



QuadReal

Tenant Information Guide **777 Hornby Street**



Updated: February 2023

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A. Introduction

This manual is called the Tenant Information Guide should answer many of the questions you may have about building regulations, policies, and operating procedures. The Tenant Information Guide provides important building personnel contacts 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 777 Hornby by using Quadreal Connect.

B. Disclaimer

This information has been prepared to provide Tenants with a convenient source of building information relevant to 777 Hornby. 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 777 Hornby. 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 act 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 – 24/7 Customer Service Centre

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

As you will see referenced throughout this manual, all tenant requests should be directed to the 24-Hour Tenant Service Centre, QuadReal Connect:

Phone: 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 all building management personnel 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 777 Hornby:

777 HORNBY HOURS OF OPERATION	
Monday to Friday	7:00 a.m. – 6:00 p.m.
Saturday and Sunday	Closed
Stat Holidays (see section Q)	Closed

Please note that access cards are required to enter the building after-hours (for Statutory Holiday Closure dates, see section Q). Additionally, the lighting and HVAC are only provided from Monday to Friday 6:00 a.m. to 6:00 p.m. If you require the HVAC outside of these hours, 24-hour **written notice** to QuadReal Connect via email is mandatory. Additional HVAC is \$35.00/hour billed directly to the tenant, plus a 15% administration fee.

If you require building services outside of the above hours, please contact QuadReal Connect.

777 Hornby 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 777 Hornby staff directly to answer questions you may have. A current listing of 777 Hornby personnel is listed below.

Mailing Address: **QuadReal Property Group**
Suite 800, 666 Burrard Street
Vancouver, B.C. V6C 2X8

Contacts: **Property Manager**
Ella Tiamzon
Email: Ella.Tiamzon@quadreal.com

General Manager
Frank Vecchio
Email: Frank.Vecchio@quadreal.com

Property Administrator
Karalee Stewart
E-mail:
Karalee.Stewart@quadreal.com

Operations Manager
Blake Johnson
Email: Blake.Johnson@quadreal.com

Building Operators
Mark Reyes
Email: Mark.Reyes@quadreal.com

Deokmin Moon
Email: Deokmin.moon@quadreal.com

Leasing Manager
Irene Au
E-mail: Irene.Au@quadreal.com

F. Security, Access Cards, and Safe Walk Service

777 Hornby is equipped with an access card system for after-hours access and a security officer circulates the premises. To ensure a secure building, all tenants require an access card outside of business hours to enter the building. We advise all tenants not to let anyone following them into the building after-hours and please remind employees to securely shut doors upon entering or exiting.

Please report any suspicious activity to us by calling QuadReal Connect, our 24-hour Tenant Service Line at 1-877-977-2262. In an emergency, please do not hesitate to contact the police.

(a) Access Cards

The electronic access card entry points are located at the main entrance off Hornby Street (east side of the building). Access cards are issued to all employees and permission levels can be adjusted between individuals to ensure that each employee's access level reflects their employment needs. Access cards are available by contacting QuadReal Connect.

(b) Safe Walk Service

A security officer patrols the parkade 24/7, and if requested, the security officer can provide a "safe walk" to escort an employee or visitor to their vehicle in the parkade of the building. Please contact QuadReal Connect to request a safe walk.

Please note the safe walk program is only available within the building premises.

To assist us in communication, an Office and Emergency Contact form (see section R) must be completed and returned to QuadReal Connect. 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.

G. Move-In Information

All move-in/move-out must be approved by building management. Tenants are required to schedule their move-in/move-out outside of regular business hours (after 6pm/before 6am Monday-Friday and anytime Saturday/Sunday) and must schedule their moving day at least 48 hours in advance. 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 \$23.40 per hour for a 4-hour minimum plus a 15% administration fee and applicable tax.

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

H. Parking

Monthly parking and day parking is available in the 6-level parkade beneath the building. The monthly parking and visitor parking is operated by Precise Parklink for QuadReal.

The parkade is open from 6:00 am to 11:00 pm, seven (7) days a week. After-hour parking access is granted only to monthly parkers.

For current parking rates or to acquire about monthly parking at 777 Hornby, please contact Precise Parklink at 604-235-1380 and provide them with the following information:

- Company name (*if a corporate account*)
- Name
- Address
- Phone #
- Email address
- Make
- Model
- Colour
- Plate #

(a) Thefts from Automobiles

Theft from automobiles is 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 any valuables from vehicles and ensure vehicles are locked. Please report any suspicious activity to security or contact QuadReal Connect at 1-877-977-2262.

