



QuadReal

Tenant Information Guide **777 Hornby Street**



Updated: September 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
Gabriela Paculdino
E-mail:
gabriela.paculdino@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; 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	2024 STATUTORY HOLIDAYS
Monday, January 1	New Year's Day
Monday, February 19	Family Day
Friday, March 29	Good Friday
Monday, May 20	Victoria Day
Monday, July 1	Canada Day
Monday, August 5	B.C. Day
Monday, September 2	Labour Day
Monday, September 30	National Day for Truth and Reconciliation
Monday, October 14	Thanksgiving Day
Monday, November 11	In lieu of Remembrance Day
Wednesday, December 25	Christmas Day
Thursday, 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. 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 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 align="center">*Please note: The Main Contact(s) will receive all building notices*</p> <p align="center">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 ****

<i>For Property Administrator Use Only</i>		Yardi Account #
Tenant No.:	PMA Name	
Lease No.:	PMA Telephone #:	
Building No.:	PMA Office Location:	
<ol style="list-style-type: none"> 1. <u>Please forward Original PAD form to the Banking Administrator via inter office mail</u>; fax or email copies can be accepted for <u>processing</u> 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.

<u>Full Legal Name of Tenant</u>	<u>Name on Bank account</u>
<u>Address</u>	<u>Telephone Number</u>
<u>City, Province</u>	<u>Postal Code</u>

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

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

<u>Name of Bank</u>	<u>Bank Address</u>
<u>City, Province</u>	<u>Postal Code</u>
<u>Bank Account No.</u>	<u>Branch No. (5 digits)</u> <u>Institution No. (3 digits)</u>

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*

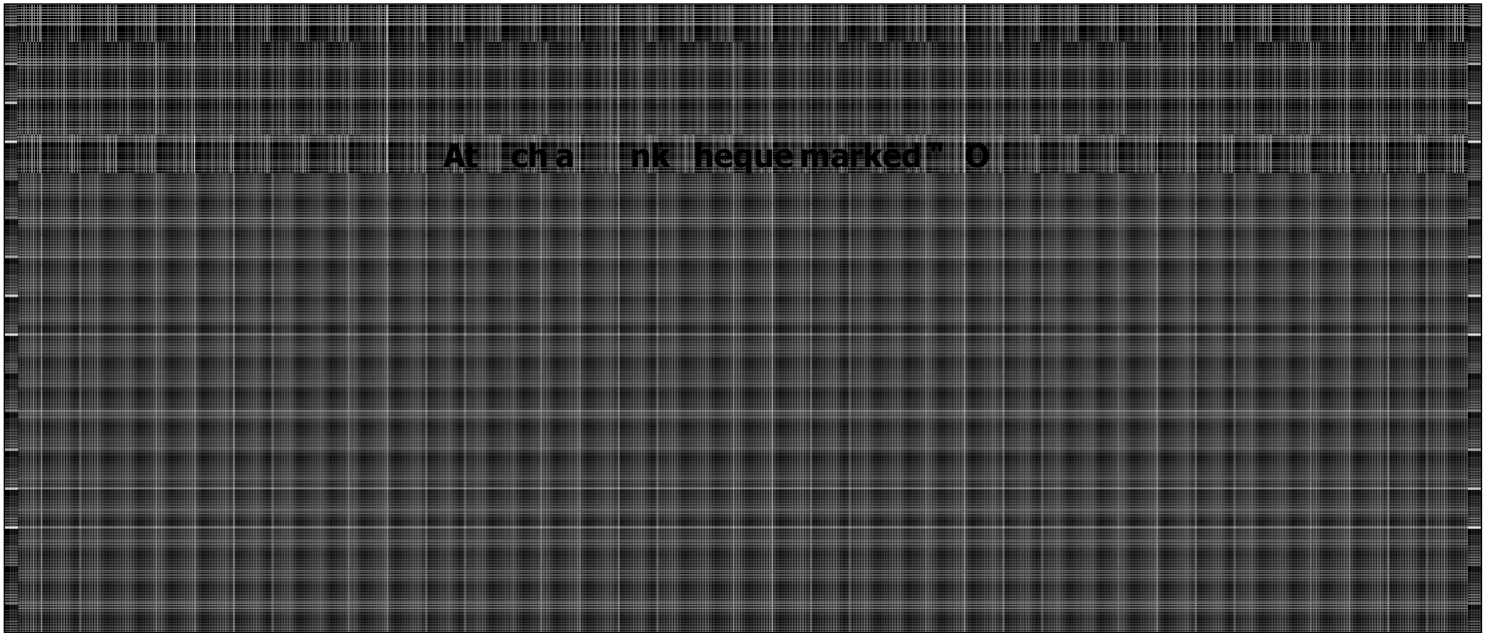
17. A \$60 service charge will apply for all payments returned because of Non-Sufficient Funds (NSF).

