February 2025

parkplace.ca

WELCOME TO PARK PLACE

Tenant Information Guide

QuadReal™

HELLO

Welcome to Park Place

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

As the property managers here, we're committed to creating a sustainable environment that brings value to people both now, and for years to come. Our on-site staff offer a tangible presence, providing hands-on, in-person guidance to each and every one of our customers. It's this commitment to customer service that has made us leaders in the management of major commercial properties across Canada.

We've created the following guide to give you and your coworkers all you need to know as tenants. It contains information about the features, facilities, and safety protocols here – as well as the suite of tenant services we've designed with you and your business in mind. Please note this information is general in nature and may differ from your respective lease. In all cases, your lease takes precedence over this guide, which can be found at parkplace.ca.

We are available for any questions or concerns you may have. Please call us at 1-877-977-2262 or email us anytime at service@quadrealconnect.com.

Thank you. We look forward to working with you here.

Ella Tiamzon

Property Manager

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For Quick Reference

1 | Key Contacts

Frank Vecchio	General Manager	604-975-9671	frank.vecchio@quadreal.com
Ella Tiamzon	Property Manager	604-975-3524	ella.tiamzon@quadreal.com
Maureen Neilly	Leasing Director	604-975-9500	maureen.neilly@quadreal.com
Blake Johnson	Operations Manager	604 975-9727	blake.johnson@quadreal.com
Richard Herget	Operations Supervisor	1-877-977-2262	richard.herget@quadreal.com
Serge Bogdan	Building Operator	1-877-977-2262	serge.bogdan@quadreal.com
Calvin Pasin	Building Operator	1-877-977-2262	calvin.pasin@quadreal.com
Jasmine Tomas	Building Operator	1-877-977-2262	jasmine.tomas@quadreal.com
Jose Gutierez	Maintenance Technician	1-877-977-2262	jose.gutierez@quadreal.com

Lobby Security Desk	604-682-1954
Conference Centre Bookings	1-877-977-2262
QuadReal CONNECT	1-877-977-2262 service@quadrealconnect.com

2 | QuadReal CONNECT – Key Contact Portal

At QuadReal we're proud to serve the people who call our communities home. That's why we developed QuadReal CONNECT, a 24/7 service centre offering the support you need day and night. Order any number of on-call tenant services; learn more about recycling protocols; register an internal move; or simply ask a question. Contact your service team at QuadReal CONNECT by phone at 1-877-977-2262 or email at service@quadrealconnect.com.

3 | QuadReal+ Tenant Portal

Stay on top of all things related to your building with QuadReal+, the app we've designed with your day-to-day tenant needs in mind. Download easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at quadrealplus.com.

4 | Hours of Operation

Security Desk	24 hours	
Property Management Office	8:30 am to 5 pm	Monday to Friday
Building Operations Office	7 am to 5 pm	Monday to Friday
Janitorial Services	6 am to 1 am	Monday to Friday
HVAC Service	8 am to 6 pm	Monday to Friday
Saturday, Sunday & stat holidays	Closed	

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

Management & Operations Staff

Emergency	911	
Nearest Hospital – St. Paul's Hospital	604-682-2344	
Ambulance	604-872-5151	
Poison Control	604-682-5050	
Local Police Precinct	604-717-3321	
Local Fire Station 604-665-6000		
24-Hour Security Desk	604-682-1954	
QuadReal CONNECT	1-877-977-2262	service@quadrealconnect.com

Property Management

General Manager	Frank Vecchio	604-975-9671	frank.vecchio@quadreal.com
Property Manager	Ella Tiamzon	604-975-3524	ella.tiamzon@quadreal.com
Property Administrator	Gabriela Paculdino	604-975-3501	gabriela.paculdino@quadreal.com

Tenant Services

QuadReal CONNECT	1-877-977-2262	service@quadrealconnect.com

Security & Life Safety

24-Hour Security Desk		604-682-1954	
QuadReal Manager	Darrell Ram	604-975-3542	darrell.ram@quadreal.com
Al Scott Lock & Safe		604-581-5000	
Security non-emergency		1-877-977-2262	
24-Hr Security Shift Supervisor		604-682-1954	

Park Place Security and Life Safety Services have staff on duty 24/7. Please call anytime.

