

COMMERCE PLACE

TENANT MANUAL





**COMMERCE PLACE
400 BARRARD STREET**

Contents

WELCOME TO COMMERCE PLACE 2

BUILDING MANAGEMENT 3

QUADREAL CONNECT 3

..... 4

PROPERTY MANAGEMENT OFFICE & STAFF 5

IMPORTANT TELEPHONE NUMBERS 6

STATUTORY HOLIDAY SCHEDULE 7

GENERAL ADMINISTRATION 8

INSURANCE..... 8

BUILDING SERVICES 9

PARKADE 11

BUILDING AMENITIES 14

SERVICE COSTS..... 15

BUILDING SYSTEMS 16

BUILDING PROCEDURES..... 16

RECYCLING PROGRAM 18

TENANT IMPROVEMENTS AND ALTERATIONS 20

SECURITY AND LIFE SAFETY..... 22

IN CASE OF A MEDICAL EMERGENCY..... 24

EMERGENCY PREPAREDNESS – TENANT RESPONSIBILITIES..... 25



WELCOME TO COMMERCE PLACE

We would like to take this opportunity to introduce ourselves and welcome you on behalf of QuadReal. We look forward to a long and positive business relationship.

This Tenant Manual has been created by QuadReal for the tenants of Commerce Place. It will assist you to fully utilize the building's services, facilities, procedures, security, life safety, and general administration. In conjunction with our Emergency Procedures manual, your staff will also become familiar with preparing for various emergency situations.

The Property Management Office will assist you and your firm in amplifying many of the instructions in this guide, particularly in the area of emergency procedures. If you have any questions regarding the subjects covered in this guide, please feel free to contact us at:

Management Office **604-975-3524 or**
QuadReal CONNECT **1 877-977-2262**

This information is general and may differ from your lease agreement. In all cases, your lease agreement takes precedence over this guide.

Additional and/or revised pages will be sent to you periodically in order to keep this guide current.

QuadReal can meet and accommodate all of your Property Management requirements. We are able to draw upon a wide range of resources and professional services, enabling QuadReal to provide you with a level of service to conduct your business in comfortable and functional surroundings.

We look forward to serving you!



BUILDING MANAGEMENT

QUADREAL PROPERTY GROUP “WHO WE ARE”

Headquartered in Vancouver, Canada, QuadReal Property Group is a global real estate investment, operating and development company. QuadReal manages the real estate and mortgage programs of British Columbia Investment Management Corporation (BCI), one of Canada’s largest asset managers with a \$153.4 billion portfolio. QuadReal manages a \$37.6 billion portfolio spanning 23 Global Cities across 17 countries. The company seeks to deliver strong investment returns while creating sustainable environments that bring value to the people and communities it serves. Now and for generations to come.

For more information, visit www.quadreal.com

COMMERCE PLACE WEBSITE

QuadReal has developed an individual website for each of our properties. These websites will provide you with important information about building features and services, leasing, tenant manuals, tenant advisories and building service request forms.

Website: www.commerceplacevan.com

QUADREAL CONNECT

We would ask that each tenant designate one employee to act as principal liaison or point-of-contact between our office and yours. This contact person should be responsible for making all inquiries or service requests to our [QuadReal CONNECT](#) at 1 877-977-2262, between 8:00 AM and 4:30 PM, Monday to Friday.

Please inform us of your designated employee’s name, along with their telephone number and e-mail address. By restricting this responsibility to one principal liaison, it will allow us to provide better recording and assessment of problem areas and will also result in the delivery of more efficient and timely service for your needs.

Please register with our QuadReal CONNECT personnel in order to log on to our website for tenant service requests. For your password please send an email to: service@quadrealCONNECT.com



QUADREAL ON-LINE TENANT REQUEST SYSTEM

[QuadReal CONNECT](#) utilizes a web-based tenant request system. This system allows our tenants to communicate with our QuadReal CONNECT representative on all types of maintenance and service requests. This system can provide you with tracking on the progress of all your work order requests, even notifying the sender when the work has been completed.

We would ask that you provide us with the e-mail information of only one or two of your staff; typically the persons who will be responsible for communicating maintenance requests for your suite. We will arrange to have your representatives properly oriented with the new system.

