

PROPERTY INFORMATION GUIDE

INFORMATION FOR WATERFRONT PROPERTIES OFFICE TENANTS

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INTRODUCTION

Welcome to Waterfront Properties

On behalf of Cadillac Fairview, we welcome you to Waterfront Properties. We are pleased to provide you with this Property Information Guide to assist you in becoming familiar with the buildings' features, facilities, operating procedures, and the staff who manage and maintain it.

We are proud you have chosen Waterfront Properties as your workplace and look forward to a long and mutually beneficial relationship. Cadillac Fairview has an enthusiastic desire to provide you with a professional and comfortable business environment. We are committed to anticipating and meeting your needs and ensuring your tenancy is a satisfying experience.

We strongly encourage you and your staff to familiarize yourself with the services and operations of Waterfront Properties, and we hope you find this guide helpful and informative. Please retain this guide for future reference as it will be amended and updated from time to time. Please note that the information contained in this guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over this guide.

Our property management team will be pleased to answer and clarify any questions you may have concerning the information contained in the guide or about the building. We welcome your comments and suggestions as to how we may improve our services.

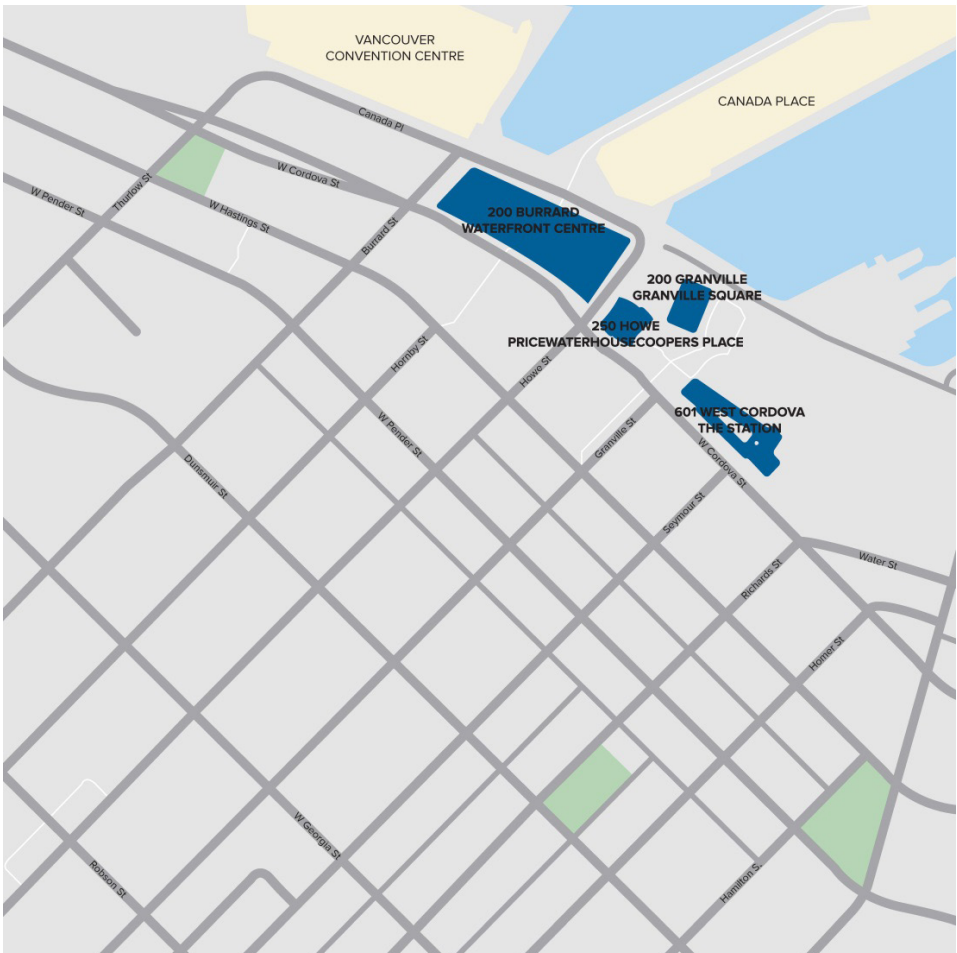
For an electronic version of the guide, as well as a copy of the Construction and Improvements Guide, please visit www.thewaterfrontproperties.ca

About Waterfront Properties

Located on Vancouver's scenic waterfront, in the downtown business and shopping core, adjacent to the convention centre, the Waterfront Properties is located at Vancouver's gateway to the world. Waterfront Properties enjoys a direct connection to Vancouver's transit hub, including all major public transit systems such as the Canada Line (connecting downtown to the Vancouver Airport), SkyTrain, West Coast Express, SeaBus, all major bus routes, HeliJet, and float planes.

- Waterfront Centre (200 Burrard)
- PwC Place (250 Howe)
- Granville Square (200 Granville)
- The Station (601 West Cordova)

Waterfront Properties also offers direct underground connectors to Canada Place, the Vancouver Convention and Exhibition Centre, Pan Pacific Hotel, and the Cruise Ship Terminal. As well, conveniently located only blocks away is CF Pacific Centre, Vancouver's top-tier shopping centre, several major hotels, the Vancouver Art Gallery, an extensive list of popular restaurants, Robson Street, and Rogers Arena, home to the Vancouver Canucks.



MANAGEMENT TEAM

As a Cadillac Fairview tenant, you expect and deserve the very best. As building managers, we do everything possible to live up to those expectations and provide an environment of the highest quality and standards. Our focus is on creating the most predictably efficient, comfortable, and professional environments possible.

As a management team, it's our job to make sure that everything operates effectively. If you do notice that something isn't up to our usual standards or you have a question, please do not hesitate to contact one of us.

