

# PROPERTY INFORMATION GUIDE

INFORMATION FOR PACIFIC CENTRE AND HSBC BUILDING OFFICE TENANTS

# TABLE OF CONTENTS

<b>INTRODUCTION</b>	5
Welcome to Pacific Centre and HSBC Building	5
About Pacific Centre and HSBC Building	5
Getting to Pacific Centre and HSBC Building	6
<b>MANAGEMENT TEAM</b>	7
Management Office	7
Contact Numbers and Information	7
Security Control Centre/Access Control Centre	7
CF CONNECT	7
Property Amenities	7
<b>GENERAL INFORMATION</b>	8
Communications	8
E-Bulletins	8
Website	8
Digital Elevator Screens	8
Lobby Attendant Desks	8
Office Hours	9
Statutory Holidays	9
CF CONNECT	9
Hours	10
What Is a Service Request?	10
CF CONNECT Web Portal	10
Tenant Representatives	11
Primary and Secondary Contact	11
Security Contact	12
Emergency Contact	12
Senior Executive Contact	12
Accounting/Billing Contact	12
<b>FINANCIAL REQUIREMENTS</b>	13
Rent Payments	13
Building Services Payments	13
Parking Invoices	13
Other Invoices	13
Standard Additional Service Rates	13

<b>INSURANCE REQUIREMENTS</b>	15
700 West Georgia – TD Tower	15
701 West Georgia and 609 Granville - Canaccord Genuity Place	15
777 Dunsmuir	15
700 and 750 West Pender	15
885 West Georgia - HSBC Building	16
725 Granville	16
Contractors' Insurance Requirements	16
<b>BUILDING FEATURES AND FACILITIES</b>	18
Parking	18
Locations	18
Hours of Operation and Access	18
Parking Contacts	19
Barrier Free Access	19
Loading Dock Facilities	20
Locations	20
Height Restriction	20
Incoming and Outgoing Packages	20
Postal Facilities	20
Mailbox	21
Mailing Address	21
Freight Elevators and Deliveries	21
Freight Elevator Specifications	21
Freight Elevator Availability – For Reservations	22
<b>AMENITIES</b>	23
Meeting Rooms	23
Pacific Centre	23
Equipment	23
Meeting Room Rental Rate	23
HSBC Building	23
Equipment	24
Storage Rooms	24
Fitness Facility	24
Membership	24
Equipment and Amenities	24
Hours of Operation	24
Change Rooms and Shower Facilities	24
Bicycle Cages/Rooms	25
Atrium – 725 Granville Street Tenants Only	26
Steve Nash Fitness World & Sports Club Partnership	26

<b>OPERATIONS</b>	27
Heating, Ventilation, and Air Conditioning (HVAC)	27
Tenant Air Conditioning Units	28
Lighting	28
Control	28
Light Replacement	28
Removing Lights	28
Plumbing	28
Electrical	29
Telecommunications	29
Tenant Construction and Improvement Projects	30
<b>HOUSEKEEPING</b>	31
Janitorial Service	31
Additional Janitorial Services	31
Window Cleaning	31
Pest Control	31
<b>RECYCLING</b>	32
Recycling Categories	32
Additional Recycling Information	33
Confidential Shredding Service	34
Waste Bin Identification	34
<b>SECURITY AND LIFE SAFETY</b>	36
Security and Life Safety Department	36
Access Cards and Keys	37
Obtaining Access Cards and Keys	37
Amending Access Cards	37
Lost/Stolen/Terminated Access Cards	37
After-hours Access Requests	37
Tenant Locks and Alarms	37
Locks and Keys	37
Alarms, Cameras and Surveillance Equipment	37
Tenant Safety Audit Inspections	38
First Aid	38
Theft	38
Solicitation/Suspicious Persons	38
Safe Walk Program	38
Emergency Procedures and Training	39
Lost and Found/Other Security Inquires	39
Animals	39



# INTRODUCTION

## Welcome to Pacific Centre and HSBC Building

On behalf of Cadillac Fairview, we welcome you to Pacific Centre and HSBC Building. 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 them.

We strongly encourage you and your staff to familiarize yourself with the services and operations of Pacific Centre and HSBC Building, and we hope you find this guide helpful and informative. 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 the 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 complex. We welcome your comments and encourage you to discuss with us any suggestions as to how we may improve our services.

For an electronic version of the guide, as well as a copy of the Construction & Improvements Guide, please visit [www.pacificcentroffice.com](http://www.pacificcentroffice.com).

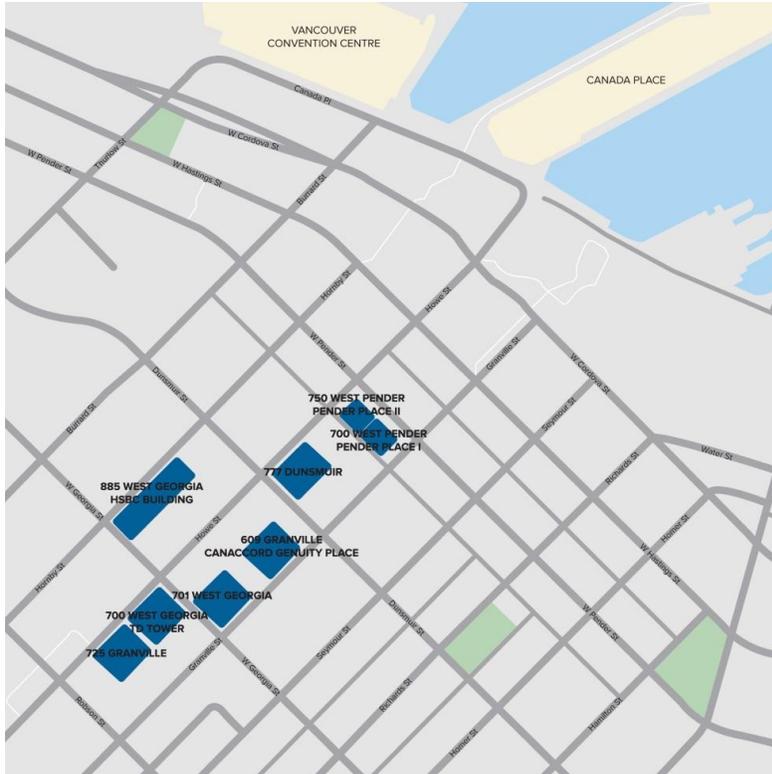
## About Pacific Centre and HSBC Building

A well-known landmark in the heart of downtown Vancouver, Pacific Centre is the city's premier office, retail, and hotel complex. Pacific Centre encompasses an impressive three city blocks spanning from Pender to Robson Street and from Granville to Howe Street. The HSBC Building is situated on West Georgia Street, off of Hornby Street.

Seven of the eight towers are situated above and connected to Pacific Centre's impressive retail centre, CF Pacific Centre, which features approximately 105 shops and services.

The eight office towers are:

- 700 West Georgia – TD Tower
- 701 West Georgia
- 609 Granville - Canaccord Genuity Place
- 777 Dunsmuir
- 700 West Pender
- 750 West Pender
- 885 West Georgia - HSBC Building
- 725 Granville



## Getting to Pacific Centre and HSBC Building

For those traveling by car, there are two 24-hour covered parking garages located beneath CF Pacific Centre, with a total capacity of approximately 2,000 vehicles. These parkades provide easy access to the CF Pacific Centre and office towers. There is also a parking garage located beneath Pender Place, providing 200 parking spaces for Tenants and visitors. Parking can be accessed through points on Robson, Howe, and Dunsmuir streets. Hourly, daily, and monthly parking is available.

