

October 2024

745thurlow.com

WELCOME TO
745 THURLOW

Tenant Information Guide



HELLO

Welcome to 745 Thurlow

Your safety, comfort, and convenience are top priorities for us daily. We're happy you're here.

As the property managers here, we're committed to creating a sustainable environment that brings value to people both now, and for years to come. Our on-site staff offer a tangible presence, providing hands-on, in-person guidance to each and every one of our customers. It's this commitment to customer service that has made us leaders in the management of major commercial properties across Canada.

We've created the following guide to give you and your coworkers all you need to know as tenants. It contains information about the features, facilities, and safety protocols here – as well as the suite of tenant services we've designed with you and your business in mind. Please note this information is general in nature and may differ from your respective lease. In all cases, your lease takes precedence over this guide.

We are available for any questions or concerns you may have. Please call us at 1-877-977-2262 or email us anytime at service@quadrealconnect.com.

Thank you. We look forward to working with you here.

Michael Shumas

General Manager

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For Quick Reference

1 | Key Phone Numbers

Michael Shumas	General Manager	michael.shumas@quadreal.com
Mischa Gildenhuis	Property Manager	mischa.gildenhuis@quadreal.com
Karen Wu	Assistant Property Manager	karen.wu@quadreal.com
Joanne Quinn	Property Administrator	joanne.quinn@quadreal.com
Vlad Osachiff	Operations Supervisor	vlad.osachiff@quadreal.com
Edmond Liu	Building Operator	edmond.liu@quadreal.com
Ritche Calungsod	Building Operator	ritche.calungsod@quadreal.com
Adrian Grape	Building Operator	adrian.grape@quadreal.com
Jeff Rank	Leasing	jeff.rank@quadreal.com
QuadReal Connect	1-877-977-2262; or	service@quadrealconnect.com
Paladin Security Desk	604-681-1172; or	745thurlow.security@quadreal.com

2 | QuadReal Connect – Key Contact Portal

At QuadReal we're proud to serve the people who call our communities home. That's why we developed QuadReal Connect, a 24/7 service centre offering the support you need day and night. Order any number of on-call tenant services; learn more about recycling protocols; register an internal move; or simply ask a question. Contact your service team at QuadReal Connect by phone at 1-877-977-2262 or email at service@quadrealconnect.com.

3 | QuadReal+ Tenant Portal

Stay on top of all things related to your building with QuadReal+, the app we've designed with your day-to-day tenant needs in mind. Download it easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at quadrealplus.com.

4 | Hours of Operation

Monday to Friday	7 am to 6 pm
Saturday	8 am to 1 pm
Sundays and Statutory Holidays	Closed

Please note that access cards are required to access the building after hours.

Tenant Services

QuadReal Connect

1-877-977-2262 | service@quadrealconnect.com

Communications

We believe a thriving community is one grounded in transparency. Throughout your time with us here, you'll see us use a number of communication channels to keep you informed about what's happening. These will include: directories, elevator screens and programming / event calendars.

QuadReal+ Tenant Portal

We've designed this app with your day-to-day tenant needs in mind. Download easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at quadrealplus.com.

Tenant Bulletins

For those less tech-inclined, we also share regular communications about building & operational issues with appropriate tenant contacts. In turn, they're encouraged to share with their colleagues so everyone is kept informed.

Stat Holidays

Property management operates with a reduced staff on the following holidays:

New Year's Day	Family Day	Good Friday	Victoria Day
Canada Day	BC Day	Labour Day	National Day of Truth & Reconciliation
Thanksgiving Day	Remembrance Day	Christmas Day	Boxing Day

Building Control operates daily every day of the year.

About Your Building

Accessibility

QuadReal is committed to providing a respectful, welcoming, and inclusive environment for everyone. We work to make every aspect of this complex accessible. If you have any questions or concerns about our approach to accessibility, please contact QuadReal Connect by phone at 1-877-977-2262 or email at service@quadrealconnect.com.

ESG

QuadReal is dedicated to creating better outcomes for our stakeholders through stringent sustainable practices. We've set ambitious targets around sustainability, to reduce water, waste, and energy and ensure all our Canadian offices achieve net zero emissions by 2040. We even host a calendar of events and programs throughout the year, all designed to benefit the wellbeing of our communities. And because the health and wellness of our tenants is a top priority, we hold ourselves to strict indoor air quality (IAQ) standards when it comes to air quality, humidity, and thermal comfort. For more information about our approach to ESG practices and healthy buildings, please visit our [ESG page](#).

