

TENANT INFORMATION MANUAL 2026



SWB

SHOPPERS
WORLD
BRAMPTON

shopswb.com

OWNED AND MANAGED BY
RIO  CAN

TABLE OF CONTENTS

SECTION ONE

PAGES 4

ADMINISTRATION

Office Address

Office Hours

Contacts

SECTION TWO

PAGE 5

CENTRE HOURS OF OPERATION

Statutory Holidays Closure

Holiday Hours

SECTION THREE

PAGE 6

CENTRE MAP

Store Directory

SECTION FOUR

PAGE 7

CENTRE SERVICES

Guest Services

Security Services

Customer Amenities

SECTION FIVE

PAGES 8 – 10

TENANT RESPONSIBILITIES

Rent

Sales

Insurance

Hours of Operations Compliance

Lease Compliance

Garbage & Recycling Removal

Forms

Tenant Request for Maintenance

SECTION SIX

PAGES 11 – 12

MAINTENANCE & OPERATIONS

Utilities

Tenant Garbage & Recycling Centre

Renovations/Modifications

HVAC (Heating, Ventilation and Air Conditioning)

Hot Water Tanks

Tenant Request for Equipment Loan

SECTION SEVEN

PAGES 13 – 18

SECURITY

Commitment to Safety

Contact Telephone Number

Duties & Responsibilities

How to Work Effectively with Security

Fire Safety

Tenant's Responsibilities

Emergency Evacuation Procedures in Case of Fire

Shoptheft

Tenant Parking

Roof Access

Solicitation

TABLE OF CONTENTS

SECTION EIGHT

PAGE 19

SIDEWALK SALE & GUIDELINES

Displays
Table Rentals
Lease Line and Ontario Fire Code Requirements
Signage

SECTION NINE

PAGE 20

RETAIL AND INLINE LEASING

SECTION TEN

PAGE 21

COMMON AREA SPECIALTY LEASING

SECTION ELEVEN

PAGE 22

SHORT-TERM, POP-UP ACTIVATION & MARKET LEASING

SECTION TWELVE

PAGES 23 – 24

MARKETING & PROMOTIONS

Pylon Sign
Outdoor Ads
Indoor Ads & Paid Advertising
Website Store Directory & Map
Centre Directories & Map
Store Events & Activations
Website Sales Promotions
Social Media

SECTION THIRTEEN

PAGES 25 – 28

SWB GIFT CARD PROGRAM

About the SWB Gift Card
SWB Gift Card Benefits
Tenant Participation Requirements
About EML Payments
Accepting the SWB Gift Card

SECTION FOURTEEN

PAGES 29 – 37

FORMS

Site Emergency Contact Form
Monthly Sales Report
Tenant Insurance
Tenant Keyholder Form
After Hour Access Form
EML Merchant Enrollment & Information Receipt Acknowledgement
(SWB Gift Card)

ADMINISTRATION

Administration Office Address:

499 Main Street South, Suite 56
Brampton, Ontario L6Y 1N7

Office Hours:

Monday – Friday: 9:00 A.M. to 4:30 P.M.
Saturday – Sunday: Closed

PROPERTY MANAGEMENT TEAM

TERRY GRANT

General Manager
289-541-4747
tgrant@riocan.com

GLENDY MORA

Assistant Property Manager
647-482-7473
gmora@riocan.com

CHRIS FISHER

Operations Manager
416-606-9773
cfisher@riocan.com

MONICA NAYAR

Senior Property Administrator
905-459-2367
mnayar@riocan.com

KATHERINE TORRANO

Marketing Manager
437-224-3074
ktorrano@riocan.com

MELISSA HASEN

Guest Services Supervisor
437-286-4284
mhasen@riocan.com

GUEST SERVICES

905-459-6183
SWBCustomer@riocan.com

Guest Services Booth is located beside Urban Kids (Break from 5:00 P.M. TO 6:00 P.M., Monday – Friday).

SECURITY

905-459-8717
VistaSWBSupervisor@vistasecurity.com

The Security Office is located near Entrance #7 and Iqbal Foods.

CENTRE HOURS OF OPERATION

MONDAY – FRIDAY	10:00 A.M. TO 9:00 P.M.
SATURDAY	9:30 A.M. TO 6:00 P.M.
SUNDAY	11:00 A.M. TO 5:00 P.M.

Tenants are required to be open for business during the operating hours of the Centre and must be closed outside of those hours. This is an obligation of every Tenant and a requirement in your lease agreement. All late openings and early closures will be documented.

Please note: Exterior Tenants may have different hours of operations.

2026 STATUTORY HOLIDAYS CLOSURE

The Centre will be closed on the following days in accordance with applicable laws & by-laws.

Thursday, January 1 – New Year’s Day
Monday, February 16 – Family Day
Friday, April 3 – Good Friday
Sunday, April 5 – Easter Sunday
Monday, May 18 – Victoria Day
Wednesday, July 1 – Canada Day
Monday, September 7 – Labour Day
Monday, October 12 – Thanksgiving Day
Friday, December 25 – Christmas Day
Friday, January 1, 2027 – New Year’s Day

2026 HOLIDAY HOURS

The Centre will be open with modified hours on the following days.

Monday, August 3 – Civic Holiday
Thursday, December 24 – Christmas Eve
Saturday, December 26 – Boxing Day
Thursday, December 31 – New Year’s Eve

A Tenant memo will be issued prior to each holiday advising the Centre’s operating hours, as well as posting it on shopswb.com. Please note that holiday hours are subject to change.

CENTRE MAP



Please note: This site plan is presented solely for the purpose of identifying the approximate location and size of the building and intended for use as a reference only.

STORE DIRECTORY

Our website store directory is regularly updated – please visit shopswb.com/directory for the most current list of stores.

CENTRE SERVICES

GUEST SERVICES

Guest Services offers a wide variety of services including:

- SWB Gift Cards
- Coat & Parcel Check
- Community Lending Library
- First-Aid
- Gift Wrapping (applicable fees)
- Lost and Found
- Security Services
- Sensory Support Kits
- Store & Community Flyers
- Wheelchairs and Walker Loans

SECURITY SERVICES

Our 24-hour patrolling Security Services team will be happy to assist you. Our dedicated team ensures that the safety of our Tenants and guests are a priority. The Security Office is located by Entrance #7 and Iqbal Foods.

