

# **Tenant Information Guide**

## **Park Place**

**666 Burrard Street,  
Vancouver, BC V6G 2X8**



January 2021

## Table of Contents

<b>Section 1: Introduction, Disclaimer and Privacy Policy</b>	<b>3</b>
Disclaimer	3
Privacy Policy	3
<b>Section 2: QuadReal CONNECT: 24-Hour Tenant Service Centre</b>	<b>5</b>
<b>Section 3: Property Management Team</b>	<b>6</b>
Important Telephone Numbers	7
<b>Section 4: General Administration</b>	<b>8</b>
Rental Payments	8
Leasing	8
Insurance	8
<b>Section 5: Building Services</b>	<b>9</b>
Hours of Operation	9
Freight Elevator and Deliveries	9
Move in/ Move out Information	10
Signage	10
Mail Service	11
Parcel Pending – Automated Storage Lockers	11
Storage Lockers	11
<b>Section 6: Security, Access Keys and Cards</b>	<b>12</b>
Keys	12
Access Cards	12
<b>Section 7: Building Systems</b>	<b>14</b>
Heating, Ventilation and Air Conditioning	14
Lighting	14
Elevators	14
Building Maintenance	15
Service Costs	15
Building Procedures	15
Energy Conservation	17
Noise and Pet Restrictions	18
Smoking Bylaw	18
<b>Section 8: Emergency Preparedness and Safety</b>	<b>19</b>
Emergency Preparedness – Tenant Responsibilities	20
Fire Drills	20
Floor Wardens	21
<b>Section 9: Janitorial Services</b>	<b>22</b>
<b>Section 10: Waste Management and Recycling</b>	<b>23</b>
<b>Section 11: Parking</b>	<b>25</b>
Electric Vehicle Charging Stations	26
<b>Section 12: Amenities</b>	<b>27</b>
Conference Centre	27
Fitness Centre	27
Bicycle Storage	27
End-of-Trip Facility	27
Monthly Locker Rentals	27
Concourse Level Seating Area and Lounge	27
Yoga and Fitness Centre Flex Room	27
Concourse Level Retail Services	28
<b>Section 13: Statutory Holiday Closures</b>	<b>29</b>
<b>Section 14: Forms to be Filled Out</b>	<b>29</b>
<b>Section 15: COVID-19 Best Practices</b>	<b>30</b>
<b>Appendix</b>	<b>32</b>

## 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 Park Place by using QuadReal CONNECT.

### Disclaimer

This information has been prepared to provide Tenants with a convenient source of building information relevant to Park 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 Park 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](http://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](mailto:service@quadrealconnect.com)

Website: <https://www.quadrealconnect.com/> or <https://www.parkplace.ca/>

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 at 604-682-1954.**

### 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: [www.parkplace.ca](http://www.parkplace.ca) Phone: 604-975-3524

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 a Park Place staff directly to answer questions you may have.

A current listing of Park Place personnel is listed below:

Contacts:

**General Manager**

Frank Vecchio  
Email: [frank.vecchio@quadreal.com](mailto:frank.vecchio@quadreal.com)  
Phone: 604-975-9671

**Assistant Property Manager**

Ella Tiamzon  
Email: [ella.tiamzon@quadreal.com](mailto:ella.tiamzon@quadreal.com)  
Phone: 604-975-3524

**Property Administrator**

Ilya Andreyev  
Email: [ilya.andreyev@quadreal.com](mailto:ilya.andreyev@quadreal.com)  
Phone: 604-975-3637

**Leasing Director**

Maureen Neilly  
Email: [maureen.neilly@quadreal.com](mailto:maureen.neilly@quadreal.com)  
Phone: 604-975-9764

**Operations Supervisor**

Blake Johnson  
Email: [blake.johnson@quadreal.com](mailto:blake.johnson@quadreal.com)  
Phone: 604-975-9727

**Lobby Security Desk:** 604-682-1954  
**Conference Centre Bookings:** 1 877-977-2262  
(Reservation Form must be completed)

## 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:  
1672 Holdings Ltd.

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 666 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: QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their successors and assigns.

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

## Section 5: Building Services

### Hours of Operation

Department/Service	Hours	Days
Security Desk	24 Hours	
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 Park 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.

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

### Freight Elevator and Deliveries

The building service 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, moves, etc. must be pre-arranged through QuadReal CONNECT.