I. Postal Services

Canada Post will deliver mail to your suite and has requested the following format for mailing addresses:

Suite ####, 777 Hornby Street
Vancouver, B.C.
V6Z 2P4

Please note that there is a mailbox for outgoing mail on the main lobby level. If you have any questions about your mailing address or services provided by Canada Post, please contact QuadReal Connect at 1-877-977-2262 or Canada Post directly at 1-866-607-6301.

J. Signage

(a) Main Floor Directory Board Listing

A building personnel will update the lobby digital directory located on the main floor once your Signage Request form has been submitted. Please confirm the exact wording of your company name with QuadReal using the Signage Request form attached at the back of this package, along with a photo of your company logo if applicable and allow 24 hours for the update to take place.

(b) Suite Signage

Standard building signage will be ordered for your suite door once the attached Tenant Signage Request form is received. If a tenant requires additional signage, it will be at the tenant's expense. Some signage may be at the tenant's expense, should your business require more than one name and require more than one panel on the directory board or door. 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.

K. Keys

The entrance door(s) to your premise(s) 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.

L. Recycling & Garbage Disposal

The recycling and waste removal option provided at 777 Hornby include:

- Mixed Paper
- Soft Plastic
- Cardboard
- Mixed Container: glass, metal, plastic
- Styrofoam
- Compost and Organics
- E-waste
- Batteries

The janitorial staff will remove recycling left in the appropriate office containers supplied by the building. To obtain additional recycling containers please call QuadReal Connect at 1-877-977-2262.

If you will have large quantities of garbage and/or cardboard boxes to dispose of, please advise our Building Operators as the facilities cannot cope with large amounts. We recommend that you make arrangements with your moving company to dispose of your cardboard boxes and packaging materials. We also ask all tenants to be courteous to their neighbours and not dispose and/or leave old office furniture, office equipment and/or prohibited materials in the loading zone and/or the waste container area. These items should be disposed of by each individual tenant at their own cost.

Items that can go in the organics includes:

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

M. 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: **2748355 Canada Inc.**
c/o QuadReal Property Group
Suite 2100, 199 Bay Street
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 777 Hornby 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: *QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their 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

N. Fire and Life Safety

777 Hornby is registered with WPS Disaster Management Solutions, this requires WPS to complete an annual review of the evacuation procedures and for QuadReal to perform provide annual fire warden training and an evacuation drill.

To ensure safety in the event of a fire, QuadReal encourages all Tenants to delegate at least one fire warden per suite, and two wardens for full floor tenants. Additionally, all building occupants should be familiar with the location of fire extinguishers and fire exits; do not use the elevator in an emergency. For a copy of the Fire Warden booklet, please contact QuadReal Connect.

O. Amenities

(a) Bicycle Parking

Bicycle racks are located within a chain link enclosure on the B4 parking level. Please contact QuadReal Connect for the lock combination.

(b) End of Trip Facilities

Shower and change rooms are located on the ground floor. Please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com to request access.

The Men's facility is located on the main corridor that branches to the right from the lobby. The Women's facility is beyond the parkade elevator, down the small corridor to the right.

(c) Storage

Storage space is available for rental on the 21st floor. Please contact QuadReal Connect to inquire about availability and pricing.

(d) Alveole Beehives

In 2019, we set up beehives in partnership with Alveole, an urban beekeeping company. The 777 Hornby parkade rooftop is home to thousands of honeybees. Introducing urban beekeeping inspires our tenants to learn about environmental biodiversity and sustainability. The MyHive page can be accessed here: <https://myhive.alveole.buzz/quadreal-vancouver-777-hornby>

P. Statutory Holiday Closures

777 Hornby Street will observe the following statutory holidays in 2023, on these days, the building will be CLOSED. All your staff and business associates accessing the building will require an access card, and 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 at 1-877-977-2262 to arrange building services that meet your needs.

Q. Forms to be Filled Out

The following forms are to be filled out and returned to our office:

- (a) Office and Emergency Contact
- (b) Suite Key & Security Access Card Request
- (c) Signage Request
- (d) Pre-authorized Payment Plan Application
- (e) Amenity Access Application

Refer to the Appendix for the attached forms.

R. 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 20seconds 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.
- Maintaining a minimum relative humidity of 30% to 60% in our buildings.
- 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

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 9am to 5pm rush hours.
- Elevator touchpoints (buttons, doors, handrails) will be regularly disinfected throughout the day.

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 promote social distancing.

(e) Touchless Door Sensors

QuadReal has also installed and implemented touchless door sensors in our building to reduce touchpoints 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, don't touch your face, and stay home if unwell.

We are committed to supporting you during what will undoubtedly be a new challenge for all of us. We appreciate your patience as we work through these challenging times together. QuadReal will ensure that service excellence is always top priority so that everyone is confident that they are in a safe place.