Management Office

The Waterfront Properties Management Office is located at:

Suite 350, 200 Burrard Street
Vancouver, BC V6C 3L6
T: 604.646.8020
F: 604.646.8025
W: www.thewaterfrontproperties.ca

Contact Numbers and Information

Security Operations Centre
(24 Hours/7 Days a week)
T: 604.646.8037
E: watsecurity@cadillacfairview.com

CF CONNECT

(4:00 a.m. to 8:00 p.m., Monday to Friday (holidays excluded))
T: 1.800.665.1000
E: cfconnect@cadillacfairview.com

GENERAL INFORMATION

Communications

Cadillac Fairview has a comprehensive communications program for its tenants. Tenant communications, include e-bulletins as well as newsletters, manuals, website, signage, digital elevator screen bulletins, etc. that provide you with pertinent information regarding the building and its operation.

E-Bulletins

Cadillac Fairview sends required tenant bulletins via email to each office's tenant representative(s). Tenant representatives are responsible to ensure that Cadillac Fairview e-bulletins are distributed to the appropriate person(s) in their office. It is expected that tenant representatives make arrangements to forward e-bulletins to a colleague who can cover for the tenant representative while he/she is on vacation. Similar arrangements are also to be made for instances that the tenant representative is away from the office due to illness.

Website

A comprehensive list of information on leasing, property operations, amenities, services, buildings' history, and accessibility can be found on the property website: www.thewaterfrontproperties.ca.

Digital Elevator Screens

Digital elevator screens are located in the Waterfront Properties office elevator cabs and communicate interesting and valuable content from around the world throughout the day, while at the same time providing building management with the ability to focus messages specifically on property related issues.

For all advertising opportunities at Waterfront Properties, please visit www.captivate.ca.

Lobby Representative Desks

The Lobby Representatives are available Monday to Friday as follows:

Building	Hours
Waterfront Centre (200 Burrard)	6:00 a.m. - 11:00 p.m.
PwC Place (250 Howe)	8:00 - 9:00 a.m. 12:00 - 1:00 p.m. 4:00 - 6:00 p.m.
Granville Square (200 Granville)	8:00 - 9:00 a.m. 12:00 - 1:00 p.m. 4:00 - 6:00 p.m.
The Station (601 West Cordova)	Patrolling guards on duty 24/7

Note: For the convenience of tenants during rainy weather, building management has made available a supply of complementary Cadillac Fairview umbrellas. Please contact the Lobby Representative at the lobby security desks, and an umbrella will be available to tenants with a valid security access card.

Office Hours

The office tower lobby doors are open Monday through Friday as follows:

Building	Hours
Waterfront Centre (200 Burrard)	6:00 a.m. - 11:00 p.m.
PwC Place (250 Howe)	6:00 a.m. - 6:00 p.m.
Granville Square (200 Granville)	6:00 a.m. - 6:00 p.m.
The Station (601 West Cordova)	5:30 a.m. - 1:30 a.m., Monday to Saturday 7:30 a.m. - 12:30 a.m., Sundays and holidays

Statutory Holidays

The following statutory holidays are observed throughout the calendar year at the Waterfront Properties. All systems including lighting, HVAC, security, and elevators will operate on an after-hours schedule. Some building departments will be closed on statutory holidays. Engineering and security staff will operate on a holiday schedule.

- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- New Year's Day

CF CONNECT

CF CONNECT is an important part of our comprehensive tenant service package and a valuable connection with our tenants. CF CONNECT is an immediate, personal link, and connection to a representative trained to answer your questions and/or steer you in the right direction.

To reach one of our CF CONNECT Representatives, call 1.800.665.1000 or send an email to cfconnect@cadillacfairview.com.

Hours

What	Time	Who takes the call?
CF CONNECT Operating Hours	4:00 – 20:00 (PST) Monday to Friday, excluding holidays.	The Vancouver Service Centre will be open from 8:00 - 20:00 (PST), however, the Toronto Service Centre will be answering calls from Vancouver from 4:00 - 8:00 (PST) to allow for extended service hours.
After-hours	20:00 – 4:00 (PST) Monday to Friday, weekends, and holidays.	<p>AnswerPlus, our after-hours service provider.</p> <p>During this time any requests submitted after-hours will be dispatched and resolved during operating hours between 7:00 - 17:00 (PST), Monday to Friday, excluding holidays.</p> <p>Tenants with urgent requests should contact CF CONNECT by calling 1.800.665.1000. Requests requiring immediate attention will be transferred to Security, who will then reach out to individual tenant emergency contact(s).</p>

What Is a Service Request?

Any maintenance-related item, such as:

- Lights burnt out
- Office temperature too hot/too cold
- Special request cleaning (additional emptying of garbage or recycling bins)
- Washroom supply replenishment
- Water leaks
- Base building maintenance requests

Most service requests are included as part of normal rent, but some requests may be billable, such as special cleaning requests. In these cases, tenant authorization is required in advance of the work being completed. Please refer to the Rate Card as part of this Tenant Guide package or on the property website for a listing of services and associated rates.

We endeavor to complete all service requests in a timely manner. If we are not able to complete your service request on the same day that we receive it, we will provide you with an estimated date of completion within one business day. You will receive an email confirmation of the request, acknowledging that CF CONNECT has received your Service Request.

Tenant Representatives

Tenants are requested to designate at least two employee(s) (a primary and secondary) to liaise with Waterfront Properties management staff on specific areas of building operations. These tenant contacts are a link between the tenant and building management. Depending on the number of tenant contacts the tenant has, each person can be accountable for one or all of the different types of contact. The different areas of contact responsibility are as follows:

Primary and Secondary of the office/facility

Day to-day operations including:

- Coordinating tenant service requests
- Coordinating special services and requests
- Communicating e-bulletin information to company staff and management on a daily basis
- Other general administrative items related to occupancy in Waterfront Properties

Security and Life Safety

Primary responsibility for security and life safety including:

- Providing a prioritized list of 4 to 6 telephone numbers for daytime and after hours emergencies
- Coordinating security related operations
- Emergency Warden program
- Coordinating life safety operations, including fire drills and emergency procedures
- Obtaining security access cards

Accounting

Financial information, including rent letters and invoices, will be sent to the accounting contact.