This system also allows us to generate detailed Work Order histories and Service Completion rates. Our Building Operations/Maintenance staff responds to your e-mailed service requests via handheld devices and web-enabled cellular telephones. To access the portal: www.commerceplacevan.com or [QuadReal CONNECT](#).

Note: All online and email requests are read between 8:00 AM and 4:30 PM, Monday to Friday. Outside these hours or if your request is urgent, contact QuadReal CONNECT at 1 877-977-2262.



PROPERTY MANAGEMENT OFFICE & STAFF

The management office for Park Place & Commerce Place is located at
Park Place Building, Suite 710 - 666 Burrard Street Vancouver, B.C., V6C 2X8

Our mailing address is:
800-666 BURRARD STREET
Vancouver, BC V6C 2X8

Website: www.commerceplacevan.com Phone: 604-975-3524

Business Hours: 8:30 AM to 5:00 PM. We are closed on all statutory holidays.

PROPERTY MANAGEMENT AND OPERATIONS STAFF

FRANK VECCHIO, GENERAL MANAGER 604-975-9671
frank.vecchio@quadreal.com

ELLA TIAMZON, PROPERTY ADMINISTRATOR 604-975-3524
ella.tiamzon@quadreal.com

ILYA ANDREYEV, PROPERTY ADMINISTRATOR 604-975-3637
ilya.andreyev@quadreal.com

MAUREEN NEILLY, DIRECTOR, COMMERCIAL LEASING 604-975-9764
maureen.neilly@quadreal.com

NOEL AMARAL, BUILDING OPERATOR 604-975-9514
noel.amaral@quadreal.com

JIMMY PRISCO, BUILDING OPERATOR 604-975-9514
jimmy.prisco@quadreal.com

NEL FRANCISCO, SECURITY SUPERVISOR 604-317-5958
ss_commerceplace@paladinsecurity.com

AFTER HOURS EMERGENCY ***1 877-977-2262***



IMPORTANT TELEPHONE NUMBERS

Property Management Office – Suite 710	604-975-3524
Accounting	604-975-3637
QuadReal CONNECT Tenant Services QuadReal CONNECT Tenant Services Website	1 877-977-2262
Security Desk	604-317-5958

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
Poison Control	604-682-5050
Ambulance	604-872-5151



STATUTORY HOLIDAY SCHEDULE

The building recognizes the following statutory holidays:

HOLIDAY	DATE
New Year's Day	January 1
Family Day	2 nd Monday in February
Good Friday	Fluctuates
Victoria Day	Fluctuates
Canada Day	July 1
B.C. Day	1 st Monday in August
Labour Day	1 st Monday in September
Thanksgiving Day	1 st Monday in October
Remembrance Day	November 11
Christmas Day	December 25
Boxing Day	December 26

PLEASE NOTE:

IT IS IMPORTANT TO INFORM THE MANAGEMENT OFFICE IF YOUR FIRM PLANS TO BE CLOSED ON BUSINESS DAYS OTHER THAN THOSE MENTIONED ABOVE.

IT IS ALSO IMPORTANT TO GIVE 24 HOURS NOTICE OF ANY SPECIAL HVAC REQUIREMENTS FOR STAFF WORKING ON STATUTORY HOLIDAYS AND WEEKENDS.

- Notice by **2:00 PM** for a weeknight programming;
- Notice by **noon Friday** for weekend programming



GENERAL ADMINISTRATION

RENTAL PAYMENTS

All rental payments should be received in our office on the 1st day of each and every month.

All cheques should be made payable to:

QuadReal Property Group Limited Partnership itf Commerce Place Vancouver

Or

QRPG LP ITF Commerce Place Vancouver

Mailing Address:

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

No invoices will be sent for normal rent payments. Other charges incurred will be invoiced separately.

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.

For further information, please contact the Property Administrator at 604-975-3637.

LEASING

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

INSURANCE

OFFICE PREMISES INSURANCE CERTIFICATES

Each Tenant is required to carry premises insurance for your office and contents. At the beginning of your lease you will be asked to provide a copy of your insurance certificate to the Property Management Office. This certificate must be tendered for each renewal of the certificate to keep our records current.

The certificate of insurance should name bclMC Realty Corporation Commerce Place Vancouver Holdings Inc., *QuadReal Property Group Limited Partnership, QuadReal Property Group G.P Inc., and their respective successors and assigns* as additional insured.