Security Services offer a wide variety of services including:

- Bank Escorts
- Escort to your Vehicle
- First Aid/CPR
- Patrolling

CUSTOMER AMENITIES

- **Brampton Transit Gateway Terminal** (Steeles Ave W & Main St S).
- **Canada and International Shipping Services** (Inside Staples).
- **Canada Post Postal Services** (Inside Rexall drugstore).
- **Canadian Lions Eyeglass Recycling Program** (Guest Services). Recycle your old eyeglasses (no cases).
- **Community Lending Library** (Guest Services). Borrow and share books for free.
- **Family Washrooms** (Near Canadian Tire).
- **Financial Institutions and Banking Machines**. BMO is located across Dollarama. There are ATM's placed throughout the Centre.
- **Free Parking** with wheelchair accessible and expectant mother spaces close to entrances.
- **Free Wi-Fi** (Food Court).
- **Massage Chairs** placed throughout the Centre.
- **Phone Mobile Charging Station** (Guest Services & near Rexall).
- **TerraCycle Recycling** (Guest Services). Recycle your used gift cards, expired photo ID, and other plastic cards.

TENANT RESPONSIBILITIES

RENT

Rent is due on or before the first (1st) of the month. All rent cheques should be made payable to RMI IFE Shoppers World Brampton. Failure to meet rental obligations will place you in "Default" under the terms and conditions of your lease.

RioCan Connect (Tenant Portal) accepts online rent payments through a payment service provided by Versapay. RioCan Connect has been enhanced to allow our Tenants to view account balances, retrieve invoices, set up one-time or recurring payments, and communicate directly with the Property Management team, creating a digital experience that is consistent, transparent, and purposeful.

The benefits of the enhancement include:

- Providing our Tenants with a platform to self-serve.
- A direct to bank flow of funds (from Tenant's bank account to RioCan's).
- Standardization of messaging to our Tenants on account activity and status.
- Cash application from the platform directly to our source system (ERP).

SALES

All sales figures for the previous month MUST be submitted to the Administration Office by the 10th of each month. To facilitate timely collection of sales, Tenants can drop off their sales to our Administration Office or email them to mhasen@riocan.com. Please notify your head office of our sales submission deadlines if they are responsible for reporting sales. Forms have been provided for your convenience in Section Ten: Forms of this manual.

INSURANCE

The Administration Office requires up-to-date copies of your insurance certificate annually. **All Certificate of Insurance should be forwarded to Melissa Hasen at mhasen@riocan.com.**

Please ensure that the Certificate of Insurance includes the following items:

- **Insured:** this should be the Registered Legal Name of the Tenant on the lease. Please also include Operating Name. e.g. 1388688 Ontario Ltd. o/a Shoppers World Brampton
- **Named as additional insured:** RioCan REIT, 1388688 Ontario Limited, RioCan Management Inc.
- **Limits of liability:** equal or greater than \$5,000,000 per occurrence unless otherwise started in your lease.

Please refer to Section Fourteen for the forms.

TENANT RESPONSIBILITIES

HOURS OF OPERATION COMPLIANCE

Tenants are required to be open for business during the operating hours of the Centre and must be closed outside of those hours. This is an obligation of every Tenant and a requirement in your lease agreement.

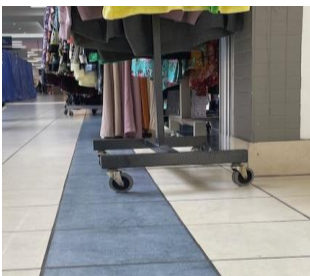
LEASE COMPLIANCE

Tenants are required under Corporate Policy to maintain all display racks, merchandise and sign stations within the Lease Line of their premises at all time.

This measure ensures:

- Safe and unobstructed pedestrian flow to your storefront.
- Compliance with fire and safety regulations and accessibility standards for Ontarians with disability.
- A clean and professional appearance though out the Shopping Centre.

Tenants assume full and sole responsibility for any items placed outside of the Lease Line. The Landlord will not accept any liability or responsibility for any incidents, which may occur as a result of Tenant infractions. Below is an example of racks outside the Lease Line, which is not acceptable.



GARBAGE & RECYCLING REMOVAL

Tenants are responsible for removing garbage and recyclables generated from their store.

Please ensure all garbage bags do NOT exceed 25 pounds, cardboard, and recyclables are placed in the appropriate totes in the Tenant Garbage & Recycling Centre.

Refer to page 11 for more information and guidelines.

TENANT RESPONSIBILITIES

SITE EMERGENCY CONTACT FORM

- In the event of a site emergency, it is crucial we have contact information to inform Tenants in the event of water main issues, power/hydro outages, natural disasters, etc.
- Complete the Site Emergency Contact Form at the back of this manual and return it to the Administration Office.
- Notify Melissa Hasen at mhasen@riocan.com of any changes to this form.

Tenant KEYHOLDER FORM

- Complete the Tenant Keyholder Form and return it to the Administration Office or Security Office. Security will use the contact information for emergencies or if a door is found not secured.
- Notify Melissa Hasen at mhasen@riocan.com of any changes to this form.

AFTER HOURS ENTRY & ACCESS FORM

- For periodic access after hours, for example inventory, or Access Card (frequent access), complete the After Hour Access Form and return it to the Administration Office. Security will be notified after the signed form has been submitted and approved by the Administration Office.
- Contact Chris Fisher at cfisher@riocan.com if you have any questions.

Tenant REQUEST FOR MAINTENANCE

- It is the responsibility of each Tenant to maintain and operate within their space in a clean and professional manner at all times, as stated in your lease agreement.
- If the circumstances permit, Maintenance will respond to Tenant requests as promptly as possible and provide assistance where possible.
- In an emergency, contact Chris Fisher at cfisher@riocan.com.
- The second point of contact is **Guest Services** and they will relay the information to the appropriate department personnel.