FINANCIAL REQUIREMENTS

Rent Payments

For all fixed charges including rent, operating costs and property taxes you will receive a Rental Notification letter at the beginning of your lease year. This is the amount that you must pay monthly. You will not receive a monthly invoice. Should your rental charges change during the year, you will receive a revised Rental Notification Letter indicating the changes and your new monthly rental charges.

Rental payments are due on or before the first day of each month, as per the lease agreement. We strongly recommend that all tenants provide post-dated cheques, or more conveniently, utilize electronic transfer of funds. For Waterfront Properties, all payments should be made payable to: "The Cadillac Fairview Corporation Limited In Trust re: Waterfront". For further information on your rental payment, please contact the Waterfront Properties Management Office at 604.646.8020.

All annual adjustments to operating costs and realty tax pre-payments are implemented on November 1st of each year. You will be notified by mail well in advance of these adjustments, so you may process your monthly rental payment correctly.

Subsequent to our October 31st year end, a final reconciliation is prepared for both operating costs and realty taxes, which are sent out to tenants.

Building Services Payments

You will receive a separate invoice for billable tenant maintenance requests on a monthly basis. Please ensure that a remittance copy is sent with your payment.

Parking Invoices

Monthly parking charge invoices will be sent by Impark as applicable and are payable to the appropriate company.

Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e. door and lock repair, plumbing, or electrical work) if coordinated through the Waterfront Properties Management Office. Again, please ensure that the remittance copy is included. Please note, a 15% administrative fee is charged on all invoices.

Standard Additional Service Rates

Cadillac Fairview offers various services to tenants for an additional fee. A full list of additional services can be found on the Waterfront Properties Rate Card, which is part of this Tenant Guide Package or on the property website: www.thewaterfrontproperties.ca. Please note that taxes, if applicable, are extra. Prices are subject to change.

INSURANCE REQUIREMENTS

At the commencement of your lease and the beginning of each new insurance period, we require written confirmation that insurance coverage is in place according to your lease agreement. Please have your insurance company issue a certificate of insurance to our Waterfront Properties Management Office. The certificate should include the following requirements (please refer to your lease agreement for the insurance requirements specific to your lease):

- \$5 million per occurrence of comprehensive general liability insurance;
- All risks property insurance in an amount equal to one hundred percent (100%) of the full replacement cost insuring all property owned by the tenant, or for which the tenant is legally liable, including tenant's inventory, furniture, and movable equipment;
- Business interruption insurance;
- Thirty days written notice of cancellation, termination or adverse material change in the coverage;
- Policy must contain a cross-liability and severability of interests clause;
- Address of The Cadillac Fairview Corporation Limited listed as 200 Burrard Street, Suite 350, Vancouver, BC V6C 3L6; and
- The following parties as additional insureds. (The correct spelling of these names is very important):

Additional Insureds:

- Ontrea Inc.
- VanCordova LP
- VanCordova GP Ltd.
- VanCordova Property Ltd.
- The Cadillac Fairview Corporation Limited

For further information on office insurance, please contact the Waterfront Properties Management Office at 604.646.8020.

BUILDING FEATURES AND FACILITIES

Parking

Parking for office tenants is available based upon the total square footage of the leased premises, as negotiated in the lease. Extra stalls may be available upon request for the regular fee. Any extra parking spaces above the amount allocated by the leased area are subject to recall on 30 days' notice. As a monthly parking customer, you may cancel your parking on 30 days' notice if given prior to the first day of the month. Impark monthly parking call centre can be reached at 604.909.6199 or customersupport@impark.com.

Locations

Waterfront Properties has five parking facilities that are all managed by Impark Canada.

Waterfront Centre Parkade

A four-level parkade beneath Waterfront Centre. There is a public entrance, located off Burrard Street and another entrance for monthly parkers only off Waterfront Road. Monthly and daily parking rates are available.

Waterfront Extension Parkade

One-level, gated, underground parkade west of The Station Tunnel parking lot. The entrance to this parkade is off the ramp off West Cordova Street. Monthly parking only.

Granville Square Parkade

A two-level parkade beneath Granville Square and PricewaterhouseCoopers Place. The entrance is located off Granville Street and Cordova Street. There are several Zipcar and Car2Go parking space in this parkade. Monthly and daily parking rates are available in this parkade.

The Station East Surface Parking Lot

A one-level, open parking facility beside The Station. The entrance to this lot is off West Cordova Street. Daily parking rates are available. There are several Zipcar parking spaces in this parkade.

The Station Tunnel Parkade

A one-level parkade running beneath The Station. The entrance is located off the ramp off West Cordova Street. Monthly parking only.

Electric Charging Station

There are 2 electric car charging stations located within the Granville Square parkade, on the P2 level. At Waterfront Centre, there are 4 electric car charging stations on the P2 level and a Tesla Supercharger facility located on the P4 level.

Car Share Services

There are several Zipcar parking spaces located within the Granville Square parkade, the Waterfront Centre parkade, and The Station east surface parking Lot. Additionally, there are several Car2Go and EVO car share parking spaces in the Granville Square parkade on the P2 level.

Hours of Operation and Access

All parking facilities are open to tenants 24 hours per day, 7 days a week, with metered parking available as well. All Waterfront Properties buildings have elevators connecting to the parking facilities, except The Station East Surface Parking Lot and the Waterfront Extension Parkade. A parking remote control unit is required to access the Waterfront Extension Parkade.

Parking Rates

Waterfront Centre Parkade – Impark Lot 695

Daytime Rates (6:00 a.m. to 6:00 p.m.)

- \$3.50 for 1st half hour or portion
- \$4.00 for each additional half hour or portion
- \$25.00 All Day Maximum (6:00 a.m. to 6:00 p.m.)

Evening Rates (6:00 p.m. to 6:00 a.m.)

- \$3.50 for 1st half hour or portion
- \$4.00 for each additional half hour or portion
- \$9.00 Evening Maximum (6:00 p.m. to 6:00 a.m.)

Monthly Parking

- Random – 24 hours - \$250.00 plus applicable taxes
- Reserved – 24 hours - \$350.00 plus applicable taxes

Granville Square/PwC Place Parkade – Impark Lot 525

Weekdays (Monday to Friday)

Daytime (6:00 a.m. to 6:00 p.m.)