Vehicular access to the HSBC Building is particularly convenient because of the one-way traffic along Hornby Street, from which the underground parkade is easily reached. The HSBC Building also enjoys easy access via public transportation.

There are many convenient options to travel to and from Pacific Centre and HSBC Building. Taxi services are located at the Four Seasons Hotel, at 791 West Georgia Street. There is also excellent access to Pacific Centre via public transit. Major bus routes are located on Granville, Georgia, and Robson Streets, with several stops adjacent to CF Pacific Centre. The Millennium and Expo SkyTrain Lines that connect Vancouver to Burnaby, New Westminister, and Surrey, also serve CF Pacific Centre. The Granville SkyTrain Station for these lines is located on Granville Street between Georgia and Dunsmuir Streets, and is accessible from Pacific Centre through Hudson's Bay (during business hours.) The Canada Line, which connects Vancouver to Richmond, is also accessible through the CF Pacific Centre or on Granville Street, via the Vancouver City Centre Station. For TransLink scheduling and rates information, please visit [www.translink.bc.ca](http://www.translink.bc.ca).

# MANAGEMENT TEAM

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

## Management Office

The Cadillac Fairview Management Office is located at:

910-609 Granville Street  
Vancouver, BC V7Y 1G5  
T: 604.688.7236  
F: 604.688.0394  
W: [www.pacificcentroffice.com](http://www.pacificcentroffice.com)

## Contact Numbers and Information

### Security Control Centre/Access Control Centre

(24 Hours/7 Days a week)

T: 604.669.3241

E: [pccsecurity@cadillacfairview.com](mailto:pccsecurity@cadillacfairview.com)

### CF CONNECT

(4:00 a.m. to 8:00 p.m., Monday to Friday)

T: 604.688.7282 | 1.800.665.1000

E: [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)

### Property Amenities

E: [vanamenities@cadillacfairview.com](mailto:vanamenities@cadillacfairview.com)

# GENERAL INFORMATION

## Communications

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

### E-Bulletins

Cadillac Fairview sends Tenant bulletins via email to each office's Tenant representative(s). E-bulletins provide information on activities within and around the complex that may impact the Tenant. Tenant representatives are responsible to ensure that Cadillac Fairview e-bulletins are distributed to the appropriate person(s) in each 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 or away from the office due to sickness.

### Website

A comprehensive list of information on leasing, property operations, buildings' history, Tenant directory, amenities, accessibility, and services can be found on the property website: [www.pacificcentroffice.com](http://www.pacificcentroffice.com).

### Digital Elevator Screens

Digital elevator screens are located in the Pacific Centre and HSBC Building office elevator cabs and communicate interesting and valuable content from the outside 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 Pacific Centre and the HSBC Building, please visit [www.captivate.com](http://www.captivate.com).

## Lobby Attendant Desks

Lobby Attendants are available Monday to Friday as follows:

<b>Building</b>	<b>Hours</b>
TD Tower – 700 West Georgia	7:00 a.m. – 3:00 p.m.
701 West Georgia	8:00 a.m. – 4:00 p.m.
Canaccord Genuity Place – 609 Granville	7:00 a.m. – 3:00 p.m.
777 Dunsmuir	8:30 a.m. – 4:30 p.m.
700 West Pender (Pender Galleria)	7:00 a.m. – 3:00 p.m.
750 West Pender (Pender Galleria)	7:00 a.m. – 3:00 p.m.
HSBC Building - 885 West Georgia	24 Hours / 7 Days a Week
725 Granville	7:00 a.m. – 11:00 p.m.

*Note: if the lobby attendant is not at the desk, please contact Security directly at 604.669.3241 for assistance.*

*Note: for the convenience of Tenants during rainy weather, building management has made available a supply of complimentary Cadillac Fairview umbrellas that may be borrowed. Please contact the Lobby Attendant 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:

<b>Building</b>	<b>Hours</b>
TD Tower – 700 West Georgia	7:00 a.m. – 6:00 p.m.
701 West Georgia	6:00 a.m. – 6:00 p.m.
Canaccord Genuity Place – 609 Granville	6:00 a.m. – 6:00 p.m.
777 Dunsmuir	7:00 a.m. – 6:00 p.m.
700 West Pender	7:00 a.m. – 6:00 p.m.
750 West Pender	7:00 a.m. – 6:00 p.m.
HSBC Building - 885 West Georgia	6:00 a.m. – 6:30 p.m. (Monday to Wednesday) 6:00 a.m. – 9:00 p.m. (Thursday to Friday) 8:00 a.m. – 6:00 p.m. (Saturday)
725 Granville	6:00 a.m. – 8:00 p.m. (Monday to Friday) 8:00 a.m. – 2:00 p.m. (Saturday)

## Statutory Holidays

The following statutory holidays are observed throughout the calendar year at Pacific Centre and HSBC Building. All systems including lighting, HVAC, security, and elevators will operate on an after-hours schedule. Some building departments will be closed on statutory holidays.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas 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](mailto:cfconnect@cadillacfairview.com). However, should you have an emergency or require any assistance from the security team, please contact 604.669.3241.

## Hours

What	Time	Who takes the call?
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 on-site Security.</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

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 additional services and associated rates.

We aim 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 acknowledging that CF CONNECT has received your Service Request.

## CF CONNECT Web Portal

The CF CONNECT web portal is an online program that will facilitate a more effective and efficient inputting and status tracking of Service Requests. The web portal will allow tenants to log in and:

1. Submit service and access requests
2. Make requests for elevator bookings
3. Communicate with the CF CONNECT team and ask any questions
4. View all work orders and track their status' from submission to completion

When inputting a service request - the more details included in the service work order will allow for a quicker response.

Always include:

- Location: (for example - SW, Perimeter office, John Smith)
- Condition: (for example - Too hot)
- Access Details: (for example - Sign in at reception required)

In order to access the CF CONNECT web portal, tenants will be required to sign up and generate an account. Access requests can be sent to CF CONNECT by phone at 1.800.665.1000 or email at [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). A Quick Reference guide with instructions and information about the CF CONNECT web portal can also be obtained by contacting CF CONNECT.

## **Tenant Representatives**

Tenants are requested to designate at least two employees (a primary and secondary) to liaise with Pacific Centre and HSBC Building 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 Contact**

Day to-day operations including:

- Coordinating access requests into Tenant spaces
- 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 Pacific Centre and HSBC Building

## Security Contact

Primary responsibility for security and life safety including:

- Providing a prioritized list of 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
- Cadillac Fairview Emergency Notification System (CFENS) recipient

*Note: These individuals will be contacted during business hours to authorize access card requests/changes, access level changes, property removal, life safety issues, etc.*

## Emergency Contact

These individuals will be contacted in the order listed below 24/7 for major incidents such as disruption of business, fire, flood, power outages, etc., as well as after-hours access requests.

## Senior Executive Contact

Primary responsibility for decisions and considerations related to the lease.

## Accounting/Billing Contact

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 Pacific Centre, all payments should be made payable to: **"The Cadillac Fairview Corporation Limited in Trust Re: Pacific Centre."** For HSBC Building, all payments should be made payable to: **"The Cadillac Fairview Corporation Limited in Trust Re: 885 West Georgia"**. For further information on rental payment, please call the Accounting Manager at 604.688.7236.

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 is distributed to Tenants.