For further assistance, please contact our Tenant Insurance Administrator at 416-673-7408 or tenantinsurance@quadreal.premisehq.co.



BUILDING SERVICES

HOURS OF OPERATION

The building is open with all systems running Monday to Friday between **7:00 AM and 6:00 PM** (except statutory holidays). Card access can be arranged for tenants and their guests at any time.

Property Management - Administration:

Park Place Building, Suite 710 – 666 Burrard Street

Business Hours: 8:30 AM to 5:00PM

Monday – Friday (except statutory holidays).

Building Operations Office – Commerce Place

P1 – 400 Burrard Street

Business Hours: 7:00 AM to 4:00 PM

Monday - Friday (except statutory holidays).

Security Desk – Commerce Place

Building Lobby

7:00 AM to 11:00 PM, Monday to Friday

Outside of normal business hours, please call the QuadReal CONNECT line at **1 877-977-2262**. Your call will be redirected to the appropriate property department in case of emergency.

For quick reference, we have listed below the hours of operation (normal staff hours) for many building departments as well as the hours of essential services. Additional information can be found under the individual sections within this guide.

Department/Service	Hours	Days
Management Office	8:30 AM – 5:00 PM	Monday – Friday
QuadReal CONNECT	8:00 AM – 4:30 PM	Monday - Friday
Security Desk	7:00 AM – 11:00 PM	Monday - Friday
Building Operations Office	7:00 AM – 4:00 PM	Monday - Friday
Janitorial Services	6:00 AM – 1:00 AM	Monday - Friday
Parking Garage	6:00 AM – 6:00 PM	Monday - Friday
HVAC Service	8:00 AM – 6:00 PM	Monday - Friday



FREIGHT ELEVATOR SERVICE

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

DELIVERIES-LOADING DOCK (ACCESS VIA HASTINGS STREET)

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

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

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

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

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

MOVING PROCEDURES

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

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



PARKADE

Imperial Parking (Impark) – Part of REEF Parking Network is the parking management company under contract with QuadReal and operates the parking garage on our behalf. All traffic enters and exits the parking structure from West Hastings Street.

The parkade is open weekdays 6:00AM – 6:00PM, closed for transient parking in the evenings/weekends, and holidays. However, anyone with an access card programmed for monthly parking, the parkade is open 7 days a week, 24 hours a day. The maximum height clearance up to and including the loading bay is 11'6"; P1 to P2 is 7'11" and the P2 ramp and beyond is 6'8".

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

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

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

Random Stall -	\$300.00 per month (plus applicable taxes)
Reserved stall -	\$400.00 per month (plus applicable taxes)

Please contact **Impark: 1-877-909-6199**. Rates are subject to change.

Unauthorized vehicles illegally parked will be towed away at the owner's expense. *Please do not leave your vehicles in the parkade when you are away on vacation.*

Note: Propane powered vehicles are not permitted access to the underground parking levels at any time.

Please lock your vehicle. 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.

RESERVED PARKING

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

DOUBLE STALL PARKING VIOLATION

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.



BICYCLES

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

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

ELEVATORS

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

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

Tenants, contractors and moving companies must contact the Property Management Office at 604-975-3524 for all large deliveries. *Large deliveries may only be performed after normal business hours (after 6:00 PM) or on weekends.*

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 receipt of a Tenant 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.

Any lost, stolen or damaged cards must be reported and a replacement fee of **\$25.00** will apply at tenant's cost.



KEYS

Two suite keys and one mailbox key will be provided to new tenants at no cost. Tenants shall not change the locks or install other locks on exterior doors of the leased premises without Building Management's approval.

For additional keys, you must:

- 1) Submit a Tenant Request that includes the key number and number of keys required
- 2) You will be contacted when your keys are ready for pick-up at the tenant's expense.
- 3) Pick-up location:
Al Scott Lock & Safe
Bentall Centre Mall (near the Food Court)
555 Burrard Street

All locks must be keyed to the building master.

MAILBOXES

All tenant mail will be delivered to the mail depot located next to the freight elevator on the P-1 level. Mail is usually delivered by Canada Post at approximately 11:00. We provide Canada Post an update of the mailbox listing regularly. Your mailbox number will be assigned to you by the property management. For further information, please call 604-975-3524. **Mail must be addressed to your suite number and not the box number.**

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

For your convenience a mailbox is located adjacent to the elevators in the main floor elevator lobby. Mail pick-up is twice daily at 10:00 AM and 5.30 PM.