- \$3.00 for 1st half hour or portion
- \$3.75 for each additional half hour or portion
- \$22.50 All Day Maximum (6:00 a.m. to 6:00 p.m.)

Evening Rates (6:00 p.m. to 6:00 a.m.)

- \$3.75 each half hour or portion
- \$9.00 Evening Maximum (6:00 p.m. to 6:00 a.m.)

Weekends (Saturday and Sunday)

Daytime (6:00 a.m. to 6:00 p.m.)

- \$3.75 for each hour or portion
- \$10.50 All Day Maximum (6:00 a.m. to 6:00 p.m.)

Evening Rates (6:00 p.m. to 6:00 a.m.)

- \$6.50 Evening Flat Rate (6:00 p.m. to 6:00 a.m.)

Monthly Parking

- Random – 24 hours - \$250.00 plus applicable taxes
- Reserved – 24 hours - \$350.00 plus applicable taxes

Granville Square Loading Zone (200 Waterfront Road) – Impark Lot 525B (stalls 13 through 27)

- Random Monthly Parking Only \$185.00 plus applicable taxes

*No Hourly Parking

Station East Surface Lot – Impark Lot 531

Daytime Rates (6:00 a.m. to 6:00 p.m.)

- \$3.75 for each half hour or portion
- \$25.00 All Day Maximum (6:00 a.m. to 6:00 p.m.)

Evening Rates (6:00 p.m. to 6:00 a.m. – 7 days a week)

- \$3.25 each hour or portion

Weekend Daytime Rates (Saturday and Sunday)

- \$3.75 each hour or portion (6:00 a.m. to 6:00 p.m.)
- \$10.50 All Day Maximum (6:00 a.m. to 6:00 p.m.)

*No Monthly Parking

Station Tunnel Parkade – Impark Lot 527

Monthly Parking ONLY

Reserved – 24 hours - \$200.00 plus applicable taxes

Waterfront Centre Tunnel Extension – Impark Lot 1282

Monthly Parking ONLY

Reserved Gated – 24 hours - \$185.00 plus applicable taxes

Monthly Parking/Parking Contacts

Monthly parking is offered to Waterfront Properties tenants only, according to lease agreement; contact the Waterfront Properties Management Office at 604.646.8020 for more details.

For monthly parking, please contact:

Impark (Downtown Office) 601 West Cordova Street, Suite 300 Vancouver, BC V6B 1G1 T: 604.681.7311	Monthly Parking Call Centre T: 604.909.6199 E: customersupport@impark.com
Storefront Monthly Parking Office T: 604.331.7288 F: 604.685.9563 E: vanstorefront@impark.com	Storefront Monthly Parking Manager Leah Carlson T: 604.331.7294 E: lcarlson@impark.com

Car Wash Service

Car wash services are available to parkade customers. Operated by VIP Auto Detailers, the car wash is located on the P1 level of the Waterfront Centre Parkade. VIP Auto Detailers is a professionally managed, year-round, full-service, hand wash and detail shop. This service is provided on a first come first served basis, and appointments can be made by contacting VIP Auto Detailers at 604.801.6887. Payment methods include cash or cheque. Please visit the VIP Auto Detailers website at www.vipautodetail.com for more information.

Handicap Access

Barrier free access is available to all buildings and parkades. Washrooms on the majority of floors are designed to accommodate special accessibility requirements. Listed below are the entrance routes to each tower for the physically challenged.

Office Tower	Handicapped Access
Waterfront Centre	Main Lobby – Access to office tower from Main Lobby or from the Waterfront Centre parkade on the P2 and P4 levels
Granville Square	Access to office tower from Main Lobby or via PricewaterhouseCoopers Place lobby and passenger elevator to Granville Square Main Lobby
PwC Place	Main Lobby – Access to office tower
The Station	Main Lobby – Access through retail concourse

Loading Dock Locations

Tower	Loading Dock/Zone
Waterfront Centre	<p>The The loading dock for Waterfront Centre office tenants is located on the P4 level of Waterfront Centre and is accessible from Waterfront Road, and is equipped with load levelers.</p> <p>The loading dock for Waterfront Centre retail tenants is located on the P4 level of Waterfront Centre and is accessible from Waterfront Road, beside the Fairmont Waterfront Hotel loading dock. Not equipped with load levelers.</p>
Granville Square and PwC Place	The loading dock for Granville Square and PwC Place is located on the loading bay of Granville Square and accessible from Waterfront Road. After receiving a delivery, take the freight elevator up to P1 parking level and then follow the signs (through P1) to the PwC Place freight elevator or Granville Square elevator which will take you up to your floors. The loading dock is equipped with load levelers for trucks.
The Station	The loading zone for The Station is located on the track level of The Station accessible via the north end of Cambie Street near Water Street. Short-term parking for deliveries is available for the convenience of our tenants. Please note the loading zone is continuously monitored to prevent abuse of this parking privilege.

- Please note that there is a 20 minute parking restriction in all loading zones. Vehicles parked for more than 20 minutes will be towed at the vehicle owner's expense. If you have loading requirements exceeding these time restrictions, please contact the Security and Life Safety Department at 604.646.8037.
- No garbage or pallets can be left at the loading dock.
- All tenant deliveries must be coordinated with their courier companies directly.
- The maximum length of vehicles that can access the loading docks will vary depending on the type of vehicle requiring access; the clearance will need to be verified on site by the general contractor/those making deliveries

Outgoing Packages/Incoming Packages

It is the tenant's responsibility to arrange for the pick-up of all outgoing packages with your freight company.

All dollies or carts used in the Waterfront Properties complex must be equipped with non-marking rubber or plastic wheels, and must not create excessive noise. The use of pallet jacks is strictly prohibited in the buildings.

Postal Facilities

Mail is delivered by Canada Post to the mail rooms and sorted into tenant mailboxes as noted below.

