

PROPERTY INFORMATION GUIDE 2021

Pacific Centre & HSBC Building - Office



CF Cadillac
Fairview

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INTRODUCTION

Welcome to The Pacific Centre Complex 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 the 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: <https://www.cfoffice.ca/property/tenants/cf-pacific-centre-office#forms-tenants>.

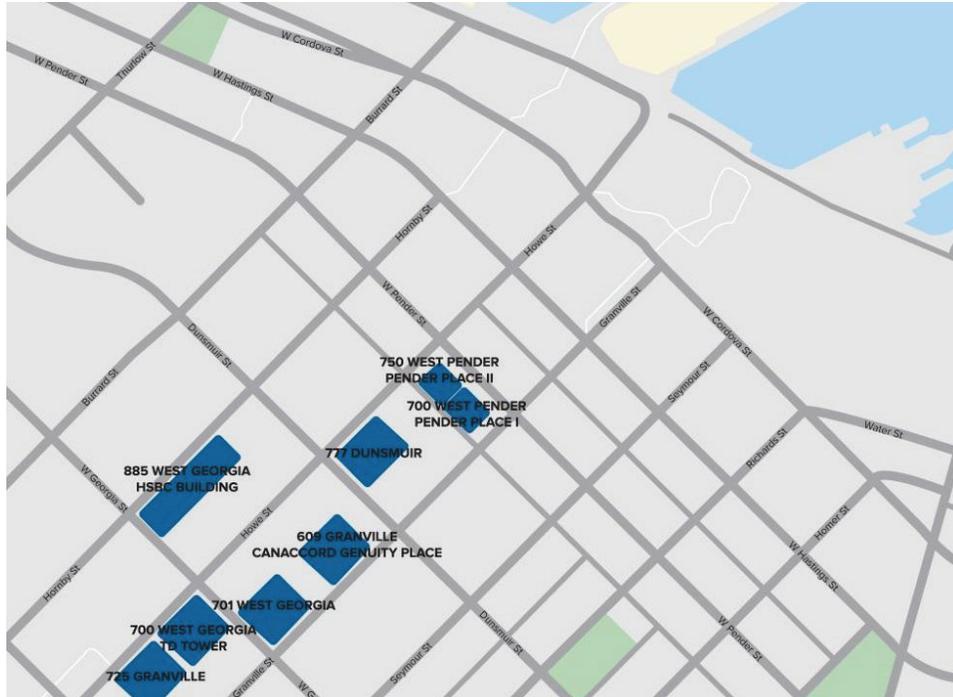
About Pacific Centre and HSBC Building

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 over 90 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. There is 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

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: <https://www.cfoffice.ca/property/home/cf-pacific-centre-office>

Contact Numbers and Information

Security Control Centre/Access Control Centre

(24 Hours/7 Days a week)

T: 604.669.3241

E: pccsecurity@cadillacfairview.com

CF CONNECT

T: 1.800.665.1000

E: cfconnect@cadillacfairview.com

Property Amenities

E: 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:

<https://www.cfoffice.ca/property/home/cf-pacific-centre-office>

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.

COVID-19 Return to Work Guidelines

At Cadillac Fairview (CF) the safety and security of our employees, tenants and guests is our top priority. Our COVID-19 Return to Work Building Guidelines provides a guideline of the measures we have implemented to continue to provide a safe and healthy work environment at the Pacific Centre and HSBC Building Office Complex.

To view our COVID-19 Return to Work Building Guidelines, please visit:

<https://www.cfoffice.ca/property/tenants/cf-pacific-centre-office#forms-tenants>.

CF Host (Lobby Attendants) Desks

CF Hosts are available Monday to Friday as follows:

Building	Hours
TD Tower – 700 West Georgia	7:00 a.m. – 6:00 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: The hours listed above are subject to change without notice. If the lobby attendant is not at the desk, please contact Security directly at 604.669.3241 for assistance.

Building Hours

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

Building	Hours
TD Tower – 700 West Georgia	7:00 a.m. – 6:00 p.m.
701 West Georgia	7:00 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 (Pender Galleria)	7:00 a.m. – 6:00 p.m.
750 West Pender (Pender Galleria)	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. – 5:00 p.m. (Saturday)
725 Granville	7:00 a.m. – 6:00 p.m.

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. 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 a.m. – 8:00 p.m. (PST) Monday to Friday, excluding holidays.	CF CONNECT will be open from 4:00 a.m. - 8:00 p.m. (PST)
After-hours	8:00 p.m. – 4:00 a.m. (PST) Monday to Friday, weekends, and holidays	AnswerPlus, our after-hours service provider. During this time any requests submitted after-hours will be dispatched and resolved during operating hours between 7:00 - 5:00 p.m. (PST), Monday to Friday, excluding holidays. 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.