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

SIGNAGE & ADVERTISING GUIDELINES

Signs, advertisements or notices inscribed, painted or affixed where they can be seen from the exterior of leased premises require *prior written approval from Building Management*. Management reserves the right to not allow the posting of any sign it deems objectionable and to remove any which has already been placed, at the Tenant's expense.

The Landlord shall have the right to prohibit any advertising by any agent which, in the Landlord's opinion, tends to impair the reputation of the building or its desirability as a building



for offices, and upon written notice from the Landlord, such Tenant shall refrain from or discontinue such advertising.

LOBBY DIRECTORY SIGNAGE

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

ELEVATOR LOBBY AND SUITE DOOR SIGNAGE

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

A Signage Request Form is located on our website at <https://www.commerceplacevan.com/forms-manuals/>

BUILDING AMENITIES

SHOWER ROOMS

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

AMENITY ROOM

For your convenience there is an amenity/lunchroom located on the southwest side of the 4th floor. We hope you will take advantage of this room which is equipped with a television, fridge, microwave, tables and a lounge area. The use of the room is free and is for all tenants. Please ensure you keep this facility clean and tidy.

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

SNACK STOP

Located on the 4th floor in the Amenity Room, the Snack Stop offers a breakfast and lunch menu.

Hours of operation are: 7:00 AM – 3:00 PM Monday - Friday



SERVICE COSTS

Category	Service	Costs
HVAC	Floor Fans	\$28.75 per hour
Locksmith		Locksmith at current rates.
Parking Rates	All Day	\$21.00 (6:00am – 6:00pm)
	Half-hour rate	\$4.00
	Monthly random rate	\$300.00
	Monthly reserved rate	\$400.00
Passcards	Card reader access	\$25.00 non-refundable charge is levied for lost, broken or stolen cards
Signage	All types	Sign contractor at current rates.

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



BUILDING SYSTEMS

LIGHTING

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

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

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

TEMPERATURE CONTROL (HVAC)

The building systems operate between the hours of 7:00 AM and 6:00 PM

After-hours air conditioning can be arranged at a cost; see rates under Service Costs. These charges are dependent on peak demand hours and are calculated by our building automation system.

To order after-hours air conditioning, please complete the "Service Request Form" and place a request through [QuadReal CONNECT](#) with 24 hours' notice.

BUILDING PROCEDURES

ALTERATIONS TO TENANT PREMISES

If, after initial occupancy, Tenants wish to make changes/alterations 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, Frank Vecchio at 604- 975-9671.

Please refer to the Tenant Design Criteria Construction Manual. You can access the manual on our website at www.commerceplacevan.com.

PATIO/BALCONY

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

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

SMOKING BY-LAW

Commerce Place is a no-smoking facility. Effective March 31st, 2008, smoking is not permitted within 7.5 meters (24 feet) of public and workplace doorways, open window or air intakes. Smoking is not permitted in the building, tenant premises or any common area of the property. **Smoking is not permitted near the entrances to the building.**

We have established a designated smoking area located on the Burrard Street sidewalk and have installed an ash urn in this location away from the entrances to the building.

HOUSEKEEPING/JANITORIAL

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

The Tenant is responsible for the cost of any pre-cleaning necessary to tidy up after both the Tenant's leasehold improvement contractor and moving contractor, in order to ensure that the premises are ready for occupancy. The Property Administrator at 604-975-3524 will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.



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

The nightly cleaning staff service starts at 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

Broken glass or sharp object disposal

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

Please **do not** dispose 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 porter or by calling [QuadReal CONNECT](#).

RECYCLING AND GARBAGE COLLECTION

QuadReal aims to partner with its tenants to optimize recycling practices. A summary of the program is below:

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. This bin is usually, located in your kitchen area.

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.*

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.

- 1) Organics
- 2) Paper Fibre - mixed office paper & cardboard
- 3) Rigid Mixed Containers (Bottle and Cans)
- 4) E-Waste (used computers, laptops, desktop labels/card printers etc.)
- 5) Other items such as batteries, fluorescent tubes, pallets, etc. will be removed and recycled at the request of QUADREAL on an as need basis.