## Building Services Payments

You will receive a separate invoice for additional 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 EasyPark or Impark as applicable and are payable to the respective 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 Cadillac Fairview Management Office. Again, please ensure that the remittance copy is included with your payment.

## 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 Pacific Centre and HSBC Building Rate Card, which is part of this

Tenant Guide Package or on the property website: [www.pacificcentreoffice.com](http://www.pacificcentreoffice.com). Please note that taxes, if applicable, are extra. Prices are subject to change.

# INSURANCE REQUIREMENTS

At the commencement of your lease and at 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 Cadillac Fairview Management Office. The certificate should include the following requirements (please refer to your lease agreement for any additional 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
- The following parties as additional insureds (dependent on office tower):

## 700 West Georgia – TD Tower

Additional Insureds:

- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager
- VanPC LP
- VanPC GP Ltd.
- 527698 British Columbia Ltd.
- 527700 British Columbia Ltd.

## 701 West Georgia and 609 Granville - Canaccord Genuity Place

Additional Insureds:

- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager
- VanPC LP
- VanPC GP Ltd.
- Pacific Centre Limited, as landlord

## 777 Dunsmuir

Additional Insureds:

- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager
- VanPC LP
- VanPC GP Ltd.
- 622145 British Columbia Ltd.
- 527698 British Columbia Ltd.
- 527700 British Columbia Ltd.

## 700 and 750 West Pender

Additional Insureds:

- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager
- VanPC LP

- VanPC GP Ltd.
- 622145 British Columbia Ltd.
- 527698 British Columbia Ltd.
- 527700 British Columbia Ltd.

## 885 West Georgia - HSBC Building

Additional Insureds:

- Ontrea Inc.
- Van855 West Georgia LP
- Van885 West Georgia GP Ltd.
- Van885 West Georgia Property Ltd.
- IBC Properties Limited
- J.K.S. Holdings Ltd.
- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager

## 725 Granville

Additional Insureds:

- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager
- VanPC LP
- VanPC GP Ltd.
- 527698 British Columbia Ltd.
- 527700 British Columbia Ltd.

## Contractors' Insurance Requirements

For Tenants using General Contractors to conduct work within Tenant spaces, the General Contractor must provide documentation confirming Comprehensive General Liability on an 'occurrence basis' with inclusive limits of not less than \$5,000,000 and standard owner's form Automobile Insurance (if applicable) with inclusive limits of not less than \$1,000,000.

The following entities must be listed as 'additional insured' on the certificate:

- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager
- VanPC LP
- VanPC GP Ltd.
- 622145 British Columbia Ltd.
- 527698 British Columbia Ltd.
- 527700 British Columbia Ltd.

In the case of work taking place at the HSBC Building (885 West Georgia Street) the following entity must also be listed:

- Ontrea Inc.
- Van885 West Georgia LP
- Van885 West Georgia GP Ltd.
- Van885 West Georgia Property Ltd.
- IBC Properties Limited
- J.K.S. Holdings Ltd.
- The Cadillac Fairview Corporation Limited
- The Cadillac Fairview Corporation Limited, as manager

For further information on office insurance, please contact the Cadillac Fairview Management Office at 604.688.7236.

# BUILDING FEATURES AND FACILITIES

## Parking

Parking for office Tenants is allocated based upon the total square footage of the leased premises for a fee, as negotiated in the lease and the parking agreement arranged with the applicable parking company. Extra stalls may be available upon request. 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.

The parkades provide a limited number of both reserved and non-reserved (random) monthly parking spaces.

## Locations

- North Pacific Centre Parkade (Lot 32): A three-level parkade situated under the north end of Pacific Centre and 777 Dunsmuir. The entrance is off Howe and Pender Street. There are four handicap accessible stalls. Tenants who park at the North Pacific Centre Parkade, which is located under 777 Dunsmuir Street, are to park on the P2 and P3 levels only. A parking transponder and an access card are required to access these levels. This parkade is managed by EasyPark.
- South Pacific Centre Parkade (Lot 9): A two-level parkade running underneath 725 Granville Street, 700 West Georgia, 609 Granville, and 701 West Georgia Street. There are three entrances: one off Howe and Robson Street, Howe and Dunsmuir Street, and the other off Howe and Georgia Street. This parkade is managed by EasyPark.
- HSBC Building Parkade (Lot 1880): An underground four-level parkade under 885 West Georgia. The entrance is located off of Hornby Street, between West Georgia and Dunsmuir Street. This parkade is managed by Impark.
- Pender Place Parkade (Lot 1): A four-level parkade under 700 and 750 West Pender. The entrance to this parkade is located off of Howe and Pender Street. This parkade is managed by Impark.

## Hours of Operation and Access

- The Pacific Centre North and South Parkades are open to Tenants and the public 24 hours a day, 7 days a week.
- The Pender Place Parkade is open Monday to Friday, 6:00 a.m. to 6:00 p.m. After normal operating hours, the overhead-door to the parkade ramp is closed, and entrance to the underground parking facility is restricted to card holders only.
- The HSBC Building Parkade is open 6:00 a.m. to 12:00 a.m. (midnight), Monday to Friday and Saturdays and Sundays from 6:00 a.m. to 12:00 a.m. (midnight). After normal operating hours, the overhead-door to the parkade ramp is closed, and entrance to the underground parking facility is restricted to card holders only. Visitors may contact Security for assistance.

## Parking Contacts

For monthly parking in the North and South Pacific Centre Parkades (managed by EasyPark), please contact:

EasyPark  
 209-700 West Pender Street  
 Vancouver, BC V6C 1G8  
 P: 604.682.6744  
 E: info@easypark.ca

For monthly parking in the Pender Place Parkade or at the HSBC Building (managed by Impark), please contact:

Impark (Downtown Office)  
 300-601 West Cordova Street  
 Vancouver, BC V6B 1G1  
 P: 604.681.7311  
 E: customersupport@impark.com

## Barrier Free Access

Barrier free access is available to all buildings and parkades. Listed below are assisted entrance routes to each tower and specialty designed accessible washrooms.

Office Tower	Access Point	Accessible Washrooms
700 West Georgia - TD Tower	Main Lobby – Access to office tower and retail centre	Floor 11 and 30
701 West Georgia	Main lobby – Access to office tower and retail centre	Floor 14
609 Granville - Canaccord Genuity Place	Main Lobby – Access to office tower only	Floor 3
777 Dunsmuir	Main Lobby – Access to office tower and retail centre	Every floor
700 West Pender	Galleria doors – access to office tower and retail centre	Galleria
750 West Pender	Galleria doors – access to office tower and retail centre	Galleria
885 West Georgia – HSBC Building	Main lobby – Access to office and parkade	Floors 2 to 23
725 Granville	Main Lobby – Access to office tower and retail centre	Floor 4

*\*Note: these routes are not designated primary entry points that will allow direct access into the towers. However, by using a combination of parkade elevators and/or handicap chair lifts within the immediate vicinity, access can be gained. A security escort can be made available if assistance is required.*

# Loading Dock Facilities

## Locations

Loading Dock	Office Towers	Access
North Loading Dock	777 Dunsmuir	500 block of Howe Street (by Pender Place entrance ramp)
South Loading Dock	700 West Georgia, 701 West Georgia , and 609 Granville	Dunsmuir and Howe Street entrance ramp
Pender Loading Zone	700 and 750 West Pender	500 Howe Street, via the commercial lane
HSBC Building Loading Dock	885 West Georgia	Dunsmuir Street between Howe and Hornby Street, via the commercial lane
725 Granville Loading Dock	725 Granville	Dunsmuir and Howe Street entrance ramp

*Note: the South Loading Dock is staffed during the hours of 8:00 a.m. to 4:00 p.m., Monday to Friday.*

- 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.
- All Tenant deliveries must be coordinated with their courier companies directly.
- The loading docks are equipped with load levelers for trucks.
- 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.