MAINTENANCE & OPERATIONS

UTILITIES

Tenants are required to place hydro and gas into their names upon possession of the premises, by calling the numbers below:

Alectra Hydro
905-840-6300 ext.7300

Enbridge Gas
1-877-362-7434

TENANT GARBAGE & RECYCLING CENTRE

Location & Directions:

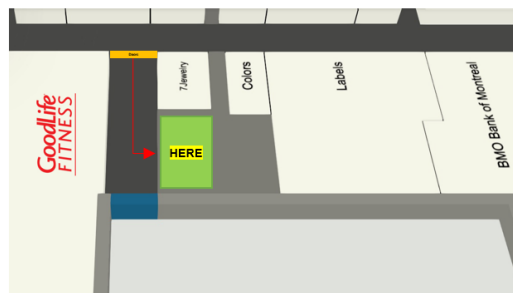
- Located by Entrance #9 (between 7 Jewelry and GoodLife Fitness).
- Walk through the first set of glass entrance doors, and the room will be on the left. See the images below for reference.

Hours:

- The Recycling Centre will be open during the Centre's operating hours. For after-hours access, please contact Security.

Guidelines:

- Tenants are responsible for removing garbage and recyclables generated from their store.
- Please ensure all garbage bags do NOT exceed 25 pounds, cardboard, and recyclables are placed in the appropriate totes in the Tenant Garbage & Recycling Centre.
- Cardboard boxes must be broken down and placed in the large totes designated for cardboard. Other recyclables, such as glass, newspapers, cans, and fine paper, should be placed in the appropriately labeled totes.
- The common area waste containers are NOT to be used for Tenant garbage; these bins are for our customers' convenience.



MAINTENANCE & OPERATIONS

RENOVATIONS/MODIFICATIONS

- All store renovations or modifications **MUST** have written consent of the Landlord prior to commencement of any work.
- Any noise associated with construction, hammering, drilling, new wires, or conduit installation/removal must be done after Centre hours. Please ensure that your designer or contractor is aware of this policy so there is no disruption to other Tenants conducting business during regular business hours.
- For further information on design, criteria, rules and regulations, **contact Chris Fisher at cfisher@riocan.com**.

HEATING, VENTILATION AND AIR CONDITIONING

- **Unless your Lease stipulates otherwise, it is a Tenant's responsibility to initiate a service and repair contract with a Certified Service Contractor and maintain the HVAC unit in your store.**
- The HVAC unit servicing your premise is located on the roof; the thermostat that controls the temperature is located within your unit.
- Our Operations Manager will gladly show you the correct use and setting for your thermostat.
- **Please provide a copy of your service agreement to the Administration Office.** All contractors must sign in/out at the Administration Office prior to accessing the roof.

HOT WATER TANKS

- **It is a Tenant's responsibility to maintain and replace hot water tank serving your store, if necessary.**
- If the water tank fails, causing a floor to the premise or any other location, the Tenant will be liable for all damages which may occur. Preventative maintenance programs such as annual inspections will assist with the prevention of such occurrences.
- A qualified plumbing contractor and or rental/service provider will be able to assist with this. The average life span of a water tank is 8 – 12 years. Even if the equipment is rented through a service provider, the Tenant will remain liable for damages caused from a failed tank.
- Contact Chris Fisher at cfisher@riocan.com if you have questions regarding your equipment.

Tenant REQUEST FOR EQUIPMENT LOAN

- On occasional basis, a ladder or other equipment (power tools are not included) may be loaned temporarily to a Tenant. A waiver may be necessary for equipment loans.
- The overnight loaning of equipment is not permitted.
- Contact Chris Fisher at cfisher@riocan.com to submit a request.

SECURITY

COMMITMENT TO SAFETY

Vista Security remains committed to maintaining a safe and professional environment for all Tenants, staff, and visitors at Shoppers World Brampton.

SECURITY CONTACT # 905-1459-8717

SECURITY EMAIL: VistaSWBSupervisor@vistasecurity.com

SECURITY DUTIES & RESPONSIBILITIES

What the Security Team Can Do

- Patrol interior and exterior common areas.
- Respond to incidents, disturbances, and emergencies.
- Provide visible security presence.
- Assist with alarms, evacuations, and emergency procedures.
- Provide general assistance to Tenants and visitors.
- Take initial incident reports and provide documentation.
- Monitor and report hazards or maintenance issues.
- Act as First Responders until Emergency Services arrive.

What the Security Team Cannot Do

- Detain individuals beyond lawful limits.
- Conduct criminal investigations beyond initial information gathering.
- Handle Tenant disputes or staffing issues.
- Provide labour tasks such as stock movement or bag checks.
- Provide access to Tenant units or restricted areas.
- Review Tenant CCTV footage.
- Administer medical procedures beyond basic first aid.
- Store personal items or valuables for Tenants.
- Tenant must wait for Peel Regional Police to arrive and make a statement.

HOW TO WORK EFFECTIVELY WITH SECURITY

- Report suspicious activity immediately.
- Provide detailed information when reporting incidents.
- Contact Peel Regional Police for criminal matters; Security will assist.
- Follow Security instructions during emergencies.
- Ensure Tenant staff understand the Security's duties and responsibilities, and Centre's policies and procedures.

SECURITY

FIRE SAFETY

It is the collective goals and obligations of our Tenants, Shopping Centre, and Brampton Fire and Emergency Services to ensure and maintain a safe working environment.

The Ontario Fire Code requires adequate aisle widths both within the selling floor and in the back stockrooms must be adhered to. Excess merchandise and excess boxes piled in stockrooms could restrict access to fire exits and operation of the sprinkler heads.

TENANT'S RESPONSIBILITIES

1. Emergency Lighting And Exit Signs Are Not Working

- Common causes include battery not charging and bulbs burnt out – both should be replaced.
- Remember do not turn off electrical breakers to Emergency lighting or exit signs.
- Do not block emergency lights or exit signs with anything. (ie. hanging merchandise)
- Emergency Lights must be aimed properly.

2. Material Located Within 1 Meter Of Electrical Panels & Electrical Equipment

- If electrical panels or electrical equipment shorts or fault, it can cause arcs or sparks that can ignite nearby material.
- Best practices: measure out 3 feet from the furthest piece of electrical equipment and place non-skid tape on the floor to make the boundary.
- Tenants to inform staff not to place anything inside this taped area.
- Keep all electrical panel doors CLOSED at all times.
- Electrical panels & equipment must be kept accessible at all times.

