



QuadReal

Tenant Information Guide 745 Thurlow Street



Updated: May 2023

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A. Introduction

This Tenant Handbook should answer many of the questions you may have about building regulations, policies, and operating procedures. The Tenant Information Guide provides important building personnel names and phone numbers and other pertinent information regarding moving, security, emergency procedures, and many other services (see Table of Contents).

At QuadReal, we pride ourselves on quality service and responsive attention to our tenants. QuadReal encourages our tenants to share their compliments and concerns with by offering suggestions on ways we can continue to improve your experience as a tenant at 745 Thurlow by using Quadreal Connect.

B. Disclaimer

This information has been prepared to provide Tenants with a convenient source of building information relevant to 745 Thurlow. While every effort has been made to ensure the accuracy of the information contained herein, QuadReal assumes no responsibility for any errors, omissions, and/or revisions to this information.

This manual sets out general procedures with respect to the operation of the building. The terms, covenants, and conditions contained in the Tenant's Lease with the Landlord supersede any of the procedures set out in this manual.

This manual is confidential and proprietary to QuadReal and is released solely for the purposes of communicating policies and procedures to the tenants of 745 Thurlow. Copying and/or using this Tenant Information Guide for any other purpose is strictly prohibited.

C. Privacy Policy

The Privacy legislation enacted in British Columbia in 2004, governs the collection, use and disclosure of the personal information of individuals by private sector companies such as QuadReal. The laws intend to balance the privacy rights of individuals while recognizing the need of an organization to access and use personal information. Under the Act, the use of personal information under any circumstance must be considered appropriate by a reasonable person. At the heart of the legislation is the consent principle: in most cases, personal information cannot be collected, used or disclosed without the prior consent of the individual concerned.

While privacy has always been a priority at QuadReal, our response to the legislation is set out in QuadReal's Privacy Policy on our website at www.quadreal.com. This Policy promotes responsible and transparent practices for QuadReal's management of personal information in accordance with the various personal information protection statutes.

We have also appointed a Privacy Officer, who is accountable for QuadReal's compliance with our Privacy Policy. In addition, every QuadReal employee is required to comply with the QuadReal's Code of Business Conduct as a condition of employment. This Code includes a section requiring the safeguarding and proper use of confidential information, including personal



information. Annually, each employee will be asked to acknowledge that they have read, understood, and agree to the Code's standards.

As a tenant of an asset managed by QuadReal, we have certain personal information regarding your lease and your employees which is under our control.

Specifically, as part of the leasing process, each lease transaction is subject to a credit review during which personal information is collected when the tenant or guarantor is an individual. Such information may include personal contact information, personal bank account information, income tax returns, personal financial statements – income, assets, liabilities, date of birth, and driver's license number.

The primary purpose for which this information is collected, used and disclosed by QuadReal or its contractors providing services in connection with these purposes are:

- a. To assess the credit-worthiness of a prospective tenant or renewing tenant in support of the decision to either lease or not lease space to the tenant for any asset managed by QuadReal;
- b. To fulfill the obligations under the lease for pre-authorized payment of monthly lease and operating costs billing; and
- c. To take action for collection purposes if the tenant is in default of lease terms.

In addition, tenants in buildings managed by QuadReal provide personal information (generally name & photo) about their employees to QuadReal. The information is required to activate tenant access cards which to permit after-hours entrance into the building and, in some cases, to permit security access for employees into tenant premises as well as to monitor unusual activity.

Tenants also provide personal information to QuadReal within parking application forms; including, personal banking information, vehicle make and model, and licence plate number. Personal information restricted to home telephone numbers is also provided to QuadReal by tenants when completing the Office and Emergency Contact form. On this form, the tenant chooses employees who should be contacted after-hours in the event of an emergency requiring notification and provides their home (or after-hours) telephone numbers.

It is the responsibility of the Employer (who is the Tenant) to inform their employees that this information will be collected and for what purposes it is being used.

Accordingly, by receipt of this handbook, you are acknowledging and consenting to QuadReal's collection, use and disclosure of the personal information for the specified purposes as described herein. In respect of any personal information about your employees that you have provided to us, you confirm your authority to consent to our collection, use, and disclosure of such personal information for the above purposes.