S. Appendix

(a) Office and Emergency Contact

(b) Suite Key & Security Access Card Request

(c) Signage Request

(d) Pre-Authorized Payment Plan Application

(e) Amenity Access Request Form and COVID Waiver

(f) Special Coverage Security Form

(g) After Hours HVAC Request Form

Customer 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			
<p>*Please note: The Main Contact(s) will receive all building notices*</p> <p>It is mandatory to have at least one main office contact</p>			
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 ****

SUITE KEY / SECURITY CARD ACCESS SYSTEM APPLICATION
777 Hornby Street

Company				
Suite Number				
Floor				
Telephone Number				
()				
Normal Business Hrs: _____ AM to _____ PM				
Number of suite keys required:				
A. Building And Floor Access (Please check of appropriate column that you require access to)				
Card Holder(s) name	7:00 am to 6:00 pm Mon – Fri	24 Hours Mon – Fri	24 Hours, 7 days a week	No access after hours required
Signature of Applicant: _____		Date: _____		
Signature of Authorized Official: _____		Date: _____		

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

Please note it can take up to 24 hours to process card access request and changes. If you require immediate cancellation of a lost/stolen or exiting employees card, please call QuadReal Connect at 1-877-977-2262



Tenant Signage Request Form

777 Hornby 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 Floor 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 ****

For Property Administrator Use Only **Yardi Account #** _____

Tenant No.: _____ **PMA Name** _____
Lease No.: _____ **PMA Telephone #:** _____
Building No.: _____ **PMA Office Location:** _____

1. **Please forward Original PAD form to the Banking Administrator via inter office mail**; fax or email copies can be accepted for processing to ensure the PAD is setup before the cutoff date.
2. Tenants with leases in multiple buildings must have separate Tenant #'s + PAD agreements
3. Effective date is subject to Banking cut-off schedules

Payor Authorization for Pre-Authorized Debits (PAD)

To: bclMC Realty Corporation (the "Payee") to Direct Debit an Account

c/o QuadReal Property Group Limited Partnership (the "Manager")
 Suite 800
 666 Burrard Street
 Vancouver, BC V6C 2X8
 Tel: 604-975-9500

1. Payor's Name and Address:

I/We warrant and represent that the following information is accurate.

 Full Legal Name of Tenant

 Name on Bank account

 Address

 Telephone Number

 City, Province

 Postal Code

2. Payor's Financial Institution (the "Processing Institution"):

I/We have attached a specimen cheque marked VOID to this Payor authorization (the Authorization).

 Name of Bank

 Bank Address

 City, Province

 Postal Code

 Bank Account No.

 Branch No. (5 digits)

 Institution No. (3 digits)

I/We will inform the Payee, in writing, of any change in the information provided in this section of the Authorization at least 30 days prior to the next due date of the PAD.

3. Purpose of Debits: ☐ Personal/Household PAD ☐ Business PAD

INITIALS

4. I/We acknowledge that the Authorization is provided for the benefit of the Payee and the Processing Institution and is provided in consideration of the Processing Institution agreeing to process debits against my/our account, as listed above, (the Account) in accordance with the Rules of the Canadian Payments Association.
5. I/We warrant and guarantee that all persons whose signatures are required to authorize withdrawals from the Account have signed the Authorization below.
6. I/We hereby authorize the Payee to issue Pre-Authorized Debits (as defined in Rule H4 of the Rules of the Canadian Payments Association) (the PAD) drawn on the Account, for the purposes as per lease agreement.
7. I/We may cancel the Authorization at any time, notwithstanding lease agreement provisions, upon providing written notice, at least 30 days before the date of next debit to the Payee. To obtain a sample cancellation form, or for more information on my right to cancel a PAD Agreement, I may contact my financial institution or visit www.cdnpay.ca.
8. I/We acknowledge that provision and delivery of the Authorization to the Payee constitutes delivery by me/us to the Processing Institution. And delivery of the Authorization to the Payee, regardless of the method of delivery, constitutes delivery by me/us.
9. The Payee will provide to me/us, at the address provided in section 1:
 - a) with respect to fixed amount PADs, no written notice of the amount to be debited (the Payment Amount) and the date(s) on which the Payment Amount debited will be posted to my/our Account (the Payment Date), are required. As well, no notice is required when there is a change in the Payment amount or the Payment Date(s) negotiated by me and the Payee;
 - b) with respect to variable amount PADs, no written notice of the Payment Amount and the Payment Date(s), are required; and
 - c) with respect to a PAD plan that provides for the issuance of a PAD in response to a direct action of mine/ours (such as, but not limited to, a telephone instruction) requesting the Payee to issue a PAD in full or partial payment of a billing received by me/us for a payment obligation that meets the requirements of Section 2 of Rule H4, no notice is required.
10. The Payee may issue a PAD occurring on the 1st business day monthly in a dollar amount as per the lease agreement with top-ups, adjustments, and/or increases permissible.
11. I/We acknowledge that the Processing Institution is not required to verify that a PAD has been issued in accordance with the particulars of the Authorization including, but not limited to, the amount, or that any purpose of payment for which the PAD was issued has been fulfilled by the Payee as a condition to honouring a PAD issued or caused to be issued by the Payee on the Account.
12. Revocation of the Authorization, notwithstanding lease agreement provisions, does not terminate any contract for goods or services that exist between me/us and the Payee. The Authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods and services exchanged.
13. I/We have certain recourse rights if any debit does not comply with this agreement. For example, I/We have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD agreement. To obtain more information on my recourse rights, I may contact my financial institution or visit www.cdnpay.ca.
14. I/We consent to the disclosure of any personal information that may be contained in this Authorization to the financial institution that holds the account of the Payee to be credited with the PAD to the extent that such disclosure of personal Information is directly related to and necessary for the proper application of Rule H1 of the Rules of the Canadian Payments Association.