3. Temporary Wiring (Extension Cords) Used As Permanent Wiring

- Permanent wiring is usually inside a metal conduit to protect the surroundings if it should catch fire.
- Extension cords are meant for short term uses. For example: used to plug in a vacuum cleaner or drill for a quick job. Extended usage of an extension cord can cause it to heat up and burn through the outer coating/jacket. Any combustible material around can ignite. Extension cords must be removed.

4. Exit Routes / Passageways Blocked

- Blocked exit routes and passageways are major hazards during emergency situations. It prevents occupants to escape from danger and lengthens rescue times by Emergency Services.
- Fire code requires 1,100 mm width to all primary Exit Route and 990 mm to Secondary Routes.

SECURITY

5. Fire Extinguishers

- Not hung.
- Blocked & not easily accessible. Must be visible.
- Damaged or used but kept in service.
- Gone past its testing dates.

6. Locked Doors

- This is an immediate charge by the Fire Department.
- No key locks on inside doors that are used as exits. If anyone has to exit in case of an emergency, no keys should be required to unlock exit doors. Exit doors should have proper emergency push bars.
- Remove any locks that require keys to unlock from the inside.
- Remove any sliding barrel bolts that can be locked with a padlock.

7. Ceiling Tiles Missing

- Replace any missing ceiling tiles.
- Heat activates sprinkler heads. If there is a fire, heat will escape above the missing ceiling tiles. It will take longer for the heat to build up and activate a sprinkler head.

8. Sprinkler Heads

- Obstructed by merchandise or advertising require 18" (inches) clearance.
- Painted or dirty.

9. Kitchen Suppression – Exhaust System

- Overdue 6-month tests/inspections.
- Grease deposits.

The Brampton Fire & Emergency Services may issue Inspection Orders by laying charges (fines) to rectify any of the above listed violations.

SECURITY

EMERGENCY EVACUATION PROCEDURES IN CASE OF FIRE

IF YOU DISCOVER A FIRE

1. Leave fire area immediately and close door.
2. Sound fire alarm.
3. Leave building via nearest Exit.
4. Call 911 for Fire Emergency Services.

IF YOU HEAR A FIRE ALARM

1. If signal is intermittent (20 strokes per minute), prepare to evacuate; wait for instructions.
2. If signal is continuous (3 rings and a pause Temporal pattern), evacuate immediately.
3. Leave building via nearest Exit.
4. Close door behind you.

IF YOU ENCOUNTER SMOKE, USE AN ALTERNATE EXIT AND REMAIN CALM.

FALSE FIRE ALARM – IMPORTANT NOTICE

- Causing a false fire alarm is a serious offence in the City of Brampton. False alarms divert emergency resources, disrupt operations, and can delay response to real emergencies.
- Under Brampton's Fire & Emergency Services regulations, individuals or businesses responsible for triggering unnecessary alarms may face fines, service charges, and potential enforcement action. Repeated false alarms can result in escalating penalties.
- **All Tenants and Contractors must ensure that fire safety systems, appliances, and equipment are used appropriately and any work that could trigger an alarm is reported in advance to Property Management and Security.**

Contact Security at 905-459-8717 or VistaSWBSupervisor@vistasecurity.com for all Security related inquiries.

SECURITY

SHOPTHEFT

You have to witness 3 things for a Shoptheft (shoplifting) to occur.

1. **Selection** – You must witness the suspect select an item.
2. **Concealment** – You must witness the suspect hide the item in their purse/bag/jacket/etc.
3. **No attempt to pay** – You must witness the suspect make no attempt to pay. This is done when the suspect walks out the door without having paid for the item(s).

Remember, if any one of the previous three steps (selection, concealment, or no attempt to pay) is missing, and you did not maintain visual contact of the suspect; you CANNOT make an arrest.

WHO CAN ARREST THE SHOPTHEFT SUSPECT?

- **ONLY** the person who witnessed the theft can arrest a shoptheft suspect or 'Find Committing' as it is referred to under the Criminal Code.
- The Criminal Code also states that there has to be 'continuity.' Continuity means that you cannot lose sight of the suspect and the suspect did not have the opportunity to dispose of the stolen item.
- What can you do if you witness a Shoptheft? Check your head office policy to see what your policies are on shoplifters.

IF YOU DO NOT THINK IT IS SAFE TO ARREST A SUSPECT BY YOURSELF:

1. If you need assistance arresting the suspect, have a co-worker contact security.
2. Your co-worker should state to security: the store name, a description of the subject, that you are following a shoplifter and which direction you are both headed.
3. Follow the suspect at a safe and discrete distance until security arrives.
4. When security arrives, they will ask you some questions to concern that the suspect is still in possession of the stolen item(s). You should be able to tell security exactly what was stolen and where the suspect was hiding it.
5. Security will approach the suspect with you. You will have to make the arrest since you were the person who noticed the suspect steal.
6. **Please note: Security CANNOT make the arrest for you, because he/she did not witness the theft or 'Find Committing'.**
7. After you make the arrest, security will take control of the suspect, escort the suspect to the security office, read the suspect their rights, and contact the police.
8. You will have to wait for the police to arrive and make a statement.

SECURITY

TENANT PARKING

For the convenience of our customers and guests, we request that Tenants and their staff to NOT occupy in the following areas:

- Prime parking spaces near the entrances.
- Wheelchair Accessible Parking (unless you have a valid permit).
- Expectant Mothers/Young Children.
- Designated Curbside Collect.
- Maintenance Vehicle Parking.

Overnight parking is NOT permitted without prior written/verbal permission. Should you experience mechanical difficulties with your vehicle, and need to leave it overnight, **please contact the Security Services at 905-459-8717.**

ROOF ACCESS

For the purpose of safety and security, roof access must be authorized through the Administration Office or Security after hours. Please advise your Technicians of our policy. Roof access will be denied after sunset.

