

Tenant Information Guide

Commerce Place
400 Burrard Street,
Vancouver, BC V6C 3A6



October 2023

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Section 1: Introduction, Disclaimer and Privacy Policy

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

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

Disclaimer

This information has been prepared to provide Tenants with a convenient source of building information relevant to Commerce Place. 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 Commerce Place. Copying and/or using this Tenant Information Guide for any other purpose is strictly prohibited.

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

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

Tenants also provide personal information to QuadReal within parking application forms; including, personal banking information, vehicle make and model, and licence plate number.

Personal information restricted to home telephone numbers is also provided to QuadReal by tenants when completing the Office and Emergency Contact form. On this form, the tenant chooses employees who should be contacted after-hours in the event of an emergency requiring notification and provides their home (or after-hours) telephone numbers.

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

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

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

Section 2: QuadReal CONNECT: 24-Hour Tenant 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 Tenant Service Centre, QuadReal CONNECT:

Phone: 1-877-977-2262

Email: service@quadrealconnect.com

Website: <https://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.

*****Note: All online and email requests are dispatched between 8:00 AM and 4:30 PM, Monday to Friday, excluding statutory holidays. Outside these hours or if your request is urgent, contact QuadReal CONNECT at 1 877-977-2262 or the Security Desk (from 7:00am to 11:00pm M-F) at 604-317-5958.**

QuadReal+ App

QuadReal+ allows you to stay directly connected to our teams and provides you with tools and services to optimize your office experience. Download the QuadReal+ app to start connecting with your building's community today. The QuadReal+ app is available on both iPhone and Android devices. We ask that you please share this information with your entire staff so that each and every employee can gain access to this great new tool. *Contact QuadReal Connect to request your organization's unique registration code.*

Some of the useful features available only through **QuadReal+**:

- Receive direct alerts and messages about important news and updates in the building as they happen.
- Our new retailer directory will ensure that you are aware of the operating hours of shops, services and restaurants in your building as well as special promotions and sales.
- Enjoy early access to our property events, new amenities and other exciting news happening here at the building.

See the appendix for a QuadReal+ registration guide.

Section 3: Property Management Team

Our Management office is located at:

Suite 710, 666 BURRARD STREET, VANCOUVER, B.C. V6C 2X8

Our Mailing Address is:

QuadReal Property Group

Suite 800, 666 Burrard Street Vancouver, B.C. V6C 2X8

Website: <https://www.commerceplacevan.com/>

Phone: 1-877-977-2262

We encourage you to call QuadReal CONNECT, the 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 staff directly to answer questions you may have.

A current listing of Commerce Place personnel is listed below:

Contacts:

General Manager

Frank Vecchio

Email: frank.vecchio@quadreal.com

Phone: 604-975-9671

Property Manager

Mischa Gildenhuis

Email: mischa.gildenhuis@quadreal.com

Phone: 604-975-9062

Property Administrator

Karalee Stewart

Email: karalee.stewart@quadreal.com

Phone: 604-975-3514

Vice President, Leasing

Maureen Neilly

Email: maureen.neilly@quadreal.com

Phone: 604-975-9764

Building Operator

Noel Amaral

Email: noel.amaral@quadreal.com

Phone: 604-975-9514

Paladin Security Desk

Email: ss_commerceplace@paladinsecurity.com

Phone: 604-317-5958

Important Telephone Numbers

POLICE & FIRE

Emergency 911

Local Police Precinct 604-717-3321

Local Fire Station 604-665-6000

MEDICAL EMERGENCIES

Emergency 911

Nearest Hospital – St. Paul’s Hospital

1081 Burrard Street 604-682-2344

Ambulance 604-872-5151

Poison Control 604-682-5050

Section 4: General Administration

Rental Payments

Rent and tenant charges are due and payable on the first day of each month.

Cheques should be made payable to:

*QuadReal Property Group Limited Partnership
itf Commerce Place Vancouver*

Or

QRPG LP ITF Commerce Place Vancouver

Mailing address:

QuadReal Property Group
Suite 800 – 666 Burrard Street Vancouver, B.C.
V6C 2X8

No invoices will be sent for normal rent payments.

Tenants are encouraged to pay rent via Pre-Authorized Payments (PAP). If you are not paying via PAP, please contact the local Property Management Office and we will be pleased to provide you with the appropriate forms and assist you through the process.

Leasing

Should you have a requirement for additional space during the course of your lease term, please contact Maureen Neilly, Director, Commercial Leasing at 604-975-9764.

If additional office space is required, or if you need any information regarding leasing within the Building, please contact the Frank Vecchio, General Manager at 604-975-9671

Insurance

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

1. Certificate Holder: **QuadReal Property Group**
c/o Risk Management & Insurance
199 Bay Street, Suite 4900
Toronto, Ontario M5L 1G2
2. The Tenant Name appears exactly as the Tenant's legal company name;
3. The Tenant's address appears as per the leased premises at 400 Burrard 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: bcIMC Realty Corporation, Commerce Place Vancouver Holdings Inc., QRPG Realty Corporation, Canadian Core Real Estate LP, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc. and their respective successors and assigns.

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

**Should insurance requirements differ between the Lease and the above-mentioned items; the Lease will take precedence.*

Section 5: Building Services

Hours of Operation

Department/Service	Hours	Days
Security Desk Phone	7:00 AM – 11:00 PM	Monday to Friday
Property Management Office	8:30 AM - 5:00 PM	Monday to Friday
Building Operators' Office	7:00 AM - 5:00 PM	Monday to Friday
Janitorial Services	6:00 AM - 1:00 AM	Monday to Friday
HVAC Service	8:00 AM - 6:00 PM	Monday to Friday

The building lobby is open to the public from 8:00 AM to 6:00 PM, Monday through Friday (except on statutory holidays).

Please note that access cards are required to enter the building after-hours (for Statutory Holiday Closure dates, see section 13). To conserve energy, the lighting system at Commerce Place is programmed to turn on and off at scheduled times. The typical programming for each floor is based on the building hours of operations. Additionally, HVAC is provided only during regular office hours.