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
- General inquiries
- Freight elevator booking

Most service requests are included as part of normal rent, but some requests may be billable, such as special cleaning requests. In these cases, an authorized Tenant representative is required to approve work in advance prior to 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.

To view the Rate Card, please visit:

<https://www.cfoffice.ca/property/tenants/cf-pacific-centre-office#forms-tenants>.

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:

- Submit service and access requests
- Make requests for elevator bookings
- Communicate with the CF CONNECT team and ask any questions
- 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. Please contact cfconnect@cadillacfairview.com to sign up.

Access requests can be sent to CF CONNECT by phone at 1.800.665.1000 or email at 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 required to designate at least two employees (a primary and secondary) on the client contact form 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

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.

Tenants are required to provide valid and up-to-date emergency contact information for use in case of emergency situations. If tenants fail to provide this information and we are not able to reach an appropriate contact in a timely manner, responsibilities and costs related to the emergency situation may be borne by the tenant. It is imperative that each tenant advises CF when these contacts change.

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.

Note: Tenant contact information is required to be updated semi-annually to ensure the accuracy of the information. A tenant bulletin will be issued semi-annually to collect this information.

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”.**

All annual adjustments to operating costs and realty tax prepayments 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 in accordance to the terms and conditions of your Lease.

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/Reef Parking 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:

<https://www.cfoffice.ca/property/tenants/cf-pacific-centre-office#forms-tenants>. 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 and 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.

701 West Georgia and 609 Granville

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

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 Monday to Friday, 6:00 a.m. to 7:00 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. 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: 604.260.1993
 E: monthlyparking@easyparkcs.zendesk.com

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

Impark/Reef Parking (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 (Ground floor)
750 West Pender	Galleria doors – access to office tower and retail centre	Galleria (Ground floor)
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	Every floor

**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	Office Towers
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	West Georgia Street 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 an 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.

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 Pender	750 West Pender	885 West Georgia	725 Granville (Cab B)
Length (in.)	66.5	56	63	90	51	51	81	65.5
Height (in.)	118	150	150	144	102	102	112	108
Width (in.)	75	70	79	57	77.5	77.5	64	93
Door (in.)	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
Weight (kg.)	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 when loading bay access is used.

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>

AMENITIES

Meeting Rooms

Due to the COVID-19 pandemic, Meeting Room facilities at the complex are currently closed until further notice.

If you are interested in booking the Pacific Centre Meeting Room or HSBC Building Conference Room, please contact the Cadillac Fairview Management Office at 604.688.7236 or by email at vanamenities@cadillacfairview.com.

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 - 609 Granville

The Pacific Centre Meeting Room is for the exclusive use of Pacific Centre & HSBC Building tenants. The Pacific Centre Meeting Room is located at Suite 950, 609 Granville Street and is available to meet the needs of your group. It is 1,835 square feet (54 feet x 34 feet) and can accommodate up to 24 attendees in a hollow square style, 50 attendees theatre style, 20 attendees in a u-shape style, 42 attendees classroom style, or up to 60 attendees reception style.

Equipment

The Pacific Centre Meeting Room includes a kitchenette with a fridge and water cooler. The room also comes complete with audiovisual equipment including two 86" wall mounted LED screens, podium, laptop plugin, internet access, portable microphones, and teleconference capabilities.

Meeting Room Rental Rate

- Full day: \$360
- Half day: \$285

Rental rates include price of meeting space and audiovisual equipment. Full day rental rates are for meetings booked for greater than 4 hours; half 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 Conference Room - 885 West Georgia

The HSBC Building Conference Room is for the exclusive use of Pacific Centre & HSBC Building tenants. The HSBC Building Conference Room is located on the upper lobby level of 885 West Georgia Street and is available to meet the needs of your group. It is 1,870 square feet and can accommodate up to 40 attendees in a hollow square style, 50 attendees theatre style, 20 attendees in a u-shape style, 42 attendees classroom style, or up to 60 attendees reception style.

Equipment

The HSBC Building Conference Room includes tables, chairs and one large sized television/monitor. The room is also serviced by men's and women's accessible washrooms.

Meeting Room Rental Rate

- Full day: \$360
- Half day: \$285

Rental rates are for meetings booked for greater than 4 hours; half 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.

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 or by email at vanamenities@cadillacfairview.com.

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 3rd floor of 777 Dunsmuir
2. The larger Refresh Facilities are located on the 2nd floor of 701 West Georgia
3. An additional End of Trip shower facility is located on the P1 level of the Pacific Centre parkade by the bicycle cages and the Canada Line elevator

The shower and change rooms are card-access facilities. Although there is no charge to use the facilities, Tenants requiring access must email vanamenities@cadillacfairview.com so that the appropriate access may be applied to their existing access card. Each facility is equipped with day use lockers and complimentary soap and shampoo. Towel service is available at the Refresh and End of Trip shower facilities.