Tower	Mail Room Location
Waterfront Centre Mail Room	Located adjacent to the food court on the Waterfront Centre retail level.
Granville Square Mail Room	Located on the P1 level of Granville Square by the south entrance.
PwC Place Mail Room	Located on the P1 level of PwC Place, adjacent to the parking shuttle elevator.
The Station	Located on the track level of The Station.

Tenants are responsible for retrieving their own mail from the mailboxes. For more information regarding your mailbox, please contact the Tenant Relations Assistant at 604.646.8022.

Mailbox

When moving into the Waterfront Properties each tenant is allocated a post office box number and is given a mailbox key by the Tenant Relations Assistant, who can be reached at 604.646.8022.

Mailing Address

Please consult the Canada Post website for addressing guidelines found here: <http://www.canadapost.ca/cpo/mc/personal/guides/addressing.jsf>

Elevators

Passenger Elevators

All elevators are controlled by security card access after normal business hours. Passenger elevators are not to be used to transport heavy goods or bicycles.

Freight Elevators

All moving or delivery arrangements must be coordinated and scheduled through CF CONNECT at 1.800.665.1000 and are subject to a first-come, first-served basis. Should an emergency arise whereby you require the elevator without having made a booking, we will endeavor to assist you as much as possible. However, there may be days when it will not be possible to accommodate your request.

Please note, large and cumbersome deliveries including construction materials, office furniture, photocopiers, and the like are not permitted through the tower lobbies or in the passenger elevators. Anyone found bringing these type materials through the lobby will be stopped by the Lobby Representative and instructed to use the freight elevator/loading dock facilities.

In the case of moves, your moving contractor will be responsible for any damage to the building incurred during the move. To avoid any unnecessary damage:

- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
- Cover all floors traversed during the move with appropriate material.
- Do not block any fire exit corridor, exit door, elevator, lobby, or hallway with any materials.

Freight Elevator Specifications

Tower	Passenger Elevators	Freight Elevators	Parking Shuttles
Waterfront Centre	Quantity: 9 passenger, 2 freight (Office and Retail), and 2 parking elevators Load Capacity: 3500 lbs. Entrance Door: 84"x42" Interior Cab: 81"Wx65.25"Dx108.5"H	<u>Office:</u> Quantity: 1 Load Capacity: 4000 lbs. Entrance Door: 84"x56" Interior Cab: 73.5"Wx74"Dx144"H <u>Retail:</u> Quantity: 1 Load Capacity: 4000 lbs. Entrance Door: 84"x48" Interior Cab: 69.5"Wx73.25"Dx96"H	Quantity: 2 Load Capacity: 2500 lbs. Entrance Door: 84"x42" Interior Cab: 82"Wx52"Dx90"H
Granville Square	Quantity: 9 Load Capacity: 3000 lbs. Entrance Door: 84"x42" Interior Cab: 72"Wx56"Dx89"H	Quantity: 2 Load Capacity: 2500 lbs. Entrance Door: 84"x42" Interior Cab: 72"Wx56"Dx94"H	Quantity: 1 Load Capacity: 3500 lbs. Entrance Door: 84"x54"

PwC Place	Quantity: 5 Load Capacity: 3000 lbs. Entrance Door: 84"x41" Interior Cab: 49"Wx79"Dx100"H	Quantity: 1 Load Capacity: 4000 lbs. Entrance Door: 84"x47" Interior Cab: 89"Wx55"Dx109"H	Quantity: 1 Load Capacity: 3000 lbs. Entrance Door: 84"x54" Interior Cab: 78"Wx54"Dx89"H
The Station	Quantity: 2 Load Capacity: 3000 lbs. Entrance Door: 41"x84" Interior Cab: 56"Wx79"Dx97"H	Quantity: 1 Load Capacity: 2000 lbs. Entrance Door: 36"x84" Interior Cab:52"Wx51"Dx91"H	N/A

Freight Elevator Availability

Waterfront Centre	Monday to Friday	Before 6:00 a.m. After 6:00 p.m.
	Saturday, Sundays, and Holidays	All Day
Granville Square	Monday to Friday	Before 6:00 a.m. After 6:00 p.m.
	Saturday, Sundays, and Holidays	All Day
PwC Place	Monday to Friday	Before 6:00 a.m. After 6:00 p.m.
	Saturday, Sundays, and Holidays	All Day
The Station	Monday to Friday	Before 6:00 a.m. After 6:00 p.m.
	Saturday, Sundays, and Holidays	All Day

Animals and Birds

Please note that all animals and birds (except for guide dogs, service dogs, and working law enforcement dogs on official assignment) are not permitted in the buildings or on the exterior common areas.

No Smoking and Vaping Policy

The smoking or vaping of tobacco or cannabis products will not be permitted within the property/ buildings and on the property within 7.5 meters of any building entrances, doors, and air intakes. Smoking includes the use of cigarettes, electronic cigarettes, or any other related device.

AMENITIES

Meeting Room

Waterfront Properties has three meeting rooms that will suit your needs.

		
<p>PwC Place</p>	<p>Granville Square</p>	<p>Waterfront Centre</p>
<p>The PricewaterhouseCoopers Place Meeting Room (approx. 2224 sf.) is located on the mezzanine level of 250 Howe. The facility includes a kitchen with a refrigerator, microwave, dishwasher, water cooler, and oven.</p> <p>Equipment</p> <ul style="list-style-type: none"> • 36 boardroom chairs, 60 stacking chairs, and 30 folding chairs • 17 tables • 1 ceiling mounted screen • LCD projector • 1 sound system • 1 conference phone (analog) • Smart Wifi 150 • 1 podium • 4 flip charts/easels • 1 lapel microphone <p><u>Rental Rates</u> \$320/per day + GST Maximum People: 110</p>	<p>Room (approx. 995 sf.), is located on the north side of the main lobby of 200 Granville, and hosts breathtaking views of Coal Harbour, the North Shore Mountains, and Canada Place.</p> <p>Equipment</p> <ul style="list-style-type: none"> • 34 stacking chairs • 17 tables • 1 ceiling mounted screen • 1 ceiling mounted LCD projector with audio • Smart Wifi 150 • 1 podium • 4 flip charts/easels <p><u>Rental Rates</u> \$295/per day + GST Maximum People: 34</p>	<p>The Waterfront Centre Meeting Room (approx. 1494 sf.), is located on the 2nd floor of 200 Burrard, suite 260. The meeting room can be used in conjunction with the adjoining lunchroom that is shared with other tenants and staff. The lunchroom is complete with a refrigerator, microwave, dishwasher, and water cooler.</p> <p>Equipment</p> <ul style="list-style-type: none"> • 90 chairs • 26 tables • 1 ceiling mounted screen • LCD projector with audio • Smart Wifi 150 • 1 podium • 4 flip charts/easels <p><u>Rental Rates</u> \$295/per day + GST Maximum People: 90</p>

*Meeting Rooms may only be booked up to 6 months in advance of the actual meeting date.

