

# PARK PLACE TENANT MANUAL





PARK PLACE  
666 BURRARD STREET, VANCOUVER, BC V6C 2X8

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## **WELCOME**

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

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

***This manual is a useful tool for your personnel or the designated point of contact for building information and requests such as maintenance repairs and janitorial concerns. Please inform the property management if there is a change in personnel in order for us to update our database and tenant contact listing.***

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 – 604-975-9672 or  
QuadReal CONNECT - 604-975-9757**

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!**



## QUADREAL PROPERTY GROUP

### Who we are

Headquartered in Vancouver, B.C., QuadReal is a new company with deep roots. Built from consolidating the assets and expertise of four seasoned players in the Canadian real estate investment and management industry, we are an independent organization laser-focused on managing and growing bcIMC's portfolio of over \$18 billion in real estate assets. bcIMC is the 4th largest fund manager in Canada and is ranked 35th globally, with a global portfolio of more than \$123 billion. bcIMC invests on behalf of public sector clients in British Columbia and its activities help finance the retirement benefits of more than 538,000 plan members, as well as the insurance and benefit funds that cover over 2.3 million workers in the province.

For more information, please visit [www.quadreal.com](http://www.quadreal.com)

### PARK PLACE WEB SITE

QuadReal has developed an individual web site for each of our properties. These web sites will provide you with important information about building features and services, leasing, building request forms, corporate concierge services and local area amenities.

The web site address for this property is: [www.parkplace.ca](http://www.parkplace.ca)

### QUADREAL CONNECT

We would ask that each tenant designate one employee to act as principal liaison between our office and yours. The designated daily contact person will be responsible for making all inquiries or service requests to [QuadReal CONNECT](#) at 604-975-9757.

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 advise the Property Management if there are changes in your designated daily contacts or if there is a personnel change in your company in order for us to update our database and as well to provide orientation to the new person in your office.

Please register with our tenant services in order to log on to our website for tenant service request. For your password please send an email to: [vanservices@quadreal.com](mailto:vanservices@quadreal.com)

**\*\*\*Note: All online and email requests are dispatched between 8:00 AM and 4:30 PM, Monday to Friday, excluding statutory holidays. Outside these hours or if your request is urgent, contact QuadReal CONNECT at 604-975 9757 or the Security Desk at 604-682-1954**



## QUADREAL CONNECT ON-LINE TENANT REQUEST SYSTEM

[QuadReal CONNECT](#) utilizes a web-based Tenant Service system known as Angus Anywhere. This system allows our tenants to communicate with our Tenant Services 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 Engineering/Maintenance staff responds to your e-mailed service request via handheld devices. To access the on-line tenant request system please visit the building website [www.parkplace.ca](http://www.parkplace.ca) 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 604-975-9757.***

## ESERVUS ONLINE CONCIERGE SERVICE

QuadReal is pleased to provide all of our tenants with an electronic concierge service. This service is tailored to each individual tenant's requests, be it providing you with information in Vancouver, British Columbia and the surrounding area, coordinating group, cultural/sporting events, delivery of gift baskets, flowers and more. This service links you to a network of contacts and resources in the entertainment and hospitality industry.

Eservus will strive to meet your individual needs by providing information on and access to discounted tickets for concerts, theatre and sporting events. Eservus answers to collective needs by providing specialized knowledge in areas such as corporate event planning, hotel bookings, meeting or conference planning and corporate gift buying. It can be a valuable business hospitality vehicle. Membership is free to tenant employees within the building.

Phone            604-687-0744  
Email:            [request\\_vancouver@eservus.com](mailto:request_vancouver@eservus.com)  
Website:        <https://www.parkplace.ca/tenant-services/eservus/>

Tickets purchased through Eservus are either delivered digitally, or are conveniently hand-delivered to your office. It is our sincere hope that you will take advantage of this special complimentary service.