INITIALS	

15. I/We understand and accept the terms of participating in this PAD plan.
16. **APPLICABLE IN THE PROVINCE OF QUEBEC ONLY.** It is the express wish of the parties that the Agreement and any related documents be drawn up and executed in English. *C'est la volonté expresse des parties que cette convention et les documents s'y rattachant soient rédigés et signés en anglais*
17. A \$60 service charge will apply for all payments returned because of Non-Sufficient Funds (NSF).

Please return the signed pre-authorized payment form and a void cheque to the Property Management office.

Signature(s) or Authorized Signature(s) of Account Holder(s) :

X _____
 Name: _____ Date: _____

X _____
 Name: _____ Date: _____

Attach a blank cheque marked "VOID"

I hereby consent to the collection, use and disclosure of personal information contained in this form and otherwise collected by or on behalf of QuadReal Property Group Limited Partnership (the "Manager") (1) for the purposes of facilitating the Pre-Authorized Payment with your financial institution, (2) for the purposes of enforcing the Manager's rights and (3) as otherwise provided in the Manager's privacy policy, a copy of which is available on request and may be viewed at www.quadreal.com.

INITIALS	

777 Hornby Amenity Access Request Form

In consideration of the Owners, 2748355 Canada 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 will check the condition and working order of any equipment before using;
5. The user accepts all risks associated with the use of the facility or the equipment at his or her own risk;
6. 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
7. 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;
8. 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;
9. Lockers are for day use only and on a first-come, first-served basis;
10. The user will lock their bicycle to the racks provided.

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: Shower/Change Room:

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 777 HORNBY 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**”), bclMC Realty Corporation, 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 of Birth: _____

Signature: _____
Attendee

Date: _____



Paladin Security

Special Coverage Officer Order Form

SECTION 1: - CLIENT INFORMATION

Request Received Date (<i>Today's date</i>):	_____
Name of Company:	_____
Name and Position of Requestor:	_____
Billing Address:	_____
PO#:	_____
Phone Number:	_____ Fax Number: _____
Email:	_____
Is this an insurance claim or a service to be covered by an insurance claim?	(Check One) YES NO

NOTE If YES, client must accept liability for payment and charges.

SECTION 2: - COVERAGE INFORMATION

Event:	_____	
Event Location:	_____	
Event Dates and Hours of Coverage:	_____	
Number of Officers required:	_____	
Rate Quoted: \$	_____ /hour plus applicable taxes applies*	
Note: Statutory holidays are billed out at 2.5 X the quoted hourly rate. Short notice requests (less than 12 hours' notice) for additional hours will be billed at 1.5 X the quoted hourly rate. Even if shift is less than 4 hours, a minimum of 4 hours coverage will be billed regardless.		
Shelter Provided	Expect Outside Patrols	Vehicle Needed
Phone Provided	Radio Required	Washroom Access
Keys and/or Access card Required?	_____	

SECTION 3: SITE REQUIREMENTS AND DUTIES

Notes, Special Requests
and Emergency Contact:

SECTION 4 - CLIENT REPRESENTATIVE APPROVAL

By signing below, I agree with the above-mentioned information and believe it to be correct at this time. Any changes to this work order will be made by myself, or a person designated by myself, in writing which will be forwarded to the Paladin Security Group Ltd.

Signature: _____ Date: _____



777 Hornby Street
After-hours HVAC Services

For the month of: _____

Tenant Name and Suite #: _____

Requested by: _____

DATE OF SERVICE	Time Requested	TOTAL COST
	(\$35.00/hour)	(excl. GST)
	SUBTOTAL	
	GST (5%)	
	TOTAL	

Completed by: _____

Date: _____