Please refer to the acceptable items guide list for the above.

Tenants are asked to flatten all cardboard boxes and label ready for disposal.

Please label flattened cardboard boxes for disposal and leave in an area where visible. The janitorial crew will pick it up. Labels can be obtained from the Management Office by calling the Property Administrator at 604-975-3524. Or, the tenant can bring it down to the loading dock for disposal.

Broken glass or sharp object disposal

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



TENANT IMPROVEMENTS AND ALTERATIONS

All tenant improvements at Commerce Place are subject to prior approval by the Property Management Team, responsible for the coordination of all construction activity. In the event that tenant improvements or alterations are anticipated, please call the General Manager at 604-975-9671.

The *Building Standard Design Criteria Manual* has been prepared to supply you with information and to assist you in understanding the building requirements and is available through our Property Management Office to access the *Design Criteria Manual*.

SECURITY REQUIREMENTS

Security is required during construction when contractors are bringing in materials and using the loading dock doors for security reasons. Contractors can arrange the special security at **Paladin** by calling 604-677-8700 or by email at specialcoverage@paladinsecurity.com 48-hour notice is required.

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. A list of approved contractors is available from the Property Management Office or through our website at www.commerceplacevan.com (go to Property Information).

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

CONSTRUCTION NOISE

(Please refer to our Design Criteria Manual)

Any noise associated with construction, hammering, drilling, new wires and conduit installation and removal **must be done after 6 pm**. Please ensure that your designer or contractor is aware of the building policy with noise during construction as it affects other tenants conducting business during business hours.



CONTRACTOR CONSTRUCTION INSURANCE CERTIFICATES

Please remember to forward a copy of your current Insurance Certificate relating to the construction in your premises to our office. If there are any questions in this regard, contact our Property Administrator at 604-975-3524.

INTERNET AND SATELLITE PROTOCOL

All tenants should contact the Property Management Office prior to the installation of any satellite antenna or cabling. Any cable installation that requires the use of the Building Riser System must be approved and authorized by QuadReal.

There will be a separate fee and contract for any satellite or other rooftop installations. Any such installations require a completed signed agreement with our office. Please contact Frank Vecchio, General Manager at 604-975-9671 for further information on this subject.



SECURITY AND LIFE SAFETY

SECURITY GUARDS

There is a security guard in the building during the following hours:

Monday - Friday 7:00 AM to 11:00 PM

Security is everyone's concern. Please lock away purses, wallets and any valuables. All building contractors are required to wear a "Contractor" badge. Any stranger found in your suite without a badge should be challenged and the building management informed. If you have any security concerns, please contact the management office or the guard directly.

DOOR ALARMS

All doors leading to the exterior are alarmed after 6:00 PM and must not be held open for more than 60 seconds. Any door held open for longer than this time period will trigger an alarm and a security guard will be dispatched to investigate the cause. There is a cost for each alarm received by the security company. **This will be charged back to the tenant.** Please inform all your employees of this matter.

Mobile security checks are made throughout the night to ensure the integrity of the building.

OPTIONAL SECURITY SYSTEMS

The access control system may be expanded to tenants requiring security access in their premises. At the tenant's request and expense, Paladin Security will install a card access system that will integrate with the base building system utilizing the same wiring and equipment for monitoring. This will allow the use of one access card for both systems.

QuadReal offers this service as a convenience to tenants. QuadReal makes no representations and accepts no liability in connection with performance of services or equipment provided by Paladin Security.

FIRE SAFETY AND EMERGENCY PROCEDURES

Fire safety is important to everyone. QuadReal currently has a fire safety plan in place for Commerce Place.

A SAFE ENVIRONMENT

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

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

The Fire Control Centre has direct communications with each floor, stairwell and elevator. A network of speakers can be used to give verbal instruction or information should the need arise. There is also a telephone system located within the refuge areas on each floor. Key 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.
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.
3. Call the Security Desk at **604-317-5958**. They will hold an elevator ready for the emergency medical team.
4. Post one person at the elevator lobby on your floor to lead the medical team to the person in distress.
5. 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 they will have the responsibility for inspecting areas of the office and lobby space for people who may need extra help following evacuation procedures.

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



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

FLOOR WARDENS

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

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

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

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

Please bring the Tenant Floor Warden Manual to the training class