Passenger elevators are designated solely for transporting tenants and their guests. For this reason, all substantial deliveries are restricted to the loading dock and service elevator. Access to the loading dock is from Hornby 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.
- 3) If a car, van or pick-up truck is used, the vehicle must be parked in the loading dock area, not at the dock itself and then removed within the 30-minute maximum time limit.

Security must be advised, and the vehicle signed in or it will be towed at the Owner's expense.



## **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 6:00 PM/before 6:00 AM Monday-Friday and anytime Saturday/Sunday) and must schedule their moving day at least 48 hours in advance. To ensure a secure move-in/move-out, QuadReal requires at least one security officer to be present for the duration of the tenant move. The security coverage is at the tenant's expense at \$30.00 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 on site and security will provide them access.

Tenants are not to use the lobby to move any large items in and out of the building nor use the passenger elevators to remove items in/out of the building. Large moves (furniture, etc.) requiring more than 30 minutes must be done before 8:00 am or after 6:00 pm weekdays or anytime during the weekends, to ensure that daily deliveries and pick-ups are not interrupted. The freight elevator and loading dock must be reserved.

## **Signage**

### **Main Floor Directory Board Listing**

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

### **Suite Signage**

Standard building signage will be ordered for your suite door once Tenant Signage Request form is received. If a tenant requires additional signage, it will be at the tenant's expense. Some signage may be at the tenant's expense, should your business require more than one name and require more than one panel on the directory board or door. If you are a full-floor tenant, you may coordinate your own suite signage after receiving approval from our office.

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

## **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

For your convenience, there is a mail drop located in the Mail Room off the main lobby behind the security desk. The pick-up times are posted by Canada Post. To arrange for a tenant mailbox, please contact the Property Management Office at 1 877-977-2262. To receive mail, please visit the mailroom.

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

## Parcel Pending – Automated Storage Lockers

Parcel Pending provides secure storage\* of small to medium-sized packages until you are ready to pick them up, including cooling units for items that are temperature sensitive.

To ensure successful contactless delivery of your packages to the Parcel Pending Lockers, and to better orient the couriers making your delivery, please use the following updated format when addressing your package to the lockers:

Parcel Pending Locker  
c/o Park Place Lobby Security Desk  
666 Burrard Street  
Vancouver BC  
V6C2X8

Signup information can be found in the Appendix.

## Storage Lockers

To rent a storage locker in the building for company records and furniture, please contact the Property Administrator through QuadReal CONNECT. Storage is rented on a space availability basis and at current market rates for similar use in the City of Vancouver.

## Section 6: Security, Access Keys and Cards

Park 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 building 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 604-682-1954

## 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, 8:00 AM to 6:00 PM.**

For additional services 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 building systems services, send a written request to the Property Management Office.

The exterior windows are double-glazed with reflective coating to help minimize air conditioning and heating requirements and to maximize energy efficiency. The window coverings are an important part of maintaining the building standard temperature. Therefore, we would appreciate that during days of high sun intensity, please close the blinds to reduce some of the solar load.

After-hour fans is billed on a monthly basis in accordance with building standard 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 the Property Management Office.

### Lighting

All lighting at Park Place is controlled by a ***computerized lighting control system.*** This system automatically turns the lights off in the evening. A complete schedule was designed into your suite at the time of tenant improvements, but this schedule can be modified. The building engineering staff will make these changes as necessary. Please contact the property management office should you require changes.

The lights will flicker five minutes prior to going off on your floor. When this occurs, push your main office light switch and the lighting will be restored. For further information or instruction, please contact QuadReal CONNECT.

### Elevators

The following comprises the elevators servicing the Park Place property:

No. of Elevators	Area Serviced	Service To
6	Low Rise	Lobby to Floor 18
6	High Rise	Floors 19 to 34
2	Parking	Lobby to P6
1	Dedicated Freight	B2 to Floor 34
1	Shuttle Elevator	Between Floors 34 & 35



## 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 the security desk at **604-682-1954**.

## Service Costs

Category	Service	Costs
Fans	Floor	\$15.00 per hour, per suite
Locksmith		Locksmith at current rates
Parking Rates	All Day	\$26.00 (6:00am – 6:00pm)
	Short Term rate	\$4.00 per half hour
	Weekday Evening Rate	\$5.00 (M-F)
	Weekend Day Rate	\$6.00 (Tenants Only)
	Monthly random rate	\$300.00
	P6 Random	\$240.00
	Monthly reserved rate	\$400.00
	Motorcycle Monthly	\$95.00 (Tenants Only)
Access Cards	Proximity HID Cards	\$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

Building 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 of 15%. 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 is 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.