Building Operations

Operations Supervisor	Richard Herget	1-877-977-2262	richard.herget@quadreal.com
Building Operator	Serge Bogdan	1-877-977-2262	serge.bogdan@quadreal.com
Building Operator	Calvin Pasin	1-877-977-2262	calvin.pasin@quadreal.com
Building Operator	Jasmine Tomas	1-877-977-2262	jasmine.tomas@quadreal.com
Maintenance Technician	Jose Gutierez	1-877-977-2262	jose.gutierez@quadreal.com

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

Tenant Services

QuadReal CONNECT

1-877-977-2262
service@quadrealconnect.com

Communications

We believe a thriving community is one grounded in transparency. Throughout your time with us here, you'll see us use a number of communication channels to keep you informed about what's happening. We liaise with each appointed tenant contacts of your office to ensure building bulletins and other communication are swiftly delivered and cascaded to our communities. In addition, we will update QuadReal + App and elevator screens for event calendars, programming and other pertinent announcements for the building.

QuadReal+ Tenant Portal

We've designed this app with your day-to-day tenant needs in mind. Download easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at quadrealplus.com.

Tenant Bulletins

We also share regular communications about building & operational updates with appropriate tenant contacts. In turn, they're encouraged to cascade information and share with their colleagues, so everyone is kept informed.

Stat Holidays

Property management operates with a reduced staff on the following holidays:

New Year's Day	Family Day	Good Friday	Victoria Day
Canada Day	BC Day	Labour Day	Truth and Reconciliation Day
Thanksgiving Day	Remembrance Day	Christmas Day	Boxing Day

Building Control operates daily every day of the year.

About Your Building

Accessibility

QuadReal is committed to providing a respectful, welcoming, and inclusive environment for everyone. We work to make every aspect of this complex accessible. If you have any questions or concerns about our approach to accessibility, please contact QuadReal CONNECT by phone at 1-877-977-2262 or email at service@quadrealconnect.com.

ESG

QuadReal is dedicated to creating better outcomes for our stakeholders through stringent sustainable practices. We've set ambitious targets around sustainability, to reduce water, waste, and energy and ensure all our Canadian offices achieve net zero emissions by 2040. We even host a calendar of events and programs throughout the year, all designed to benefit the wellbeing of our communities. And because the health and wellness of our tenants is a top priority, we hold ourselves to strict indoor air quality (IAQ) standards when it comes to air quality, humidity, and thermal comfort. For more information about our approach to ESG practices and healthy buildings, please visit quadreal.com/esg/our-esg-approach.

Smart Buildings

Safer, sleeker, smarter – we're creating buildings that push the boundaries of what you can expect from your QuadReal workplace. Using digital and automation technologies such as artificial intelligence, interconnected devices and smart systems, we're building healthier, happier and more harmonious communities for our customers to thrive in.

Awards

Park Place is the proud recipient of several national and global awards for outstanding tenant service, building management & hospitality, design, and sustainability.

BOMA Best Gold (2021-2026)
LEED OM v4.1 Platinum (2023-2026)
2018 Fitwel 1-star | 2021 Fitwel 2-star | 2024 Recertifying

BOMA 360

Certified (2021)
Recertifying (2025)
2013 & 2020 Outstanding Building of the Year (TOBY), British Columbia and Canada
ENERGY STAR® Certified (88)
Rick Hansen Foundation Accessibility Certification (2021-2026)

Building Amenities

Parking

You have a vast parking facility at your convenience right below the building, accessible off Hornby Street.

Parking Allocation & Payment

Monthly parking spaces are normally assigned in accordance with your lease. If you require additional parking spaces or your parking needs change at any time, please contact Precise Parklink at 604-235-1380.

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.

Payment for touchless pay parking is available at Park Place. You can pay for hourly or daily parking via Parkedin Mobile Payment platform. Download the App in your App Store or visit parkedin.com, Zone # 1524.

Electric Vehicle Charging Stations

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

The EV Charging Area for the 13 Level II and 1 Level II chargers are located on the mezzanine parking area of the P1 Level – upon entering the Underground Parking on Hornby Street, turn left.

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 Precise ParkLink Inc. through your online account or calling Precise ParkLink Inc. at (604) 235-1380.in the event that we need to contact you in an emergency. Loss or theft of parking access cards must be reported to Precise ParkLink Inc. at (604) 235-1380. immediately for record cancellation. Should a parking decal or access card be found, you must report it to the Property Management Office or Security Desk.

Theft

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.

