



Tenant Information Guide

1285 West Pender Street



Updated: March 2022

Table of Contents

A. Introduction	3
B. Disclaimer	3
C. Privacy Policy	3
D. QuadReal Connect – 24/7 Tenant Service Centre.....	5
E. Building Hours of Operation	5
F. 1285 West Pender Management Information	6
G. Security, Access Cards, and Safe Walk Service	7
(a) Access Cards.....	7
(b) Safe Walk Service.....	7
H. Tobacco and Smoke Free Environment.....	7
I. Move-In/Move-Out Information	7
J. Parking	8
(a) Thefts from Automobiles	8
K. Mail	8
L. Postal Services	8
M. Signage	9
N. Insurance	9
O. Suite Keys	9
P. Housekeeping	10
Q. Organics, Recycling and Waste Removal	10
R. Fire and Life Safety	11
S. Amenities	11
(a) Bicycle Storage.....	11
(b) End of Trip Facilities	11
T. Statutory Holiday Closures.....	12
U. Forms to be filled out	12
V. COVID	13
W. Appendix	16

A. Introduction

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

At QuadReal, we pride ourselves on quality service and responsive attention to our tenants. QuadReal encourages our tenants to share their compliments and concerns with by offering suggestions on ways we can continue to improve your experience as a tenant at 1285 West Pender by using QuadReal Connect.

B. Disclaimer

This information has been prepared to provide Tenants with a convenient source of building information relevant to 1285 West Pender. 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 1285 West Pender. Copying and/or using this Tenant Information Guide for any other purpose is strictly prohibited.

C. Privacy Policy

The Privacy legislation enacted in British Columbia in 2004, governs the collection, use and disclosure of the personal information of individuals by private sector companies such as QuadReal. The laws intend to balance the privacy rights of individuals while recognizing the need of an organization to access and use personal information. Under the Act, the use of personal information under any circumstance must be considered appropriate by a reasonable person. At the heart of the legislation is the consent principle: in most cases, personal information cannot be collected, used or disclosed without the prior consent of the individual concerned.

While privacy has always been a priority at QuadReal, our response to the legislation is set out in QuadReal's Privacy Policy on our website at www.quadreal.com. This Policy promotes responsible and transparent practices for QuadReal's management of personal information in accordance with the various personal information protection statutes.

We have also appointed a Privacy Officer, who is accountable for QuadReal's compliance with our Privacy Policy. In addition, every QuadReal employee is required to comply with the QuadReal's Code of Business Conduct as a condition of employment. This Code includes a section requiring the safeguarding and proper use of confidential information, including personal information. Annually, each employee will be asked to acknowledge that they have read, understood, and agree to the Code's standards.

As a tenant of an asset managed by QuadReal, we have certain personal information regarding your lease and your employees which is under our control.

Specifically, as part of the leasing process, each lease transaction is subject to a credit review during which personal information is collected when the tenant or guarantor is an individual. Such information may include personal contact information, personal bank account information, income tax returns, personal financial statements – income, assets, liabilities, date of birth, and driver's license number.

The primary purpose for which this information is collected, used and disclosed by QuadReal or its contractors providing services in connection with these purposes are:

- a. To assess the credit-worthiness of a prospective tenant or renewing tenant in support of the decision to either lease or not lease space to the tenant for any asset managed by QuadReal;
- b. To fulfill the obligations under the lease for pre-authorized payment of monthly lease and operating costs billing; and
- c. To 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.

D. QuadReal Connect – 24/7 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 24-Hour Tenant Service Centre, QuadReal Connect:

Phone: 1-877-977-2262

Email: service@quadrealconnect.com

Website: www.quadrealconnect.com.

Service Representatives will log your call into a computer database which generates a work order and simultaneously notifies all building management personnel of your request. Since all requests are logged, a statistical analysis can be performed to measure timeliness of call completion, the required actions taken to complete calls, and any patterns in categories of calls to indicate if building system maintenance is required.

E. Building Hours of Operation

The following chart includes the hours of operation for 1285 West Pender:

1285 WEST PENDER HOURS OF OPERATION	
Monday to Friday	7:00 a.m. – 6:00 p.m.
Saturday and Sunday	Closed
Stat Holidays (see section T)	Closed

Please note that access cards are required to enter the building after-hours. Access cards are available through contacting QuadReal Connect. For Statutory Holiday Closure dates, see section T.