*Note: the Landlord does not provide or guarantee contractor parking at Pacific Centre and HSBC Building. There are three pay-parking lots located immediately below the complex/building. Oversized vehicles are able to park outside of the complex, by parking on the street or using on open surface lot in the surrounding area.*

## Height Restriction

The height clearance at the South and 725 Granville loading docks is a maximum of twelve feet. The height clearance at the North loading dock is a maximum of eleven feet, six inches.

## Incoming and Outgoing Packages

It is the Tenant’s responsibility to arrange pick up/drop off all packages with their freight company.

All dollies or carts used in Pacific Centre and HSBC Building must be equipped with non-marking rubber or plastic wheels, and must not create excessive noise. No pallet jacks are permitted.

## Postal Facilities

Tenant mail for 725 Granville, 700 West Georgia, 701 West Georgia, 609 Granville, and 777 Dunsmuir is delivered to the Canada Post outlet in the retail mall located in the hallway between The Body Shop and Purdy's Chocolates. Tenants are responsible for retrieving their own mail from the Canada Post outlet.

Tenants mail for 700 and 750 West Pender is delivered to individual suites.

For HSBC Building Tenants, Canada Post delivers the mail to your mailbox located on the Concourse Level ("C" level in the parking elevator) of the HSBC Building. Tenants are responsible for retrieving their own mail from their mailbox.

## Mailbox

When moving in at 725 Granville, 700 West Georgia, 701 West Georgia, 609 Granville, 777 Dunsmuir, or 885 West Georgia, each Tenant is allocated a post office box number. Tenants will receive the key to the post office box directly from Canada Post. You may contact Canada Post at 604.688.7026.

At HSBC Building, Tenants will receive the key to the post office box from the Landlord, by contacting CF CONNECT.

## Mailing Address

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

## Freight Elevators and Deliveries

Every building is equipped with designated freight elevator(s). The freight elevators are to be used for Tenant move-ins and outs, and delivery of large parcels and equipment.

All moving or delivery arrangements must be approved by 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 situations 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 types of materials through the lobby will be stopped and instructed to make arrangements 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 corridors, firefighting equipment, exit doors, elevators, lobbies, or hallways with any materials.

## Freight Elevator Specifications

	700 West Georgia	701 West Georgia	609 Granville	777 Dunsmuir	700 West	750 West	885 West Georgia	725 Granvill
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					Pender	Pender		e (Cab B)
<b>Length (in.)</b>	66.5	56	63	90	51	51	81	65.5
<b>Height (in.)</b>	118	150	150	144	102	102	112	108
<b>Width (in.)</b>	75	70	79	57	77.5	77.5	64	93
<b>Door (in.)</b>	42W x 84H	42W x 95H	42W x 92H	48W x 96H	42W x 83H	42W x 83H	42W x 84H	48W x 84.75H
<b>Weight (kg.)</b>	1590	1590	1588	1814	1361	1361	1800	1818

*Note: the specifications above are approximate only and should be verified on site.*

### Freight Elevator Availability – For Reservations

Monday to Friday	Before 6:00 a.m. and after 6:00 p.m.
Saturdays, Sundays, and Statutory Holidays	All day

*Note: outside of regular business hours, a security guard is also required to be booked for the use of the 700 and 750 West Pender loading bay, 885 West Georgia loading dock, and 725 Granville loading dock at the **Tenant's expense**.*

# AMENITIES

## Meeting Rooms

If you are interested in booking the Pacific Centre Meeting Rooms (Suite 940 or 950) or HSBC Building Meeting Room/Boardroom, please contact the Cadillac Fairview Management Office at 604.688.7236.

*Note: catering is not provided. Security access may be arranged at the time of booking for meetings taking place outside of regular business hours.*

### Pacific Centre

Pacific Centre has 2 Meeting Rooms for the exclusive use of Pacific Centre Tenants. Both Meeting Rooms (Suite 940 and 950) are located at 609 Granville.

Suite 940, is the smaller of the 2 Meeting Rooms, and is approximately 850 square feet (25 feet x 34 feet). Suite 950 is the larger Meeting Room, and is approximately 1,836 square feet (54 feet x 34 feet). Both Meeting Rooms can accommodate a number of different seating styles such as: hollow square style, theatre style, u-shape style, classroom style, or reception style.

### Equipment

Suite 940 includes a kitchenette with a fridge and water cooler. The room also comes with a 90' wall mounted LED screen, podium, laptop plugin, and internet access.

Suite 950 includes a kitchenette with a fridge and water cooler. The room also comes with two 90" wall mounted LED screens, podium, laptop plugin, internet access, portable microphones, and teleconference capabilities.

### Meeting Room Rental Rate

- Standard set up full day: \$275
- Standard set up 1/2 day: \$200
- Any other set up full day: \$360
- Any other set up 1/2 day: \$285

*Note: standard set up is hollow-square style for 24 attendees. All rental rates include tax.*

Rental rates include price of meeting space and audiovisual equipment. Full day rental rates are for meetings booked for greater than 4 hours; 1/2 day rental rates are for meetings booked for 4 hours or less. Meetings booked outside the period Monday to Friday, 4:00 a.m. to 6:00 p.m. are subject to after-hours HVAC charges.

*Note: an additional cost for operator overtime may apply.*

### HSBC Building

The HSBC Building Meeting Room is located on the Concourse Level next to the Fitness Centre. Tenants of the HSBC Building can use the room free of charge on reservation basis.

### Equipment

The HSBC Building Meeting Room includes a boardroom table, chairs, and a white board. The room is also equipped with a washroom.

### Associated Fees

Meetings booked in the Meeting Room outside the period Monday to Friday, 6:00 a.m. to 6:00 p.m. are subject to after-hours HVAC charges.

*Note: an additional cost for operator overtime may apply.*

## **Storage Rooms**

A limited number of storage rooms of various sizes are available for short or long term lease at Pacific Centre and HSBC Building. If you require storage space, please contact the Cadillac Fairview Management Office at 604.688.7236.

## **Fitness Facility**

There is a fitness facility located on the concourse level of the HSBC Building. Connection: Corporate Health manages and operates the facility on behalf of Cadillac Fairview.

### **Membership**

Membership is open to Tenants of the HSBC Building and Pacific Centre office complex as well as those that purchase a membership directly with Connection: Corporate Health (space is limited.) There is a fee for users of the facility. Membership inquiries may be directed to Connection: Corporate Health, by phone at 604.684.2348 or by email at [info@connectionhealth.ca](mailto:info@connectionhealth.ca).

### **Equipment and Amenities**

The facility includes an exercise room equipped with treadmills, rowing machines, bicycles, "Fitstep" machine, smith machine, free weights, universal weight machines, and kettlebells. There are spacious change rooms, washrooms and showers adjacent to the exercise room for both men and women. These areas also include day-use lockers.