Smart Buildings

Safer, sleeker, smarter – we're creating buildings that push the boundaries of what you can expect from your QuadReal workplace. Using digital and automation technologies such as artificial intelligence, interconnected devices and smart systems, we're building healthier, happier and more harmonious communities for our customers to thrive in.

Awards

745 Thurlow is the proud recipient of several certifications for outstanding tenant service, building management & hospitality, design, and sustainability.

LEED Platinum

BOMA Best Gols

Energy Star Certified

Fitwel 1 Star

Rick Hansen Foundation Certified

2020 TOBY Winner, British Columbia & Canada

Parking

You have a vast parking facility at your convenience right below the building and managed on our behalf by Precise Parklink Inc. Entrance to the parkade is off Eihu Lane. The parking garage is accessible from 6 am to 11 pm, 365 days a year.

Parking Allocation & Payment

Monthly parking spaces are normally assigned in accordance with your lease. If you require additional parking spaces or your parking needs change at any time, please contact Precise Parklink at 604-235-1380 or preciseparklink.com.

Download the mobile ParkedIn app for mobile pay and go. ParkedIn zone ID: #1505.

The parkade includes several Electric Vehicle charging stations on level P6 at the hourly parking rate.

Active Commuter Indoor Bike Parking

For safety reasons, we do not allow bikes inside the building, but there is a bike storage room available for securely locking up your bike while you're at work, located in storage room P1-13 on the P1 level.

All indoor and outdoor bike parking is limited to 24 hours of use at a time. For safety reasons, cyclists and pedestrians should never use the parking ramp.

E-bikes are to be stored in the same location. Charging of E-bikes and E-scooters is not permitted at any time.

Access to indoor bike parking is by a key and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at quadrealconnect.com.

Once we have received your waiver form, a key will be delivered to the tenant (please allow 24 hours), granting you access to indoor bike parking.

Active Commuter Shower Facilities

For your convenience, there are accessible, barrier-free showers available on a first-come, first-serve basis to all tenants. They're located on the P1 level adjacent to the bike storage room.

Shower access is by registered pass card and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at quadrealconnect.com.

Once we have received your waiver form, your pass card will be updated (please allow 24 hours), granting you access to the showers.

Fitness Facility

The onsite fitness centre is open 6 am to 10 pm, seven days a week and is reserved exclusively for building tenants. It's located on the main floor just off the service corridor.

Fitness centre access is by registered pass card and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at quadrealconnect.com.

Once we have received your waiver form, your pass card will be updated (please allow 24 hours), granting you access to the fitness centre.

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 bike storage room, convenient for those that bike to work or use the fitness facility. To enquire about availability, please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Boardrooms

There are two boardrooms available for booking on the 25th floor. The Stanley Park Room seats up to 45 people, while the English Bay Room seats up to 35 people. A divider between the rooms can be retracted to create one larger space. To reserve a room is on a first-come-first-serve basis.

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Boardroom bookings can be requested as follows:

- Submit booking request in the QuadReal+ app.
- Complete the booking form and submit the booking form online at [quadrealConnect.com](https://quadrealconnect.com) or email service@quadrealconnect.com and wait for the confirmation.

Please note bookings can only be completed one month in advance for boardroom bookings and three months in advance for approved afterhours events.

General Information

Rental Payments

Rent and tenant charges are due and payable on the first day of each month. No invoices will be sent for normal monthly rent payments and tenants are encouraged to pay rent via Pre-Authorized Payments (PAP). If you are not paying via PAP, please contact the local Property Management Office for the appropriate forms.

Cheques should be made payable to: **QuadReal Property Group Limited Partnership**

Mailing address:

QuadReal Property Group

800-666 Burrard Street
Vancouver BC V6C 2X8

Leasing

Should you have a requirement for additional space during the course of your lease term, or if you need any information regarding leasing within the building please contact the leasing team [here](#) or email jeff.rank@quadreal.com.

Insurance Certificate

As required under your lease, you must have active tenant insurance coverage at all times. The Property Management Office must receive a valid insurance certificate detailing your coverage before you assume tenancy. Yearly renewals of your insurance must also be forwarded to our office so we can ensure your continuous coverage as well as any changes to your coverage.