F. 1285 West Pender Management Information

We encourage you to call QuadReal Connect, the 24-Hour Tenant Service Centre, at 1-877-977-2262 to talk to our Customer Service Representatives; however, there may be times when you may need to contact a 1285 West Pender staff directly to answer questions you may have. A current listing of 1285 West Pender personnel is listed below.

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

Contacts: **Property Manager**
Shelby Harvey
Email: Shelby.Harvey@quadreal.com

Tenant Services Manager
Natasha Garcia
Email: Natasha.Garcia@quadreal.com

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

Building Operator
Winston Garcia
Email: Winston.Garcia@quadreal.com

Leasing Manager
Maureen Neilly
Email: Maureen.Neilly@quadreal.com

G. Security, Access Cards, and Safe Walk Service

1285 West Pender is equipped with an access card system for after-hours access and a security officer circulates the premises. To ensure a secure building, please remind employees to securely shut doors upon entering or exiting the building and to be aware that no one is “piggybacking” them into the building.

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

(a) Access Cards

The electronic access card entry points are located at the front entrance off West Pender Street, and at the entrance of the loading dock off West Hastings Street. Access cards are issued to all employees and permission levels can be adjusted between individuals to ensure that each employee’s access level reflects their employment needs. Access cards are available by contacting QuadReal Connect.

(b) Safe Walk Service

A security officer patrols the building after-hours until 9:00pm, 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.

H. Tobacco and Smoke Free Environment

Smoking is not permitted in the building, tenant premises or on common area of the property. This policy includes smoking in all forms, including but not limited to the use of tobacco, e-cigarettes, smokeless and/or unregulated products including pipes.

Effective March 31, 2008, smoking is not permitted within 7.5 meters (25 feet) of public and workplace doorways, open windows or air intakes. Smoking is not permitted within the property boundaries, including building entrances, stairwells, loading bay, or parkade.

I. Move-In/Move-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 6pm/before 6am Monday-Friday and anytime Saturday/Sunday) and must schedule their moving day at least 48

hours in advance. To ensure a secure move-in/move-out, QuadReal requires at least one security officer to be present for the duration of the tenant move. The security coverage is **at the tenant's expense** at \$28.00 per hour for a 4-hour minimum plus a 15% administration fee and applicable tax.

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

J. Parking

The parking lot at 1285 West Pender is monitored by QuadReal Property Group and parking spots are delegated to each tenant as per their Lease Agreement. Entrance to the parkade is via Hasting street and an access fob is required to open the gate.

(a) Thefts from Automobiles

Theft from automobiles is a concern in every parkade and we urge you and your staff to take precautions necessary to reduce theft. Please notify all employees to remove any valuables from vehicles and ensure vehicles are locked. Please report any suspicious activity to security or contact QuadReal Connect at 1-877-977-2262.

K. Mail

All tenants at 1285 West Pender are entitled to a mailbox; the mailbox number is assigned by building management, and the key is provided upon occupancy. Tenant contact information is located at the front for couriers. Tenant's requiring additional mailbox keys must receive authorization from QuadReal and all keys ordered will be at the tenant's expense. Please contact QuadReal Connect to make a request.

L. Postal Services

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

Suite ####, 1285 West Pender Street
Vancouver, B.C.
V6E 4B1

If you have any questions about your mailing address or services provided by Canada Post, please contact QuadReal Connect at 1-877-977-2262 or Canada Post directly at 1-866-607-6301.

M. Signage

All signage at 1285 West Pender must comply with the building standard and all signage must be reviewed and approved by QuadReal Property Group before it can be installed. Building standard signage for your suite door and lobby directory can be ordered by completing the Signage Request form and emailing it to QuadReal Connect. Please allow 3-4 weeks for delivery.

N. 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: **bcIMC Realty Investment Limited**
c/o QuadReal Property Group
Suite 2100, 199 Bay Street
Toronto, Ontario M5L 1G2
2. The Tenant Name appears exactly as the Tenant's legal company name;
3. The Tenant's address appears as per the leased premises at 1285 West Pender Street;
4. Commercial General Liability of a minimum \$5,000,000 per occurrence is mandatory;
5. "All Risk" Property Insurance and "Business Interruption" Insurance is mandatory;
6. Additional Insured: *QuadReal Property Group Limited Partnership,*
QuadReal Property Group G.P. Inc., and their 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.