*All meeting materials including catering supplies **MUST BE REMOVED** from the meeting room prior to 6:00 p.m. Cadillac Fairview reserves the right to apply a clean-up fee at the conclusion of the function, if required.

*Cadillac Fairview requires 48 hours (2 days) notice to cancel your booking. All cancellations must be submitted in writing.

*Meeting Room Capacity may change and vary depending on the room set-up and configuration.

If you are interested in booking a meeting room, please contact the Waterfront Properties Management Office at 604.646.8020.

Note: The Waterfront Properties Meeting Rooms are for the exclusive use of Waterfront Properties tenants.

Storage Rooms

A limited number of storage rooms of various sizes are available for short or long term lease at Waterfront Properties. Please contact the Waterfront Properties Management Office at 604.646.8020 for availability and rates.

Fitness Facility

Waterfront Properties has two fully equipped fitness facilities – one located at Waterfront Centre, for Waterfront Centre tenants only, and one located at PwC Place for tenants of Granville Square, PwC Place, and The Station. Membership forms (available from the Fitness Coordinator at the PwC Place Fitness Centre at 604.646.8038 or pwcfitness@cadillacfairview.com) must be completed before access can be granted.

A beautiful CF Fitness Studio, located in the lobby level of Granville Square, offers group fitness classes and specialty programs such as yoga, pilates, and conditioning classes to all tenants of Waterfront Properties at very reasonable rates. Contact the Fitness Coordinator at 604.646.8038 or pwcfitness@cadillacfairview.com for more information.

The PwC Place and Waterfront gym is open from 5:00 a.m. - 11:00 p.m., daily. Although the gym is open, access cards are needed at all times to enter.

Bicycle Racks/Room

If you plan on riding your bicycle to Waterfront Properties, please note that bicycles are not permitted in the office tower elevators. There are bike racks located outside the building for short-term use (20 minutes only). We also provide secure, dry, and accessible cages in the Waterfront Centre, Granville Square, and PwC Place buildings for your daily use. An access card is required to access these bicycle cages and a registration form may be obtained through the Fitness Coordinator at 604.646.8038 or pwcfitness@cadillacfairview.com. Although the outer doors to the cages are kept locked at all times, we recommend that you keep your bicycle locked as well.

**Change rooms and bike rooms are complimentary, however they do require a membership form to be filled out, in order to gain access.*

OPERATIONS

Heating, Ventilation, and Air Conditioning (HVAC)

Heating, ventilation, and air conditioning (HVAC) is provided during building hours as follows:

Tower	Hours
Waterfront Centre	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays
Granville Square	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays
PwC Place	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays
The Station	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays

All temperature and air controls in the building have been pre-set for your optimum comfort, so we ask that you not attempt to adjust them. Should you experience any problems with respect to temperature or air quality, please report them immediately to CF CONNECT at 1.800.665.1000.

Note: the use of space heaters in the office towers is strictly prohibited.

After-hours air conditioning is available upon request by emailing CF CONNECT at cfconnect@cadillacfairview.com. All requests for after-hours HVAC must be received prior to 4:00 p.m. The cost for after-hours heating, ventilation, and air conditioning is available from CF CONNECT at 1.800.665.1000 or refer to the Rate Card section of this manual.

Tenant Air Conditioning Units

From time to time, Waterfront Properties Operations team requires scheduled power outages and water shutdowns take place in order to maintain equipment. This type of work can place tenants' independent air conditioning unit(s), especially units in LAN/server rooms, at risk. It is important that your office provide the information noted below regarding your unit(s), in order to have one of our building engineers on site to assist in resetting your HVAC unit if requested:

- Location of A/C unit(s)
- Type of unit(s) (electrical or water)
- Unit(s) affected by domestic cold water shutdown
- Key or card access to A/C unit(s)
- Reset procedure
- Location of breaker panel

Lighting

Control

Lighting is provided normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday, in all office towers. The floor lighting control switch is located on each floor. This switch overrides all individual light controls on the floor. Some areas have switches for operating the lights inside tenant premises.

Each building is equipped with efficient long-life fluorescent lighting. The standard lighting fixture uses four-foot fluorescent tubes, combined with air conditioning circulation vents. Lighting fixtures are maintained by building staff and should be adjusted only by authorized personnel.

Energy savings are achieved with the lighting control system by means of a building automation system that will automatically turn the majority of lights off in the building after regular business hours. If you are working late and the lights are turned off by the computerized control system, you can turn the lights back on within your premises by simply using the light switch on your floor or within your offices.

Electricians and building operators are available upon request to assist tenants who have questions about the lighting systems. For further information or to activate lights after standard buildings hours, please contact CF CONNECT.

Light Replacement

Burned-out lights should be reported to CF CONNECT. CF CONNECT will arrange for the replacement of lamps and tubes by our building staff. There is a charge for the replacement of non-building standard lamps and tubes.

Removing Lights

Tenants wishing to have lights removed to accommodate special requirements should call CF CONNECT to arrange for authorized personnel to disconnect the fixture and properly tag it.

Plumbing

Although our maintenance staff makes regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of problems with plumbing within leased premises, unless they are reported to us. Please report plumbing problems within your leased premises, including those in private washrooms, to the CF CONNECT at 1.800.665.1000. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled trades.