## **PARK PLACE MANAGEMENT OFFICE & OPERATIONS STAFF**

The Management office is located at:  
710 – 666 BURRARD STREET, VANCOUVER, B.C. V6C 2X8

Our mailing address is  
QUADREAL PROPERTY GROUP, 800 – 666 BURRARD STREET, VANCOUVER, BC V6C 2X8

Website: [www.parkplace.ca](http://www.parkplace.ca) Phone: 604-975-9672

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

## **PROPERTY MANAGEMENT AND OPERATIONS STAFF**

**FRANK VECCHIO, GENERAL MANAGER** 604-975-9671  
[frank.vecchio@quadreal.com](mailto:frank.vecchio@quadreal.com)

**CYNTHIA MOFFATT, PROPERTY ADMINISTRATOR** 604-975-9672  
[cynthia.moffatt@quadreal.com](mailto:cynthia.moffatt@quadreal.com)

**SABRINA DE PAULO, PROPERTY ADMINISTRATOR** 604-975-9673  
[sabrina.depaulo@quadreal.com](mailto:sabrina.depaulo@quadreal.com)

**JEFF RANK, SENIOR VICE PRESIDENT, LEASING** 604-975-9623  
[jeff.rank@quadreal.com](mailto:jeff.rank@quadreal.com)

**BILL LAWSON, OPERATIONS SUPERVISOR** 604-975-9757  
[bill.lawson@quadreal.com](mailto:bill.lawson@quadreal.com)

**CINESIO ROCHA, BUILDING OPERATOR** 604-975-9757  
[cinesio.rocha@quadreal.com](mailto:cinesio.rocha@quadreal.com)

**JOSE GUTIERREZ, BUILDING OPERATOR** 604-975-9757  
[jose.gutierrez@quadreal.com](mailto:jose.gutierrez@quadreal.com)

**RICHARD HERGET, BUILDING OPERATOR** 604-975-9757  
[richard.herget@quadreal.com](mailto:richard.herget@quadreal.com)

**SECURITY DESK** 604-682-1954  
[parkplace@paladinsecurity.com](mailto:parkplace@paladinsecurity.com)



## **IMPORTANT TELEPHONE NUMBERS**

|   |  |
|---|--|
| Property Management Office – Suite 710      | 604-975-9672   |
| General Manager                             | 604-975-9671   |
| Accounting                                  | 604-975-9673   |
| QuadReal CONNECT                            | 604-975-9757   |
| Building (QuadReal CONNECT) Website         | <a href="http://www.parkplace.ca">www.parkplace.ca</a> |
| Security Desk                               | 604-682-1954   |
| Conference Centre Bookings (Boardroom)      | 604-975-9757   |
| <i>(Reservation Form must be completed)</i> |  |

## **POLICE & FIRE**

|                       |              |
|-----------------------|--------------|
| Emergency             | 911          |
| Local Police Precinct | 604-665-3321 |
| Local Fire Station    | 604-665-6000 |

## **MEDICAL EMERGENCIES**

|  |              |
|--|--------------|
| Emergency                              | 911          |
| Nearest Hospital – St. Paul's Hospital | 604-682-2344 |
| 1081 Burrard Street                    |              |
| Poison Control                         | 604-685-5050 |
| Ambulance                              | 604-872-5151 |



## STATUTORY HOLIDAY SCHEDULE

The building recognizes the following Statutory Holidays:

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

*If a holiday falls on a non-workday then another day will be observed as the holiday - usually the preceding Friday or following Monday.*

### **PLEASE NOTE:**

**IT IS IMPORTANT TO INFORM THE MANAGEMENT OFFICES 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 AND SECURITY REQUIREMENTS FOR STAFF WORKING ON STATUTORY HOLIDAYS AND WEEKENDS.**

- Notice by **Noon Friday** on weekend programming;
- Notice by **2:00 PM** on weeknight programming





## **GENERAL ADMINISTRATION**

### **RENTAL PAYMENTS**

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

Cheques should be made payable to:

**1672 Holdings Ltd.**

**Mailing address:**

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

No invoices will be sent for normal rent payments.

Tenants are encouraged to pay rent via 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 Property Administrator at 604-975-9673.