SOLICITATION

- To protect our Tenants' business, solicitation of any kind is prohibited unless prior approval has been given by the Administration Office.
- Tenants and their representatives are **NOT** to conduct business beyond their lease line. This includes the distribution of pamphlets, letters, petitions or conducting direct approaches to customers and/or employees on the Shopping Centre property.
- **Contact Security if you observe any soliciting.**

SIDEWALK SALE GUIDELINES

Centre-wide sidewalk sales occur periodically to help drive sales and traffic to the Tenants. Only during those designated times, Tenants are permitted to have merchandising displays in the common area. The rules and regulations are as follows:

DISPLAYS

- **A maximum of four displays (rented skirted tables from OPS, Tenants' own racks, or a combination of both) in front of their store.**
- Only one row of product can be placed in front of tables and only if it is within the regulated area.
- This will be enforced, and you will be asked to remove excess racks or tables.

TABLE RENTALS

- **All 6' tables must be ordered from OPS by email at info@ops-eventrentals.ca.**
- The table skirts will be laundered and disinfected before their delivery from OPS.
- Any tables not rented from OPS will be removed from the floor, with no exceptions.

LEASE LINE AND ONTARIO FIRE CODE REQUIREMENTS

- **A minimum of ten (10') feet clearance between the storefront to displays to ensure emergency routes remain unobstructed.**
- Brampton Fire & Emergency Services: They enforce the Ontario Fire Code locally. If it violates clearance requirements, they can issue orders or fines under the Fire Protection and Prevention Act.

SIGNAGE

- **Handwritten signs are NOT permitted.**
- 8.5" x 11" blank templated Sidewalk Sale signs are available at Guest Services to pick-up.

Specialty Leasing is available throughout the year should a Tenant wishes to be in the common area outside of the sidewalk sale dates for an additional fee. Please refer to the Specialty Leasing section for more information.

RETAIL & INLINE LEASING

Shoppers World Brampton is a well-established shopping Centre with over 140 shops and services including major retail brands such as Canadian Tire, GoodLife Fitness, Iqbal Foods, Staples, Winners, and many more. It has an impressive footprint over 690,000 square feet of retail space. Conveniently located at the intersection of Steeles Avenue West & Main Street South Highway 10), and is easily accessible by public transportation with the Brampton Gateway Terminal located onsite.

LEASING CONTACT

For information regarding retail and inline leasing opportunities, please contact Shoppers World Brampton's leasing representative who will be happy to answer your questions and inquiries.

LEEZA POURMOSLEMI

2300 Yonge St.

Toronto, ON M4P 1E4

437-425-3013

lpourmos@riocan.com

GENERAL INQUIRIES

For all general leasing inquiries, please email leasing@riocan.com.

COMMON AREA SPECIALTY LEASING

SPECIALTY LEASING OPPORTUNITIES

The SWB Specialty Leasing program provides Tenants with a temporary, low-risk way to promote their business or event. Options include Retail Courts and 10×10 retail spaces – all cost-effective and located in high-traffic areas throughout the Centre.

RATES

*Minimal 3-day booking is required. All rates are subject to change.

Months	Monday – Thursday*	Friday – Sunday*
January – October	\$125/day + HST	\$200/day + HST
November – December	\$200/day + HST	\$300/day + HST

INSURANCE REQUIREMENTS

We will require a certificate of insurance, no less than \$5 million dollar liability with the following added as additional insured.

Additional Insured:

RioCan Real Estate Investment Trust
RioCan Management Inc.
1388688 Ontario Limited

Certificate Holder & Mailing Address:

Shoppers World Brampton
499 Main Street South, Suite 56
Brampton, ON L6Y 1N7

CONTACT

Contact **Monica Nayar** at mnayar@riocan.com to inquire about the Specialty Leasing Program.

SHORT-TERM, POP-UP ACTIVATION & MARKET LEASING

Shoppers World Brampton offers flexible opportunities for short-term and pop-up activations throughout the year in our common areas and outdoor parking lot.

Whether you're planning a vendor market, community pop-up, week-long activation, or want to promote your brand at one of our events, our team is here to help bring your concept to life with high-visibility spaces and adaptable setups tailored to your needs. We can accommodate both small-scale and large-scale events. Contact **Katherine Torrano** at ktorrano@riocan.com for availabilities and rates.

CONTACT

Katherine Torrano
Marketing Manager
437-224-3074
ktorrano@riocan.com

MARKETING & PROMOTIONS

Shoppers World Brampton offers paid and complimentary promotional opportunities for our Tenants.

PYLON SIGN

- Please note signage on the pylon sign is assigned in accordance with your Lease.

OUTDOOR ADS

- Curbex is a full-service signage company that specializes mobile advertising signage and mini billboards including full colour mobile rental signs. Their service includes full installation, repair and maintenance. Please email **Curbex** at riocan@curbex.com for inquiries.

INDOOR ADS & PAID ADVERTISING

- We offer a number of advertising mediums throughout the Centre that will offer you exceptional exposure and return on investment. Advertising and sponsorship opportunities include backlit posters, entrance wall posters, poster stands. Contact **Monica Nayar** at mnayar@riocan.com for more information.

WEBSITE STORE DIRECTORY & MAP

- Tenants can add or update the store information on the website directory. Please provide customer-facing phone number, logo in JPEG or PNG format, store description, store hours, website link, and social media handles.

CENTRE DIRECTORIES & MAPS

- Printed directories and maps are placed throughout the Centre, which are normally updated once a year between November to December.

STORE EVENTS & ACTIVATIONS

- Store events and activations are great ways for Tenants to engage customers within their physical store through special events, interactive experiences, product demonstrations, and other activities designed to create a memorable brand impression and encourage purchases.
- Please send your request to the Marketing Manager for approval, including the event or activation date, description, set-up time, graphic and any other information.

MARKETING & PROMOTIONS

WEBSITE SALES PROMOTIONS

- The SWB website is shopswb.com.
- It is free for Tenants to have their sales and promotions featured on the website.
- We recommend having someone from your marketing team – or someone who creates your graphics and promotional materials to upload. Feel free to forward the following instructions to your corporate head office if applicable.
- There are two ways for Tenants to sign up for a free account and get started:
 - **Option #1**
 1. Tenants can create a new account by [clicking here](#) or visiting <https://www.retailhub.com/?event=User.NewAccount.dspNewAccount>
 2. After the account is created, please notify **Katherine Torrano** at ktorrano@riocan.com or **Melissa Hasen** at mhasen@riocan.com to notify the Placewise website developers to complete the set up.
 - **Option #2**
 1. Contact **Katherine Torrano** at ktorrano@riocan.com or **Melissa Hasen** at mhasen@riocan.com with your first and last name, email address, and store name. We will take your information directly to Placewise website developers to create the Username and Password.