O. Suite Keys

It is mandatory for each suite at 1285 West Pender to be keyed to the master key system as it allows housekeeping personnel to effectively service tenants' premises. New tenants must adhere to the lock/key requirements specified in the 1285 West Pender Design Guidelines and any re-keying must receive permission from QuadReal. Al Scott is the building approved contractor and must do all lock work.

P. Housekeeping

SerVantage provides the housekeeping services to the building and is responsible for the nightly cleaning of office premises, all common areas of the building including lobbies and washrooms, as well as maintaining cleanliness of exterior plaza. If you have any questions or concerns about the cleaning services, or if you would like to schedule additional cleaning services, please contact QuadReal Connect.

Q. Organics, Recycling and Waste Removal

The recycling and waste removal option provided at 1285 West Pender include:

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

Items that can go in the organics includes:

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

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

If you have any questions on where your recycling or waste should be diverted to, please contact QuadReal Connect.

R. Fire and Life Safety

1285 West Pender is registered with WPS Disaster Management Solutions, this requires WPS to complete an annual review of the evacuation procedures and for QuadReal to perform provide annual fire warden training and an evacuation drill.

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

S. Amenities

(a) Bicycle Storage

1285 West Pender has a secure bicycle storage room located on the P1 level of the parkade entrance off West Hastings Street. To receive access to the bicycle storage, please contact QuadReal Connect for the Bike Locker Application Form.

(b) End of Trip Facilities

The end of trip facility includes a shower & change room and day use lockers. Complimentary towel service is also provided.

The facilities are located on the main floor; an access card is required for entry.

We require all tenants interested in using the facility to please complete a waiver form. Please contact QuadReal Connect to request the form at service@quadrealconnect.com.

T. Statutory Holiday Closures

1285 West Pender Street will observe the following statutory holidays in 2022 on these days (see page 11) and the building will be CLOSED. All your staff and business associates accessing the building will require an access card, and air conditioning and cleaning services will not be provided but are available on a fee-charge basis.

DATE HOLIDAY OBSERVED	2022 STATUTORY HOLIDAYS
Monday, January 3	In lieu of New Year's Day
Monday, February 21	Family Day
Friday, April 15	Good Friday
Monday, May 23	Victoria Day
Friday, July 1	Canada Day
Monday, August 1	B.C. Day
Monday, September 5	Labour Day
Monday, October 10	Thanksgiving Day
Friday, November 11	Remembrance Day
Monday, December 26	Boxing Day
Tuesday, December 27	In lieu of Christmas Day

Should your holiday schedule differ from the above, please contact QuadReal Connect at 1-877-977-2262 or service@quadrealconnect.com to arrange building services that meet your needs.

U. Forms to be Filled Out

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

- (a) Office and Emergency Contact
- (b) Signage Request
- (c) Suite Key/Security Card Access Application
- (d) Work Authorization Form

Refer to the Appendix for the attached forms.

V. COVID Best Practices

(a) Masks and Hygiene Etiquette

In all QuadReal properties, in line with the municipal bylaws and per the Public Health Order dated November 19th 2020, wearing masks or face coverings in common areas of the building, such as lobbies, elevators, washrooms, parkades and any common public gathering areas will be mandatory (this applies to tenant employees, visitors, QuadReal employees, contractors, vendors, delivery personnel and couriers).

Good hygiene is one of the best defenses against COVID-19. Everyone should:

- Regularly wash your hands for minimum of 20 seconds or use hand sanitizer.
- Avoid touching your face.
- Cover coughs and sneezes with the inside of your elbow or upper arm.
- Stay home when sick.
- Safely dispose of tissues and used PPE.

(b) Building Systems

As an additional precautionary measure our operations teams have implemented a number of proactive measures to improve the overall air quality in our buildings in accordance with guidance from the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE)'s position on infectious aerosols including:

- Maximizing the use of outside air in our air handling units.
- Installing superior level air filters in all of our buildings.
- Increasing filter frame inspections to ensure that filters fit tight and are sealed to minimize air bypassing the filters.
- Increasing operation of the HVAC systems for 2 hours before and 2 hours after normal scheduled run times to enhance fresh air levels.
- Regularly inspecting air distribution devices (supply, return and exhaust air grilles and diffusers) to ensure they are clean.
- Maintaining a minimum relative humidity of 30% to 60% in our buildings.
- Increased testing of our water treatment in cooling towers, closed water systems and water features.