### **LEASING**

Should you have a requirement for additional space during the course of your lease term, please contact Jeff Rank, Senior Vice President, Leasing at 604-975-9623.

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

### **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.

1672 Holdings Ltd. and QuadReal Property Group Limited Partnership are to be named as Additional Insured on the Certificate of Insurance.

For further assistance, please contact our Property Administrator, at 604-975-9672.



## **BUILDING SERVICES**

### **BUILDING SERVICE HOURS OF OPERATION**

The building lobby is open to the public from 6:00 AM to 6:00 PM, Monday through Friday (except on statutory holidays). Card access can be arranged for tenants and their guests at any time.

Please call the security desk at 604-682-1954.

The Property Management office is open from 8:00 AM to 4:30 PM, Monday through Friday, (except statutory holidays). Outside of normal business hours, please call the QuadReal CONNECT line at 604-975-9757. 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.

| <b>Department/Service</b>  | <b>Hours</b>      | <b>Days</b>       |
|----------------------------|-------------------|-------------------|
| Management Office          | 8:00 AM – 4:30 PM | Monday – Friday   |
| QuadReal CONNECT           | 8:00 AM – 4:30 PM | Monday - Friday   |
| Security Desk              | 24 Hours          | Monday - Sunday   |
| Building Operators' Office | 7:00 AM – 5:00 PM | Monday - Saturday |
| Janitorial Services        | 6:00 AM – 1:00 AM | Monday - Friday   |
| Parking Garage             | 5:00 AM – 9:00 PM | Monday – Friday   |
|                            | CLOSED TO PUBLIC  | Saturday          |
|                            | CLOSED TO PUBLIC  | Sunday            |
| Air Conditioning Service   | 8:00 AM – 6:00 PM | Monday - Friday   |
| Retail Mall Level          | 6:30 AM – 5:00 PM | Monday – Friday   |
| Car Wash Attendant         | 10:00 AM – 5:00PM | 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, moves, etc. must be pre-arranged through the Security Desk at 604-682-1954.

## **DELIVERIES**

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 Hornby Street.

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

- 1) The delivery must be pre-booked at the Security Desk to reserve a time for loading and unloading.
- 2) The dock area is reserved for loading/unloading of delivery trucks only and not for regular vehicle unloading or parking.
- 3) If a car, van or pick-up truck is used, the vehicle must be parked in the loading dock area, not at the dock itself and then removed within the 30 minute maximum time limit.

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

## **GENERAL SERVICE AREAS**

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

## **MAIL SERVICE**

For your convenience, there is a mail drop located in the Mail Room off the main lobby behind the security desk. The pick-up times are posted by Canada Post. To arrange for a tenant mail box, please contact the Property Management Office at 604-975-9757. To receive mail, please visit the mailroom.

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

A Federal Express drop box is located just inside the loading dock off the main mailroom area. Arrangements can be made directly with FedEx for this service by calling 1-800-463-3339.



## **STORAGE LOCKERS**

To rent a storage locker in the building for company records and furniture, please contact the Property Administrator at 604-975-9673. Storage is rented on a space availability basis and at current market rates for similar use in the City of Vancouver.

## **KEYS**

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

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

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



## **PARKING SERVICE**

**Impark** is an independent parking management company under contract with QuadReal and operates the parking garage. All traffic enters and exits the parking structure from Hornby Street. There is one lane for ingress and one lane for egress. All lanes will accommodate monthly parkers. Visitors need to exit via the parking booth on the middle exit lane.

## **PARKING ALLOCATION AND PAYMENT**

Parking spaces in the garage are allocated in accordance with your lease agreement. Monthly parking may be arranged by contacting Impark at 1-877-909-6199.

Monthly parking must be paid on or before the first day of each month. If parking is not paid, the parking card provided will no longer access this area.

Monthly parkers may park their vehicles in any stall except reserved stalls. ***Without exception, a parking decal must be visible at all times*** and affixed to the rear-view mirror of your car. If a monthly parker's car is found without a decal clearly visible, the car will be tagged by the parking attendant and the daily rate may be charged.