### **Hours of Operation**

- Monday to Saturday - 6:00 a.m. to 8:00 p.m.
- Sunday – Closed

## **Change Rooms and Shower Facilities**

There are three men's and women's change room and shower facilities in the Pacific Centre complex:

1. The first is located on the 3<sup>rd</sup> floor of 777 Dunsmuir
2. The larger refresh facilities are located on the 2<sup>nd</sup> floor of 701 West Georgia
3. An additional shower facility is located on the P1 level of the Pacific Centre parkade by the Canada Line elevator

The change rooms are card-access facilities. Although there is no charge to use the facilities, Tenants requiring access must email [vanamenities@cadillacfairview.com](mailto:vanamenities@cadillacfairview.com) so that the appropriate access may be applied to their existing access card.

For the HSBC Building, men's and women's change room facilities are located in the fitness facility located on the concourse level.

## Bicycle Cages/Rooms

If you plan on riding your bicycle to Pacific Centre and HSBC Building, please note that bicycles are not permitted in the office towers. Alternatively, we provide secure, dry, and accessible bicycle storage cages/rooms for your daily use. There are several on the property:

- 777 Dunsmuir - Bike room on the P1 level, opposite the loading dock.
- 777 Dunsmuir - Cage on the P1 level, within the parkade across from the parkade vestibule.
- 700 and 750 West Pender – on the P1 level, at the bottom of the ramp.
- Pacific Centre South Parkade – Underneath 700 West Georgia, P1 level, adjacent to the Canada Line elevator – new cages are adjacent to existing cage.
- HSBC Building Parkade – on the P1 level, adjacent to the parkade vestibule.

An access card is required to access these rooms and may be obtained by emailing [vanamenities@cadillacfairview.com](mailto:vanamenities@cadillacfairview.com). Although the outer door is kept locked at all times, we recommend that you keep your bicycle locked as well.

## Rules and Regulations

1. Each person must swipe his or her own access card to enter the bike parking facility. The security of the facility is compromised by holding the door open for others.
2. Guests are not allowed to use the bike parking facilities. The facilities and amenities are meant for the exclusive use of Tenants.
3. The bike parking facility is for day-use only; overnight and long-term bike parking is not permitted.
4. Do not store or hang anything on your bike or the racks. Unattended items and hanging items will be put in the Lost and Found on a nightly basis, and donated or discarded after a short period of time.
5. Users may have only one bike at the facilities at any given time.
6. No riding within the parkade.
7. Users are asked to demonstrate respect to one another:
  - a. No foul language or aggressive behavior
  - b. Do not store your bike in a manner that inhibits others from being able to access their own bikes or other available bike racks
8. In order to ensure efficient use and storage, bike racks and lockers must be used according to the illustrated guidelines posted in the bike parking facility
9. The Cadillac Fairview Corporation Limited is not responsible for lost, stolen or damaged items.

Please report any misuse of the bike parking facility immediately to the Security Control Centre at 604.669.3241 or [vanamenities@cadillacfairview.com](mailto:vanamenities@cadillacfairview.com) so appropriate action can be taken without delay.

## **Atrium – 725 Granville Street Tenants Only**

There is a common atrium area located on the north side on the 4<sup>th</sup> floor of 725 Granville Street that is open to the use of 725 Granville Street office Tenants between the hours of 7:00 a.m. and 6:00 p.m., Monday to Friday, (the south side atrium is private). Bookings are available by reservation and should be made in advance by contacting Cadillac Fairview Management Office at 604.688.7236 or by email to [vanamenities@cadillacfairview.com](mailto:vanamenities@cadillacfairview.com).

*Note: as this atrium is located adjacent to offices, noise levels must be kept to a minimum. No cooking is permitted. Absolutely NO SMOKING is allowed.*

## **Steve Nash Fitness World & Sports Club Partnership**

All Cadillac Fairview Tenants are eligible to receive an exclusive reduced membership rate at Steve Nash Fitness World & Sports Club. If you have not experienced a Steve Nash Fitness World & Sports Club facility, you can receive a free 10-day VIP access card to try out any of their 22 locations by contacting David Henderson at [dhenderson@snclubs.com](mailto:dhenderson@snclubs.com).

The exclusive reduced membership rate will give Tenants access to all 22 Steve Nash Fitness World & Sports Club locations, including the conveniently located Downtown Sports Club and the newly opened club in Park Royal, West Vancouver. The membership also includes: all specialty classes, including group cycling/spinning, yoga, and Zumba, towel service at the Downtown Sports Club, and a free fitness evaluation with a certified personal trainer.

For more information on this exciting partnership and exclusive rate, please contact David Henderson at [dhenderson@snclubs.com](mailto:dhenderson@snclubs.com)

\* Offer available to new members only

# OPERATIONS

## Heating, Ventilation, and Air Conditioning (HVAC)

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

Office Tower	Days	Time
700 West Georgia - TD Tower	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
701 West Georgia	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
609 Granville - Canaccord Genuity Place	Monday to Friday Saturday Sunday and statutory holidays	4:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
777 Dunsmuir	Monday to Friday Saturday Sunday and statutory holidays	5:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
700 West Pender	Monday to Friday Saturday Sunday and statutory holidays	6:30 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
750 West Pender	Monday to Friday Saturday Sunday and statutory holidays	6:30 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
885 West Georgia – HSBC Building	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
725 Granville	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 8:00 p.m. 8:00 a.m. – 2:00 p.m. Available upon request

All temperature and air controls in the building have been pre-set according to American Society of Heating and Air-Conditioning Engineers (ASHRAE) guidelines. The ASHRAE optimal temperature for summer is between 23 and 26°C and for winter between 20 and 23°C. Should you experience any problems with respect to temperature or air quality, please report them immediately to the CF CONNECT at 1.800.665.1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

*Note: for your safety and the safety of others, the use of space heaters in the office towers is strictly prohibited.*

After-hours air conditioning is available upon request by e-mailing CF CONNECT at [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). All requests for after-hours HVAC must be received prior to 2:00 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 guide package.

## Tenant Air Conditioning Units

From time to time, Pacific Centre and HSBC Building's Operations team requires that scheduled power outages and water shutdowns take place in order to service and maintain equipment. This type of work can put Tenants' independent air conditioning unit(s), especially units in 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 7:00 p.m., Monday to Friday, in most office towers. Lighting at 725 Granville is provided between 6:00 a.m. to 8:00 p.m. from Monday to Friday. 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.

Lighting fixtures are maintained by building staff and should be adjusted only by authorized personnel.

Energy savings are achieved with a computerized lighting control system that will automatically turn off the majority of lights 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. Please note, the lights will continue to automatically turn off in two hour intervals.

Electricians and building operators are available 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 at 1.800.665.1000.

### Light Replacement

Burnt-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-base 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 conduct 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 and kitchens, 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 tradespeople.

## **Electrical**

Power is distributed throughout office floors at 208/120 volts. All wiring is to be in cable trays/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.

Tenants requesting electrical or water metering should contact an Operations Manager at 604.688.7236 to obtain approval and assistance.

Although our maintenance staff conduct regular inspections of common area facilities, augmented 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 tradespeople.

## **Telecommunications**

If you need access to the office riser rooms, please contact CF CONNECT, at 1.800.665.1000 or [cfconnect@cadillacfairview.com](mailto: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, a minimum of 48 hours' notice is required for more significant infrastructure upgrades. Major installations may require an in-depth third party review with associated costs. The tenant or contractor is responsible for all security escort fees associated with work carried out.

## Tenant Construction and Improvement Projects

Cadillac Fairview, as the 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 10 of the Construction and Improvements Guide for process specifications.

This guide can be found at: <http://www.pacificcentrooffice.com>

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 A of this Guide, 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](mailto:cfconnect@cadillacfairview.com).