If required, the office lighting can be rescheduled to meet Tenants' needs and additional HVAC can be provided at the tenant's expense upon written request. If you require the HVAC after-hours, 24-hour **written notice** to QuadReal CONNECT via email is mandatory. Additional HVAC is \$28.75/hour billed directly to the tenant.

Freight Elevator and Deliveries

The building freight elevator is open for building deliveries between 7:00 AM – 5:00 PM, Monday through Friday. As this is a very busy elevator, tenant usage at any time for special purposes, large moves, etc. must be pre-arranged through the Property Management Office by sending an email to our QuadReal CONNECT at service@QuadRealCONNECT.com or by calling 1-877-977-2262. Large deliveries or move-out must be done from 6:00pm onwards and a security must be present at the loading dock.

Vehicular access to the loading dock and underground parking is via Hastings Street on the northeast side of the building.

All deliveries should be made through the loading dock and the freight elevator which are located at the P1 level. Oversize deliveries must be pre-arranged with the security desk to reserve a time for loading and unloading in intervals of 15 minutes

Passenger elevators are designated solely for transporting tenants and their guests. For this reason, all substantial deliveries are restricted to the loading dock and freight elevator. Access to the loading dock is from West Hastings Street.

In order to provide you with the best service in the loading dock, the following must be adhered to:

- 1) The delivery must be pre-booked at the Security Desk to reserve a time for loading and unloading.
- 2) The dock area is reserved for loading/unloading of delivery trucks only and not for regular vehicle unloading or parking.

Move in/ Move out Information

Prior to your move-in, arrangements should be made for any large delivery such as office furniture, renovation materials and equipment. The tenant must supply property management with all the information necessary to ensure a smooth move-in/move-out. Please call the Property Administrator for more information at 604-975-3524.

All moves must take place after normal business hours (after 6:00 PM) or on weekends and will require a security guard. During the week the janitorial crew is dispatched to their floors between 5:00 pm and 6:00 pm and requires the use of the freight elevator. A security guard must be booked directly with Paladin Security at least 48 business hours prior to the scheduled move-in/move-out date by calling 604 317-5958 or by email at specialcoverage@paladinsecurity.com. There is a four-hour minimum rate.

Signage

Main Floor Directory Board Listing

A touch screen, electronic directory is located in the building lobby. Please submit a Tenant Request in QuadReal CONNECT to initiate or modify content for display in the interactive directory.

Elevator Lobby and Suite Door Signage

Only building standard signage is permitted on multi-tenant floors in areas that can be seen by the public. All elevator lobby signage on full floor tenant areas must meet building standards and be approved by the Property Management Office.

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

General Service Areas

Air conditioning fan rooms, telephone rooms, electrical rooms and other building systems are located in the core area of each floor to minimize interference within your office space. They are an integral part of the Building's mechanical system and are not to be used for storage or any purpose other than their designated use.

Mail Service

All tenant mail will be delivered to the mail depot located next to the freight elevator on the P-1 level. We provide Canada Post an update of the mailbox listing regularly. Your mailbox number will be



assigned to you by the property management. For further information, please call or email [QuadReal CONNECT](#). **Mail must be addressed to your suite number and not the box number.**

The closest Post Office is in the lower level (retail level) of the Bentall Centre.

Please contact Canada Post directly for any mail delivery delays or mail concerns at 604- 662-1381.

Section 6: Security, Access Keys and Cards

Commerce Place 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 Tenant Service Line at 1-877-977-2262. In an emergency, please do not hesitate to contact the police.

To assist us in communication, an Office and Emergency Contact form (Appendix) 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.

Keys

For each lock set, two keys are issued. All additional keys lock or latch sets and all other hardware must be building standard.

All exterior door keys shall be obtained from the Landlord and all exterior door keys shall be returned to the Landlord upon the termination of the Tenant's Lease. Tenants shall not change the locks or install other locks on exterior doors of the leased premises without property management's approval.

Additional exterior and interior keys may be obtained from Al Scott Lock & Safe at 604-581-5000 at a cost to the Tenant. Please advise the Property Administrator via email prior to obtaining extra keys for authorization and security purposes. You may also log a QuadReal CONNECT work order to request authorization for key copying. The locksmith will coordinate with property management for authorization before cutting the keys. Al Scott will require authorization from your Office Manager to reproduce exterior door keys. **All locks must be keyed to the building master.**

Access Cards

Building access cards or passcards are provided to the tenants but remain as property of the property management office. The cards are issued and programmed through our security desk upon request and proper authorization from the tenant.

Access cards are to be returned to the security desk when cancelled unless the card is immediately being activated for a new user. To activate a card for a temporary visitor, the visitor name must be provided unless otherwise authorized by the property management.

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. If required, call the Security Desk at 604-317-5958.

Section 7: Building Systems

Heating, Ventilation and Air Conditioning

Ventilation and air conditioning are controlled by a Direct Digital Control System (DDC). The standard hours of air conditioning for your suite are either set by your lease agreement, or are the **building standard hours, Monday through Friday, 7:00 AM to 6:00 PM.**

For air conditioning beyond these hours (after hours), we ask that you **submit your request via QuadReal CONNECT 24 hours prior to the requested time.** For long term changes in your air conditioning use, send a written request to the Property Management Office.

After-hour air conditioning is billed on a monthly basis in accordance with building standard air conditioning hourly rates, as established by the Property Management Office. These rates are included in the “service costs” section of this guide and may be changed with notice.

For further information or instructions, please call or email the Property Management Office through QuadReal CONNECT.

Lighting

All burnt out bulbs, tubes and ballasts are the responsibility of the Landlord. To have these changed; please contact QuadReal CONNECT at 1 877-977-2262 any time during normal business hours. Tenants will not be charged for building standard fluorescent tubes, however, specialty light bulbs are charged back at the purchased price.