### **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 the Property Management at 1-877-977-2262, to coordinate anticipated work, prepare drawings and obtain a copy of the *Building Standard Tenant Design Criteria Manual* found on the Park Place website.

### **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 Building 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 building 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. QuadReal Property Group LP and 1672 Holdings Ltd. must be listed as additional insured. If there are any questions in this regard, contact our Property Management at 1-877-977-2262.

### **Internet and Satellite Protocol**

All tenants should contact the property management office prior to the installation of any satellite antennae or 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.

There will be a separate fee and contract for any satellite or other rooftop installations. Any such installations require that a signed agreement be completed with our office. Please contact the General Manager for further information on this subject.

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

### **Energy Conservation**

Energy conservation begins and ends with all of us – the building’s Operations Team and Park Place tenants. Reduced energy use lowers our tenant’s utility costs, reduces Park Place’s environmental impact, increases equipment service life, promotes sustainable building practices within the commercial real estate industry, and ultimately helps Canada meet the Paris Climate Agreement targets. Everyone at Park Place can affect its energy use, and in turn everyone plays a role in helping us achieve our energy targets.

Park Place not only monitors energy consumption internally, it also shares this information in real-time with tenants whose loads are measured with a special energy meter. The platform we use is called “RealSuiteData,” To know more about this platform, or how we manage energy, please contact the Property Management Office through QuadReal CONNECT.

To support our energy efficiency goals, we ask everyone working at Park Place to read and understand our Sustainability Adoption Statement (see Appendix)

### **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 31<sup>st</sup>, 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

Park 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 building management personnel carry 2-way radios 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 first aid.
- 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) **604-682-1954.** 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 the Handicapped or Disabled. 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 Park 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.*

## WPS DISASTER MANAGEMENT SOLUTIONS

Park Place is registered with WPS Disaster Management Solutions and has made WPS ePlan Advantage, an online platform, available to tenants. 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.

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 Park 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 7:00 AM to 4:30 PM, Monday through Friday, except statutory holidays.**

The nightly cleaning staff service starts at 5:00 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. Orange labels can be obtained from the Management Office for special garbage removal needs.

### **Broken glass or sharp object disposal**

To prevent any type of injury to the janitorial staff at Park 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 broken glass or sharp objects into your regular garbage container for disposal. "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 Park Place include:

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

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

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

### 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 takes it to the recycling area on the docks for collection.

### RIGID MIXED CONTAINERS

The blue bin 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.

### 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 removed off site. It 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

#### 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 and 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

**Imperial Parking (Impark) – Part of REEF Parking Network** is the parking management company under contract with QuadReal and operates the parking garage. The Impark reference number for the property is **Lot 295**.

All traffic enters and exits the parking structure from Hornby 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 Impark at 1-877-909-6199.

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.

Mobile App Payment for touchless pay parking is available at Park Place. You can pay for hourly or daily parking via the HangTag app. Download the app here:

<https://www.impark.com/customers/hangtag/>

### 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 will tow the vehicle 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 Impark through your online account or calling Impark 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 **Impark/REEF** at **1-877-909-6199** 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 - 7:00PM\*. The parkade closes at 7:00PM each weekday evening. The door will automatically close once the vehicle has cleared the entrance.

*\*Due to lower building occupancy during COVID-19, the building has elected to close the parkade outside of rush hours. Contact QuadReal CONNECT for the most recent parkade gate schedule and protocol for entry.*

### **Electric Vehicle Charging Stations**

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

### Conference Centre

The Park Place Conference Centre offers generous square footage that can accommodate up to 50-60 people in multiple furniture configurations. The Conference Centre is well-suited for small or large meetings and is equipped with state-of-the-art Crestron audio, video and lighting controls. Users can bring in any device (iPad, Laptop, PC) to present wirelessly selecting the media network assigned. Alternatively, wall and floor plate inputs are available for hardwire connectivity. In addition, the Conference Centre offers a kitchen and ample space for catering setup.

