saving initiatives throughout our portfolio. As one of North America's largest commercial landlords, our commitment to sustainable and socially responsible practices has helped to change an industry and we believe we're just getting started by setting new standards and making TD Centre one of the greenest business communities in North America.

Under the Green at Work banner, we have recently launched a number of new programs that will help tenants to reduce costs and collectively, shrink our carbon footprint even more.

Tenant Energy Monitoring

In partnership with Carma Industries, TD Centre has introduced Tenant Energy Monitoring. This ground breaking online service will provide tenants with the capability to access their tenant-specific electricity consumption data in real time via a web interface. With the ability of seeing how electricity is being used during different times of the day, tenants will be able to better manage costs and consumption. Carma's Meter Manager System Platform has been designed around a universal connectivity to building systems, allowing building engineers immediate access to precise information. Tenants can also securely access real time consumption data from anywhere in the world.

Electronics Recycling

In an effort to expand our recycling practices at TD Centre, we have recently launched a pilot program of Electronics Recycling to the office tenants in partnership with Metro Waste Management Paper Recovery Inc. and working under the Ontario Electronic Standards. During our 2-week pilot run 6.18 metric tonnes of equipment such as old computers, printers, keyboards, disk drives and other electronic equipment no longer in use were collected from TD Centre tenants, ground down to their raw materials and recycled. One Hundred per cent of all hardware is recycled. We would like to thank those tenants who participated in our recent and first equipment pick-up, making this program a great success.

We would like to thank our tenants for their enthusiastic support of our Green at Work program. TD Centre is making a difference.

For more information on these and other TD Centre green initiatives, visit www.tdcentre.com. or contact toAssist at 416-862-7747; toassist@cadillacfairview.com.

Zipcar at TD Centre

As part of our dedication to environmental action and our ongoing greening effort, TD Centre is proud to partner with Zipcar, the world's largest car sharing company to provide alternate transportation and reduce emissions.

Zipcar is located in the P1 Level of 66 Wellington St. West (Spots 56 & 57).

For more information or to become a member, visit www.zipcar.com.



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TD Centre Upgrades & Improvements

Wayfinding

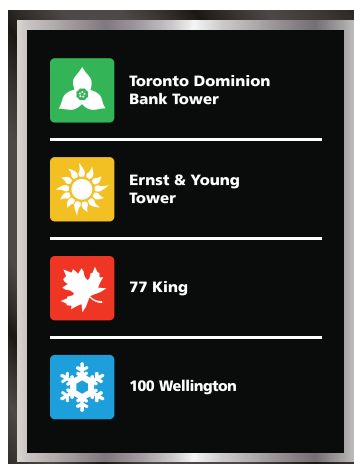
One of the most important components of a business community the size of TD Centre is a comprehensive and understandable wayfinding program. With three parking garages, a large retail concourse and multiple ground level public spaces over TD Centre's five acre site, we recognize that a unified and understandable wayfinding program is critically important to the thousands of tenants and visitors who navigate the complex each day.

With the recent introduction of our new branding strategy for the complex, we've targeted an opportunity to create a comprehensive signage and wayfinding program for the Centre that will tie all components together into a unified system.

Introducing a new wayfinding program to the entire Centre is our ultimate objective, but our most immediate focus will be on addressing the issues within the main garage located at 66 Wellington Street West. As we move forward with this first phase of our strategy, we plan to keep our tenants informed as to our progress and the timing of all future phases.

Major objectives of the Phase I garage master plan:

- Ease of accessibility to TDC towers and concourse
- Ease of locating vehicle
- Effective garage navigation
- Positive brand impact
- Visitor confidence in system
- Enhanced safety
- Improved handicap access



Building Automation System

At TD Centre, the quality of the total environment we create for our tenants is our number one priority. In order to achieve the best possible results and in the process create an environment that is comfortable, sustainable and operationally efficient, upgrades in technologies are required from time to time.

Our new \$6.0 million dollar program to enhance the performance of our Building Automation System (BAS) is just such an upgrade. We expect it will take 18 months from start to finish, but when complete, it will significantly improve our ability to manage tenant comfort and improve overall system performance throughout the complex.

Some program highlights:

- Upgrade the pneumatic (air pressure control) system to Direct Digital Control with new hardware
- Upgrade all control software, including real time monitoring
- Improve and modernize base building operating sequences
- Improve efficacy of service delivery; system operators will be able to proactively address issues

TD CENTRE

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call 416-869-1144

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A Charity Filled Summer

The summer of 2009 will be remembered as another great summer of giving back to the community. The Toronto-Dominion Centre Courtyard hosted three worthy events – Bikes for Tykes, Back2Back BBQ and the March of Dimes BBQ – raising important funds in support of children and adults with disabilities.



Bike for Tykes

This summer's 10th Anniversary fundraiser for Bikes for Tykes couldn't have been any more fun or successful. This year saw 92 teams and hundreds of enthusiastic participants working to raise money for Bloorview Kids Rehab, Canada's largest children's rehabilitation hospital. This year's record breaking event raised just under **\$237,000**. On top of that, Chris Vollmershausen from Davies Ward Phillips & Vineberg achieved the Guinness World Record for the most number of Ferrero Rocher chocolates eaten in one minute.

Back2Back Barbeque

An exceptional day for the Children's Aid Foundation and Blue Jay nostalgia buffs. As co-host of the three-day Back2Back '92-'93 Toronto Blue Jay's World Series Reunion, TD Bank made sure that an afternoon was spent in TD Centre's Courtyard fundraising for the Children's Aid Foundation. The Back2Back Barbeque not only gave Blue Jays fans a chance to mingle with Joe Carter, David Cone, Tony Fernandez, Alfredo Griffin, Kelly Gruber, Rance Mulliniks, John Olerud and Duane Ward, but also raised over **\$20,000** for the Children's Aid Foundation, making it a memorable day for all.

March of Dimes BBQ

This year's 5th Annual TD Challenge BBQ served over 7,200 meals and raised **\$116,000** toward March of Dimes, a charitable organization that provides programs and assistance to Canadians of all ages with physical disabilities. Five different teams within TD Bank (TD Wealth, TD Retail, Corporate, TD Insurance and TD Securities), created their uniquely themed BBQ pits and competed to see who could sell the greatest number of meals. In addition to BBQ sales, funds were raised via donations, lottery sales and a dime dump. A great day was had by all, including Second Harvest who received the unsold food supplies.

Winter Contest

Enter TD Centre's Winter Contest for a chance to win one of three iPod touches. Simply email tdcares@cadillacfairview.com with the answers to the following questions. All correct entries will be automatically entered into a draw.

1. What are the two newly introduced TD Centre Green at Work initiatives?
2. What three charities benefitted from TD Centre's summer courtyard events?
3. List two Tenant Survey Action Plan items.



For full rules and regulations, please visit www.tdcentre.com.

Cadillac Fairview shop!™ card Gift Card

With the Holidays fast approaching, the Cadillac Fairview shop!™ card gift card is the perfect gift for clients, suppliers and employees as much as it is for friends and family – a gift card that allows them to choose for themselves. The Cadillac Fairview shop!™ card gift card can be used at more than 4000 stores across Canada in 29 Cadillac Fairview premier shopping centres.

To purchase your Cadillac Fairview shop!™ card gift card, or to inquire about corporate orders, visit TD Centre's Guest Services located in the Concourse Level of the Royal Trust Tower (across from Canada Post) or call 416-864-6448.