Electrical

Power is distributed throughout office floors at 208/120 volts. All wiring is to be in cable tray/conduit and in conformance with applicable codes. It is required that tenants arrange to have all equipment fitted with three prong plugs to make use of the building's grounding facility. No tenant equipment installation and no regular access is permitted to the building's telephone, mechanical, or electrical rooms.

Tenants requesting electrical or water metering should contact the Embedded Energy Manager at 604.630.5320 to obtain approval.

Although our maintenance staff conducts regular inspections of common area facilities, incorporated with checks by contract cleaners and security personnel, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems, within your leased premises, to CF CONNECT at 1.800.665.1000. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

Telecommunications

If you need access to the office riser rooms, please contact CF CONNECT, at 1.800.665.1000 or cfconnect@cadillacfairview.com, and they will provide you with the correct form to be filled out.

Building security typically requires tenants or contractors to provide a minimum of 24 hours' notice to gain access to the riser facilities; however, 48 hours' notice is required for major infrastructure upgrades. The contractor is responsible for all security escort fees associated with work carried out.

Tenant Construction and Improvement Projects

Cadillac Fairview, as property manager, offers a Construction and Improvements Guide that contains general information, procedures, and requirements that have been established to assist tenants and their contractors in the design and construction of their improvements within their leased premises and to notify them of the basic design specifications for the building.

Note, there is a possible presence of asbestos containing materials (ACMs) within the building in which your leased premises are located. Prior to any repair or renovation work (or any other activity which may impact base building systems or areas) being conducted, we require you to submit plans and specifications for our approval in accordance with your lease. Please refer to Section 17 of the Construction and Improvements Guide for process specifications.

All services performed by contractors, whether on behalf of Cadillac Fairview or tenants, must follow Cadillac Fairview's Work Permit Policy. A copy of this policy can be found in Appendix B of the Construction and Improvements Guide or by contacting CF CONNECT at 1.800.665.1000 or by email at cfconnect@cadillacfairview.com.

These guides and various forms can be found at: www.thewaterfrontproperties.ca.

CLEANING

C & W Services provides cleaning services for the office premises, and all common areas of Waterfront Properties including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas. For specific cleaning information and schedules, please contact CF CONNECT.

Additional Janitorial Services

Our cleaning contractors can provide your office with a wide range of additional cleaning those above and beyond the regular cleaning services provided by Cadillac Fairview. These services are available periodically or can be scheduled for regular maintenance at the tenant's cost. Please contact CF CONNECT for more information on additional janitorial services.

Window Cleaning

The building's exterior windows are cleaned three times annually. The interior windows are cleaned semi-annually, after-hours. Interior partition glass is not part of this window cleaning; it is the tenant's responsibility to maintain these areas.

GREEN Cleaning

Waterfront Properties is committed to the environment and has implemented a comprehensive Green Cleaning Policy. The goals of this policy are to reduce exposure of building occupants, maintenance personnel and the general public to potentially hazardous chemical, biological, and particulate contaminants. This policy focuses on low environmental impact cleaning products, sustainable cleaning equipment, standard operating procedures, hand hygiene, safe handling and storage of cleaning chemicals, occupant feedback and continuous improvement.

We also require that all cleaning staff be trained in these areas to ensure the proper implementation of our Green Cleaning Policy.

RECYCLING

Office garbage is removed nightly, Monday through Friday (holidays excluded) provided that proper bins have been used.

Our Recycling Program consists of 4 main streams: Organics, Mixed Containers, Garbage, and Mixed Paper/Cardboard Recycling. The tenant is required to provide their own bins for their Mixed Containers, Garbage and Organics. Cadillac Fairview will provide you with paper recycling boxes at no charge (small deskside and large for central locations, in tenant spaces).

Here is a further breakdown of items accepted in each category;



Category	MIXED CONTAINERS	GARBAGE	ORGANICS	MIXED PAPER and CARDBOARD
Collection Point	Blue bins	Black bins	Green bins	Deskside cardboard boxes
Acceptable Items	<ul style="list-style-type: none"> • clean rigid plastic containers • pop cans • plastic bottles • glass bottles • tetra packs • coffee cup lids • milk cartons • plastic utensils 	<ul style="list-style-type: none"> • Styrofoam containers/cups • straws • plastic bags • condiment packets • plastic wrap/cling wrap • foil bags 	<ul style="list-style-type: none"> • food scraps • napkins / paper towel • chopsticks • paper food packaging • compostable food ware • coffee cups • coffee grounds, filters, tea bags • plants and flowers 	<ul style="list-style-type: none"> • newspaper • magazines • post-its • envelopes • office paper • receipts • cardboard

If you have items that are too large to be placed in any of the appropriate bins, please attach a recycle label to the item and the cleaners will remove it. Labels can be obtained by calling CF CONNECT at 1.800.665.1000. Garbage/recycling material is not permitted to be placed outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal by the cleaners.

Additional Recycling Information

Hazardous materials	<ul style="list-style-type: none"> • Tenant is responsible for removal of these items from suite. • Toner cartridges. • Contact CF CONNECT to determine disposal procedure for any other items.
Furniture	<ul style="list-style-type: none"> • Tenant is responsible for removal of these items. CF CONNECT can provide a list of contractors who can assist with removal/recycling.
Major or minor contractor works (i.e. Office moves, minor renovations, etc.)	<ul style="list-style-type: none"> • Any contractors working in your premises will be responsible for the removal of construction debris. Where a separate disposal/garbage bin is specifically required for removal of construction debris, arrangements for parking/removal of it must be made through the Senior Operations and Projects Manager at 604.646.8035.
Banned Materials	<p>Metro Vancouver landfill disposal ban on organics, batteries, paper, cardboard, electronics, and any hazardous materials.</p> <p>Cadillac Fairview reserves the right to charge responsible tenants for any waste disposal violation fines or additional levies for hazardous materials disposal.</p>

SECURITY AND LIFE SAFETY

Security and Life Safety Department

A team of highly trained security and life safety professionals are dedicated to providing you with a safe and secure environment 24 hours per day, 7 days per week. The Security Supervisors and Security Officers are contracted through Paladin Security, one of the leaders in the security industry.