On the QuadReal website, you will find a QuadReal Privacy Policy which you can use to distribute to your employees, outlining our Privacy Policy. If you do not wish to consent to any of the above, you must provide your written statement to QuadReal’s Privacy Officer explaining your position.

D. QuadReal Connect – Tenant Service Centre

QuadReal’s commitment to creating partnerships with tenants evolved into a customer service plan. Our plan provides exceptional customer service practices and quality services that adapt to the changing needs of tenants.

All tenant calls should be directed to the 24-hour Tenant Service Centre, QuadReal Connect, at 1-877-977-2262, email: service@quadrealconnect.com, website: www.quadrealconnect.com. Service Representatives will log your call into a computer database which generates a work order and simultaneously notifies the Chief Engineer of your request. Since all requests are logged, a statistical analysis can be performed to measure timeliness of call completion, the required actions taken to complete calls, and any patterns in categories of calls to indicate if building system maintenance is required.

E. Building Hours of Operation

The following chart includes the hours of operation for 745 Thurlow:

745 THURLOW HOURS OF OPERATION	
Monday to Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sunday and Stat Holidays	Closed

Please note: Access cards are required to access the building after-hours. For Statutory Holiday Closure dates, see section S.

F. Lighting and HVAC

To conserve energy, the lighting system at 745 Thurlow is programmed to turn on and off at scheduled times. The typical programming for each floor is based on the building hours of operations. Additionally, HVAC is provided only during regular office hours.

If required, the office lighting can be rescheduled to meet Tenants’ needs and additional HVAC can be provided at the tenant’s expense upon written request to QuadReal Connect.



G. 745 Thurlow Management Information

We encourage you to call QuadReal Connect, the 24-hour Tenant Service Centre, at 1-877-977-2262 to talk to our Customer Service Representatives; however, there may be times when you may need to contact a 745 Thurlow staff directly to answer questions you may have. A current email listing of 745 Thurlow personnel is listed below:

General Manager

Alex Uy

Email: Alex.uy@quadreal.com

Property Manager

Shelby Harvey

Email: Shelby.Harvey@quadreal.com

Property Administrator

Karalee Stewart

Email: Karalee.stewart@quadreal.com

Chief Engineer

Vlad Osachiff

Email: Vlad.Osachiff@quadreal.com

Building Operators

Edmond Liu

Email: Edmond.Liu@quadreal.com

Ritche Calungsod

Email: Ritche.Calungsod@quadreal.com

Adrian Grape

Email: Adrian.Grape@quadreal.com

Leasing

Jeff Rank

Email: Jeff.Rank@quadreal.com

H. Security and Access Cards and Building Access

The building is equipped with an access card system for after-hours access by tenants and employees. Access card points are located on the main entrance on Thurlow Street (east side of the building) and the side entrance on Alberni Street (north side of the building). After-hour parking access is only granted to monthly parkers.

Tenants will be issued cards for all employees requiring access to the building after-hours. Access cards may be requested by contacting QuadReal Connect at 1-877-977-2262.

A security desk is located at 745 Thurlow Street in the main lobby. Security is onsite 24-hours, seven (7) days a week. Should you have a problem concerning a security matter or notice suspicious activity, please call QuadReal Connect at 1-877-977-2262.

As an additional safeguard, we provide identification cards to all contractors who will require access to your premises.

Note:

To assist us in communication, an Office and Emergency Contact form must be completed and returned to the Property Manager. This form provides us with a list of your staff members that are to be contacted in the event of an after-hours emergency at the building. The names should be listed in the sequence they are to be contacted.

I. Fire and Life Safety

The first aid room at 745 Thurlow is located on the main level and accessed via the service corridor. All security personnel are first aid certified.

All staff should be familiar with the location of emergency exits, and the emergency evacuation instructions which are posted by the elevators on each floor.

Tenants are required to appoint at least two fire wardens and fire wardens are required to attend the annual fire warden and emergency procedures training.

An emergency procedures booklet is available to all tenants. Please contact QuadReal Connect at 1-877-977-2262 if you require a copy.