### Fitness Centre

The fitness centre is equipped with a combination of cardio machines, free standing resistance equipment, free weights, benches and a selection of exercise balls and mats. The space comprises a large work-out area with upgraded rubber flooring, contemporary change rooms, showers and day use lockers. Additional features include towel service and audio-video surround equipment and two wall mounted TVs. A member's only facility, the fitness centre is available for use seven days a week.

### Bicycle Storage

A secure bike storage cage is provided for commuters using bicycles for transportation free of charge to tenants of Park Place. It is located within view of the parking kiosk on Level P-2. Bicycle gear storage lockers, located on Level B-2, are available for rent.

### End-of-Trip Facility

Men's and Women's shower and change rooms are conveniently located in the Fitness Centre, accessed through the P2 level of the underground parkade. Tenants interested in using this complimentary facility must complete a waiver form. Forms can be requested and returned via QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Monthly Locker Rentals

Monthly locker rentals are available to building tenants for a small monthly fee. Lockers are located near the end-of-trip facility and bicycle storage room, convenient for those that bike to work or use the fitness facility. Please contact QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com) to inquire about availability.

### Concourse Level Seating Area and Lounge

*Opening soon*

### Yoga and Flex Fitness Room

*Opening soon*

## Concourse Level Retail Services

A variety of retail services are available on the B1 and Main level of the property. These include the following:

<b>Canadian Western Bank</b>	Business, Personal and ATM Banking	Located on the Lobby Level
<b>Caffe Artigiano</b>	Artisanal coffee shop	Located on the Lobby Level
<b>Tractor Digital</b>	Breakfast, specialty coffee and lunch 'grab and go' digital restaurant.	Visit the Tractor website for their menu and more information: <a href="https://order.tractorfoods.com/">https://order.tractorfoods.com/</a>
<b>Kanai Hairstyling</b>	Hairstyling for men and women. Walk in appointments are welcomed!	For more information, or to book an appointment, call (604) 682-4812, (604) 682-4320 or email <a href="mailto:kanai@telus.net">kanai@telus.net</a>
<b>Dr. Anya Vanaki, Park Place Dental</b>	Quality dental care with services including Periodontics, Oral Surgery, Endodontics, Botox and Invisalign.	The clinic can be reached (604) 689-7551 or through their website: <a href="https://www.parkplacedental.ca/">https://www.parkplacedental.ca/</a>
<b>Park Place Chiropractic Clinic</b>	The clinic offers services such as Chiropractic, Acupuncture, and Massage Treatments.	For more information, please email the clinic at <a href="mailto:administrator@parkplacechiropractic.net">administrator@parkplacechiropractic.net</a> or visit their website: <a href="http://www.parkplacechiropractic.net">www.parkplacechiropractic.net</a>
<b>TMVC Travel Medicine and Vaccination Centre</b>	TMVC specializes in travel medicines and non-travel medicines and occupational health services.	For more information, please call (604) 689-7551 or visit their website: <a href="http://www.tmvc.com">www.tmvc.com</a>
<b>California Car Detailing</b>	On site car wash and car detailing service	604-834-3440 (located on P-1)

### Section 13: Statutory Holiday Closures

Park Place will observe the following statutory holidays in 2022; on these days, the building will be CLOSED.

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

DATE HOLIDAY OBSERVED	2022 STATUTORY HOLIDAYS
Friday, January 3	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 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) Signage Request

Refer to the Appendix for the attached forms.

## Section 15: COVID-19 Best Practices

### Masks and Hygiene Etiquette

In all QuadReal properties, in line with the municipal bylaws and per the Public Health Order dated November 19<sup>th</sup> 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). Reusable cloth masks are encouraged, however, individually wrapped masks are available in all building lobbies.

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

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

### 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 to allow minimum of three air changes between regular business hours
- 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.

### Common Area Rules

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

- Floor decals and signage in building lobbies, parking vestibules, concierge desks
- and exterior entrances as well as in all common areas where people could gather and where visual cues are needed to maintain physical distancing.
- 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.
- All furniture for public use except for food court seating is removed at this time.