Please contact QuadReal Connect for more information on the building specifics.

(c) Common Area Rules

QuadReal has implemented various measures to ensure everyone's health and safety when in common areas, including:

- Waste disposal at building exits for the disposal of Personal Protective Equipment (PPE).
- Where municipal bylaws exist or if directed by QuadReal, the mandatory requirement of wearing masks or face coverings while being in a common area of the building.

Elevators

We make the following recommendations to ensure the safe use of elevators and prevent crowding at elevator entry points.

- Wash your hands or use hand sanitizer immediately after using the elevator.
- Consider alternative shifts for employees to stagger traffic and avoid crowding during typical 9am to 5pm rush hours.
- Elevator touchpoints (buttons, doors, handrails) will be regularly disinfected throughout the day.
- All passengers must wear a mask or face covering when using the elevators.

Hand Sanitizer

Where hand washing is not possible, the regular use of hand sanitizer is encouraged. Hand sanitizer stations can be found throughout common areas including active building entrances and elevator banks where sanitizer should be used before touching common surfaces.

d) Building Occupancy Sensors

QuadReal has installed and implemented building occupancy sensors throughout the building to promote social distancing.

(e) Touchless Door Sensors

QuadReal has also installed and implemented touchless door sensors in our building to reduce touchpoints on doors and door handles.

(f) Clean Card System

QuadReal has introduced a card notification system to assist in identifying occupied workstations and meeting rooms requiring disinfection, as of September 28, 2020.

The red "PLEASE CLEAN" card denotes that a workspace has been used and requires cleaning. It is to be placed by employees on their desks after they have neatly set aside all paperwork and materials at the end of each day. All clear surfaces designated as used for that day will be disinfected. The green "CLEANED" card denotes that surface disinfection was completed (except for items plugged in, such as computer monitors, keyboards).

(g) Summary

As you prepare your teams for returning to the workplace, the tips below are provided to support you in your preparation:

- Help avoid excessive wait times for the elevators by staggering start times.
- Reinforce hygiene recommendations, including handwashing regularly, not touching your face and coughing/sneezing into your arm/elbow.
- Provide employees with masks or face shields, gloves, and hand sanitizer.
- Monitor health for any symptoms of illness.
- Implement a clean desk policy to allow for greater cleaning and sanitization of surfaces.
- Limit the number of non-essential visitors to the premises
- Always follow local health guidelines, practice physical distancing, wash your hands, don't touch your face, and stay home if unwell.

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

W. Appendix

- (a) Office and Emergency Contact Information**
- (b) Signage Request**
- (c) Suite Key/Security Card Access Application**
- (d) Work Authorization Form**
- (e) What Goes Where? (Recycling)**



Tenant Contact Information – 1285 West Pender Street

Company Information	
Company Name	
Doing Business As Name	
Telephone Number	
Website	
Company Contacts for Landlord	
Main Office Contact	
Position/Title	
Telephone Number	
Email Address	
Main Office Contact	
Position/Title	
Telephone Number	
Email Address	
Please note: The Main Contact(s) will received all building notices It is mandatory to have at least one main contact	
Accounts Payable Contact	
Telephone Number	
Email Address	
#1 Emergency Contact	
Name	
After Hours Phone Number	
Cell Phone Number	
Email Address	
#2 Emergency Contact	
Name	
After Hours Phone Number	
Cell Phone Number	
Email Address	
#3 Emergency Contact	
Name	
After Hours Phone Number	
Cell Phone Number	
Email Address	
#1 Fire Warden	
Name	
Work Phone Number	
Email Address	
#2 Fire Warden	
Name	
Work Phone Number	
Email Address	
Acknowledgement	
Completed by:	Date Completed:

** Please email completed form to Shelby Harvey at shelby.harvey@quadreal.com **

By submitting personal information as requested in the above form, you consent and confirm the collection, use, and disclosure of such personal information in accordance with our Privacy Policy, a copy of which is available at www.quadreal.com



Tenant Signage Request Form

1285 West Pender Street

A copy of this request will be attached with your order to the signage company. Please ensure all information is accurate. Engraving will be made according to the information provided.