J. Insurance

We will require confirmation that insurance coverage is in place per the Lease Agreement prior to your move-in. When requesting your certificate of insurance from your Insurer, please ensure that the following requirements are met:

1. Certificate Holder: **QuadReal Property Group**
c/o Risk Management & Insurance
199 Bay Street, Suite 4900
Toronto, Ontario M5L 1G2
2. The Tenant Name appears exactly as the Tenant's legal company name;
3. The Tenant's address appears as per the leased premises at 745 Thurlow Street;
4. Commercial General Liability of a minimum \$5,000,000 per occurrence is mandatory;
5. "All Risk" Property Insurance and "Business Interruption" Insurance is mandatory;
6. Additional Insured: *2748355 Canada Inc. and 745 Thurlow Street Holdings Inc., QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their respective successors and assigns*

Please ask your insurance agent to have the certificate of insurance forwarded to the above address, to the attention of the Tenant Insurance Administrator. For insurance renewals, please ensure the renewal document is submitted thirty (30) days prior to the expiry of the previous insurance certificate.

K. Move-In/Move-Out Information

All move-in/move-outs must be approved by QuadReal. Tenants are required to schedule their move-in/move-out at least 48 hours in advance and outside of regular business hours (after 6pm/before 6am Monday-Friday and anytime Saturday/Sunday/Holidays). To ensure a secure move-in/move-out, QuadReal requires at least one security officer to be present for the duration of the tenant move. The security coverage is **at the tenant's expense** at the current security rate for a 4-hour minimum plus a 15% administration fee and applicable tax.

Once a tenant has organized a moving company, the tenant must contact QuadReal Connect for the elevator availability and to complete a Work Authorization form to provide details of your move and confirm your elevator booking. On the day of the tenant move, the moving company must report to the security officer onsite and security will provide them access.

L. Parking

(a) Monthly Parking

Monthly parking and visitor parking is available in the three hundred fourteen (314) vehicle parkade beneath the building (access off Eihu lane). The monthly parking and visitor parking is operated for QuadReal by Precise Parklink.

The parkade is open from 6:00 a.m. to 11:00 p.m., seven (7) days a week and includes several non-networked GE L2 J1772 plugs on level P6 at the hourly parking rate.

Download the mobile ParkedIn App for mobile Pay and Go. ParkedIn Zone ID: #1505

The Lease agreement determines the parking allotment for each tenant. Additional* parking stalls can be made available at the current monthly rate. For up to date monthly and transient parking rates, or to reserve a monthly stall, please contact Precise Parklink at <https://www.vancouverparking.preciseparklink.com/745-thurlow-street/>

*Please Note: The additional requirement may be reduced if space is required for other tenants based on their lease agreement and all rates are subject to change. Taxes include BC Transit Levy and GST

(b) Thefts from Automobiles

Thefts from automobiles are a concern in every parkade and we urge you and your staff to take precautions necessary to reduce theft. Please notify all employees to remove all valuables from vehicles and ensure vehicles are locked. Please report any suspicious activity to the security officer located in the main lobby or contact QuadReal Connect at 1-877-977-2262.

(c) Personal Safety

Persons using the building should be aware of their responsibility for their own personal safety. There is security on site 24-hours a day. An after-hours security escort within the building is available to tenants upon request.

M. Postal Services

There is a central mailbox location behind the passenger elevators within the service corridor. You will be assigned a mailbox number and a key will be delivered to you upon move in.

Canada Post has requested the following format for mailing addresses:

Suite #####, 745 Thurlow Street
Vancouver, B.C. V6E 0C5

N. Signage

(a) Main Floor Directory Board Listing

The Landlord will update the electronic directory board located on the southwest wall in the main floor lobby once your Signage Request form has been submitted. Please confirm the exact wording of your company name with QuadReal using the Signage Request form and allow 24-hours for the update to take place.

(b) Suite Signage

Suite signage will be coordinated by QuadReal at the tenant's expense; please confirm the wording for your suite signage with our QuadReal. If you are a full-floor tenant, you may coordinate your own suite signage after receiving approval from our office.

Please note: No other signs are permitted unless approved by QuadReal.

O. Keys

The entrance doors to your premises must be keyed to the floor master-key to ensure housekeeping personnel can adequately service your premises. Arrangements will be made to re-key your premises prior to move-in. Please be advised that proof of insurance is required before keys can be provided.