## **Elevators**

The size of elevator cabs eliminates the ability to meet physical distancing protocols of 2m/6ft without limiting passengers to one person per cab. Recognizing that limiting elevator access to one person at a time could hinder your ability to operate by causing crowding at elevator entry points, we've made some changes and need your co-operation to ensure the safe use of elevators. Signage is posted communicating a maximum two passengers and the following elevator etiquette:

- Select your destination when entering the cab and move to the furthest open space from the door.
- Decals on elevator floors indicate where you should stand and which way to face.
- Wash your hands or use hand sanitizer immediately after using the elevator.
- With the reduced elevator occupancy, you should expect longer wait times. Lines will form in elevator lobbies providing space for physical distancing. 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.

## **Building Occupancy Sensors**

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

## **Touchless Door Sensors**

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

## **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.

- Remove chairs from meeting rooms to maintain physical distancing and limit the number of people in each meeting
- 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.

## **Appendix**

- (a) Office and Emergency Contact
- (b) Suite Key & Security Access Card Request
- (c) Signage Request
- (d) Pre-Authorized Payment Plan Application
- (e) Parcel Pending – Automated Storage Lockers
- (f) Energy Policy Adoption Statement
- (g) What Goes Where? (Recycling)



## 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**

<b>Main Office Contact #1 Name:</b>	
Position/Title	
Phone Number	
Email Address	
<b>Main Office Contact #2 Name:</b>	
Position/Title	
Phone Number	
Email Address	
<b>Accounts Payable Contact:</b>	
Position/Title	
Telephone Number	
Email Address	
<b>Insurance Contact Name:</b>	
Position/Title	
Phone Number	
Email Address	
<b>Authorized Signatory:</b>	
Position/Title	
Phone Number	
Email Address	
<b>Emergency Contact #1 Name:</b>	
Afterhours Phone Number	
Email Address	
<b>Emergency Contact #2 Name:</b>	
Afterhours Phone Number	
Email Address	
<b>Emergency Contact #3 Name:</b>	
Afterhours Phone Number	
Email Address	

### Acknowledgement

Completed by:		Date completed:	
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\*\* Please email completed form to [service@quadrealconnect.com](mailto: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)



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

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

[illegible]

Received by:	Date dd-mm-yyyy:	Time:
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QuadReal Property Group (your contact information here)



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](http://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 1<sup>st</sup> 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](http://www.cdnpay.ca).
14. I/We consent to the disclosure of any personal information that may be contained in this Authorization to the financial institution that holds the account of the Payee to be credited with the PAD to the extent that such disclosure of personal Information is directly related to and necessary for the proper application of Rule H1 of the Rules of the Canadian Payments Association.

INITIALS	

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

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

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

X \_\_\_\_\_  
Name: \_\_\_\_\_ Date: \_\_\_\_\_

X \_\_\_\_\_  
Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Attach a blank cheque marked "VOID"**

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

INITIALS	

**IMPORTANT:** Please complete this form and submit and return via email, fax or in person to the building management office. Lost or stolen passcards/access card must be reported immediately. It is the responsibility of the cardholder to pay the fee for replacement cards. No cardholder shall lend their access card to any other person for any purpose or to park their own bike. The bike cage is for the sole use of QuadReal tenants only. Bicycles must be removed daily. Do not use the bicycle cage as a storage locker.

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

---

**Please complete:**

First and last name:	Title:
Access card number:	Email address:
Telephone:	Signature:
First and last name:	Title:
Access card number:	Email address:
Telephone:	Signature:
First and last name:	Title:
Access card number:	Email address:
Telephone:	Signature:
First and last name:	Title:
Access card number:	Email address:
Telephone:	Signature:
First and last name:	Title:
Access card number:	Email address:
Telephone:	Signature:

---

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

Received by:	Date dd-mm-yyyy:	Time:
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QuadReal Property Group (your contact information here)

# Smart Package Lockers Coming Soon

## Safe. Secure. Convenient.

Park Place wants to help keep all of your packages safe. That's why we've partnered with Parcel Pending to provide you with secure, easy-to-use smart package lockers on-site. The lockers will be accessible to tenants 24/7, so you can retrieve your packages at your convenience. With Parcel Pending, getting a package has never been easier!



### Instant Delivery Notifications

Our mobile app provides delivery alerts and lets you retrieve packages with your smart phone. (Email and text notifications also available)



### Security

Our lockers safely store your packages at the property.