Building Services

QuadReal Connect

1-877-977-2262

In addition to the number of on-call services we offer, your tenancy entitles you to logistics-based services all offices need from time to time.

Postal Services

There is a central mailbox in the building for your convenience behind the passenger elevators within the service corridor. You'll be assigned a mailbox number and a key will be given to you when you move in.

Canada Post has requested the following format for mailing addresses:

###-745 Thurlow Street
Vancouver, BC V6E 0C5

(### = your suite number)

Your closest post office is located at 595 Burrard Street.

Internal Moving Procedures

We require advance written notice any time you need to move furniture and contents within the property. Please email service@quadrealconnect.com and notify us of the date you wish to move items.

Our onsite staff are equipped and available to help you with your smaller relocation needs. That might mean moving a desk from one room to another or re-arranging your entire space. We'll work with you to confirm elevator reservations and any janitorial needs you may have too.

If you're looking to make a larger move, we can provide you with quotes from reputable moving companies often used by tenants.

Learn more by contacting QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Loading Dock

The loading dock is open 24 hours Monday to Friday and 8 am to 4 pm Saturdays. It's closed Sundays and holidays, with the exception of pre-arranged bookings. The loading dock is located on on Eihu Lane, adjacent to the parkade entrance.

Usage

- All deliveries are restricted to the loading dock and must be transported via the freight elevators.
- Please turn off your vehicle when it's parked in the loading dock. Idle no longer than 3 minutes.
- Please leave your keys in your vehicle.
- Maximum truck height at the loading dock is 12 feet. Maximum length is 40 feet.
- Maximum time permitted in the loading dock area is 20 minutes.
- Drivers are required to sign in and out at the Operations Office, located at on the main floor at the end of the service corridor.
- You can book the loading dock for use outside of business hours. If you wish to do so, please, give us 48 hours' notice. Please note: security coverage is required after hours, at tenant expense.

The dock area is reserved for loading/unloading of delivery trucks only and not for regular vehicle unloading or parking.

Service Elevators

Service elevators are available at no charge for regular deliveries 8 am to 5 pm, 7 days a week, without an elevator operator. Large deliveries must be arranged in advance by contacting QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Passenger elevators are designated solely for transporting tenants and their guests. For this reason, all deliveries should be made through the loading dock and the freight elevator. Oversize deliveries must be pre-arranged with the security desk to reserve a time for loading and unloading in intervals of 15 minutes.

Signage

The design decisions for signage at 745 Thurlow have been made with purpose. As a result, we wish to keep the complex's appearance as uniform as possible. Any sign requirements you may have for directories, lobbies, your elevator lobby, or your suite entrance can be arranged by contacting QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Janitorial

QuadReal Connect

1-877-977-2262

A clean, healthy workplace is essential to building a successful community. We have established strict standards for hygiene, certifying our policies and protocols using the Fitwel Viral Response Module.

General janitorial for office suites is provided daily 5 days a week. If you have additional janitorial needs in your area, please reach out to QuadReal Connect at 1-877-977-2262 or email service@quadrealconnect.com.

As part of our commitment to sustainable operations, we use green-certified cleaning and paper products throughout the property.

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Janitorial cleaning is carried out under contract, which is administered by the Property Management Office. The first service under this contract will be provided on the evening of the first business day you take occupancy and will continue thereafter as provided as per your Lease Agreement.

Tenants are responsible for the cost of any pre-cleans necessary to prepare the premises for staff after both the tenant's leasehold improvement and moving contractor have completed their work. The Property Management Office can coordinate with our Janitorial Contractor to provide pre-clean services.

Janitorial: General Tenant Space

The Janitorial services at 745 Thurlow are provided by SerVantage Services Corp. The Janitorial team are responsible for the daily cleaning of your premises and all common areas of the building, including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plaza.

Tenant suites are cleaned between 5 pm to 1 am, Monday to Friday. If your staff are working late, SerVantage staff will try to work around them. However, once the office is cleaned, Janitorial personnel do not return to the suite that evening. Janitorial services to your offices are not provided on weekends or statutory holidays.

Daily Services Include:

- Empty all waste baskets and remove garbage.