# HOUSEKEEPING

## Janitorial Service

CleanMax Building Maintenance Inc. provides housekeeping services for the cleaning of the office premises, and all common areas of Pacific Centre and HSBC Building.

For specific cleaning information and schedules, please contact CF CONNECT at 1.800.665.1000.

## Additional Janitorial Services

Our cleaning contractors can provide your office with a wide range of janitorial services in addition to 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.

*Note: for Open Ceiling plans: The standard janitorial scope of work does not cover dusting or other cleaning of fixtures, fitting, services, etc. that are suspended from above the premises, nor does it cover cleaning of the ceiling, building structure, or any falling debris. Should the Tenant require cleaning of these items or areas they will be treated as Additional Janitorial Services at the Tenant's cost.*

## Window Cleaning

The outside of the buildings' perimeter windows are cleaned regularly throughout the year, weather permitting. The interior sides of the buildings' perimeter windows are cleaned semi-annually, during the daytime. Interior partition glass is cleaned semi-annually, after-hours.

## Pest Control

Orkin Canada maintains a thorough, integrated pest control program at Pacific Centre and HSBC Building. The majority of work is limited to common areas of the complex, but Tenants are encouraged to contact CF CONNECT to report any pest or insect activity observed in their premises. Representatives from Orkin Canada will attend to inspect the premises, identify potential sources and remove unwanted pests. In some cases, additional pest management work may be required at the Tenant's cost.

# RECYCLING

The Pacific Centre and HSBC Building complex is a Zero Waste facility. Office waste is removed by our cleaning staff each night, Monday through Friday (statutory holidays excluded), provided that proper receptacles have been used or the material has been clearly labeled as garbage. If you require labels or are unsure about whether the items are accepted as part of our Recycling Program, please contact CF CONNECT at 1.800.665.1000.

## Recycling Categories

Our goal is to simplify recycling and make it easy for all staff to STOP AND SORT in their offices. Our Recycling Program consists of 4 main streams: Organics, Mixed Containers, Garbage, and Mixed Paper/Cardboard Recycling. Tenants will be provided with appropriate Mixed Container, Garbage, Organics, and Mixed Paper waste bins for their premises as required. Tenants who wish to use their own waste containers are required to label each container with stickers provided by the Landlord to clearly identify which items can be removed by the cleaning staff. The landlord and/or cleaning staff will not be responsible for the inadvertent removal of items from bins that are not appropriately identified. If you require waste bins or labels for your own bins, please contact CF CONNECT at 1.800.665.1000.

Please note that we do not provide individual, desk-side garbage bins. We strongly encourage tenants to remove desk-side garbage bins from their premises, and rely on centrally-located bins for this particular waste stream. We are happy to work with your team to achieve this initiative.

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"> <li>● clean rigid plastic containers</li> <li>● pop cans</li> <li>● plastic bottles</li> <li>● glass bottles</li> <li>● Tetra Paks</li> <li>● coffee cup lids</li> <li>● milk cartons</li> <li>● plastic utensils</li> </ul>	<ul style="list-style-type: none"> <li>● Styrofoam containers/cups</li> <li>● straws</li> <li>● plastic bags</li> <li>● condiment packets</li> <li>● plastic wrap/cling wrap</li> <li>● foil bags</li> </ul>	<ul style="list-style-type: none"> <li>● food scraps</li> <li>● napkins/paper towel</li> <li>● chopsticks</li> <li>● paper food packaging</li> <li>● compostable food ware</li> <li>● coffee cups</li> <li>● coffee grounds, filters, tea bags</li> <li>● plants and flowers</li> </ul>	<ul style="list-style-type: none"> <li>● newspaper</li> <li>● magazines</li> <li>● Post-its</li> <li>● envelopes</li> <li>● office paper</li> <li>● receipts</li> <li>● cardboard</li> </ul>

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

<b>Batteries/broken glass/electronic waste</b>	<ul style="list-style-type: none"> <li>· Labels are available to clearly identify batteries, broken glass/electronic waste. These labels can be obtained by contacting CF CONNECT.</li> </ul>
<b>Furniture</b>	<ul style="list-style-type: none"> <li>· Tenant is responsible for removal of these items from suite to loading bay, once disposal arrangements have been made by CF CONNECT. Costs may be associated with disposal.</li> </ul>
<b>Hazardous materials</b>	<ul style="list-style-type: none"> <li>· Tenant is responsible for removal of these items from suite.</li> <li>· This includes the removal of toner cartridges.</li> <li>· Call CF CONNECT to determine disposal procedure for any other items.</li> </ul>
<b>Light bulbs</b>	<ul style="list-style-type: none"> <li>· Tenant should contact CF CONNECT for collection and recycling information.</li> </ul>
<b>Major or minor contractor works (i.e. office moves, minor renovations,</b>	<ul style="list-style-type: none"> <li>· 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</li> </ul>

<b>etc.)</b>	must be made through the Operations Manager at 604.688.7236.
<b>Oversize trash (non-recyclables)</b>	<ul style="list-style-type: none"> <li>Labels are available to clearly identify extra garbage. These labels can be obtained by contacting CF CONNECT. Similar labels are available to clearly identify recyclable materials.</li> <li>The cleaners will not remove large boxes or packing crates except by special arrangement. Please CF CONNECT to make arrangements for their disposal.</li> </ul>
<b>Regular trash (non-recyclables)</b>	<ul style="list-style-type: none"> <li>Garbage/recycling material should not be put outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal by the cleaning staff.</li> </ul> <p>Cadillac Fairview reserves the right to charge responsible Tenants for any waste disposal violation fines or additional levies for hazardous materials disposal.</p> <p><i>Note: Metro Vancouver has a landfill disposal ban on batteries, clean wood, containers made of glass, metal or banned recycled plastic (1, 2, 4, and 5), corrugated cardboard, electronics, food waste, recyclable paper, and any hazardous materials.</i></p>
<b>Soft plastic recycling</b>	<ul style="list-style-type: none"> <li>Pacific Centre and HSBC Building offer soft plastic recycling for plastics such as dry-cleaning bags, palette wrap, etc. Pacific Centre Tenants are encouraged to drop off these soft plastic items at the Pacific Centre North or South Loading Dock. HSBC Building Tenants that have soft plastics that need disposal can contact CF CONNECT.</li> </ul>

## Confidential Shredding Service

In addition to recycling and garbage removal, CF has partnered with a confidential shredding supplier to remove and destroy documents for our tenants. In order to participate in this program, contact CF CONNECT at 1.800.665.1000.

## Waste Bin Identification

We see a significant variety of waste and storage bins in use across offices spaces. In many cases, how these bins need to be handled by our janitorial service provider can vary from office to office and sometimes, from desk to desk within the same office. In an effort to improve consistency and clarity with respect to waste removal, clients are asked to identify bins that need to be left in place as-is with this red sticker - to act as a visual aid for our janitorial team members.

### RED Label



Red Labels need to be applied to all bins that meet any one of the following one criteria:

- Contains items that are not meant to be discarded through regular waste streams.
- Being used to temporarily storage personal effects.
- Being used to temporarily storage items and documents required for future use and reference.
- Being used to temporarily storage items and documents for future disposal.
- Contain items or documents meant for confidential shredding.

We ask tenant representatives to ensure that these labels are applied to waste and storage bins in use across the premises. Bins marked with this red label will not be emptied by janitorial staff on a nightly basis. Requests for red labels, based on the approximate staff count and need for your organization, can be made by email through CFConnect at [cfcconnect@cadillacfairview.com](mailto:cfcconnect@cadillacfairview.com).