P. Housekeeping

SerVantage provides housekeeping services to the building. SerVantage is responsible for the nightly cleaning of office premises, all common areas of the building including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas. In addition to the night crew, there are two day-porters onsite to patrol washroom facilities and common areas. If you have any questions about the cleaning services provided under your lease, or if you would like to schedule additional cleaning services, please contact QuadReal Connect at 1-877-977-2262.

Q. Organics, Recycling and Waste Removal

The recycling and waste removal options provided at 745 Thurlow includes:

- Mixed paper
- Mixed containers: glass/metal/plastic
- Compost organics
- Electronics waste
- Batteries
- Soft clear plastics
- Styrofoam blocks
- Lightbulbs

Items that can go in the organics includes:

- All food scraps
- Compostable cups/utensils
- Paper plates + paper towels
- Coffee grinds
- Tea bags
- Plants + soil

Refer to the Appendix (f) “What Goes Where?” – for examples and the categorization of specific materials regarding; organics, recycling, and disposal options.

R. Amenities

(a) Fitness Facility

The Fitness Centre is open 7 days a week, from 6:00 am to 10:00 pm. It is exclusively for building tenants. The facility is located on the main floor, accessed via the service corridor. Tenants interested in using this complimentary facility must complete a waiver form. The Amenity Access Request Form can be submitted directly via QuadReal+ or downloaded from the Resource page of the property website. Forms can also be requested and returned via QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

(b) Boardrooms

There are two boardrooms available for booking on the 25th floor. The Stanley Park Room, which seats up to 45 people, is located on the northwest corner. The English Bay Room, which seats up to 35 people, is located on the southwest corner. A divider between the rooms can be hidden to create one larger space.

The boardrooms are equipped with televisions, glass drawing boards, conference telephones, Wi-Fi, and an AV system for presentations. Additionally, there is a kitchenette available for use. It is equipped with bowls, mugs, silverware, a dishwasher, a full-sized fridge, and sink.

Boardroom bookings are on a first-come-first-serve basis. Booking requests are available on QuadReal+. To confirm your booking, kindly submit the Conference Centre Booking Form via QuadReal Connect. Please note bookings can only be completed one month in advance for boardroom bookings and three months in advance for approved after-hour events.

Catering Policy

The Canadian Federal Government revised Canada's Dietary Guidelines in 2019 to eliminate food groups and recommended servings, and instead emphasize dietary guidelines and considerations. The Health Canada's Dietary Guidelines are required to be followed for all catering at 745 Thurlow:

1. Eat plenty of vegetables and fruits, whole grain foods and protein foods. Choose protein foods that come from plants more often.
2. Limit highly processed foods. If you choose these foods, eat them less often and in small amounts.
3. Make water your drink of choice
4. Use food labels.
5. Be aware that food marketing can influence your choice.

Please refer to [Appendix B of Canada's Dietary Guidelines](#) for more information.

(c) End-of-Trip Facility

Men's and Women's shower and change rooms are conveniently located adjacent to the bicycle storage room, on the P1 level. Tenants interested in using this complimentary facility must complete a waiver form. The Amenity Access Request Form can be submitted directly via QuadReal+ or downloaded from the Resource page of the property website. Forms can also be requested and returned via QuadReal Connect.

(d) Bike Storage

A secure bicycle storage room is located on the P1 level, accessible from the parkade. To receive access to the bicycle storage, please complete the Amenity Access Request Form via QuadReal+ or download it from the property website, on the Resources page. Forms can also be requested and returned via QuadReal Connect.

(e) Monthly Locker Rentals

Monthly locker rentals are available to building tenants for a small monthly fee. Lockers are located near the end-of-trip facility and bicycle storage room, convenient for those that bike to work or use the fitness facility. Please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com to inquire about availability.

S. Statutory Holiday Closures

745 Thurlow will observe the following statutory holidays in 2023; on these days, the building will be CLOSED.

All staff and business associates accessing the building will require an access card. Additionally, air conditioning and cleaning services will not be provided but are available on a fee-charge basis.