Loss or theft of parking access cards and decals must be reported to **Impark at 1-877-909-6199** immediately for record cancellation. Should a parking decal or access card be found, you must report it to the Property Management Office or Security Desk.

***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.***

## **AFTER-HOURS AND VISITOR PARKING**

The parkade gate closes at **9:00PM** each weekday evening. Monthly parkers can access any time using the parking card entry system available just outside the gate. The door will automatically close once the vehicle has cleared the entrance. Loading and unloading of vehicles is permitted only in the loading dock located next to the Hornby Street entrance.



## **BICYCLES**

A secure bike storage cage is provided for commuters using bicycles for transportation free of charge to tenants of Park Place. It is located within view of the parking kiosk on Level P-1. Bicycle gear storage lockers, located on Level B-2, are available for rent.

## **ELECTRIC VEHICLE CHARGING STATION**

Electric and plug-in hybrid vehicles can utilize a dual port vehicle charging station located in the parkade. Terms of use include a four (4) hour maximum charge per vehicle at \$2.00 per hour. Availability is on a first come, first served basis.

## **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.

## **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 displayed and vehicle registered with Impark at 1-877-909-6199 in the event that we need to contact you in an emergency.

## **SECURITY ESCORTS**

A security guard would be happy to escort you to your car in the Park Place parkade; if required call the Security Desk at 604-682-1954.



## **HOUSEKEEPING/JANITORIAL**

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 Administrator at 604-975-9672 will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.

**Daytime cleaning staff is onsite from 7:00 AM to 4:30 PM, Monday through Friday, except statutory holidays.**

The nightly cleaning staff service starts at 5:00 PM, Monday through Friday, except for statutory holidays. The cleaning staff has been instructed to lock all suite entrance doors and not to open these doors for any person unless instructed to do so by Property Management. They have also been instructed to leave internal doors as they find them. If the internal doors are locked, they will lock them when they leave; if unlocked, they will leave them unlocked.

**The cleaning staff services the following areas throughout the Property:**

|                             |                              |
|-----------------------------|------------------------------|
| Exterior Grounds & Walkways | Stairwells                   |
| Restrooms                   | Public Areas – Main Lobby    |
| Tenant Areas                | Elevator Lobbies & Corridors |

Should you have cleaning or garbage removal needs beyond the contracted level of service, the Property Management Office will schedule additional service upon request at the Tenant's expense. Orange labels can be obtained from the Management Office for special garbage removal needs.

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

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

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

### **Labels**

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

## **RECYCLING**

### **Recovery...PLUS™ Program (Recycling and Waste)**

QuadReal has partnered with Cascades Recovery Inc. and launched the Recovery...PLUS™ Program effective May 1<sup>st</sup>, 2011.

### **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.

### **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 by Cascades Recovery Inc.*

### **RIGID MIXED CONTAINERS**

The containers (brown bin) that are located on each floor in the refuge area (freight elevator) for the collection of rigid mixed containers will be removed and each tenancy will receive a blue bin 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 needed basis.

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

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, tenants may bring their flattened cardboard directly to the loading dock for disposal.

## **BUILDING AMENITIES**

### **CONFERENCE FACILITIES**

The boardroom offers generous square footage that can accommodate up to 40 people in multiple furniture configurations. Finishes and components were upgraded in 2013, including new carpeting, boardroom furnishings, LED ceiling lights, state-of-the-art audio and video equipment for hosting executive meetings or a multimedia presentation and modern kitchen to accommodate catered events.