The Security and Life Safety Manager is responsible for overseeing security systems, the daily delivery of security services, and supervision of the Security staff. The Cadillac Fairview team is available to meet with you to discuss security and life safety matters relating to your premises in particular or the Waterfront Properties in general. They may be contacted through the Waterfront Properties Management Office at 604.646.8020.

The department's primary concern is to ensure the safety of everyone working in or visiting the complex. Any concerns can be raised through our Security Operations Centre, day or night. A member of the department will assist you or direct your call to the appropriate person or department.

Security and Life Safety Staff are responsible for the following:

- Security patrols
- Tenant emergency contact information
- Access cards - obtaining, amending, lost/stolen/terminated, and audit requests
- Tenant lock and alarm response
- Premises security information
- Crime prevention information
- Safe Walk program
- Additional contract security when requested
- Lost and found
- Emergency incident response

The Security Operations Centre for the complex is located on the P1 level of 200 Granville Street. Should you have any issues concerning security matters or notice any suspicious activity please call:

- Waterfront Properties Security (24 Hours) 604.646.8037
- Emergency 604.646.8037
- Police, Fire, Ambulance 911

Access Cards

Obtaining Access Cards

All office tenants require access cards for after-hours access to the building, floor, suite, where applicable. New tenants are provided access cards and keys free of charge up to 60 days after move-in. Beyond that, each additional card is \$25.00 plus tax and a 15% administration fee.

Amending Access Cards

If access requirements are to be amended, please contact the Security Operations Centre at watsecurity@cadillacfairview.com.

Note: all amendment requests must be approved and sent by the designated tenant contact for each organization to the Security Operations Centre.

Lost/Stolen/Terminated Access Cards

Please notify the Security Operations Centre immediately if an access card has been lost, stolen, or if an employee has left the organization. The access card will be deactivated immediately. Replacement cards are also \$25.00 plus tax and a 15% administration fee.

Note: all access card requests must be approved and sent by the designated tenant contact for each organization to the Security Operations Centre.

After-hours Access Requests

Employees who have forgotten their access card or key will be granted access to their floor or office under the following protocol:

- The security cardholder record is active and reflects authorization for access to the requested area
- Photo I.D. is shown

Employees who have forgotten their keys will not be given access to their office until an Emergency Contact provides authorization. In the event an Emergency Contact is unavailable, the employee will be refused access. In unusual situations such as a threat to life or potential property damage, Security may elect to contact the Waterfront Properties Management Office to authorize access. Emergency Tenant Contacts are exempted from this procedure, upon production of a valid driver's license, passport, or other valid picture identification.

A report will be kept on file for each access granted.

Tenant Locks and Alarms

Locks and Keys

Locks and electronic access mechanisms, controlling entry into tenant premises, must be installed and programmed to Waterfront Properties standards. Please contact the Security and Life Safety Manager at 604.646.8031, to discuss any related issues.

Alarms

If you are contemplating the installation of an alarm system, please discuss your needs with the Security and Life Safety Manager, in advance. The Security and Life Safety Manager will alert you of particular efficiencies which stem from Waterfront Properties operating an around the clock security team.

Security and Life Safety Audits, Seminars, and Drills

Security personnel are available to complete physical security audits of tenant's premises and will provide suggestions to improve or enhance procedures.

As per the British Columbia fire code, fire wardens must be appointed by each tenant and Cadillac Fairview provides free training for Fire Warden Personnel on an annual basis. Mandatory fire drills are conducted once annually and Cadillac Fairview will offer annual seminars on emergency preparedness and related topics. The training is free of charge.

First Aid

All accidents should be reported to the Security Operations Centre at 604.646.8037. Waterfront Properties security personnel are trained in First Aid and will provide assistance when required. The following additional information will facilitate an efficient response:

- Name and address of the injured party
- Time and location of the accident
- Details of the accident including any action taken by those present
- Witness names and how they may be contacted

Please do not attempt to move anyone who has been seriously injured.

If you have called 911 or any emergency service for any reason, please advise Security personnel at 604.646.8037. Security will ensure appropriate support actions for the responding emergency personnel.

Theft

Report any suspected theft of material/property, no matter how small to the Security Operations Centre immediately. You should also file a report with the Vancouver Police Department (reports can be made to the Vancouver Police online – <http://vancouver.ca/police/contact/report-a-crime.html>). All information regarding thefts is important to assist in determining trends or patterns or identifying suspects in other crimes.

Please remember to be diligent at all times in keeping your personal items (wallets, purses, etc.) and general office items such as laptops secure either by keeping purses and wallets in a locked drawer, etc. and having laptops secured with a cable lock. For more general security tips, please contact the Security and Life Safety Manager.

Solicitation/Suspicious Persons

Solicitation is not allowed in the building or on the building premises. Please notify the Security Operations Centre immediately if you notice someone soliciting or who does not appear legitimately in the building. Report as much specific information (appearance, clothing, direction of travel, etc.) about the person's appearance and behaviour as you can and Security will investigate immediately.

Safe Walk Program

Security offers a Safe Walk service to escort your staff members requiring assistance to their vehicles, bus stop, or SkyTrain. This service is offered 24 hours a day, 7 days a week. To take advantage of this service, contact the Security Operations Centre at 604.646.8037. Fifteen (15) minutes advance notice is usually required.

As a note, escorts are limited to locations and vehicles located on Waterfront Properties and do not include surrounding properties or parkades.

Additional Security

You may arrange additional security for special events, construction projects, or other purposes by contacting the Security and Life Safety Manager or Site Supervisor. 24 hours' notice is required to obtain additional security services.

Emergency Procedures and Training

Cadillac Fairview has prepared an Emergency Procedures Guide specifically designed for tenants. Please refer to the Emergency Procedures Guide for information on emergency procedures and training.

Lost and Found

Inquiries about lost and found items can be directed to the Security Operations Centre at 604.646.8037.