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 _____ - Date
Name:

X _____ - Date
Name:



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**

Please select the requested amenities or facilities (selected amenities and facilities are collectively defined herein as the **"Facilities"**):

- ☐ Bike Storage ☐ ~~Fitness Facility~~
☐ Shower/Change/Locker Room

Please select M or F for your Shower/Change Room (if applicable): ☐ M ☐ F

Description of bicycle/scooter (if applicable): _____

In consideration of bclMC Realty Corporation (the **"Owner"**) and QuadReal Property Group Limited Partnership (the **"Manager"**) providing the Facilities for the tenants of the building, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the applicant acknowledges and agrees that, in using the Facilities:

1. the applicant accepts all risks, dangers and hazards associated with the use of the Facilities;
2. the Owner and Manager make no representation or warranty with respect to the condition, function, operation, safety or use of the Facilities or the equipment and supplies provided at the Facilities;
3. there is no supervision of the Facilities;
4. the applicant has the experience, knowledge, and skill to use the Facilities and the equipment and supplies provided therein without instruction or supervision;
5. the applicant will check the condition and working order of any equipment or supplies before using and, if applicable, will wipe down any equipment or supplies with provided sanitizing spray/wipes before and after using;
6. the applicant has read and agreed to the enclosed waiver of claims, release of liability, assumption of risks and indemnity agreement, and understands that by signing this document they are:
 - a. waiving certain legal rights, including the right to sue;
 - b. releasing and forever discharging the Owner and the Manager and their respective employees and officers from all liability and for any and all loss, injury or damage (including death) to the applicant or the applicant's property; and
 - c. agreeing to fully indemnify the Owner and Manager and their respective employees and officers in connection with any claims arising as a result of the applicant's use of the Facilities;
7. the Facilities are for TENANTS OF THE BUILDING ONLY with permitted access through cards or mobile credentials AND GUESTS ARE NOT PERMITTED.

If the foregoing/above terms and conditions are not acceptable to the user, please do not use the Facilities. The undersigned has read this document and understands all its terms and has executed it voluntarily and with full knowledge of its significance.

Applicant Name: _____ Company: _____

Email Address: _____ Access Card Number: _____

Date: _____ Signature: _____

Kindly submit your completed forms to service@quadrealconnect.com for access.



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

**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.

I, the undersigned User (the "**User**"), 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**").

In consideration of the Releasees permitting the User to access the Facilities (as defined above), and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the User and/or the User's legal guardian acknowledge and agree to the following terms:

1. ACKNOWLEDGMENT AND ASSUMPTION OF RISKS: I understand and acknowledge that there are many risks, dangers, and hazards inherent in using the Facilities and the supplies provided by the Releasees at the Facilities (the "**Supplies**"), which could result in damage, loss, physical injury, illness or death, and which risks, dangers and hazards may include, but are not limited to: defective, dangerous or unsafe conditions of the Facilities or the Supplies; insufficient warnings, directions, instructions or guidance as to the use of the Supplies; User's lack of experience, knowledge, and skill to use the Supplies; fire arising from the use or storage of e-bikes and e-scooters; the transmission of communicable diseases; the conduct and/or negligence of the User or other persons using the Facilities; or negligence on the part of the Releasees, including the Releasees' failure to take reasonable steps to safeguard or protect the User from the risks, dangers and hazards associated with using the Facilities, including but not limited to those risks, dangers and hazards listed above (collectively, the "**Risks**").

2. WAIVER OF CLAIMS, RELEASE OF LIABILITY AND INDEMNITY: I hereby further agree to:

a waive any and all claims or causes of action that I have or may in the future have against the Releasees, including without limitation the right to make a third-party claim or claim over against the Releasees, in connection with use of the Facilities and/or the Supplies, including but not limited to claims arising due to negligence, breach of contract, breach of warranty, breach of statutory or other duty of care, including any duty of care owed under the Occupiers' Liability Act, or the failure on the part of the Releasees to take reasonable steps to safeguard or protect the User from the risks, dangers and hazards associated with using the Facilities and/or the Supplies, including but not limited to the Risks;

b release, discharge and forever hold harmless the Releasees from any and all liability for damages, loss or expenses arising from the User's use of the Facilities and/or the Supplies; and

c indemnify and hold harmless the Releasees for any and all damages, losses or expenses (including legal costs) of any kind arising in connection with any claims, demands, or causes of action of any kind whatsoever, including those involving negligence on the part of the Releasees, resulting from the User's use of the Facilities and/or the Supplies.

3. REPRESENTATIONS: I am not relying on any oral, visual or written representations or statements made by the Releasees with respect to the use of the Facilities other than what is set forth in this Agreement. Additionally, I further acknowledge and agree that where Supplies are provided by QuadReal, QuadReal makes no representation, warranty, or guarantee regarding the quality, suitability or availability of the Supplies.

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 matters addressed in this Agreement must be instituted in the Province of British Columbia.

Initial:



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

Print Name: _____
the "User"

Date: _____
(mm/dd/yyyy)

Signature: _____
Signature of User



Paladin Security

Special Coverage Officer Order Form

SECTION 1: - CLIENT INFORMATION

Request Received Date (*Today's date*): _____

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: \$ **35.00** /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: _____