Active Commuter Indoor Bike Parking

For safety reasons, we don't allow bikes in the building, but you do have a couple options for securely locking up your bike while you're at work, located on Level P2. For safety reasons, the charging of e-bikes or scooters is prohibited within the building. This includes charging removable batteries in the office.

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 P2. Bicycle gear storage lockers, located on Level B2, are available for rent.

Monthly Individually Enclosed Bike Locker Rentals

Monthly bike locker rentals are available to building tenants for a small monthly fee. The individual lockers are located inside the Active Commuter Indoor Bike Parking. Please contact QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com to inquire about availability.

All indoor and outdoor bike parking is limited to 24 hours of use at a time.

For safety reasons, cyclists must dismount and walk with their bike when entering and exiting via the parking ramp.

Active Commuter Shower Facilities

For your convenience, there are accessible, barrier-free showers available on a first-come, first-serve basis to all tenants. They're located in the fitness centre.

Shower access is by registered pass card and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at quadrealconnect.com

Once we have received your waiver form, your pass card will be updated (please allow 24 hours), granting you access to the showers.

Fitness Facility

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, day lockers, towel service and audio-video surround equipment and two wall mounted TVs. The facility is for use seven days a week.

The Fitness Centre is by registered access card and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Inquire via email at service@quadrealconnect.com .

Access to the Yoga and Flex Fitness Room is provided with the Fitness Facility Access.

Yoga and Flex Fitness Room

The Flex Room is equipped for a number of activities. Located on the Concourse level, this brightly lit mirrored room features a television and a sound system to help get you in the zone. Mats, free weights and additional training tools are available for incorporating into your fitness routine. Cubbies line the back wall for storing your belongings out of the way.

Monthly Locker Rentals

Monthly locker rentals are available to building tenants for a small monthly fee. Lockers are located both in the Shower and Changeroom facilities, and along the hallway leading to the Active Commuter Indoor Bike Parking, 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 to inquire about availability.

Conference Centre

The Park Place Conference Centre offers generous square footage that can accommodate up to 56 people in multiple furniture configurations. The Conference Centre is well-suited for small or large meetings and is equipped with 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.

Beehives

We have set up beehives at Park Place in partnership with Alveole, an urban beekeeping company. Nestled on top of the cascading water feature at the Plaza, is the home of thousands of honeybees. Urban beekeeping inspires our tenants to learn about environmental biodiversity and sustainability. For more information, please visit myhive.alveole.buzz/quadreal-vancouver-666-burrard-st.

Concourse Level Seating Area and Lounge

From the main lobby parking elevator vestibule, take the elevator to Level P1, or the stairs to the Retail Concourse, and you will find our Concourse Seating Area and Lounge – a place where you can relax, take a break, or take your next coffee meeting. There are vending machines for snacks and drinks, an open Wi-Fi for your connectivity, television for convenience, and foosball and board games for your entertainment.

Arcade

The Arcade is located on the Concourse level, offering the perfect way to take a break from your busy day. Enjoy a variety of exciting games including the Golden Tee, Multicade Stand-Up, Skee Ball Glow, Modern Pinball, and Bubble Hockey! Relax in our lounge seating and have fun with your colleagues.

Arcade access is by registered access card and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Inquire via email at service@quadrealconnect.com .

General Information

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

Property Management Office

710-666 Burrard Street
Vancouver, BC V6C 2X8

Property Management Office Mailing Address

800-666 Burrard Street
Vancouver, BC V6C 2X8

Monday – Friday
8:30 am – 5 pm
(Excluding holidays)

Building Services

QuadReal CONNECT 1-877-977-2262

Postal Services

There is a central mailbox in the building for your convenience off the main lobby behind the security desk. To arrange for a tenant mailbox, please contact QuadReal CONNECT at 1-877-977-2262.

Please contact Canada Post directly for any mail delivery delays or 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

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.

Building Operations

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 am and 4:30 pm regarding questions or difficulties with building systems. For after-hours emergencies please call QuadReal CONNECT at 1 877-977- 2262.

Service Costs Category	Service	Costs
Fans	Floor	$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
	Monthly random rate	$300.00
	Monthly reserved rate	$400.00
Access Cards	Card Reader Access	$25.00 non-refundable charge may be applied for lost, broken or stolen cards
Signage	All types	Sign contractor at current Rates

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

Additional Services

Property management can make various extra services available to the tenant on an “as- required” service basis. Service prices are based on hourly rates, benefits, supervision, direct and indirect and an Administration Fee 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 are greatly appreciated. The following building policies protect you, your associates and guests.