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- Empty all central recycling bins when half to 3/4 full.
- Dust ledges, desks and office furniture removing fingerprints.
- Vacuum carpet in traffic areas thoroughly (traffic areas include hallways and reception areas).
- Dust mop and damp mop tile floor areas.
- Spot clean walls, doors, and interior partition glass.
- During the daytime (7 am to 5 pm), cleaning staff clean and service washrooms and other common areas throughout the buildings. They are also available for incidental services such as immediate response to spills or removal of garbage.

Weekly Services Include:

- Fully vacuum all carpets wall to wall (one section of the office each night).
- Dust all high and low areas. Low done weekly and high done every other week.
- Buff all hard surface floors in office areas, excluding wood flooring.
- Spot vacuum and/or damp wipe fabric furnishings as required.

Monthly Services Include:

- Wash all lunchroom garbage cans.
- Dust and/or clean ceiling vents.
- Buff all hard surface floors, excluding wood flooring.
- Dust all blinds.

Additional Janitorial Services

SerVantage Services Corp. can provide your office with a wide range of Janitorial services in addition to the regular cleaning services provided. These services are available periodically or can be scheduled for regular maintenance. Contact QuadReal Connect if you would like pricing on any or all of the following:

- Carpet maintenance programs
- Fabric upholstery cleaning
- Dish washing
- Kitchen appliance cleaning (microwaves, fridges and stoves)
- Drapery and blind cleaning
- Ceiling cleaning
- Additional window cleaning
- Construction cleanup
- Wash all partitions & trash containers.

Office Suite Waste & Recycling

QuadReal is committed to leadership in sustainability at every property we manage. It's part of our mandate to ensure we are offering our tenants and their customers healthy environments in which to do business. Part of that approach is how we handle waste.

We conduct a robust recycling program of paper, glass bottles, aluminum cans, organics, electronic waste, batteries and more. We equip office floors with desk-side green bins for paper products; blue bins for cans, bottles, and plastics; and black side-saddles for other waste.

We can also equip office-floor kitchens with three different bins, if requested: one green bin for organics and two blue bins for plastic / cans / glass and paper.

Cardboard boxes should be flattened and marked for recycling for removal by janitorial staff in the evening. Please affix an orange waste sticker to any flattened cardboard boxes. These stickers can be obtained by calling QuadReal Connect at 1-877-977-2262.

QuadReal can support tenants in establishing centralized recycling habits. Waste and recycling signage is available upon request.

Recyclable Items

Mixed Paper

Office paper, fax paper, coloured paper, glossy paper, magazines, brochures, newspaper, envelopes, window envelopes, sticky notes, cardboard, file folders.

Mixed Containers - Cans / Glass / Plastics

Glass beverage & food bottles, jars & metal jar lids, food & pop cans, bottle caps, food & beverage plastics, clamshell food containers, coffee cups, coffee cup lids, liquid soap bottles, juice boxes & tetra paks, milk cartons, plastic bags, straws, plastic stir sticks, & yogurt containers without the lid.

Organic Waste

All meat, poultry & fish bones, soup, bread, fruit & vegetables, leftovers, coffee grounds, filters, tea bags, soiled paper/other, napkins, paper towels, compostable fibre containers.

Electronic Waste

Personal computer equipment, mice, keyboards, wiring, monitors, mainframe computers, printers & scanners, modems, telecom equipment (switchgear, relays), thermostats, telephones (mobile & hardware), fax machines, photocopiers, radio / stereo equipment, cash registers, video games, digital cameras, batteries (bins available on request), small-sized toner cartridges.

Electronic waste can be retrieved by our Building Services Department by contacting QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Lamps

Light bulbs & tubes contain toxic substances. Lamps are safely collected and stored for verified recycling. We can replace spent lamps and remove old ones from your premises if you wish. Please contact QuadReal Connect at 1-877-977-2262 or email at service@quadrealconnect.com.

Waste Removal Service

We conduct this complimentary service each night, Monday through Friday (excluding stat holidays). It includes pick-up from individual tenant areas of regular waste, recycling receptacles, and any large boxes displaying an orange "Garbage Please Remove" sticker. These stickers can be obtained by calling QuadReal Connect at 1-877-977-2262.

Central Operations

Electrical / Mechanical Services

In charge of heating, cooling & ventilation, our Operations team helps ensure the year-round comfort of your office space and your colleagues. Please let us know if your environment is making your team uncomfortable in any way.