Office tenants are responsible for ensuring that their confidential documents are handled, stored and destroyed in a manner that is in line with their own corporate policies.

# SECURITY AND LIFE SAFETY

## Security and Life Safety Department

The Senior Security and Life Safety Manager is responsible for overseeing all aspects of the security and life safety program, the daily delivery of security services, and supervision of the Security Supervisors and Officers.

The Fire and Life Safety Manager looks after the fire and life safety policies and programs at the properties.

The Security Supervisors and Security Officers are contracted through Paladin Security, a leader in the security industry.

The Security Access Administrator is responsible for coordinating all requests related to access cards, timed event scheduling, locks, and keys.

The Cadillac Fairview team is available to meet with you to discuss security and safety matters relating to your premises or the complex in general. They may be contacted through the Cadillac Fairview Management Office at 604.688.7236.

The department's primary activity is to ensure the safety of everyone working in or visiting the complex. Any concerns can be raised through our Security Control 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
- Access cards - obtaining, amending, lost/stolen/terminated, and audit requests
- Tenant lock and keys
- Safe Walk program
- Lost and found
- Emergency incident response

The Security Control Centre for the complex is located on the Mezzanine level of 701 West Georgia Street. Should you have any issues concerning security matters or notice any suspicious activity please call:

- Pacific Centre and HSBC Building Security (24/7) 604.669.3241
- Emergency – Fire, Police, Ambulance 911

## **Access Cards and Keys**

### **Obtaining Access Cards and Keys**

All office Tenants require access cards for after-hours access to the building, floor, suite, and amenity spaces, where applicable. New Tenants are provided access cards and keys for existing employees free of charge up to 14 days after move-in. Beyond this point, each additional card is \$25.00 + tax. Tenant Representatives may request extra keys and electronic access cards through the Security Access Administrator.

*Note: Tenants have an option to bulk purchase cards at a discounted rate. See current year's rate guide pricing.*

### **Amending Access Cards**

If access requirements are to be amended, please contact the Security Access Administrator, at 604.669.3241 or [pccaccesscard@cadillacfairview.com](mailto:pccaccesscard@cadillacfairview.com).

### **Lost/Stolen/Terminated Access Cards**

Please notify the Security Control Centre immediately if an access card has been lost, stolen, or if an employee has resigned or been terminated. The access card will be deactivated immediately. Replacement cards are \$25.00 + tax and must be requested by the Tenant Representative. Tenant Representatives may request extra keys and electronic access cards through the Security Access Administrator.

### **After-hours Access Requests**

Employees who have forgotten their access card or keys will not be given access to their office until an Emergency Contact provides authorization. In the event that an Emergency Contact is unavailable, the employee will be denied access. In certain situations Security may elect to contact the Cadillac Fairview 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.

*Note: 48-hours notice is required for all new card or programming requests. Large volume requests may take longer. Requests for keys, re-keys, or lock installations should be expected to be complete by the end of two (2) full business days. These times may change in the event of large orders, special projects, or unforeseen circumstances.*

## **Tenant Locks and Alarms**

### **Locks and Keys**

Locks and electronic access mechanisms, controlling entry into Tenant premises, must be installed and programmed to Pacific Centre and HSBC Building standards. Please contact the Senior Security and Life Safety Manager to discuss any related issues. Tenant Representatives may request extra keys and electronic access cards through the Security Access Administrator.

### **Alarms, Cameras and Surveillance Equipment**

Any installation of access control systems, surveillance systems or security alarm systems must be reviewed by the Senior Security & Life Safety Manager prior to installation. Review will

ensure that local regulations are being followed and the necessary protocols are in place to meet landlord requirements.

## Tenant Safety Audit Inspections

The security department conducts an annual Tenant safety audit of each premise. The inspection insures that all building occupants are compliant with relevant fire safety and health and safety regulations. A copy of the checklist used for the audit will be supplied to the Tenant representative following the inspection. Advance notice will be given so that an appropriate time can be scheduled to minimize disruption to business operations.

## First Aid

All accidents must be reported to Security at 604.669.3241. Pacific Centre and HSBC Building security staff are trained in First Aid and will provide assistance when required. The following additional information will facilitate an efficient response:

- Where
- Who
- Symptoms

Security personnel will collect additional information as required. 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 at 604.669.3241. Security will ensure appropriate support actions for the responding emergency personnel (i.e. meeting and escorting the first responders, reserving elevators).

## Theft

Immediately report any suspected theft of material/property, no matter how small, to the Security Control Centre. 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 and general items safe and secure.

## Solicitation/Suspicious Persons

Solicitation is not allowed in the building or on the building premises. Please notify the Security Control Centre immediately, should you encounter someone soliciting or behaving suspiciously in the building. Report as much specific information about the person's appearance, behavior, and direction of travel, and Security will investigate.

## Safe Walk Program

Security offers a Safe Walk service to escort your staff members requesting assistance in reaching their vehicles, transit stop or station etc. within the immediate vicinity. This service is offered 24 hours a day, 7 days a week. To take advantage of this service, contact the Security Control Centre at 604.669.3241. Fifteen minutes' notice is typically required.

## **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 office procedures and training. The Fire and Life Safety Manager, can also conduct training sessions specifically for organizations upon request.

As per the British Columbia fire code, emergency wardens must be appointed by each Tenant and Cadillac Fairview provides free training for Emergency Warden Personnel on a bi-monthly basis. Mandatory evacuation drills are conducted annually and Cadillac Fairview will offer annual seminars on emergency preparedness and related topics. All training sessions are free of charge.

## **Lost and Found/Other Security Inquires**

Inquiries about lost and found items can be directed to the Security Control Centre at 604.669.3241.

## **Animals**

Please note that animals (except for service/assistance dogs) are not permitted in the buildings.

# Appendix A

## WORK PERMIT POLICY

Cadillac Fairview Corporation Limited has consistently held safety, security and an effective work environment as priority issues. Services performed by contractors, whether on behalf of Cadillac Fairview or Tenants are linked to this priority.

*Note: When requesting a work permit, contact CF CONNECT at 1.800.665.1000, or email at [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). Ensure that when contacting CF CONNECT, carbon copy (cc) the Cadillac Fairview Property and Project Manager designated to your property/building.*

### POLICY

## WORK PERMIT PROCESS

An approved work permit is required for the following types of work: Fire System Bypass, Sprinkler System Disable, Water Shutdown, Electrical Shutdown, HVAC Shutdown, Scanning/X-Ray, Coring, Grinding, Cutting, Suspended Equipment, and Hazardous Materials

- ① Obtain form from [www.pacificcentreoffice.com](http://www.pacificcentreoffice.com)
- ② Fill out form completely (blank fields will delay processing of request)
- ③ Submit form to [CFConnect@cadillacfairview.com](mailto:CFConnect@cadillacfairview.com)
- ④ Standby for review (up to 48 hours - 72 hours for hazardous materials work permit)
- ⑤ Adjust scope/timing of work as required by Reviewer
- ⑥ Receipt of approval from CF Connect
- ⑦ Check in at Security office for scheduled work and complete required forms/checks (e.g. roof waiver, swing stage log & pre-use checklist, etc.)
- ⑧ Standby for building operator to be dispatched if required (Request ETA)
- ⑨ Complete scheduled work
- ⑩ Advise security of completion to restore system (if applicable)

1. In projects where there is a General / Prime Contractor, an application for a permit to perform hot work or disable a fire or water system in whole or in part, must be made by the General / Prime Contractor on the prescribed CF form, which must be then emailed to CF CONNECT ([cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)), with a copy also sent to the CF Manager that is assigned to the tenant/landlord project. The completed form must be

received between 8:00 a.m. to 9:00 a.m., Monday to Friday and at least 48 hours prior to the commencement of the planned work. Please note that applications received between 8:00 a.m. to 9:00 a.m. will be dealt with the same day. Applications received after the indicated time will be reviewed on the following day.