A lighting sweep program controls the building and the lights will automatically turn off at 7:00 PM. For your convenience, there is a light switch located next to the freight elevator where lights can be turned back on for up to one hour at a time.

For further information on our lighting sweep system please contact our Building Operations Department via [QuadReal CONNECT](#).

Elevators

The building is equipped with 5 passenger elevators, 1 freight elevator and a separate shuttle elevator that services the parking levels.

Passenger elevators on multi-tenant floors are open between 7:00 AM and 6:00 PM During that time anyone can access the floors. After-hours access can only be gained by those using an access card programmed for that particular floor. Single tenant floors can have their elevators on, or off security as required. These times may be changed by submitting a signed Tenant Request through [QuadReal CONNECT](#).

Tenants, contractors and moving companies must contact the Property Management Office through [QuadReal CONNECT](#) for all large deliveries. *Large deliveries may only be performed after normal business hours (after 6:00 PM) or on weekends.*

Building Maintenance

We have a full staff of qualified personnel to ensure the efficient operation of our air conditioning, plumbing, electrical and other mechanical equipment systems.

Please contact [QuadReal CONNECT](#) between **8:00 AM to 4:30 PM** regarding questions or difficulties with building systems. For after-hours emergencies please call QuadReal CONNECT at 1 877-977-2262

Service Costs

Category	Service	Costs
Fans	Floor	\$28.75 per hour, per suite
Locksmith		Locksmith at current rates
Parking Rates	All Day	\$21.00 (6:00am – 6:00pm)
	Short Term rate	\$4.00 per half hour
	Monthly Random rate	\$300.00
	Monthly Reserved rate	\$400.00
Access Cards	Card Reader Access	\$25.00 non-refundable charge may be applied for lost, broken or stolen cards
Signage	All types	Sign contractor at current Rates

****All prices are subject to change with notice. All applicable taxes are extra.***

Additional Services

Property management can make various extra services available to the tenant on an “as- required” service basis. Service prices are based on hourly rates, benefits, supervision, direct and indirect and an Administration Fee. Material costs will be added where applicable with all pertinent taxes.

Building Procedures

QuadReal is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards are greatly appreciated. The following building policies protect you, your associates and guests.

Tenants and their employees shall not in any way obstruct sidewalks, halls, stairways, and elevators of the building and shall use the same only as a means of passage to and from their respective offices. The freight elevator is not approved for tenant passage between floors. The tenant will not place or allow to be placed in the building corridors or public stairways any wastepaper, garbage, or anything whatsoever.

Tenants shall not mark, drill into or in any way deface the walls, ceilings, partitions, floors or other parts of the Lease Premises or the building.

Tenants shall give the Landlord prompt notice of any damages to or defects in water pipes, gas pipes, electric light and fixtures, or any other service equipment.

No tenant will install blinds, shade awnings, or other forms of inside or outside window covering, or window ventilators or similar devices without the prior written consent of the Landlord. The tenant will not interfere with or obstruct any perimeter heating, air conditioning or ventilating units.

Patio/Balcony

For tenants with access to exterior balcony or patio areas, please ensure furniture, planters and any other improvements are secured or weighted down. Patio umbrellas are not permitted on above ground patios or balconies.

- 1) If a large event is scheduled for your patio/balcony, please advise the Property Administrator via QuadReal CONNECT, including date and time of the event.
- 2) Gas barbeque grills and propane tanks must be located as far away from combustible materials and the patio doors as possible. Ensure the propane valve is closed after use.
- 3) The propane tank must not be left inside the building; please keep it on the patio. The tanks can only be transported in the freight elevator.
- 4) A fire extinguisher must be located on the patio and be readily available.
- 5) The patio doors can only be opened to enter/exit the patio and must be kept closed at all times.
- 6) All debris / garbage and any items that could become airborne must not be left out on the patio while unattended.
- 7) Please ensure propane tanks, barbeques, furniture and other patio accessories are well secured. If the barbeque is on wheels, remove the wheels and/or chain the barbeque to a solid support.

Place a protection mat on the floor to catch the grease drippings from the grill.

Tenant Improvement Work

Tenants planning to perform improvements or alterations within the building, or their premises **must obtain prior written consent from the Landlord**. All tenants and their contractors are responsible for complying with the applicable laws and regulations. Please contact the General Manager through calling or emailing the Property Management via [QuadReal CONNECT](#) at 1-877-977-2262, to coordinate anticipated work, prepare drawings and obtain a copy of the *Building Standard Tenant Design Criteria Manual*.

Construction Noise

Any noise associated with construction, hammering, drilling, new wires and conduit installation and removal **must be done after 6 pm**. Please ensure that your contractor is aware of the building policy with noise during construction. Tenants on your floor or above and below are conducting business, meetings and conference calls during normal business hours (8am to 6pm).

Communications Cabling Procedures

All electric and telephone wiring shall be installed as directed by the Landlord. No coring or cutting of wires shall be permitted and no new pipes or wires shall be introduced without prior written approval

of Property management.

When installation of new communication cabling is anticipated, the tenant must obtain the telecommunications procedures found in the Tenant Design Criteria Manual and meet with the Landlord's consultant prior to commencement of work. Please contact the Management through QuadReal CONNECT.

Tenant Machinery and Safety Installations

Tenants shall not install or use any machinery in the leased premises which may cause any noise, jar, or tremor to the floors or walls, or which by its weight might damage the floors of the building.

Tenants shall not bring in or take out, position, construct, install or move any safe, business machine or heavy equipment without the prior written approval of property management.

Property removal forms can be obtained from the security desk for completion prior to approval.

Changes to Premises

If after initial occupancy Tenants wish to make changes to their premises, then approval from the Landlord must be obtained prior to any alterations to existing tenant space. Information about the building and the conditions that govern tenant premise alterations can be obtained by calling the General Manager through the Property Management at 1-877-977-2262.

Contractors

All electricians, telecommunications and repair personnel requiring access for repair or installation work must obtain a “**contractor**” or “**visitor**” badge for security/identification purposes. These badges may be obtained from the Security Desk. Certificates of insurance are required by any contractor engaged in repair, maintenance and/or installation work at the property.