Emergency Power

In the event of a power failure, the property is equipped with emergency power diesel generators, programmed to come on within 10 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the stairwells if necessary.

Emergency generators are fully tested every month. When this happens, power to all emergency circuits is affected. We will always notify all tenants when we're planning a generator test.

Heating & Cooling (HVAC)

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Your comfort is important to us at all times. We recommend the following steps to help maintain a more comfortable office temperature for as many of your coworkers as possible.

- Please don't obstruct thermostats with furniture or cabinets.
- When you take occupancy, airflow to your floor should be balanced by an air balancing technician in accordance with your Leasehold Improvement Manual. We recommend further rebalancing when: internal walls are added / relocated or your occupancy levels increase substantially.

HVAC is provided only during regular office hours. Additional HVAC can be provided at the tenant's expense by contacting QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Energy Management Advice

You always have control over the energy used in your office space, but we do offer advice on ways to manage energy consumption and reduce costs. Please call Property Management anytime to learn more.

Lighting Control

Office lighting here is controlled by motion sensors and wall switches on each floor. The system ensures lights are on while movement is detected and turns it off when the floor is no longer occupied. Emergency lighting cannot be turned off for any reason. If you feel your lights aren't performing, or you would like to change the programmed hours, please let us know by contacting QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.

Building Operators

Building Operators attend to all mechanical and electrical issues that arise in the building. This includes ensuring that central HVAC systems are working the best way they can 24/7.

Indoor Air Quality Testing

We contract third-party environmental consultants regularly test the air quality here to ensure we're meeting standards established by ASHRAE, LEED, Fitwel, and Health Canada.

Chemical Handling/Storage

All chemical products are carefully managed in accordance with the QuadReal Standard Operating Procedure.

Standard Operating Procedure

Please let us know if you'd like to review QuadReal's Standard Operating Procedure by calling Property Management.

Construction Services

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We know that over time, your requirements for your office may evolve. So we've established a full suite of construction services to help ensure your space is designed and laid out the right way for how you and your staff work best.

We can coordinate all tenant improvements and changes involving base building construction and systems. This involves the review of all design drawings by the appropriate disciplines to ensure your office space is in compliance with landlord requirements. Any changes must be approved in advance by the landlord.

How to Order

You can conveniently order construction services the following ways:

Online

- Go to 745thurlow.com.
- Click QuadReal Connect in the bottom left corner.
- Enter your password and the type of request & submit. You'll receive a confirmation email in return.

Email

You can also email any service request to service@quadrealconnect.com. Please describe the service you're looking for in detail. You'll receive a confirmation email in return.

To ensure security, only pre-authorized tenant administrators can order these services. We ask you, as the tenant, to provide to us in writing the name(s) of the tenant contact(s) authorized on behalf of your company to order any of these services for your workspace.

Construction Services Available

- Construction management services.
- Acquisition of tenant leasehold improvement documents.
- Obtain area certifications required by lease.
- Coordinate work carried out by landlord's service personnel in conjunction with tenant's leasehold improvement contractors.
- Coordinate and supervise tenant leasehold improvement contractor to purchase restricted lock cylinders.
- Arrange for additional power outlets or additional cabling.

Security & Life Safety

Nothing is more important to us than the health and safety of our community here. With our concierge and onsite security, we're here to support you day and night. Even our CCTV and elevator control systems are helping to ensure our operations are at the forefront of modern security solutions.

Emergency

If you feel a situation at the property is an emergency, please call 911 before calling us. For non-emergencies, please call 604-681-1172.

Access Control

A building pass card is required to enter the building after hours. After-hours parking access is only granted to monthly parkers.

Building Pass Cards

To arrange pass cards for your coworkers, please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com. There may be charges associated with getting new or replacement pass cards.

Premises Inspections

Your QuadReal team regularly inspects office halls and retail premises to ensure they're all maintained at a safe and healthy condition. Unfit conditions will be reported to you for immediate action.

Locksmith

We have a locksmith on duty to help you with door key or furniture lock needs. Please call QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com to learn more.

Suspicious Packages

If you find a suspicious package in your office or a public area, don't assume it's harmless. Don't touch it and leave that area immediately. Call the non-emergency line at 604-681-1172 and we'll send security.