DATE HOLIDAY OBSERVED	2023 STATUTORY HOLIDAYS
Monday, January 2	In lieu of New Year's Day
Monday, February 20	Family Day
Friday, April 7	Good Friday
Monday, May 22	Victoria Day
Monday, July 3	In lieu of Canada Day
Monday, August 7	B.C. Day
Monday, September 4	Labour Day
Monday, October 9	Thanksgiving Day
Monday, November 13	In lieu of Remembrance Day
Monday, December 25	Christmas Day
Tuesday, December 26	Boxing Day

Should your holiday schedule differ from the above, please contact QuadReal Connect to arrange building services that meet your needs.

T. Forms to be Filled Out

The following forms are to be filled out and returned to QuadReal:

- (a) Office and Emergency Contact
- (b) Signage Request
- (c) Amenity Access Request Form

Refer to the Appendix for the attached forms.

U. COVID Best Practices

(a) Masks and Hygiene Etiquette

Wearing masks in public indoor settings is not required by public health. Wearing a mask is a personal choice. Individual businesses can choose to continue requiring masks on their premises. It's important that we respect the choices of people, businesses and one another.

Good hygiene is one of the best defenses against COVID-19. Everyone should:

- Regularly wash your hands for minimum of 20 seconds or use hand sanitizer.
- Avoid touching your face.
- Cover coughs and sneezes with the inside of your elbow or upper arm.
- Stay home when sick.
- Safely dispose of tissues and used PPE.

(b) Building Systems

As an additional precautionary measure our operations teams have implemented a number of proactive measures to improve the overall air quality in our buildings in accordance with guidance from the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE)'s position on infectious aerosols including:

- Maximizing the use of outside air in our air handling units.
- Installing superior level air filters in all of our buildings.
- Increasing filter frame inspections to ensure that filters fit tight and are sealed to minimize air bypassing the filters.
- Increasing operation of the HVAC systems for 2 hours before and 2 hours after normal scheduled run times to enhance fresh air levels.
- Regularly inspecting air distribution devices (supply, return and exhaust air grilles and diffusers) to ensure they are clean.
- Increased testing of our water treatment in cooling towers, closed water systems and water features.

Please contact QuadReal Connect for more information on the building specifics.

(c) Common Area Rules

QuadReal has implemented various measures to ensure everyone's health and safety when in common areas, including:

- Waste disposal at building exits for the disposal of Personal Protective Equipment (PPE).
- Where municipal bylaws exist or if directed by QuadReal, the mandatory requirement of wearing masks or face coverings while being in a common area of the building.

Elevators

Elevator touchpoints (buttons, doors, handrails) are regularly disinfected throughout the day. We make the following recommendations to ensure the safe use of elevators and prevent crowding at elevator entry points.

- Wash your hands or use hand sanitizer immediately after using the elevator.
- Consider alternative shifts for employees to stagger traffic and avoid crowding during typical 9 am to 5 pm rush hours.

Hand Sanitizer

Where hand washing is not possible, the regular use of hand sanitizer is encouraged. Hand sanitizer stations can be found throughout common areas including active building entrances and elevator banks where sanitizer should be used before touching common surfaces.

(d) Building Occupancy Sensors

QuadReal has installed and implemented building occupancy sensors throughout the building to allow us to understand overall building load and help inform operational staff around optimal space conditioning.

(e) Touchless Door Sensors

QuadReal has also installed and implemented touchless door sensors in our building to reduce touch points on doors and door handles.

(f) Summary

As you prepare your teams for returning to the workplace, the tips below are provided to support you in your preparation:

- Help avoid excessive wait times for the elevators by staggering start times.
- Reinforce hygiene recommendations, including handwashing regularly, not touching your face and coughing/sneezing into your arm/elbow.
- Provide employees with masks or face shields, gloves, and hand sanitizer.
- Monitor health for any symptoms of illness.
- Implement a clean desk policy to allow for greater cleaning and sanitization of surfaces.
- Limit the number of non-essential visitors to the premises.
- Always follow local health guidelines, practice physical distancing, wash your hands, and stay home if unwell.

QuadReal will ensure that service excellence is always top priority so that everyone is confident that they are in a safe place.