### **FITNESS CENTRE**

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

### **RETAIL SERVICES**

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

|  |                               |
|--|-------------------------------|
| ▶ TRAVEL MEDICINE AND VACCINATION CENTRE   | 604-681-5656                  |
| ▶ CANADIAN WESTERN BANK                    | 604-688-8711                  |
| ▶ CARD & CANDY SHOP / DRY CLEANING         | 778-995-6762                  |
| ▶ DR. PETER ANDREWS DENTAL CLINIC          | 604-689-7551                  |
| ▶ HERBS AND SPICES CAFÉ                    | 604-681-4325                  |
| ▶ IMAGE PRINT                              | 604-697-0296                  |
| ▶ KANAI HAIR STYLING                       | 604-682-4320                  |
| ▶ PARK PLACE CHIROPRACTIC & MASSAGE CLINIC | 604-646-6699                  |
| ▶ CALIFORNIA CAR DETAILING                 | 604-834-3440 (located on P-1) |



## BUILDING SYSTEMS

### AIR CONDITIONING

Ventilation and air conditioning is controlled by a Direct Digital Control System (DDC). The standard hours of air conditioning for your suite are either set by your lease agreement, or are the **building standard hours, Monday through Friday, 8:00 AM to 6:00 PM.**

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

**(Please see tab under “Forms” for the HVAC After-Hours Request Form)**

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

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

For further information or instructions, please call the Property Management Office.

### ELEVATORS

The following comprises the elevators servicing the Park Place property:

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



## **BUILDING MAINTENANCE**

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

Please contact QuadReal CONNECT between **8:00 AM to 4:30 PM** regarding questions or difficulties with building systems. For after-hours emergencies please call the security desk at **604-682-1954**.

## **ADDITIONAL SERVICES**

Building Management can make various extra services available to the tenant on an “as-required” service basis. Service prices are based on hourly rates, benefits, supervision, direct and indirect and an Administration Fee of 15%. Material costs will be added where applicable with all pertinent taxes.

## **LIGHTING**

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

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

## **ACCESS CARDS**

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

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

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



**SERVICE COSTS**

| <u>Category</u> | <u>Service</u>        | <u>Costs</u>   |
|-----------------|-----------------------|--|
| HVAC            | Floor Fans            | \$15.00 per hour, per suite  |
|                 | Chiller Use           | \$45.00 per hour   |
| Locksmith       |                       | Locksmith at current rates   |
| Parking Rates   | All Day               | \$24.00 (6:00am – 6:00pm)  |
|                 | Short Term rate       | \$3.75 per half hour   |
|                 | Weekday Evening Rate  | \$5.50 (M-F)   |
|                 | Weekend Day Rate      | \$5.50 (Sat & Sun)   |
|                 | Monthly random rate   | \$300.00   |
|                 | Monthly reserved rate | \$400.00   |
| Access Cards    | Proximity HID cards   | \$25.00 non-refundable charge is levied for lost, broken or stolen cards |
| Signage         | All types             | Sign contractor at current Rates   |

(Please see tab under “Forms” for “Security Access Card Request Form”)

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



## **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 waste paper, 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 at 604-975-9671 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 Building Management.

*When installation of new communication cabling is anticipated, the tenant must obtain the telecommunications procedures found in the Tenant Design Criteria Manual and meet with the Landlord's consultant prior to commencement of work. Please contact the Management Offices at 604-975-9672.*

## **TENANT MACHINERY AND SAFE INSTALLATION**

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

Tenants shall not bring in or take out, position, construct, install or move any safe, business machine or heavy equipment without the prior written approval of building management. Property removal forms can be obtained from the security desk for completion prior to approval.

## **CHANGES TO THE 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 at 604-975-9671.

(You can access a copy of the Tenant Design Criteria Manual on our website at [www.parkplace.ca](http://www.parkplace.ca))

## **CONTRACTORS**

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

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



## **CONTRACTOR CONSTRUCTION INSURANCE CERTIFICATES**

Please remember to forward a copy of your current Insurance Certificate relating to the construction in your premises to our office. QuadReal Property Group LP and 1672 Holdings Ltd. must be listed as additional insured. If there are any questions in this regard, contact our Property Administrator at 604-975-9672.