Bomb Threats

If you receive a bomb threat, please remain calm. Listen carefully to the caller and don't interrupt them. Try to record or remember as much information about the call as possible. And if possible, check the call display and record the phone number.

- Ask the caller questions like: Where is the bomb? When will it go off? What type of bomb is it? Why are you doing this?
- Try to write down the caller's exact words and make notes about their voice. Make note of any background noise like music or traffic.
- Note when the call started and ended.
- Once ended, call 911 immediately. Then call 604-681-1172.
- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

Fire Detection & Suppression Systems

We have an interconnected life safety system at 745 Thurlow, designed to detect and contain fires. Monitored 24 hours a day, it's equipped with smoke and heat detectors, manual pull stations at all exit doors, and magnetic lock doors. Throughout the complex we have sprinkler systems to contain any fire to a small area and protect lives.

When any fire alarm is activated:

- Magnetic lock doors release to allow people to exit.
- Passenger elevators recall to the lobby level.
- Alarm tones & announcements are broadcast throughout the complex.
- The smoke control system activates to pressurize stairwells and keep smoke out. This feature, along with fire-rated doors and walls, makes the stairwells the safest place to be during an emergency.

Fire Alarm Tones

The fire alarm system broadcasts two separate tones.

The evacuation tone is broadcast to the floor where the alarm device has been activated – as well as to the floors above and below. When you hear the evacuation alarm, please leave immediately.

The alert tone is broadcast to the remaining floors in the building to indicate that a fire alarm has been activated but the floor you are on is not affected. It's not necessary to leave your floor when you hear the alert tone, although you should be prepared to evacuate if the situation changes.

Floor Warden Team

Property Management provides training and information on emergency procedures. As a tenant, it is your responsibility to ensure there is a floor warden team for each floor your company occupies – and that staff have access to information about emergency procedures.

The floor warden team assists occupants during an evacuation and helps to educate their coworkers about emergency procedures.

When your team is formed, they should decide who will perform each duty and who will be selected to search each section of their floor. Having a plan in place, designating a meeting area, and practicing your plan will better prepare your coworkers for an emergency.

The floor warden team is responsible for searching the floor and directing staff to exits. Therefore, it's important for everyone in your office to know the layout of your floor and location of exits.

When a fire alarm sounds, the floor warden team should immediately proceed to the elevator lobby to ensure all team members are present. If a team member is absent, the duties will have to be shared.

When the alert tone sounds, the floor warden team should wait in the lobby until the all-clear message comes on.

If the evacuation tone is sounding, the floor warden team should immediately begin evacuating occupants from your floor.

Floor Warden

The floor warden is the leader of the team in charge of directing team members during an emergency. They also ensure the team is trained and that any vacancies are filled immediately.

During an evacuation, the floor warden must search their assigned area, advise occupants of the emergency and direct them to the nearest exit. When they complete their search, they can return to the lobby to meet the other team members and leave the floor themselves.

Assistant Floor Warden

The assistant floor warden must take over if the floor warden is absent or unavailable. This person conducts a search of their assigned area, advises occupants of the emergency and directs them to the nearest exit.

Assistance Monitors

Assistance Monitors are responsible for assisting persons requiring assistance to ensure they get to a safe place which is beside or within the stairwell. They are to remain with the person requiring assistance until the building response team or emergency services arrive to assist.

Searchers

Ideally there should be a male and female searcher on each team. They have an assigned search area and check meeting rooms, washrooms, and storage rooms – anywhere people may not have heard the alarm.

Exit Monitors

Exit monitors are assigned to each stairwell to assist with evacuation. During an evacuation they check the stairwell for heat and smoke and if clear, direct occupants down the stairs. If the stairwell is not clear or extremely crowded, they should direct occupants to another exit. Exit monitors are also responsible for reminding occupants not to take beverages, carry heavy items, or wear high-heeled shoes.

Earthquakes & Tornadoes

If an earthquake or tornado is impacting the property, please remain calm.

- Take cover under a desk, table, or the nearest interior doorway. Hold onto whatever you're under.
- Keep away from windows and glass doorways.
- Don't use elevators. You could become trapped if the power goes out.
- Don't leave cover until it's safe to do so. Follow the directions of building staff.

Power Outage

In the event of a power outage, 745 Thurlow is equipped with emergency generators. They're designed to power life safety systems and provide limited lighting and elevator service throughout the complex.