SOCIAL MEDIA

- Promote your business on Shoppers World Brampton's. Share your offers, promotions, or special events by sending a 1080 x 1080 pixel image along with a short blurb minimal two weeks in advance.
- We'll help amplify your message and increase your reach across our digital audience.
- Tenants can promote your promotions and special events on SWB's social media channels at no cost.
- at no cost by sending an image (1080 pixels x 1080 pixels) and a blurb to the Marketing Manager one to two weeks in advance.



Facebook

[@shoppersworldbrampton](#)



Instagram

[@shop_swb](#)



Contact **Katherine Torrano** at ktorrano@riocan.com if you have any questions or inquiries.

SWB GIFT CARD PROGRAM

ABOUT THE SWB GIFT CARD

SWB gift cards are a great choice for that person who has everything. Get the guaranteed gift of choice for any age.

- Gift cards can be purchased in denominations from \$5 - \$500 using VISA, MasterCard, Interac or Cash - and are welcomed at over 120 participating retailers.
- SWB branded gift cards usage is restricted to merchants in the Centre.
- They are prepaid cards and processed as a credit card (VISA®) transaction on your POS equipment, no changes are needed.
- All funds are stored on the card and are deducted with each approved purchase.
- Gift card sales will appear in VISA® transaction totals at the end of the day; this may also be reflected on the receipt that prints out from a retailer POS.
- Our gift cards have no expiration; however, a non-refundable \$2.50 fee, plus applicable tax, will be deducted starting 16 months after card activation.
- Balance information is printed on every purchase receipt and can be tracked on the back of the card at getmybalance.com; a toll free 800-number is also available for balance inquiries.

Gift Card Kiosk

Enjoy the convenience of purchasing or redeeming an e-gift card at our Gift Card Kiosk located by Guest Services.

E-Gift Cards

- Our e-Gift Cards are all about convenience. Purchase yours from home with just the tap of a button and send to your recipients instantly.
- Visit shopswb.com/gift-cards to purchase yours.
- E-gift cards codes are redeemed at the kiosk.

Corporate Gifting

Our corporate gifting options are perfect for bulk orders to reward your staff, thank your clients, use as unit purchase incentives, or events. Visit shopswb.com/gift-cards to learn more.

SWB GIFT CARD PROGRAM

SWB GIFT CARDS BENEFITS

- Guarantees that 100% of gift card funds stay at the Centre.
- Eliminates the need to give cash back from a gift card that is presented.
- Significantly increase revenues to retailers within the Centre.
- Eases end-of-the-night settlements as private label gift card transactions are transmitted with credit card transactions.
- Customized card design makes the gift card the Centre's advertisement in the shoppers' wallet.

TENANT PARTICIPATION REQUIREMENTS

- Must be able to obtain a real-time preauthorization for each gift card transaction.
- All participating merchants must sign a Merchant Acknowledgement Form to verify they have been trained and that they understand the processing procedures of the gift card program.
- If any merchant would like the signing of this document to be handled at the corporate level rather than at the store level during training, arrangements can be made with EML to do so.
- Contact 'Center Management' to obtain EML contact information.

ABOUT EML PAYMENTS

- With payment solutions from EML, you will be empowered with more control, transparency and flexibility over your payment processes. Whether you serve business or customers, EML makes your payment process more efficient and secure from start to finish, while helping you improve customer service and increase brand loyalty.
- EML process billions of dollars in payments each year, and manage more than 1,100 programs across North America, Europe and Australia.
- EML is publicly traded in Australia and listed on the Australia Stock Exchange (ASX: EML).
- Learn more at www.EMLpayments.com.

Contact **Melissa Hasen** at mhasen@riocan.com for merchant enrollment and information.

SWB GIFT CARD PROGRAM

ACCEPTING THE SWB GIFT CARD

Determine The Gift Card Balance

- To check a card balance, you will need the card account number on the back of the gift card.

Via the Back of the Card:	Check the balance tracking strip on the back of the card
Via Automated Phone Line:	1-800-998-6844
Via the Customer Service Desk:	During the Shopping Centre's regular hours of operations
Via the Web:	www.getmybalance.com
Via Card Holder Receipt:	The authorization code that appears on the receipt after using the gift card is the remaining balance on the card. (example to the right represents a balance of \$127.64)
· Via POS Terminal:	1. Swipe gift card 2. Enter and process \$0.01 transaction 3. Authorization code on receipt will contain card balance

How to check for Authorization Code:

MERCHANT NAME
 123 MAIN STREET
 DATE 05/01/09 TIME 10:42
 PM
 ITEM: 020 SALE \$100.00
 ACCT: xxxxxxxxxxxxxxxx xxx
 AUTHORIZATION CODE: 127X64
 I AGREE TO PAY ABOVE TOTAL
 AMOUNT ACCORDING TO CARD
 ISSUER AGREEMENT
 X_____
 SIGNATURE

HOW TO PROCESS THE GIFT CARD

- Accept the SWB gift card like a credit card.**
- If a gift card has a balance of \$5.00, the customer cannot spend over \$5.00 (example: \$5.01), it will decline.
- If the card has sufficient funds, process the gift card through the POS like a credit card (VISA®).
- If your POS requires the last 4 digits of a bank card to complete an authorization, enter the 4th set of numbers on the back of the card.
- Example: 1234 5678 9012 3456.
- Returned authorization code is the remaining gift card balance.
- Return card and the authorization slip to the customer for signature.
- DO NOT USE** the gift certificate, cheque or travellers cheque key on your cash register.
- Simply use the credit card key on your register.

SWB GIFT CARD PROGRAM

INSTRUCTIONS FOR MANUAL ENTRY

If your POS system fails to read the card:

- For example: the magnetic strip on the back of the card has been de-magnetized), you will need to manually key the card number to process the transaction.
- Call EML Merchant Support for assistance and provide the 6-digit security code on the back of the card.
- Follow the instructions the representative gives you for manually processing the card.

INSTRUCTIONS FOR SPLIT TENDER TRANSACTIONS

If the gift card DOES NOT have sufficient funds to cover the amount of the sale, process the sale as a SPLIT TENDER transaction.