ANY PERSONS NOT DISPLAYING A “CONTRACTOR” OR “VISITOR” BADGE SHOULD BE REPORTED TO THE MANAGEMENT OFFICE IMMEDIATELY.

Contractor and Construction Insurance Certificates

Please remember to forward a copy of your current Insurance Certificate relating to the construction in your premises to our office. bclMC Realty Corporation, Commerce Place Vancouver Holdings Inc., QRPQ Realty Corporation, Canadian Core Real Estate LP, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc. and their respective successors and assigns as additional insured. If there are any questions in this regard, contact our Property Management at 1-877-977-2262.

Communication Technology

All tenants should contact the property management office prior to the installation of any cabling. Any cable installation that requires the use of the building riser system must be approved and authorized through The Attain Group 1-866-439-9424.

Frank Vecchio - General Manager
QuadReal CONNECT 1-877-977-2262.

Noise and Pet Restrictions

The Tenants and its employees will not make unnecessary noise and disrupt or interfere another tenant during business hours. Pets or any animals are not permitted within the building.

Smoking Bylaw

Smoking is not permitted in the building, tenant premises or any common area of the property.

Effective March 31st, 2008, smoking is not permitted within 7.5 metres (25 feet) of public and workplace doorways, open window or air intakes. Smoking is not permitted in the two entrances to the building. The designated smoking area is available in the loading dock and tenants must abide with the smoking distance posters indicated near the entrances. Ashtrays are located in the loading dock and different areas in the plaza away from the entrances.

The restroom fixtures shall be used only for the purpose for which they were constructed, and no rubbish, ashes, or other substances of any kind shall be thrown into them. The tenant will bear the expense of any damage resulting from misuse.

Section 8: Emergency Preparedness and Safety

A SAFE ENVIRONMENT

Commerce Place was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event that one does occur. The building is inspected periodically and monitored 24 hours a day, 7 days a week. Safety systems meet or exceed all relevant fire and building codes.

Smoke detectors and overhead sprinkler systems provide an immediate response to any significant fire. An automated alarm is initiated whenever water flows through the overhead sprinklers. Manual pull stations located in each hallway near the exit stairs and smoke detectors in strategic locations also initiate alarms, alerting the Lobby Security Console and the Fire Control Centre. Whenever an alarm is received, the Fire Department is automatically notified.

The Fire Control Centre has direct communications with each floor, stairwell and elevator. A network of speakers can be used to give verbal instruction or information should the need arise. There is also a telephone system located within the refuge areas on each floor. Key property management personnel carry mobile phones during normal building hours and the building operations staff is trained to assist in any emergency.

Due to the fire-resistant qualities of modern office high-rises, total evacuation of the building is very rare. **Evacuation** is usually necessary only from the fire floor, the two floors directly above the fire floor and the two floors directly below. Additional floors may be evacuated when ordered by the Fire Safety Director, Fire Department or Police.

SAFETY IS EVERYONE'S CONCERN

Primary responsibility for the safety of building occupants and compliance with fire codes rests with each tenant. Material in this guide is supplied as general information to help you meet requirements. It is not Management's intent to direct the tenant to adopt or use part or all of the given information, nor does Management or Ownership assume any liability in connection with all or part of the information that may be used or adopted by the tenant.

Should evacuation become necessary, the authority and responsibility rests with the local officials of government. Neither Management nor Ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

IN CASE OF A MEDICAL EMERGENCY

- 1) Do not move the person. If necessary and you have been trained, administer firstaid.
- 2) **Dial 911**. Call for an Ambulance and Paramedics.
- 3) Tell them your address, floor and suite number and direct the medical team to the front door. You may be asked to describe the condition of the victim.
- 4) **604-317-5958**. Call the Security Desk. They will hold an elevator ready for the emergency medical team.
- 5) Post one person at the elevator lobby on your floor to lead the medical team to the person in distress.
- 6) While awaiting medical help, keep the person warm and comfortable.

Emergency Preparedness – Tenant Responsibilities

Under the guidelines of the Vancouver Fire Department, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Floor Wardens, Alternates, Group Leaders, Monitors and Aides to persons with disabilities. An organization chart listing the names, locations, and telephone numbers of the designated employees is to be kept current and supplied to the Property Manager.

Tenant designated floor wardens are required to participate in the annual fire safety seminars and fire drills. All employees must be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas.

Employees should be instructed to report all smoke or unusual odors indicating a possible fire to their Floor Warden. All fires, no matter how small or quickly extinguished, must be reported.

Primary responsibilities for the safety of employees rest with each tenant. It may be necessary to adapt the plan outlined below to suit your space and number of employees.

Fire Drills

All occupants of the building are required to participate in fire drills. Drills are conducted at least once a year. A written record of fire drills is maintained in the Fire Safety Plan.

Fire drills will be announced via the Emergency Notification System. The announcement will consist of a statement by the Fire Safety Director. The Floor Warden in charge will usually be informed of the drill a few days in advance. All occupants on the drill floor are requested to participate.

Upon hearing the signal, Floor Wardens will alert their area occupants that a fire drill is in progress and advise them to proceed to their assigned exit stairwell and begin exiting the building.

The Tenant must designate two *Search Monitors*, male and female; they will have the responsibility for inspecting areas of the office and lobby space for people who may need extra help following evacuation procedures.

Once alerted to a fire emergency, Searchers will inspect restrooms, conference rooms, boardrooms, lunchrooms and other isolated areas to assure that everyone has heard, understands and responds to the signal. They should make special note of persons with hearing or sight impairments in their areas and assure that they have been relocated. Once their areas are clear, Searchers report to their Floor Wardens and handle any further requested assignments.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will be over when the Fire Safety Director makes the announcement ending the drill.