V. Appendix

(a) Office and Emergency Contact Information Form

(b) Signage Request Form

(c) Amenity Access Request Form

(d) QuadReal+ Registration Guide

(e) Conference Room

(f) What Goes Where? (Recycling)

Tenant Contact Information Form			
Company Information			
Company Name			
Doing Business as Name			
Mailing Street Address			
City, Province, Postal Code			
Company Phone Number			
Company Contacts for Landlord			
Please note: The Main Contact(s) will receive all building notices It is mandatory to have at least one main office contact			
Main Office Contact #1 Name:			
Position/Title			
Phone Number			
Email Address			
Main Office Contact #2 Name:			
Position/Title			
Phone Number			
Email Address			
Accounts Payable Contact:			
Position/Title			
Telephone Number			
Email Address			
Insurance Contact Name:			
Position/Title			
Phone Number			
Email Address			
Authorized Signatory:			
Position/Title			
Phone Number			
Email Address			
Emergency Contact #1 Name:			
Afterhours Phone Number			
Email Address			
Emergency Contact #2 Name:			
Afterhours Phone Number			
Email Address			
Emergency Contact #3 Name:			
Afterhours Phone Number			
Email Address			
Acknowledgement			
Completed by:		Date completed:	

** Please email completed form to service@quadrealconnect.com **



Tenant Signage Request Form

745 Thurlow Street

A copy of this request will be attached with your order to the signage company. Please ensure all information is accurate. Engraving will be made according to the information provided.

Signage On Main Lobby Directory To Read As Follows (please print or type)

Signage On Suite Door To Read As Follows (please print or type)

Would like Name to Appear on: QuadReal Website Directory, QuadReal+ App Directory, and Lobby directory. (please print or type a 'yes' or 'no')

Tenant: _____

Suite: _____

Date Of Request: _____

Name: _____

Title: _____

NOTE: The Landlord's acceptance of any name for listing on the Building Directory will not be deemed, nor will it substitute for, Landlord's consent as required by the Lease, to any sublease, assignment, or other occupancy of the deemed premises.

** Please send completed form to QuadReal CONNECT at service@quadrealconnect.com **

745 Thurlow Amenity Access Request Form

In consideration of the Owners, 2748355 Canada Inc. and 745 Thurlow Street Holdings Inc., and the Manager, QuadReal Property Group Limited Partnership, providing the facility and equipment for the tenants of the building, in using this facility and the equipment, each user acknowledges and agrees that:

1. No representation or warranty is made on the condition, function, operation, safety or use of the facility or equipment;
2. There is no supervision of the facility;
3. The user has the experience, knowledge, and skill to use the facility and equipment without instruction or supervision;
4. The user understands appropriate workout apparel is required to be worn when using the Fitness Centre, including footwear with a closed toe and closed heel;
5. The user will check the condition and working order of any equipment before using;
6. The user will wipe down any equipment with provided sanitizing spray/wipes before and after using;
7. The user accepts all risks associated with the use of the facility or the equipment at his or her own risk;
8. The user releases and forever discharges the said Owner and the said Manager and their respective employees and officers from all liability and for any and all loss, injury or damage (including death) to the person or property of the user whether caused by any act or omission (negligent or otherwise) or the said Owner or the said Manager or their respective employees and officers; and
9. The user waives and renounces any statutory rights or benefits, including the Occupiers Liability Act, which are contrary to the Waiver, and expressly agrees that any statutory duty or care on the part of the Owner is waived and modified;
10. It is expressly agreed by the undersigned that the facility is for TENANTS OF THE BUILDING ONLY AND GUESTS ARE NOT PERMITTED. The facility is open for Tenants with permitted access cards.

If foregoing/above terms and conditions are not acceptable to the user, please do not use the facility and the equipment.

The undersigned has read this waiver and understands all its terms and has executed it voluntarily and with full knowledge of its significance.

Bike Storage: Fitness Centre: Shower/Change Room: Rooftop access (25th Floor):

Please type M or F for your Shower/Change Room (if applicable): _____

Description of bicycle (if applicable): _____

Applicant Name: _____ Company: _____ Email Address: _____

Access Card Number: _____ Date: _____ Signature: _____

Kindly submit your completed form to [QuadReal CONNECT](#) for access.

