

January 2024

777hornby.com

WELCOME TO 777 HORNBY

Tenant Information Guide



HELLO

Welcome to 777 Hornby

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

As the property managers, 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 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 colleagues all you need to know as tenants. It contains information about the features, facilities, and safety protocols – 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, which can be found at [777hornby.com](https://www.777hornby.com).

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.

Ella Tiamzon

Property Manager

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For Quick Reference

1 | Key Contacts

Ella Tiamzon	Property Manager	604-975-3524	ella.tiamzon@quadreal.com
Frank Vecchio	General Manager	604-975-9671	frank.vecchio@quadreal.com
Lian Lim	Property Administrator	604-975-3547	lian.lim@quadreal.com
Blake Johnson	Operations Manager	604-975-9727	blake.johnson@quadreal.com
Mark Reyes	Building Operator	1-877-977-2262	mark.reyes@quadreal.com
Jimmy Prisco	Building Operator	1-877-977-2262	jimmy.prisco@quadreal.com
Irene Au	Leasing Manager	604-975-9500	irene.au@quadreal.com
QuadReal CONNECT		1-877-977-2262	service@quadrealconnect.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 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, Sunday, Statutory Holidays	Closed

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

Management & Operations Staff

24-Hour Security Mobile Number
24-Hour Tenant Services: QuadReal CONNECT

604-209-2617
1-877-977-2262

service@quadrealconnect.com

Property Management

Property Manager Ella Tiamzon
General Manager Frank Vecchio
Property Administrator Lian Lim

604-975-3524
604-975-9671
604-975-3547

ella.tiamzon@quadreal.com
frank.vecchio@quadreal.com
lian.lim@quadreal.com

Security & Life Safety

Paladin Security 24-Hour Security
QuadReal Manager Darrell Ram
Locksmith Al Scott Lock & Safe

604-209-2617
604-975-3542
604-581-5000

darrell.ram@quadreal.com

Operations Manager Blake Johnson
Building Operator Mark Reyes
Building Operator Jimmy Prisco

604-975-9727
1-877-977-2262
1-877-977-2262

blake.johnson@quadreal.com
mark.reyes@quadreal.com
jimmy.prisco@quadreal.com

Print & post this page for your staff's convenience.

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. We liaise with each appointed tenant contacts of your office to ensure building bulletins and other communication are swiftly delivered and cascaded to our communities. In addition, we will update QuadReal + App and elevator screens for event calendars, programming and other pertinent announcements for the building.

QuadReal+ App 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

We also share regular communications about building & operational updates with appropriate tenant contacts. In turn, they're encouraged to cascade information and 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
Canada Day
Thanksgiving Day

Family Day
BC Day
Remembrance Day

Good Friday
Labour Day
Christmas Day

Victoria Day
Truth and Reconciliation Day
Boxing Day

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 quadreal.com/esg/our-esg-approach.

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

777 Hornby is the proud recipient of certifications for outstanding tenant service, building management, and sustainability.

LEED OM v4.1
BOMA Best Gold
Fitwel Viral Response Module

Parking & Amenities

You have a vast parking facility at your convenience right below the building. 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 1-888-783-7275 or visit Precise ParkLink's website.

Bike Parking

For safety reasons, we don't allow bikes in the building, but you do have a couple options for securely locking up your bike while you're at work, located on the B4 level.

Please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com to request access.

End of Trip Facilities

For your convenience, there are accessible showers available on a first-come, first-serve basis to all tenants.

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Men's showers are located on the north side of the building, off the main corridor that branches to the right from the lobby.

Women's showers are located on the south side of the building beyond the parkade elevator, down the small corridor to the right.

Please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com to request access.

Storage

Storage space is available for rental on the 21st floor. Please contact QuadReal Connect for pricing and access.

Beehives

We have set up beehives at 777 Hornby in partnership with Alveole, an urban beekeeping company. The parkade rooftop is home to thousands of honeybees to inspire our tenants to learn about environmental biodiversity and sustainability. For more information, please visit myhive.alveole.buzz/quadreal-vancouver-777-hornby.

General Information

We're here for you. Please always feel free to share your comments, compliments, or concerns. You can begin by calling us.