In such a case, there will be a glow-in-the-dark path marking materials and signage within all the stairwells in order to assist with safe egress in the event an evacuation is required.

Please follow the instructions of building personnel during a power outage.

In Case of Fire

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.
- From a safe location, call 911. Then call 604-681-1172.

Do not dismiss the potential of a small fire; it can quickly escalate.

Evacuation

- As people evacuate their floor, they should keep to the right of the stairs to allow building personnel and firefighters to pass on the left-hand side.
- Walk at a normal pace and hold onto the handrail as you proceed down the stairs. Remain focused, do not bring any beverages or use your mobile device unless it's an emergency. Leave heavy and bulky items behind. If you're wearing high-heeled shoes, remove them.
- Occupants from other floors will be entering the stairwells. Allow them to merge into the flow but do not stop as this will delay the occupant's evacuation from the floors above.
- Occupants should proceed down the stairs and gather at their company's designated assembly area.
- All stairwells include crossover floors. These floors, which are positioned at every 5 floors or less, allow for evacuating occupants to cross over to an alternate stairwell should the stairwells become too congested or unsafe to use.

Public Area Fire Alarms

If you're in a public area, such as the concourse, a restaurant, or the parking garage, remain where you are and listen to the instructions of the building personnel. If it becomes necessary to evacuate, follow the signs to the nearest exit.

Persons Requiring Assistance

We have procedures in place to assist anyone unable to evacuate due to a health condition. When the evacuation tone sounds, any person requiring assistance (PRA) should go to the nearest stairwell and wait on the landing.

Medical Emergency

If there is a medical emergency, remain with that person and try to make them feel comfortable. Have someone call 911 as well as 745 Thurlow security at 604-681-1172. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

Security Officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at patient's location as quickly as possible.

Fire Drills

Fire drills are conducted on an annual basis. Learn more in the Your Safety section at [745thurlow.com](https://www.745thurlow.com).

Fire Prevention

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions.
- Don't let combustibles to accumulate. Avoid careless storage practices.
- This is a smoke-free complex. Smoking & vaping aren't allowed anywhere on the property.
- Don't obstruct sprinklers or place items within 45 centimetres of the ceiling.
- Ensure objects like boxes and storage racks don't obstruct doorways.
- Don't overload electrical outlets.
- Be familiar with your responsibilities during a fire event in the building.

Smoke-Free Policy

We are committed to the health and wellbeing of all who make this community what it is. As a result, this is an entirely smoke-free property, indoors and outdoors. This includes:

- Cigarettes, cigars.
- Vape pens & e-cigarettes.
- Pipes, hookahs, water pipes.
- All tobacco products, including chewing & dipping tobacco.
- All cannabis products.

Holiday Season Safety

Please keep in mind the following when selecting and setting up decorations in your office area:

- Please use only fire-resistant artificial trees & garlands. Live trees & garland are never permitted.
- Decorations should never be placed so they block exits, fire hose cabinets and extinguishers.
- Only light sets labelled Canadian Standards Association (CSA Approved) or Underwriters' Laboratories of Canada (ULC Approved) should be used.
- Check all sets of lights for worn insulation, broken plugs and loose sockets. Replace the lights if any of these conditions are found. Don't use defective light sets.
- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged to the light sockets. Streamers or other decorations should be fire resistant.
- Turn off all indoor tree and decorative lights before leaving for the day. Don't place extension cords under rugs or in heavy traffic areas.

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- Don't overload an electrical circuit.
- Candles and open flames are not permitted.
- Do not tape down extension cords.

Want to confirm your holiday decorations are compliant? Call our Fire Safety Supervisor at 604-681-1172.

General Security

Office Security

You can help ensure this property remains a safe place to work and do business. Please ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or on you when leaving the office.

Paid Duty Request

Our Paid Duty program enables tenants to book security officers for events or personal security reasons. The fee to book a security officer is an hourly rate charged at a 4-hr minimum.

- To book a security officer, please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com.
- When booking please advise Tenant Services exactly what you need the security officer to do.
- Please provide at least 2 business days' advance notice.

Personal Security Escorts

Our Security staff are available to provide a security escort to your vehicle in the parking garage, free of charge. Please contact Security and allow a few minutes for someone to come to you.

Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at 745 Thurlow. If someone comes to your office claiming they are selling something, please call Security at 604-681-1172.