- Tenants should follow your store policy for merchandise returns such as a store branded gift card or in-store credit (if applicable).
- Refunds for merchandise purchased with a SWB Gift Card cannot be placed back on the gift card.
- Refunds on merchandise returns may take up to 7 business days to appear on the customer's gift card account.

REVERSING OR VOIDING SALES TRANSACTIONS

If you inadvertently deduct an incorrect amount from a customer's gift card, follow your store's standard void or reversal procedures.

- You can call the merchant support line to reverse a void immediately.
- If you don't call, the void/reversal will take up to 7 business days to appear on the customer's gift card account balance.

SITE EMERGENCY CONTACT FORM



In the event of a site emergency, it is crucial we have contact information to inform Tenants of water main issues, power/hydro outages, natural disasters, etc. Please include your Site or Facility Manager if you have one.

STORENAME:			
STOREEMAIL:			
STOREPHONE #:		STORE UNIT #:	
STOREMANAGER:		ASSISTANTMANAGER:	
DISTRICT MANAGER:		KEYHOLDER:	

EMERGENCY CONTACT #1

NAME:			
TITLE/POSITION:			
PHONE #:		Can I text this number?	Yes No
ALTPHONE #:		Can I text this number?	Yes No
EMAIL:			

EMERGENCY CONTACT #2

NAME:			
POSITION:			
PHONE #:		Can I text this number?	Yes No
ALTPHONE #:		Can I text this number?	Yes No
EMAIL:			

Please submit the Site Emergency Contact Form to the Administration Office to:
(Monday to Friday - 9:00 A.M. to 4:30 P.M.)

Melissa Hasen
Guest Services Supervisor
mhasen@riocan.com

Admin. Office 905-459-1337
Guest Services: 905-459-6183
Security Services: 905-459-8717

499 Main St. South
Brampton, ON
L6Y 1N7

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 shopswb.com

MONTHLY SALES REPORT



SHOPPERS
WORLD
BRAMPTON

Tenant NAME:

MONTH:

GROSS SALES:

(Gross Sales are reported in accordance with the terms of your lease)

UNIT NO:

NAME:

TITLE/POSITION:

SIGNATURE:

DATE:

Please submit all sales forms by the 10th of every month to:

MELISSA HASEN

Shoppers World Brampton Administration Office

499 Main St. South, Suite # 56

Brampton, ON L6Y 1N7

Tel: 905-459-4475

Email: mhasen@riocan.com

Tenant Insurance, Shoppers World Brampton

Please be advised that in accordance to section 8.2 of your lease, you are required to submit an updated Insurance certificate to the Management office at Shoppers World Brampton.

Please ensure that a copy of your current Insurance Certificate is submitted to our Administration office within fifteen (15) days of this letter.

We are now required by our Risk Management Department to obtain the actual insurance policy issued by the insurance company, not the broker or obtain a blanket additional insured endorsement.

Please ensure that the Certificate of Insurance includes the following items:

- **Insured** – this should be the Registered Legal Name of the tenant on the lease. Please also include Operating Name. e.g. 1388688 Ontario Ltd. o/a Shoppers World Brampton
- **Named as additional insured:** RioCan REIT, 1388688 Ontario Limited, RioCan Management Inc;
- **Limits of liability:** equal or greater than \$5,000,000 per occurrence
- Confirm that the Liability policy contains a cross liability clause
- Confirm Tenant's legal liability
- 30 days written notice of cancellation will be provided to Landlord
- Deductible applied to Liability policy; if so, amount of deductible
- S.I.R. (self-insured retention) applied to Liability policy; if so, amount of S.I.R.
- Should a WAIVER OF SUBROGATION be a requirement of the lease, please include on the certificate of Insurance

The lease will require Shoppers World Brampton's mailing address as being the **certificate holder**. The address is as follows. RioCan Management Inc., Shoppers World Brampton, 499 Main Street South, Suite 56, Brampton ON L6Y 1N7.

Your immediate attention to this matter is appreciated. You're insurance company is welcome to fax this information directly to the attention of Melissa Hasen at **(905) 459-4475**, mailed to RioCan Management Inc., 499 Main Street South, Suite 56 L6Y 1N7 or emailed to mhasen@riocan.com

If you have any questions, please do not hesitate to contact me. Thank you

Yours truly,

RIO CAN MANAGEMENT INC.

Shoppers World Brampton
499 Main Street South, Suite 56
Brampton, Ontario L6Y 1N7

TENANT KEYHOLDER FORM



SHOPPERS
WORLD
BRAMPTON

STORE NAME:		STORE PHONE #	
STORE EMAIL:			
STORE MANAGER:		STORE UNIT #	
REGIONAL CONTACT:		REGIONAL PHONE #	
ALARM COMPANY:		ALARM PHONE #	

1. KEYHOLDER:		VEHICLE INFO	Colour:	
PHONE #			Make:	
ALT. PHONE #			Model:	
EMAIL:			Plate #:	
OTHER PHONE #			ISSUED ACCESS CARD:	☐ YES ☐ NO
		Access Card #:		

2. KEYHOLDER:		VEHICLE INFO	Colour:	
PHONE #			Make:	
ALT. PHONE #			Model:	
EMAIL:			Plate #:	
OTHER PHONE #			ISSUED ACCESS CARD:	☐ YES ☐ NO
		Access Card #:		

Please submit the Tenant Keyholder Form to the Administration Office to:
(Monday to Friday - 9:00 A.M. to 4:30 P.M.)

Melissa Hasen
Guest Services Supervisor
mhasen@riocan.com

Admin. Office 905-459-1337
Guest Services: 905-459-6183
Security Services: 905-459-8717

499 Main St. South
Brampton, ON
L6Y 1N7

/shoppersworldbrampton
 @Shop_SWB
 shopswb.com

AFTER HOUR ACCESS FORM



SHOPPERS
WORLD
BRAMPTON

Date Submitted:		Time: From:		To:	
Date Requested:		# of People:			
Phone Number:		Contractor Name:			
Store Name:		Signature:			
Manager's Name:					

Reason:

- ☐ **Inventory**
- ☐ **Cleaners:** Request an Access Card if cleaners come on a regular basis (more than twice a week)
- ☐ **Deliveries:** Request an Access Card if deliveries are on a regular basis (more than twice a week)
- ☐ **Construction:** Must have authorization from General Manager or Operations Manager
- ☐ **HVAC:** During times Mall doors are locked ☐ Early Service ☐ Emergency Service

Roof Access Granted		☐ Yes	☐ No	
Card #	Date Issued	Issued to	Date Required	Returned by

ADMINISTRATION OFFICE	Authorized by:	Date	Signature
	Property/General Manager		
	Operations Manager		
	Marketing Manager / Guest Services Supervisor		
	Managers can authorize the receptionist to sign on their behalf.		