Floor Wardens

Floor Wardens play a major role in the event of an emergency. People who volunteer for this position should be in the office at most times during business hours and have a degree of authority, judgment and some familiarity with hazards found in emergencies. Two Floor Wardens must be designated for full floor tenants and one Floor Warden from all other tenants at Commerce Place. *Floor Wardens can be identified wearing an orange mesh vest during emergency situations.*

The appointed or designated floor warden is to be given full authority of the space or area he/she occupies upon a required evacuation of the premises. This person(s) and role is to be understood and communicated to all staff or employees who occupy the space or area the floor warden is responsible for. In most instances we highly recommend an alternate or deputy floor warden be appointed as well as assistant monitors if required (to assist any persons with special considerations).

The floor warden manual will be provided to you and will assist to communicate and orientate all employees to the emergency procedures and life safety systems on the floor they occupy.

In addition to the manual provided, floor wardens will be asked to attend mandatory annual emergency response training seminars provided by WPS Disaster Management Solutions Ltd. and the QuadReal management office. These training seminars include detailed information on various potential threats that are not covered in the manual. *Please bring the Tenant Floor Warden Manual to the training class.*

For a copy of the Fire Warden booklet, information on how to appoint your ePlan Administrator, and subsequently your Floor Wardens, please contact [QuadReal CONNECT](#).

Section 9: Janitorial Services

The housekeeping at Commerce Place is performed by an outside janitorial contractor and is administered by the property management office. The first day of service under this contract will be provided on the evening of the first business day that you take occupancy and will continue thereafter as provided in your lease.

The tenant is responsible for the cost of any pre-cleaning necessary to tidy up after both the tenant's leasehold improvement contractor and moving contractor, in order to ensure that the premises are ready for occupancy. The Property Management at 1-877-977-2262 will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.

Daytime cleaning staff is onsite from 8:30 AM to 5:00 PM, Monday through Friday, except statutory holidays.

The nightly cleaning staff service starts at 6:00 PM, Monday through Friday, except for statutory holidays. The cleaning staff has been instructed to lock all suite entrance doors and not to open these doors for any person unless instructed to do so by Property Management. They have also been instructed to leave internal doors as they find them. If the internal doors are locked, they will lock them when they leave; if unlocked, they will leave them unlocked.

The cleaning staff services the following areas throughout the Property:

Exterior Grounds & Walkways
Restrooms
Tenant Areas

Stairwells
Public Areas – Main Lobby
Elevator Lobbies & Corridors

Should you have cleaning or garbage removal needs beyond the contracted level of service, the Property Management Office will schedule additional service upon request at the Tenant's expense.

Broken glass or sharp object disposal

To prevent any type of injury to the janitorial staff at Commerce Place, please place any broken glass or any sharp object for disposal in a cardboard container with a label clearly affixed and leave it in a visible and safe area for pick-up by janitorial.

Please **do not** dispose of broken glass or sharp objects into your regular garbage container. "Sharp Object" labels are available upon request through the management office by contacting QuadReal CONNECT.

Labels

Please use the appropriate labels for disposing *recyclables*, *garbage*, and *sharp* objects. Janitorial will not pick up these items in your premises if not appropriately labeled. Labels can be obtained through the day matron or by contacting QuadReal CONNECT.

Section 10: Waste Management and Recycling

The recycling and waste removal option provided at Commerce Place include:

- Mixed Paper
- Soft Plastic
- Cardboard
- Mixed Container: glass, metal, plastic
- Styrofoam (select types)
- 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 or email [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.

ORGANICS

As part of this program, QuadReal will be providing organic recycling bins to each tenancy. Janitorial will remove the contents of the organics (food waste) bins and take it to the designated area on the dock for collection and removal off site. The organic recycling bin is usually located in your kitchen area.

Items that can go in the organics include:

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

PAPER FIBRE

Deskside collection boxes are supplied and placed at staff workstations for collection of mixed office paper (fibre). A larger collection receptacle (central bin) for collection of paper (fibre) is provided and usually placed in the photocopy area of your premises. The tenant staff/employees are to empty their deskside recycling (fibre/paper) from their workstation into the larger receptacle. *Janitorial staff will only remove and empty the central recycling bin (fiber/paper) from tenant premises and take it to the recycling area on the docks for collection.*

RIGID MIXED CONTAINERS

The blue bins/containers are for the collection of rigid mixed containers (bottles and cans) usually placed in the kitchen/eating area of a suite. The janitorial staff will be responsible to remove the

contents of the blue bins (when full) from the suites and place them in the designated area on the dock for collection.

E- WASTE

An e-waste collection cage is now in place in a designated area on the dock for collection of electronics. Tenants are responsible to place any electronic waste items for recycling in the cage provided. It will be removed from the site on an on-call basis.

Other items such as batteries, fluorescent tubes, pallets, etc. will be removed and recycled at the request of QuadReal on an as needed basis.

Tenants are asked to flatten all cardboard boxes, label for disposal, and leave in an area where visible. (Recycling labels can be obtained from the management office).

Alternatively, where there is excess (or for immediate removal from the leased space), tenants may bring their flattened cardboard directly to the loading dock for disposal.

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

Section 11: Parking

Precise ParkLink Inc. is the parking management company under contract with QuadReal and operates the parking garage.

All traffic enters and exits the parking structure from West Hastings Street. There is one lane for ingress and one lane for egress. All lanes will accommodate monthly parkers and transient parkers alike.

Parking Allocation and Payment

Parking spaces in the garage are allocated in accordance with your lease agreement. Monthly parking may be arranged by contacting Precise ParkLink Inc. at 604-235-1380

Monthly parking must be paid on or before the first day of each month. If parking is not paid, the vehicle will be tagged by the parking patrolling attendant and the daily rate may be charged. Monthly parkers may park their vehicles in any stall except reserved stalls.

The maximum height clearance up to and including the loading bay is 11'6"; P1 to P2 is 7'11" and the P2 ramp and beyond is 6'8".

The loading bay parking time limit for couriers is 15 minutes and is strictly enforced.

Public parking is available between 6:00 AM and 6:00 PM and the cost is \$21.00 from 6:00AM to 6:00PM, or \$4.00 every half hour.