2. Contractors will not commence work in relation to Yellow Tag - Hot Work or Red Tag - Fire System Disabling or Blue Tag – Mechanical, Electrical, and Security Access Control Systems until the appropriate permit is posted at the work site by security.
3. Whole fire alarmed zones must not be left unprotected without consideration to mitigating liability and returned to normal operation as soon as possible.
4. Whenever possible sprinkler systems must be isolated using a Blank ("Pancake") in the line and the rest of the zone refilled. Contractor must verify the size of the Blank required and supply the correct one(s).
5. Contractors are advised to bring a copy of the approved work permit when arriving on site and checking in with Security. Work Permit calendar entries may not be enough information for Security to grant access. Approved hard copy work permits will supersede calendar entries.

#### **DEFINITIONS:**

##### **Yellow Tag - Hot Work**

Any work or procedure which will use open flame and or produce sparks or heat and has the potential to cause fire will be deemed to be Hot Work and a CF approved applications is mandatory.

Hot Work will include but is not limited to Welding, Brazing, Grinding, Cutting and Soldering.

##### **Red Tag – Fire Systems Disabling**

Any work or procedure other than Hot Work which may cause the Fire Alarm System to Activate is deemed to be a Red Tag procedure and a CF approved application is mandatory.

Red Tag work will include but is not limited to Disabling and Enabling Fire Sprinkler system, Maintenance or Repair or Enhancements to the Fire Alarm System, Dust or Smoke producing procedures in proximity to Smoke Detectors.

##### **Fire Watch Service**

A person who has been assigned specific responsibility to maintain a constant or a defined periodic of visual observation of a designated area for the purpose of reporting a potential or actual fire. Please note a fire watch is needed during times a fire detection system is disabled and has to be requested by the contractor.

6. Yellow Tag - Hot Work applications must demonstrate consideration for the following requirements where applicable:
  - a. Ability to suppress fire (i.e. Ready access to fire extinguishers and or fire hoses).
  - b. Flammable liquids are shielded by a fire retardant cover or are removed from the area.
  - c. At least one contractor personnel on site at all times during the permit period, including meal brakes and performing a Fire Watch Service or other Fire Watch Services have been arranged.
  
7. Red Tag – Fire Systems Disabling applications must demonstrate consideration for the following requirements where applicable:
  - a. Alternate methods of raising a fire alarm are available.
  - b. Alternate means of hearing a fire alarm are available.
  - c. Alternate means of suppressing a fire are available.
  - d. Shielding and or elimination of hazardous materials has been arranged.
  - e. Fire watch has been arranged.
  
8. Work involving disabling and enabling a fire protection system at Pacific Centre must be scheduled outside of the normal business hours listed below:

**Office**

<b>Building</b>	<b>Hours</b>
TD Tower – 700 West Georgia	7:00 a.m. – 6:00 p.m.
701 West Georgia	6:00 a.m. – 6:00 p.m.
Canaccord Genuity Place – 609 Granville	6:00 a.m. – 6:00 p.m.
777 Dunsmuir	7:00 a.m. – 6:00 p.m.
700 West Pender	7:00 a.m. – 6:00 p.m.
750 West Pender	7:00 a.m. – 6:00 p.m.
HSBC Building - 885 West Georgia	6:00 a.m. – 6:00 p.m. (Monday to Wednesday) 6:00 a.m. – 9:00 p.m. (Thursday to Friday) 6:00 a.m. – 6:00 p.m. (Saturday)
725 Granville	6:00 a.m. – 8:00 p.m. (Monday to Friday) 8:00 a.m. – 2:00 p.m. (Saturday)

**Retail Areas**

<b>Days</b>	<b>Hours</b>
Monday to Tuesday	10:00 a.m. – 7:00 p.m.
Wednesday to Friday	10:00 a.m. – 9:00 p.m.
Saturday	11:00 a.m. – 7:00 p.m.
Sunday and Holidays	11:00 a.m. – 6:00 p.m.

*Note: Hours are subject to change – always confirm*

9. Work involving scanning, coring, or X-Rays must follow the steps listed below:
  1. Contact Read Jones Christoffersen (RJC), our selected structural engineering firm, for scanning, coring, or X-ray options.
  2. Coordinate with CF to arrange access to tenant spaces, specifically the ceiling or area of coring of the tenant below, which may be affected by this work.

3. Provide RJC with scan, core, or X-ray details/findings RJC to provide a review letter to CF and general contractor (GC). As a note, a permit is required for all X-ray work.
4. Complete the appropriate CF scanning, coring, and X-ray permit and send to CF CONNECT for approval.
5. Once approved, inform the tenant of approval, work details, and necessary access requirements.

The following requirements and restrictions are required for all scanning, coring, or X-Ray work:

- Radius plan (50 ft.)
  - Safety plan
  - Necessary security guard bookings for elevators, stairs, and tenant suites (beside, adjacent, and below) as required.
  - All scanning, coring, or X-Ray work is to be done between 11:00 p.m. and 2:00 a.m.
  - An approved CF Permit must be received prior to any scanning, coring, or X-Ray work. As a note, work permit applications require 48 hours for approval along with all documents indicated above.
10. Drawings documenting all areas affected by the X-Ray must be provided along with written explanation of safety precautions that will be taken to ensure no encroachment of the affected areas while x-rays are in progress. Work Permit application for X-Rays need a minimum 48 hours for approval along with all documents indicated above.
  11. Electrical Panel  
Use the existing 120/208 volt, 3 phase, 4 wire panel boards in Main Electrical Room. Division 16 to allocate one existing panel for this scope of work and ensure that no circuits on this panel will be shared by any other tenant spaces, vacant or occupied, refer to Single Line Diagrams. Allow for survey of existing circuits to determine load on each one. Circuit numbers on drawings are intended to show grouping of loads or loads which require dedicated circuits. Where a new or relocated device is to be connected to an existing device, the circuit number is shown on both. Circuit numbers do not correspond to free spaces in panel boards. Actual circuits used must be from panel indicated. Record any circuit changes on As-built drawings.
  12. Soldering/Welding  
**700 and 701 West Georgia** have had all of the base building washrooms and Riser room piping aligned with epoxy. There is to be **NO** welding or soldering of the washroom piping in these towers.

**Exceptions to this policy must be approved in writing by Cadillac Fairview management. Infractions of the Pacific Centre and HSBC Building fire system disabling and hot work permit policy may result in the contractor being denied the privilege of working at Pacific Centre and HSBC Building.**

*Note: please send the appropriate Work Permit form to email: [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). The forms can be found at: [www.pacificcentroffice.com](http://www.pacificcentroffice.com)*

*Note: exceptions to this policy must be approved in writing by Cadillac Fairview Management. Infractions of the Pacific Centre and HSBC Building fire system disabling and work permit policy*

*may result in the contractor being denied the privilege of working at Pacific Centre and HSBC Building.*