COMMENTS OR INSTRUCTIONS:

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Admin. Office 905-459-1337
Guest Services: 905-459-6183
Security Services: 905-459-8717

499 Main St. South
Brampton, ON
L6Y 1N7

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 @Shop_SWB
 shoppersworldbrampton.com



Merchant Enrollment & Information Receipt Acknowledgement

Program Name

MERCHANT INFORMATION

Merchant Name

Merchant Phone Number

Merchant Location Address

City

State

Postal Code

TEST SWIPE INFORMATION

Card Number

Credit Card Information

Date / Time

Amount

Authorization Code:

Debit Swipe Information

Date / Time

Amount

Authorization Code:

This Agreement is reached between Merchant and EML Payments USA, LLC ("EML") and governs Merchant's participation in the Card Program (the "Program"). In the Program, a card (the "Card") may be used by cardholders to purchase goods and services only at merchants which have been invited and accepted to participate in the Program. These TERMS AND CONDITIONS govern the participation of Merchant in the Card Program and apply to each merchant who agrees to participate in the Program and accept the Card as a form of payment for goods and/or services from the Merchant. Merchant agrees that it will follow the terms and conditions stated on the back page of this Agreement and acknowledges the following:

1. Merchant agrees to participate in the Program and to accept the Card as a form of payment for goods and/or services from Merchant.
2. The Card has been tested at a register at the Merchant Location. Personnel at the Merchant Location have been trained on the process including the no gratuity policy and understand and will adhere to the terms and conditions set forth on the back of this document and the procedures outlined in the EML Merchant Reference Guide that has been left at the Merchant Location.
3. The Card is administered by EML. Merchant must contact EML with any changes to Merchant Location's merchant ID.
4. Merchant understands that transaction processing fees will be incurred through your merchant acquirer when accepting the Card.
5. Merchant should follow its standard store policy when processing refunds on merchandise purchased using the Card. Refunds on credit returns can take up to 7 days to appear on the customer's Card balance.

If you have additional questions, please contact the Card Program's office or EML.

Merchant Representative

Signature

Name

Title

Date

☐ I want to receive a copy of this form

Program Representative

Signature

Name

Title

Date

☐ I want to receive a copy of this form

EML Payments Representative

Signature

Name

Title

Date



Merchant Participation Terms & Conditions

To participate in the Program, Merchant must supply equipment that is capable of processing and receiving real-time preauthorization for the financial transactions on the Network ("Network" means Visa®, MasterCard®, Discover®, American Express®, Cirrus, Plus, and/or any other association or card network system capable of transmitting financial transactions and settlement thereof). EML reserves the right to move the Program to another Network.

1. Merchant must inform its Network card Acquirer and their delegated processors that Merchant Location will accept the Card.
2. The Card will include a card number and a BIN that is within the Network BIN range.
3. The Card is not a Network product and is not subject to provisions of acceptance agreements that relate to processing of Network cards, including for example, processing of chargebacks and credits. No recourse is available from Network for any transactions or other claims arising from the Card.
4. It is the responsibility of Merchant Location to make arrangements for acceptance services such as processing and related support for the Card. Network does not guarantee the payment for transactions on the Card.
5. Network card promotions and cardholder benefits do not apply, unless a Network card is also used for payment purposes, for example if the value of the Card does not fully cover the purchase amount.
6. The Card shall not be redeemed for cash or accepted to make a payment on any account owed by a cardholder to Merchant.
7. In its sole discretion, EML shall have the right to approve Merchant for participation in the Program, and to remove Merchant from participating in the Program. Merchant shall have the right to decline from participating in the Program, unless other contractual obligations require participation by Merchant.
8. A Card shall not be accepted by the Merchant above the authorized amount of the Card at the time of purchase.
9. Forced settlements to a Card are prohibited and the Card shall not be accepted to pay for tips or gratuities.
10. Merchant will be invoiced and/or charged back for settlement amounts that exceed the funds available on the Card or result from an unauthorized transaction.
11. We suggest that servers draw a line through the tip section on the receipt so the customer does not have the option of writing in a tip amount.
12. If Merchant accepts a tip or gratuity on the Card, Merchant will be invoiced and/or charged back for the dollar amount that exceeds the available card balance on the Card.
13. Merchant acknowledges and agrees to indemnify and hold Network and its members harmless from and against claims, liabilities, losses and expenses arising from or in connection with the Program that are caused by any act or inaction by Merchant or the failure of Merchant to comply with these Terms and Conditions.
14. The receipt at left with the 1EMPTY authorization code represents a balance of zero. When you see this, it means that all the funds on the card have been used. The receipt at the right shows a balance of \$50.00. The X in the authorization code represents the decimal point in the figure.

MERCHANT NAME 123 MAIN STREET	
E4545896000000000 AA1A	
DATE 05/01/09	TIME 10:42 PM
ITEM: 020 SALE \$100.00	
ACT: xxxxxxxxxxxxxxxx xxx	
AUTHORIZATION CODE: 1EMPTY	
AMOUNT DUE	\$100.00
TIP	\$ _____
TOTAL	\$ <u>100.00</u>

MERCHANT NAME 123 MAIN STREET	
E4545896000000000 AA1A	
DATE 05/01/09	TIME 10:42 PM
ITEM: 020 SALE \$100.00	
ACT: xxxxxxxxxxxxxxxx xxx	
AUTHORIZATION CODE: 050X00	
AMOUNT DUE	\$50.00
TIP	\$ _____
TOTAL	\$ <u>50.00</u>

Upon completion, please email this form to support@emlpayments.com or fax to 866-283-1259



SHOPPERS
WORLD
BRAMPTON