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

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

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

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

Tenant Improvement Work

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

Construction Noise

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

Communications Cabling Procedures

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

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

Tenant Machinery and Safety Installations

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

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

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

Changes to Premises

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

Contractors

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

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. bcIMC Realty Corporation, Park Place Vancouver Holdings Inc., QRPG Realty Corporation, Canadian Core Real Estate LP, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc. and their respective successors and assigns 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 by the property management.

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 the property management team for further information on this subject.

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 realtime with tenants whose loads are measured with a special energy meter. The platform we use is called "RealData," To know more about this platform, or how we manage energy, please contact the property management team through QuadReal CONNECT.

Noise and Pet Restrictions

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

Smoking Bylaw

Smoking is not permitted in the building, tenant premises or any common area of the property. Effective March 31st, 2008, smoking is not permitted within 7.5 metres (25 feet) of public and workplace doorways, open window or air intakes. Smoking is not permitted in the two entrances to the building.

The designated smoking area is available in the loading dock and tenants must abide with the smoking distance posters indicated near the entrances.

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.

Moving Procedures

We require advance written notice any time you need to move furniture and contents in/out of or within the property. Please contact your property team through QuadReal CONNECT to arrange or schedule any move in/move out requirements.

Our onsite staff are equipped and available to help you with your smaller relocation needs. That might mean moving a desk from one room to another or re-arranging your entire space. We'll work with you to confirm elevator reservations and any janitorial needs you may have too.

If you're looking to make a larger move, we can provide you with quotes from reputable moving companies often used by tenants.

Learn more by contacting QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.

Janitorial Services

QuadReal CONNECT 1-877-977-2262

A clean, healthy workplace is essential to building a successful community. 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 janitorial contractor to provide these pre-cleaning services.

Daytime cleaning staff is onsite from 7 am to 4:30 pm, Monday to Friday, except stat holidays.

The nightly cleaning staff service starts at 5 pm, Monday through Friday, except for stat 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
- Stairwells
- Restrooms
- Public areas
- Main lobby
- Tenant areas
- Elevator lobbies & corridors

Janitorial Services: General Tenant Space

The nightly cleaning staff service starts at 5 pm, Monday through Friday, except for stat 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.

Nightly (5 times weekly)

- Empty all waste bins & replace liners as needed.
- Remove all collected trash to designated area.
- Dust all unobstructed horizontal surfaces.
- Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains.
- Dust mop all hard surface floors with treated electrostatic mop.
- Spot clean all partition glass.

- Dust and spot clean furniture fixtures, equipment & accessories.
- Vacuum all carpeted high traffic lane areas.
- Spot vacuum to remove visible soil.

Weekly

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

Washrooms

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

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

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

Broken glass or sharp object disposal

To prevent any type of injury to the janitorial staff at 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.

Labels

For any volume of waste or recycling streams that may not fit a conventional receptacle in your office, At the end of each business day, please ensure you label any material for disposing recyclables, garbage, and sharp objects. Our janitorial teamwill not pick up these items in your premises if not appropriately labeled.

Waste Management and Recycling

The recycling and waste removal options 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.

Signage

The design decisions for signage at Park Place have been made with purpose. As a result, we wish to keep the complex's appearance as uniform as possible. Any sign requirements you may have for directories, lobbies, your elevator lobby, or your suite entrance can be arranged by contacting QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.

Loading Dock, 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. Maximum truck height at the loading dock is 12 feet. Maximum length is 40 feet.

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

Central Operations

Operations Manager	Blake Johnson	blake.johnson@quadreal.com
Operations Supervisor	Richard Herget	ryan.black@quadreal.com

Electrical / Mechanical Services

In charge of heating, cooling & ventilation, our Operations team helps ensure the year-round comfort of your office space and your colleagues. Please let us know if your environment is making your team uncomfortable in any way.

Emergency Power

In the event of a power failure, the property is equipped with emergency power diesel generator, programmed to come on within about 10 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the emergency stairwells if necessary. Emergency generators are fully tested every month. When this happens, power to all emergency circuits is affected.

Heating & Cooling

Your comfort is important to us at all times. We recommend the following steps to help maintain a more comfortable office temperature for as many of your coworkers as possible.