## **INTERNET AND SATELLITE PROTOCOL**

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

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

General Manager at 604-975-9671  
Email: frank.vecchio@quadreal.com

## **DELIVERIES**

Passenger elevators are designated solely for transporting tenants and their guests. For this reason, all deliveries are restricted to the loading dock and freight 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:

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

*If a car, van or pick-up truck is used, the vehicle must be parked in the loading dock area, not at the dock itself and then removed within the 30 minute maximum time limit. Security must be advised and the vehicle signed in or it will be towed at the Owner's expense.*

## **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 BY-LAW**

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

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

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

## **SIGNAGE**

### **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**

There is directory signage in the Main Lobby and on your floor at the Elevator Lobby. As provided in your lease, installation of one listing at the tenant's expense will be arranged for your move-in date. Additional listings are subject to specific lease negotiations. Any changes to the directory listing will be at the Tenant's expense. Please contact the **QuadReal CONNECT** to arrange for directory signage.

A Signage Request Form is provided in this binder under tab "*Forms*" or through our website at [www.parkplace.ca](http://www.parkplace.ca) (under Property Information).

### **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 must be pre-approved by the Property Management Office.



## OFFICE MOVE-IN/OUT PROCEDURES

In order to make your move-in/out as easy as possible, please contact the Property Management Offices at 604-975-9672 with your requirements. Your moving contractor should be made aware that any large moves must be carried out after hours (after 6:00 pm) and security arrangements will be required. A security guard is required at a four-hour minimum charge and can be booked through Paladin Security at 604- 677-8700 or by email at [specialcoverage@paladinsecurity.com](mailto:specialcoverage@paladinsecurity.com).

The freight elevator and loading dock may be reserved for small deliveries only in 30 minute intervals between the hours of 10:00 am – 11:00 am and 2:00 pm – 4:00 pm weekdays. All costs associated with elevator operations or security arrangements are the responsibility of the Tenant. Contact QuadReal CONNECT at 604-975-9757 to book the freight elevator.

Tenants are not to use the lobby to move any large items in and out of the building nor use the passenger elevators to remove items in/out of the building.

Large moves (furniture, etc.) requiring more than 30 minutes must be done before 8:00 am or after 6:00 pm weekdays or anytime during the weekends, to ensure that daily deliveries and pick-ups are not interrupted. **The freight elevators and loading docks must be reserved in advance.**

1. Two to four rubber wheeled dollies are required to move equipment that can't be carried.
2. The freight elevator must be used to transport any equipment or furniture during the scheduled move.
3. Packing crates, skids or other debris used during the move must be removed from the loading dock when the move is complete. There will be a charge of \$10.00 per pallet for any pallets not removed.
4. Cardboard cartons are to be flattened and placed in the cage provided for recycling.

## ARTICLE MOVE – IN/OUT PROCEDURES

A tenant move-in/out form is required prior to removal of any items from the building or any items being brought into the building. Please contact QuadReal CONNECT or the Security Desk at 604-682-1954.

All furniture, safes, equipment and freight shall be moved into and out of the Building only at certain hours approved by and under the supervision of building management and security. Safes and heavy office equipment will be moved through the corridors only upon steel bearing plates. All damage to the Building caused by installing or removing any safe, furniture, equipment or other property shall be repaired at the expense of the Tenant. The Landlord will not be responsible for loss of or damage to any furniture, equipment or freight from any cause.

## SAFETY & SECURITY

### A SAFE ENVIRONMENT

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

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

The Fire Control Centre has direct communications with each floor, stairwell and elevator. A network of speakers can be used to give verbal instruction or information should the need arise. There is also a telephone system located within the refuge areas on each floor. Key building management personnel carry 2-way radios during normal building hours and the building operations staff is trained to assist in any emergency.

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

### SAFETY IS EVERYONE'S CONCERN

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

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

## **IN CASE OF A MEDICAL EMERGENCY**

1. Do not move the person. If necessary and you have been trained, administer first aid.
2. **Dial 911.** Call for an Ambulance and Paramedics.  
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. **604-682-1954.** Call the Security Desk. 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*, male and female; they will have the responsibility for inspecting areas of the office and lobby space for people who may need extra help following evacuation procedures.

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

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

## **FLOOR WARDENS**

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

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

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



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