**WAIVER OF CLAIMS, RELEASE OF LIABILITY, ASSUMPTION OF RISKS
AND INDEMNITY AGREEMENT (the “Agreement”)**

**WARNING: READ CAREFULLY!
THIS AGREEMENT WILL AFFECT YOUR LEGAL RIGHTS**

BY SIGNING THIS DOCUMENT YOU WILL WAIVE CERTAIN LEGAL RIGHTS, INCLUDING YOUR RIGHT TO SUE. YOU WILL AGREE TO ASSUME RESPONSIBILITY FOR CERTAIN RISKS AND AGREE TO FULLY INDEMNIFY QUADREAL PROPERTY GROUP AND CERTAIN AFFILIATED ENTITIES AGAINST LEGAL LIABILITY FOR INJURY, PROPERTY DAMAGE, ILLNESS AND DISEASE (INCLUDING BUT NOT LIMITED TO COVID-19)

BY SIGNING THIS DOCUMENT YOU WILL ACKNOWLEDGE AND AGREE THAT TRANSMISSION OF COMMUNICABLE DISEASE (INCLUDING BUT NOT LIMITED TO COVID-19) IS AN INHERENT RISK ASSOCIATED WITH YOUR ATTENDANCE AT AND/OR PARTICIPATION IN ACTIVITIES OF THE COMMON AREA FACILITIES AT 745 THURLOW STREET (JOINTLY OR SINGULARLY REFERENCED IN THIS WAIVER AS THE “FACILITY”)

I, the undersigned Attendee (the “Attendee”) and/or the Attendee’s legal guardian, understand that this Agreement is a binding legal agreement. I understand that this Agreement is made for the benefit of QuadReal Property Group Limited Partnership or any of its affiliated entities (collectively, “QuadReal”), 2748355 Canada Inc., 745 Thurlow Street Holdings Inc., and their respective partners, directors, officers, agents, representatives, employees, independent contractors, sponsors, subcontractors, successors and assigns (collectively, the “Releasees”).

I understand that QuadReal will not permit me to attend at or participate in activities of the Facilities unless and until this Agreement is signed by me. In consideration of permitting me to participate in the Activities, I acknowledge and agree to the following terms:

1. ACKNOWLEDGMENT AND ASSUMPTION OF RISKS: I understand and acknowledge the risks, dangers, and hazards which are inherent on attending at or participating in activities of the Facilities, which risks include, but are not limited to: the potential for bodily injury, illness, permanent disability, paralysis, or death arising from transmission of communicable disease (including COVID-19); contact or interaction with others who may have been exposed to COVID-19; close proximity to or contact with surfaces, equipment, fixtures, or other objects that may be infected with COVID-19 or other communicable illnesses; or negligence or omission of the Releasees (collectively, the “Risks”). I further acknowledge that I am in the best position to assess the impact that a communicable disease may have on the Attendee or on others with whom the Attendee may transmit such disease.

**I FREELY ACKNOWLEDGE THAT I AM AWARE OF THE RISKS
DESCRIBED ABOVE AND I ACCEPT AND FULLY ASSUME
RESPONSIBILITY FOR THE RISKS**

Signature of Attendee

2. WAIVER OF CLAIMS, RELEASE OF LIABILITY AND INDEMNITY: In consideration for allowing the Attendee to use the Facility, the Attendee and/or the Attendee's Guardian:

(a) waive any right to sue the Releasees in respect of all causes of action (including for injuries or illness caused by their own negligence), claims, damages or losses of any kind that may arise as a result of the Risks or in connection with attendance at or participation in activities of the Facilities, including without limitation the right to make a third party claim or claim over against the Releasees arising from the same;

(b) release, discharge and forever hold harmless the Releasees from any and all liability for damages or loss arising as a result of the Risks arising from attendance at or participation in activities of the Facilities; and

(c) agree to indemnify and hold harmless the Releasees from any and all damages, loss or expense (including legal costs) of any kind resulting from any and all claims, demands, causes of action of any kind whatsoever including those involving negligence on the part of the Releasees resulting from the Risks arising from the Attendee's attendance at and/or participation in activities of the Facilities.

3. REPRESENTATIONS: I am not relying on any oral, visual or written representations or statements made by the Releasees with respect to the safety of the Activities other than what is set forth in this Agreement.

4. JURISDICTION: I agree that this Agreement and all terms contained within are governed by the laws of the Province of British Columbia. I hereby irrevocably submit to the exclusive jurisdiction of the courts of the Province of British Columbia. Any litigation in any way relating to the Activities or to the matters addressed in this Agreement must be instituted in the Province of British Columbia.