- Don’t obstruct thermostats with furniture or cabinets.
- When you take occupancy, airflow to your floor should be balanced by an air balancing technician in accordance with your Leasehold Improvement Manual. We recommend further rebalancing when: internal walls are added / relocated or your occupancy levels increase substantially.

Energy Management Advice

You always have control over the energy used in your office space, but we do offer advice on ways to manage energy consumption and reduce costs. Please call Property Management anytime to learn more.

Tenant Metering

Each tenant space is individually metered to gauge electrical consumption. This means you only pay for your usage. All utility charges are already included in your rent. Then at year-end, a rebate or an additional charge is levied to ensure you’re only paying for your actual consumption we’ve recorded.
If you want a more detailed breakdown of your monthly consumption, please call Property Management.

Indoor Air Quality Testing

We contract third-party environmental consultants regularly test the air quality here to ensure we’re meeting standards established by ASHRAE, LEED, Fitwel, and Health Canada.

Chemical Handling / Storage

All chemical products are carefully managed in accordance with the QuadReal Standard Operating Procedure.

Standard Operating Procedure

Please let us know if you’d like to review QuadReal’s Standard Operating Procedure by calling Property Management.

Construction services

We know that over time, your requirements for your office may evolve. So we've established a full suite of construction services to help ensure your space is designed and laid out the right way for how you and your staff work best.

We can coordinate all leasehold improvements and changes involving base building construction and systems. This involves the review of all design drawings by the appropriate disciplines to ensure your office space is in compliance with landlord requirements. Any changes must be approved in advance by the landlord.

How to Order

You can conveniently order construction services the following ways:

Online

- Go to URL.com.
- Click QuadReal CONNECT in the bottom left corner.
- Enter your password and the type of request & submit. You'll receive a confirmation email in return.

Email

You can also email any service request to service@quadrealconnect.com. Please describe the service you're looking for in detail. You'll receive a confirmation email in return.

To ensure security, only pre-authorized tenant administrators can order these services. We ask you, as the tenant, to provide to us in writing the name(s) of the tenant contact(s) authorized on behalf of your company to order any of these services for your workspace.

Construction Services Available

- Construction management services.
- Acquisition of tenant leasehold improvement documents.
- Obtain area certifications required by lease.
- Coordinate work carried out by landlord's service personnel in conjunction with tenant's leasehold improvement contractors.
- Coordinate and supervise tenant leasehold improvement contractor to purchase restricted lock cylinders.
- Arrange for additional power outlets or additional cabling.

Security & Life Safety

24-hour security		604-682-1954
Manager	Darrell Ram	604-975-3542
Pass card office		1-877-977-2262
Personal security escort		604-682-1954 / 1-877-977-2262

Nothing is more important to us than the health and safety of our community here. With our concierge and onsite security, we're here to support you day and night. Even our CCTV and elevator control systems are helping to ensure our operations are at the forefront of modern security solutions.

Emergency

If you feel a situation at the property is an emergency, please call 911 before calling us. For non-emergencies, please call the Security Desk at 604-682-1954 or QuadReal CONNECT at 1-877-977-2262

Access Control

A building pass card is required to enter the building after hours. After-hours parking access is only granted to monthly parkers.

Building Pass Cards

To arrange pass cards for your coworkers, please contact QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com. There may be charges associated with getting new or replacement pass cards.

Locksmith

Al Scott Lock and Safe Ltd.,is here to help you with all door key and furniture lock needs. Al Scott is the only approved locksmith for all lock work on the property. Please call QuadReal CONNECT at 1-877-977-2262 to learn more.

Premises Inspections

Your QuadReal team regularly inspects office halls and retail premises to ensure they're all maintained at a safe and healthy condition. Unfit conditions will be reported to you for immediate action.

Suspicious Packages

If you find a suspicious package in your office or a public area, don't assume it's harmless. Don't touch it and leave that area immediately. Call the non-emergency line at 604-682-1954 and we'll send security.

Bomb Threats

If you receive a bomb threat, please remain calm. Listen carefully to the caller and don't interrupt them. Try to record or remember as much information about the call as possible. And if possible, check the call display and record the phone number.

- Ask the caller questions like: Where is the bomb? When will it go off? What type of bomb is it? Why are you doing this?
- Try to write down the caller's exact words and make notes about their voice. Make note of any background noise like music or traffic.
- Note when the call started and ended.
- Once ended, call 911 immediately. Then call 604-682-1954.

- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

Fire Detection & Suppression Systems

We have an interconnected life safety system at Park Place, designed to detect and contain fires. Monitored 24 hours a day, it's equipped with smoke and heat detectors, manual pull stations at all exit doors, and magnetic lock doors. Throughout the complex we have sprinkler systems to contain any fire to a small area and protect lives.

When any fire alarm is activated:

- Magnetic lock doors release to allow people to exit
- Passenger elevators recall to the lobby level
- Alarm tones & announcements are broadcast throughout the complex
- The smoke control system activates to pressurize stairwells and keep smoke out. This feature, along with fire-rated doors and walls, makes the stairwells the safest place to be during an emergency.

Fire Alarm Tones

The fire alarm system broadcasts two separate tones.

The evacuation tone is broadcast to the floor where the alarm device has been activated – as well as to the floors above and below. When you hear the evacuation alarm, please leave immediately.

The alert tone is broadcast to the remaining floors in the building to indicate that a fire alarm has been activated but the floor you are on is not affected. It's not necessary to leave your floor when you hear the alert tone, although you should be prepared to evacuate if the situation changes.

Floor Warden Team

Property Management provides training and information on emergency procedures. As a tenant, it is your responsibility to ensure there is a floor warden team for each floor your company occupies – and that staff have access to information about emergency procedures.

The floor warden team assists occupants during an evacuation and helps to educate their coworkers about emergency procedures.

When your team is formed, they should decide who will perform each duty and who will be selected to search each section of their floor. Having a plan in place, designating a meeting area, and practicing your plan will better prepare your coworkers for an emergency.

The floor warden team is responsible for searching the floor and directing staff to exits. Therefore, it's important for everyone in your office to know the layout of your floor and location of exits.

When a fire alarm sounds, the floor warden team should immediately proceed to the elevator lobby to ensure all team members are present. If a team member is absent, the duties will have to be shared.

When the alert tone sounds, the floor warden team should wait in the lobby until the all-clear message comes on.

If the evacuation tone is sounding, the floor warden team should immediately begin evacuating occupants from your floor.

Floor Warden Team

The floor warden is the leader of the team in charge of directing team members during an emergency. They also ensure the team is trained and that any vacancies are filled immediately.

During an evacuation, the floor warden must search their assigned area, advise occupants of the emergency and direct them to the nearest exit. When they complete their search, they can return to the lobby to meet the other team members and leave the floor themselves.

Assistant Floor Warden

The assistant floor warden must take over if the floor warden is absent or unavailable. This person conducts a search of their assigned area, advises occupants of the emergency and directs them to the nearest exit.

Assistance Monitors

Assistance Monitors are responsible for assisting persons requiring assistance to ensure they get to a safe place which is beside or within the stairwell. They are to remain with the person requiring assistance until the building response team or emergency services arrive to assist.

Searchers

Ideally there should be a male and female searcher on each team. They have an assigned search area and check meeting rooms, washrooms, and storage rooms – anywhere people may not have heard the alarm.

Exit Monitors

Exit monitors are assigned to each stairwell to assist with evacuation. During an evacuation they check the stairwell for heat and smoke and if clear, direct occupants down the stairs. If the stairwell is not clear or extremely crowded, they should direct occupants to another exit. Exit monitors are also responsible for reminding occupants not to take beverages, carry heavy items, or wear high-heeled shoes.

Earthquakes & Tornadoes

If an earthquake or tornado is impacting the property, please remain calm.

- Take cover under a desk, table, or the nearest interior doorway. Hold onto whatever you're under.
- Keep away from windows and glass doorways.
- Don't use elevators. You could become trapped if the power goes out.
- Don't leave cover until it's safe to do so. Follow the directions of building staff.

Power Outage

In the event of a power outage, Park Place is equipped with emergency generator. They're designed to power life safety systems and provide limited lighting and elevator service throughout the complex.

In such a case, there will be a glow-in-the-dark path marking materials and signage within all the stairwells in order to assist with safe egress in the event an evacuation is required.

Please follow the instructions of building personnel during a power outage.

In Case of Fire

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.

- From a safe location, call 911. Then call (604)-682-1954.

Do not dismiss the potential of a small fire; it can quickly escalate.