Parking stalls can be leased on a month-to-month basis (based on availability).

Random Stall - \$300.00 per month (plus applicable taxes)

Reserved stall - \$400.00 per month (plus applicable taxes)

Please contact **Precise ParkLink Inc.** Rates are subject to change.

Unauthorized vehicles illegally parked will be immobilized or towed away at the owner's expense.

Please do not leave your vehicles in the parkade when you are away on vacation.

Parking Regulations

Reserved Stalls

All reserved stalls are indicated with a reserved sign. Please do not park in these stalls.

Double Stall Parking Violations

Parking one vehicle in more than one stall will result in a fine and/or towing. We must request that you park your car properly in one stall only.

Hazardous Vehicles

We must request that any vehicles with fluid leaks of any type (oil, gas, coolant, etc.) not be brought onto this property until the defects have been repaired. In cases of severe leaks, we are required by fire safety regulations to remove the vehicle from the property. All attempts will be made to locate the owner of any hazardous vehicle but, failing prompt response, the vehicle will be towed immediately at the vehicle owner's expense. Vehicle repairs should never be performed within the confines of the parking area.

It is important to have your permit vehicle registered with Precise ParkLink Inc. through your online account or calling Impark/REEF at 1-877-909- 6199 in the event that we need to contact you in an emergency.

Loss or theft of parking access cards must be reported to **Precise ParkLink Inc.** at **604-235-1380** immediately for record cancellation. Should a parking decal or access card be found, you must report it to the Property Management Office or Security Desk.

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. Property management is not responsible for damage to persons or their vehicles. Any damage to the parking facility or any part thereof caused by the Tenant or individual parkers or their vehicles will be the sole responsibility of that individual.

Hours of Operation of Parkade: 6:00AM - 6:00PM*. The parkade closes at 6:00PM each weekday evening. The door will automatically close once the vehicle has cleared the entrance.

Electric Vehicle Charging Station

Electric and plug-in hybrid vehicles can utilize a dual port vehicle charging station located in the parkade. Terms of use include a four (4) hour maximum. Availability is on a first come, first served basis.

Section 12: Amenities

Shower Rooms

The 4th floor is improved with upgraded Men's and Women's shower facilities that feature private shower stalls, change areas, contemporary finishes and lighting and banks of day use lockers. Entry is controlled with building access pass card.

Hours: 7:00 AM to 3:30 PM Monday – Friday

Bicycle Storage

An area is provided for commuters using bicycles for transportation free of charge to tenants of Commerce Place. The bike cage is located in the parkade level. An Amenity Access Form can be downloaded from the forms list on www.commerceplacevan.com or picked-up at the Security Desk. It can also be completed directly on the QuadReal+ app. Upon receipt of the signed Amenity Access Form, access to the bike cage will be added to the registered user's building passcard. All bike locks are to be kept either with the cyclist or on the bike itself.

Please lock your bicycles. Property Management is not responsible for damage to persons or their bicycles. Any damage to the parking facility or any part thereof caused by the Tenant or individual parkers or their bicycles will be the sole responsibility of that individual.

Day lockers are available for tenants who wish to store belongings in the bike cage. The lockers are monitored and emptied periodically to ensure there are no overstaying users.

Fitness Centre

We are pleased to announce the opening of the new fitness centre at Commerce Place, which is located on the 4th Floor. The fitness centre is open from 7am to 11pm Monday to Friday. The Fitness Centre is closed on all days that the building is closed.

For more information, please see the fitness centre FAQ page in the appendix

To receive access for the fitness centre, complete the attached Amenity Access Application.

Alveole Beehives

In 2019, we set up beehives in partnership with Alveole, an urban beekeeping company. The Commerce Place rooftop balcony area is home to thousands of honeybees. Introducing urban beekeeping inspires our tenants to learn about environmental biodiversity and sustainability. The MyHive page for Commerce Place: <https://myhive.alveole.buzz/quadreal-vancouver-400-burrard>

Section 13: Statutory Holiday Closures

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

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

DATE HOLIDAY OBSERVED	202 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 2	In lieu of National Day for Truth and Reconciliation
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.

Section 14: Forms to be Filled Out

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

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

Refer to the Appendix for the attached forms.

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 Form
- (f) What Goes Where? (Recycling)
- (g) QuadReal+ Registration Guide

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

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

IMPORTANT: This form is to be filled out for all access card cancellations, new or replacement cards and suite entrance keys.

Company name:		Suite No:
Tenant representative first and last name:		Title:
Telephone:	Email address:	
Signature:	Date submitted dd-mm-yyyy:	

PLEASE NOTE: There is a \$25.00 fee for additional replacement cards.

First and last name (please indicate card number if applicable):	Floor(s) and suite number(s):	24 Hour access: <input type="checkbox"/> YES <input type="checkbox"/> NO
New card request: <input type="checkbox"/> Card cancellation request: <input type="checkbox"/> Card replacement request: <input type="checkbox"/> Access modification: <input type="checkbox"/>	Access time from:	Access time to:
please provide any additional information or comments:		

First and last name (please indicate card number if applicable):	Floor(s) and suite number(s):	24 Hour access: <input type="checkbox"/> YES <input type="checkbox"/> NO
New card request: <input type="checkbox"/> Card cancellation request: <input type="checkbox"/> Card replacement request: <input type="checkbox"/> Access modification: <input type="checkbox"/>	Access time from:	Access time to:
please provide any additional information or comments:		

First and last name (please indicate card number if applicable):	Floor(s) and suite number(s):	24 Hour access: <input type="checkbox"/> YES <input type="checkbox"/> NO
New card request: <input type="checkbox"/> Card cancellation request: <input type="checkbox"/> Card replacement request: <input type="checkbox"/> Access modification: <input type="checkbox"/>	Access time from:	Access time to:
please provide any additional information or comments:		

PLEASE NOTE: There is a separate fee for key-cutting services.