### Convenience

Our lockers allow round-the-clock access to claim your packages.



### Vacation Mode

Our service enables you to set when you're out of town and rest easy knowing your packages are secure until you return.



### 24/7 Customer Service

Our dedicated, US-Based support team is available whenever you need help.



## Receive Packages in Four Easy Steps with Parcel Pending:



**Order Cool Stuff  
Online & address  
your parcel to the  
Parcel Pending  
lockers**



**Courier Delivers  
Packages into  
small / medium  
size lockers**

\*All major couriers deliver excluding Canada Post



**Receive Email,  
Text, or Mobile  
App Notification\***

\*Text-to-voice notification  
also available



**Retrieve Package  
at Locker**

Storage fee applies after the  
7th day: \$3 per day.

**Register for Parcel Pending today at  
by clicking [here](#).**



## WHAT SIZE LOCKERS DO WE NEED?

**SMALL LOCKER**  
INTERIOR CLEARANCE:  
4"H X 13.6"W X 23"D

**BOXES LIKE:**



**SMALL BOX**  
(1.5"H X 11"W X 12"L)

**MEDIUM LOCKER**  
INTERIOR CLEARANCE:  
8.7"H X 13.6"W X 23"D

**BOXES LIKE:**



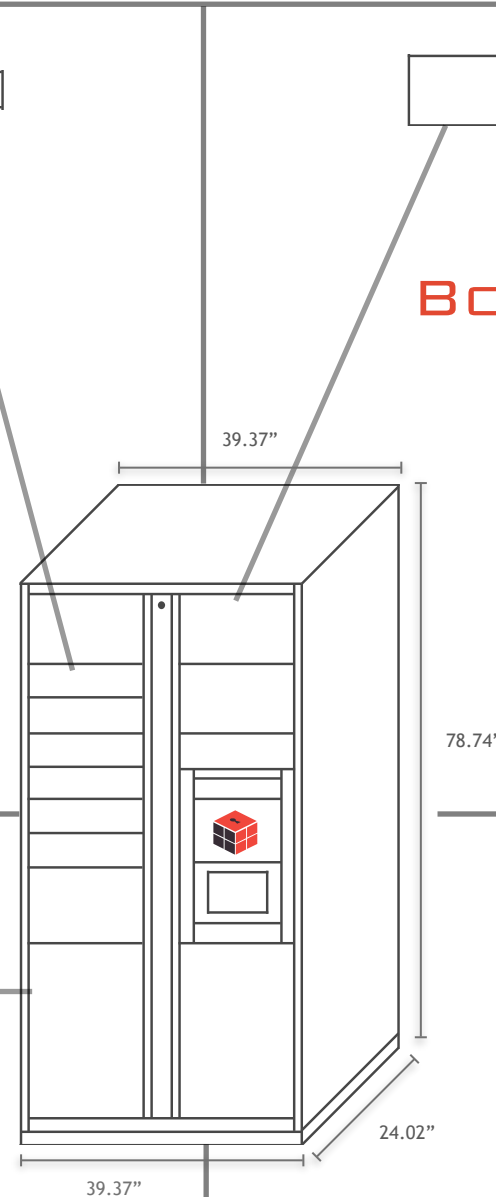
**MEDIUM BOX**  
(5.5"H X 12"W X 12"L)

**LARGE LOCKER**  
INTERIOR CLEARANCE:  
24"H X 13.6"W X 23"D

**BOXES LIKE:**



**LARGE BOX**  
(16"H X 12"W X 12"L)





QuadReal Property Group  
Suite 800, 666 Burrard Street  
Vancouver, BC V6C 2X8  
Canada


T 604-975-9500  
www.quadreal.com

**QuadReal Sustainability Policy**  
**Park Place Policy Adoption Statement**

The Park Place team recognizes, understands and strives to comply with all aspects of QuadReal's Sustainability Policy.

We will ensure that our team is provided with the information and resources needed to meet our building energy targets.

We will comply with building energy-related requirements set forth by the City of Vancouver and our current building energy efficiency certifications, and other legal requirements; we will set and review objectives and energy targets at regular intervals as outlined in the Park Place EnMS; we will purchase energy efficient products and services; and we will consider energy performance in all capital- and operating-expenditure design activities.

  
Frank Vecchio, General Manager

Jan. 15/21  
Date

# 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)