Signage On Main Lobby Directory To Read As Follows (please print or type)

Signage On Floor Directory To Read As Follows (please print or type)

Signage On Suite Door To Read As Follows (please print or type)

Tenant: _____

Suite: _____

Date Of Request: _____

Name: _____

Title: _____

Would like Name to Appear on: QuadReal Website Directory, QuadReal+ App Directory, and Lobby directory. (please print or type a 'yes' or 'no') _____

NOTE: The Landlord's acceptance of any name for listing on the Building Directory will not be deemed, nor will it substitute for, Landlord's consent as required by the Lease, to any sublease, assignment, or other occupancy of the deemed premises.

**** PLEASE EMAIL COMPLETED FORM TO shelby.harvey@quadreal.com ****



Suite Key/Security Card Access Application

Evergreen Building - 1285 West Pender

Company								
Suite Number								
Floor								
Telephone Number ()					Fax Number ()			
Normal Business Hrs: _____ AM to _____ PM								
Number of suite keys required:								
A. Building and Floor Access (Please check of appropriate column that you require access to)								
Card Holder(s) Name	7:00am to 6:00 pm Mon-Fri	24 Hours Mon-Fri	24 Hours 7 days a week	No access after hours required	Sub-Bsmt	Bsmt	Ground	Fl 1-26
B. Would you like your name to appear on the enterphone directory? Yes: _____ No: _____								
C. If yes to "B", would you like your phone number to appear on the enterphone directory? Yes: _____ No: _____								
Note: Where a phone number appears on the enterphone directory, after-hours contact with visitors is available with remote entry control and automatic elevator dispatch.								
Signature of Applicant: _____					Date: _____			
Signature of Authorized Official: _____					Date: _____			

** Please email completed form to shelby.harvey@quadreal.com **

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

1285 WEST PENDER WORK AUTHORIZATION FORM

TENANT VERSION

DATE FORM COMPLETED: _____
24 hours notice required

AREA TO BE ACCESSED: _____

EXACT LOCATION OF WORK: _____

TENANT CONTACT NAME & NUMBER: _____

SIGNATURE OF TENANT CONTACT: _____

The above signatory tenant hereby provides consent to the below noted contractor to enter their premises and perform the work described below.

AUTHORIZED QUADREAL SIGNATURE: _____

WORK TO BE PERFORMED (select only one box and provide detailed description of work below):

- ☐ move furniture items in/out, furniture relocation ☐ electrical/mechanical – new tenant improvement ☐ major/new construction
- ☐ repair & maintenance ☐ move *construction* materials in/out ☐ electrical/mechanical – existing tenant
- ☐ access to Riser Room (tel/data) ☐ cleaning ☐ Tyco / Security ☐ other

DESCRIPTION OF WORK TO BE DONE:

Is a Security Guard Required? ☐ Yes ☐ No (See item #4 below for details about when a Security Officer is required.)

Note: if you need to reserve the freight elevator, please contact QuadReal Connect at 1-877-977-2262 before completing the section below in order to confirm if the freight elevator is available when required. Also, please submit a separate Work Authorization Form for *each* contractor requiring access.

**CONTRACTOR
COMPANY:** _____

one form per contractor

OFFICE PHONE: _____

**ON-SITE
EMPLOYEES:** _____

**ON-SITE CONTACT
PHONE NUMBER:** _____

**DATE ACCESS
REQUIRED:** _____

24 hours notice required

START TIME: _____

**COMPLETION
DATE:** _____

END TIME: _____

1. This form must be returned 24 hours in advance to be processed properly. Forms must be emailed to service@quadrealconnect.com.
2. Freight elevators must be booked 24 hours in advance for deliveries.
3. Elevator can only be booked before 07:30AM or after 6:00 PM, Monday through Friday or 24 hours on weekends. Construction materials to be delivered no later than 6:30AM.
4. Deliveries (from 6:00 PM - 6:00 AM) through the loading dock will require a Security Officer to be hired to patrol the loading dock area. Security Officers must be booked 24 hours in advance.

Verified by QuadReal Building Operator:

WHAT GOES WHERE?

Organics

Materials

- All food scraps
- Compostable cups
- Compostable utensils
- Paper plates
- Paper towels
- Coffee grinds
- Tea bags
- Paper food bags
- Pizza boxes
(ripped into small pieces)
- Plants and soil



BPI Certified
Compostable



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 shopping bags
- 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)