First and last name (please indicate card number if applicable):	Floor(s) and suite number(s):
New key request: <input type="checkbox"/> Key cancellation request: <input type="checkbox"/> Key replacement request: <input type="checkbox"/> Key request modification: <input type="checkbox"/>	
please provide any additional information or comments:	

First and last name (please indicate card number if applicable):	Floor(s) and suite number(s):
New key request: <input type="checkbox"/> Key cancellation request: <input type="checkbox"/> Key replacement request: <input type="checkbox"/> Key request modification: <input type="checkbox"/>	
please provide any additional information or comments:	

This section of the form is to be completed by the management office.

Received by:	Date dd-mm-yyyy:	Time:
To be charged to tenant:		<input type="checkbox"/> YES <input type="checkbox"/> NO

QuadReal property Group (your contact information here)

Section A 1

<i>For Property Administrator Use Only</i>		Yardi Account # _____
Tenant Name: _____	PMA Name: _____	
Lease No.: _____	PMA Telephone: _____	
Building No.: _____	PMA Office Location: _____	
<ol style="list-style-type: none"> 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: **Section A 2** _____

(the Payee) to Direct Debit an Account *
 c/o QuadReal Property Group Limite Partnership (the "Manager")
 Suite 800
 666 Burrard Street
 Vancouver, BC V6C 2X8
 Tel: 604-975-9500

(*For tenants that register authorized vendors with their financial institution, the identifier on the transaction will be **QuadReal Property Group LP**)

1. Payor's Name and Address: **Section B 1**

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

_____	_____
Full Legal Name	Exact Name in which Account is Held
_____	_____
Address	Telephone Number
_____	_____
City, Province	Postal Code

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

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.

INITIALS	

Section B 4

3. Purpose of Debits: Personal/Household PAD Business PAD Section B 3

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 no 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

INITIALS	

Section B 4

Information is directly related to and necessary for the proper application of Rule H1 of the Rules of the Canadian Payments Association.

- 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).

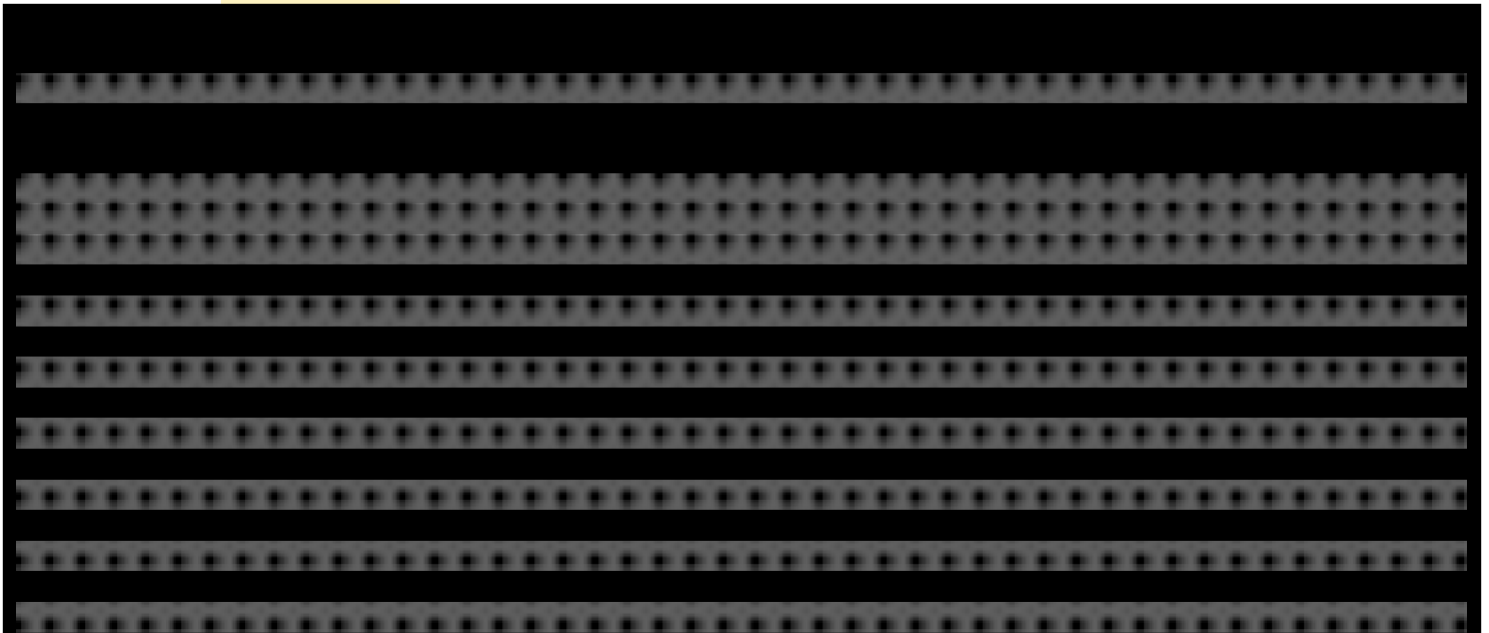
Please return the signed pre-authorized payment form and a void cheque to the Property Management office.

Section B 5

X _____ Date _____
 Signature(s) or Authorized Signature(s) of Account Holder(s)

X _____ Date _____
 Signature(s) or Authorized Signature(s) of Account Holder(s)

Section B 5



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	

Section B 4

Commerce Place Amenity Access Request Form

In consideration of the Owner, bcIMC Realty Corporation, Commerce Place Vancouver Holdings Inc., and the Manager, QuadReal Property Group Limited Partnership, providing the facility and equipment for the tenants of the building, in using this facility and the equipment, each user acknowledges and agrees that:

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

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

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

Bike Storage: Fitness Centre: Shower/Change Room:

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 _____ S _____ (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, Commerce Place Vancouver Holdings Inc., and their respective partners, directors, officers, agents, representatives, employees, independent contractors, sponsors, subcontractors, successors and assigns (collectively, the "**Releasees**").