5. SEVERABILITY: If any provision (or part of any provision) in this Agreement is unenforceable, such provision (or part of such provision) shall be severed and shall be inoperative, and the remainder of this Agreement shall remain in full force and effect.

I CONFIRM THAT I HAVE HAD SUFFICIENT TIME TO READ THIS AGREEMENT IN ITS ENTIRETY, INCLUDING ALL OF ITS TERMS, THAT I FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL LEGAL RIGHTS BY SIGNING IT AND HAVE AGREED TO THE TERMS FREELY AND VOLUNTARILY. I UNDERSTAND THAT THIS AGREEMENT IS BINDING ON ME, MY EXECUTORS AND ADMINISTRATORS.

Print Name: _____
the "Attendee"

Date: _____
(mm/dd/yyyy)

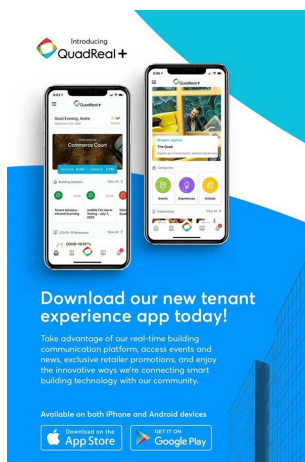
Signature: _____
Signature of Attendee

Access Card Number: _____

QuadReal+ Registration Guide

We are thrilled to share an efficient and easy tool for our customers to discover and book amenities, RSVP to join events, access our real time building updates, and enjoy the innovative ways we are connecting smart building technology with our community.

Two ways to access QuadReal+



- 1 Download the QuadReal+ app available on both iPhone and Android devices.
- 2 Desktop use: quadrealplus.com/registration and click 'Sign Up.'

Registration Tips:

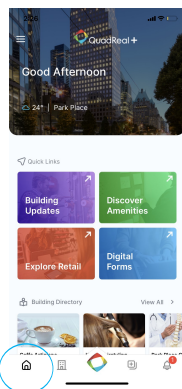
- Provide **your name, work email address, and building name.**
- Create a password.
- A Registration Code is required. If you cannot access it, please click on the "Don't have a registration code" hyperlink for assistance.
- *The registration code is case sensitive.* Please type the code identically as generated.
- Finalize the process by clicking the checked box at the bottom of the page to accept the terms and conditions.



Two ways to find amenities and more on QuadReal+

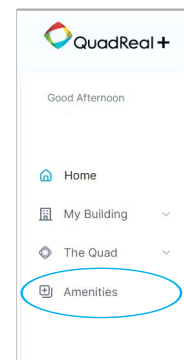
1 QR+ App

Tap the home icon, on the left corner of the navigation bar.



2 QR+ Desktop

Visit quadrealplus.com. The navigation bar is located along the left hand side of the page.



For technical issues concerning QuadReal+ email: feedback@quadrealplus.com



WHAT GOES WHERE?

Organics

Materials

- All food scraps
- Compostable cups
- Compostable utensils
- Paper plates
- Paper towels
- Coffee grinds
- Tea bags
- Paper food bags
- Pizza boxes (ripped into small pieces)
- Plants and soil



WHAT GOES WHERE?

Mixed Containers

Materials

Must be empty and clean

- Plastic bottles
- Plastic containers
- Glass bottles
- Glass jars
- Aluminum/tin cans
- Aluminum foil
- Tetra Pak packaging
- Coffee lids
- Milk cartons/jugs



WHAT GOES WHERE?

Mixed Paper

Materials

- Office paper
- Envelopes
- File folders
- Greeting cards
- Post-It notes
- Paper shopping bags
- Newspaper
- Coffee sleeves
- Cardboard
(collapsed)



WHAT GOES WHERE?

Garbage

Materials

- Coffee cups
- Wrappers
- Plastic bags
- Plastic straws
- Plastic utensils
- Kleenex tissues
- Styrofoam food containers
- Aluminum foil (food-soiled)



Help support
a greener
community
by regularly
using reusable
products!

WHAT GOES WHERE?

Other Disposal Options

Materials

Below are separate recycling streams:

- Electronics
- Batteries
- Light bulbs
- Styrofoam blocks (clean)
- Bubble wrap/ soft plastics (clear, see-through)