Evacuation

- As people evacuate their floor, they should keep to the right of the stairs to allow building personnel and firefighters to pass on the left-hand side.
- Walk at a normal pace and hold onto the handrail as you proceed down the stairs. Remain focused, do not bring any beverages or use your mobile device unless it's an emergency. Leave heavy and bulky items behind. If you're wearing high-heeled shoes, remove them.
- Occupants from other floors will be entering the stairwells. Allow them to merge into the flow but do not stop as this will delay the occupant's evacuation from the floors above.
- Occupants should proceed down the stairs and gather at their company's designated assembly area.
- All stairwells include crossover floors. These floors, which are positioned at every 5 floors or less, allow for evacuating occupants to cross over to an alternate stairwell should the stairwells become too congested or unsafe to use.

Public Area Fire Alarms

If you're in a public area, such as the concourse, a restaurant, or the parking garage, remain where you are and listen to the instructions of the building personnel. If it becomes necessary to evacuate, follow the signs to the nearest exit.

Persons Requiring Assistance

We have procedures in place to assist anyone unable to evacuate due to a health condition. When the evacuation tone sounds, any person requiring assistance (PRA) should go to the nearest stairwell and wait on the landing.

Medical Emergency

If there is a medical emergency, remain with that person and try to make them feel comfortable. Have someone call 911 as well as Park Place security at (604)-682-1954. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

Security Officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at patient's location as quickly as possible.

Fire Drills

Fire drills are conducted on an annual basis. Learn more in the Your Safety section at parkplace.ca.

Fire Prevention

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions.
- Don't let combustibles to accumulate. Avoid careless storage practices.
- This is a smoke-free complex. Smoking & vaping aren't allowed anywhere on the property.
- Don't obstruct sprinklers or place items within 45 centimetres of the ceiling.
- Ensure objects like boxes and storage racks don't obstruct doorways.
- Don't overload electrical outlets.

- Be familiar with your responsibilities during a fire event in the building.

Smoke-Free Policy

We are committed to the health and wellbeing of all who make this community what it is. As a result, this is an entirely smoke-free property, indoors and outdoors. This includes:

- cigarettes, cigars,
- vape pens & e-cigarettes
- pipes, hookahs, water pipes
- all tobacco products, including chewing & dipping tobacco
- all cannabis products

Holiday Season Safety

Please keep in mind the following when selecting and setting up decorations in your office area:

- Please use only fire-resistant artificial trees & garlands. Live trees & garland are never permitted.
- Decorations should never be placed so they block exits, fire hose cabinets and extinguishers.
- Only light sets labelled Canadian Standards Association (CSA Approved) or Underwriters' Laboratories of Canada (ULC Approved) should be used.
- Check all sets of lights for worn insulation, broken plugs and loose sockets. Replace the lights if any of these conditions are found. Don’t use defective light sets.
- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged to the light sockets. Streamers or other decorations should be fire resistant.
- Turn off all indoor tree and decorative lights before leaving for the day. Don’t place extension cords under rugs or in heavy traffic areas.
- Don’t overload an electrical circuit.
- Candles and open flames are not permitted.
- Do not tape down extension cords.

General Security

Office Security

You can help ensure this property remains a safe place to work and do business. Please ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or on you when leaving the office.

Paid Duty Request

Our Paid Duty program enables tenants to book security officers for events or personal security reasons. The fee to book a security officer is an hourly rate charged at a 4-hr minimum.

- To book a security officer, please contact QuadReal CONNECT at 1-877-977-2262 or service@quadrealconnect.com.
- When booking please advise Tenant Services exactly what you need the security officer to do.
- Please provide at least 2 business days’ advance notice.

Personal Security Escorts

Our Security staff are available to provide a security escort to your vehicle in the parking garage, free of charge. Please contact Security at 604 682 1954and allow a few minutes for someone to come to you.

Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at Park Place. If someone comes to your office claiming they are selling something, please call Security at (604)-682-1954.

General Administration

Rental Payments

Rent and tenant charges are due and payable on the first day of each month.
Cheques should be made payable to:

QuadReal Property Group LP ITF Park Place Vancouver

Mailing address:

QuadReal Property Group
800-666 Burrard Street
Vancouver BC 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.

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, ON, M5L 1G2.
2. The Tenant Name appears exactly as the Tenant’s legal company name;
3. The Tenant’s address appears as per the leased premises at 400 Burrard Street;
4. Commercial General Liability of a minimum $5,000,000 per occurrence is mandatory,
5. “All Risk” Property Insurance and “Business Interruption” Insurance is mandatory;
6. Additional Insured: QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc. and their respective successors and assigns.

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

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