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

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

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

Signature of Attendee

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

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

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

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

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

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

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

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

Print Name: _____
the "Attendee"

Date of Birth: _____
(mm/dd/yyyy)

Signature: _____
Attendee

Date: _____
(mm/dd/yyyy)



FITNESS CENTRE

FREQUENTLY ASKED QUESTIONS

WHERE IS THE FITNESS CENTRE?

The facility is on the 4th floor.
To receive access, complete the attached Amenity Access application.

WHEN IS IT OPEN?

The facility is open from 7 am to 11 pm, Monday thru Friday. The Fitness Centre is closed on all days the building is closed.

WHERE CAN I SHOWER, CHANGE, AND STORE MY BELONGINGS?

A change room/shower facility is located next to the Fitness Centre. The area includes complimentary day use lockers. Towel service is not provided.

Check the changeroom option on your Amenity Access application to add access to this facility.

WHO CAN USE THE FACILITY?

This complimentary facility is for tenants only. Outside guests are not permitted, including personal trainers.

WHO DO I CONTACT IF I HAVE ANY QUESTIONS, OR IN CASE OF AN EMERGENCY?

For general inquiries, please call or email QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.

For urgent matters, call QuadReal CONNECT at 1-877-977-2262 to alert the property team. Alternatively, you may contact the Security desk at 604-317-5958.

If there is a serious emergency, please call 911 first.

HOW DO I USE THE HOIST DUAL ACTION SMITH MACHINE?

Download the HOIST Strength app to access a library of exercises and create your own workouts.

HOW DO I USE THE KEISER FUNCTIONAL TRAINER?

Keiser has created a free instructional video that goes over the functions of the machine. [View here.](#)



CAN I PLAY MUSIC OR VIDEOS?

The Peloton bikes have headphone jacks on the right-hand side of the screen and are Bluetooth device compatible.

To pair your device to a Peloton bike, tap 'Settings' at the top right of the screen. To view the menu bar, tap at the top of the screen and the menu bar will drop down.

We gently remind Fitness Centre attendees to respect their surroundings and keep any noise or volume to a minimum or dedicated only to your individual listening.

CAN I USE MY HOME PELOTON LOGIN?

Yes, if nobody is logged in on your home equipment. *Be sure to log out at the end of your session.*

IS THERE WIFI AVAILABLE?

Yes, the network name is Commerce Place – Guest. A password is not required.

DO I NEED SPECIAL SHOES FOR THE PELOTON BIKES?

No, the bikes have two-sided pedals. You can ride with regular athletic shoes on one side and clip-in shoes on the other.

WHAT IF I DON'T HAVE AN EXISTING PELOTON ACCOUNT?

Using the bike screen, you can create a login to help you track your fitness. There is an unlimited number of free logins available.

**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 _____ S _____ (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, Commerce Place Vancouver Holdings Inc., and their respective partners, directors, officers, agents, representatives, employees, independent contractors, sponsors, subcontractors, successors and assigns (collectively, the “**Releasees**”).

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

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

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

Signature of Attendee

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

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

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

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

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

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

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Print Name: _____
the "Attendee"
Ess Car _____
er _____ Fa i t _____

Date of Birth: _____
(mm/dd/yyyy)

Signature: _____
Attendee

Date: _____
(mm/dd/yyyy)

WHAT GOES WHERE?

Organics

Materials

- All food scraps
- Compostable cups
- **Compostable** utensils
- Paper plates
- Paper towels
- Coffee grinds
- Teabags
- Paper foodbags
- Pizzaboxes
(ripped into small pieces)
- Plants and soil



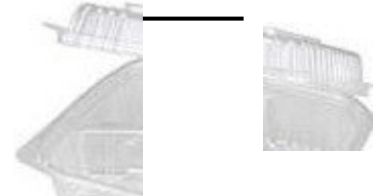
WHAT GOES WHERE?

Mixed Containers

Materials

Must be empty and clean

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



WHAT GOES WHERE?

Mixed Paper

Materials

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



WHAT GOES WHERE?

Garbage

Materials

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



Help support
a greener
community
by regularly
using reusable
products!

WHAT GOES WHERE?

Other Disposal Options

Materials

Below are separate recycling streams:

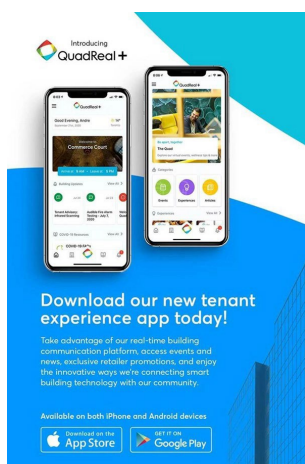
- Electronics
- Batteries
- Light bulbs
- Styrofoam blocks (clean)
- Bubble wrap/ soft plastics (clear, see-through)



QuadReal registration

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

Two ways to access QuadReal+



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

Registration

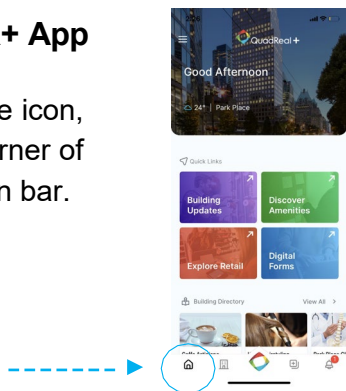
- Provide **your name, work email address, and building name.**
- Create a password.
- A Registration Code is required. If you cannot access it, please click on the "Don't have a registration code" hyperlink for assistance.
- *The registration code is case sensitive.* Please type the code identically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



Two ways to in a amenities an ore on QuadReal+

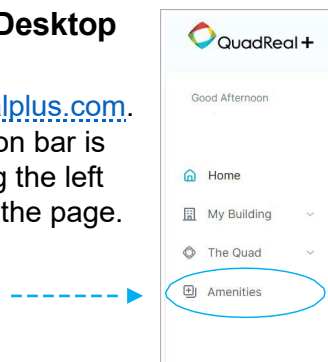
1 QR+ App

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



2 QR+ Desktop

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



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