Property Management Office

QuadReal Property Group

800-666 Burrard Street
Vancouver BC, V6C 2X8

Key Contacts:

Ella Tiamzon	Property Manager	604-975-3524	ella.tiamzon@quadreal.com
Frank Vecchio	General Manager	604-975-9671	frank.vecchio@quadreal.com
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Jimmy Prisco	Building Operator	1-877-977-2262	jimmy.prisco@quadreal.com
Irene Au	Leasing Manager	604-975-9500	irene.au@quadreal.com
QuadReal CONNECT		1-877-977-2262	service@quadrealconnect.com

Building Services

QuadReal CONNECT

1-877-977-2262

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

Postal Services

Canada Post will deliver mail to your suite. There is a central mailbox for outgoing mail on the main lobby level.

Canada Post has requested the following format for mailing addresses:

###-777 Hornby Street
Vancouver, BC V6Z 2P4

(### = your suite number)

Janitorial Services

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

General cleaning service in areas such as washrooms and service corridors is provided daily Monday to Friday. Please call 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.

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. Property Management can coordinate with our Janitorial Contractor to provide pre-clean services as an Additional Service chargeback to your Lease.

Janitorial Services: General Tenant Space

Nightly (5 times weekly)

- Empty all waste bins & replace liners as needed.
- Remove all collected trash to designated area.
- Dust all unobstructed horizontal surfaces.
- Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains.

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- Dust mop all hard surface floors with treated electrostatic mop.
- Spot clean all partition glass.
- Dust and spot clean furniture fixtures, equipment & accessories.
- Vacuum all carpeted high traffic lane areas.
- Spot vacuum to remove visible soil.

Weekly

- Spot clean carpeted areas.
- Dust high & low areas.
- Fully vacuum all carpets from wall to wall.

Washrooms

Nightly

- Refill dispensers.
- Empty trash.
- Clean & sanitize all fixtures.
- Wipe all counters & chrome.
- Clean mirrors & spot wipe partitions.
- Sweep and damp mop floors with germicidal cleaner.

If you require more information regarding janitorial services, please contact your Property Team through emailing QuadReal CONNECT at service@quadrealconnect.com.

Signage

The design decisions for signage at 777 Hornby 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.

Loading Dock and Moving In/Out 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 6 pm / before 6 am 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** 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.

Other Loading Dock 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.
- Maximum truck height at the loading dock is 11 feet. Maximum length is 40 feet.
- Maximum time permitted in the loading dock area is 15 minutes.
- Drivers are required to sign in and out at the Security Office, located at the main Lobby Security Office

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.

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.

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

We are able to accept the following items for recycling and waste removal.

- 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 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

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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 include:

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

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 generator, 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.

The emergency generator is 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

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.

- If possible, keep furniture 12 inches from floor-mounted induction units around the perimeter of your space. Obstructing these grills interferes with proper temperature control.
- Keep papers and other items off exposed radiation grills.
- 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.

Lighting Control

Office lighting is independently controlled by tenants. Emergency lighting cannot be turned off for any reason. If you feel your lights aren't performing, please let us know by contacting QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.

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.

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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

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 leasehold 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.

You can 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

24-hour security		604-209-5617
Manager	Darrell Ram	604-975-3542
Pass card office		1-877-977-2262
Personal security escort		1-877-977-2262

Nothing is more important to us than the health and safety of our community here. With our 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 604-209-5617 or QuadReal CONNECT at 1-877-977-2262.

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 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 604-209-5617 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 604-209-5617

- 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 777 Hornby, 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 one tone.

The evacuation tone is broadcast to the to the entire building. When you hear the evacuation alarm, please leave immediately.

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 emergency 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, 777 Hornby is equipped with emergency generator. They're designed to power life safety systems and provide limited lighting and elevator service throughout the complex.

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 the 777 Hornby Security at 604-209-5617

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 777 Hornby security at 604-209-5617. 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 [777hornby.com](https://www.777hornby.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 centimeters 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

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

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.

Special Security Coverage 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. To book a security escort, please contact QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.

Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at 777 Hornby. If someone comes to your office claiming they are selling something, please call Security at 604-209-5617

Insurance Certificate

As required under your lease, you must have active tenant insurance coverage at all times. The 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.