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

The change room and shower facilities are for day-use only. Please refrain from storing personal items – including bikes, bike equipment, clothing, towels, and toiletries – in the facilities overnight. Any possessions left behind overnight will be subject to removal.

Note: The HSBC Building facilities are currently under renovation and we look forward to welcoming you back in early Summer 2021.

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.
- CF 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 – bike cage and bike room, both located 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. 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. The bike cages/rooms are for day-use only. Please refrain from storing personal items – including bikes, bike equipment, clothing, towels and toiletries – in the facilities overnight. Any possessions left behind overnight will be subject to removal.
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:
 - No foul language or aggressive behavior
 - 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 pccsecurity@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 4th 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.

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.

Disclaimer of Use

These facilities (all amenities listed above) are to be used ONLY by authorized individuals and by such individuals at their own risk. None of The Cadillac Fairview Corporation Limited, the owners of the freehold, the owners of the leasehold title of the lands within and comprising the building, and their respective employees, agents, servants, successors and assigns (collectively, the “Released Parties”), will be responsible for any personal injury, loss or damage suffered in connection with the use of these facilities, whether or not such loss, damage or personal injury are occasioned by an act, omission or negligence on the part of one or more of the Released Parties. The foregoing applies equally to all individuals using the facilities without authorization. By using this facility, you accept the above terms.

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.

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. 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.

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.

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 regular 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](tel: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.

Backflow Preventers

The City of Vancouver requires that backflow prevention assemblies be installed on all hazardous plumbing cross-connections in an effort to keep our water supply safe. These assemblies must be tested annually to ensure that they are working properly. These units are typically located at water sources in the building, including but not limited to: kitchens and kitchenettes, coffee stations, water features, water filtration systems, etc.

Tenants are responsible for hiring a licensed backflow prevention assembly tester to install and/or perform the annual test of these units located within their premises. Maintenance records of these tests need to be saved and provided upon request.

If you require assistance or information on your existing backflow prevention assemblies, please contact your preferred plumbing contractor for further information.

For more information please visit the City of Vancouver website at the following link:

<https://vancouver.ca/home-property-development/water-quality-and-pressure.aspx>

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.

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](tel: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](tel:1.800.665.1000) or cfconnect@cadillacfairview.com, and they will provide you with the correct form to be filled out.

Tenants or contractors are required to provide a minimum of 48 hours' notice to gain access to the riser facilities. 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

The Construction and Improvements Guide is available to tenants and contains general information, procedures, insurance, 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.

This guide can be found at:

<https://www.cfoffice.ca/property/tenants/cf-pacific-centre-office#forms-tenants>

Please 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.



HOUSEKEEPING

Janitorial Service

Alpine 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](tel:18006651000).

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.

For open ceiling plans: The standard janitorial scope of work does not cover dusting or other cleaning of fixtures, fittings, 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](tel: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](tel: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"> • clean rigid plastic containers • pop cans • plastic bottles • glass bottles • Tetra Paks • 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

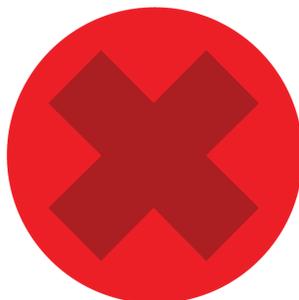
Batteries/broken glass/electronic waste	<ul style="list-style-type: none"> • Labels are available to clearly identify batteries, broken glass/electronic waste. These labels can be obtained by contacting CF CONNECT.
Furniture	<ul style="list-style-type: none"> • Tenants are responsible for removal of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

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 Operations Manager at 604.688.7236.
Oversize trash (non-recyclables)	<ul style="list-style-type: none"> 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. The cleaners will not remove large boxes or packing crates except by special arrangement. Please CF CONNECT to make arrangements for their disposal.
Regular trash (non-recyclables)	<ul style="list-style-type: none"> 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. Cadillac Fairview reserves the right to charge responsible Tenants for any waste disposal violation fines or additional levies for hazardous materials disposal. Note: Metro Vancouver has a landfill disposal ban on various materials. Please refer to the following link for more details: http://www.metrovancouver.org/services/solid-waste/recycling-programs/disposal-ban/Pages/default.aspx
Soft plastic recycling	<ul style="list-style-type: none"> 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.

Waste Bin Identification

We see a significant variety of waste and storage bins in use across office 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 cfconnect@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 Security and Life Safety Department is responsible for overseeing all aspects of the security and life safety program, the daily delivery of security services, requests related to access cards, timed event scheduling, locks & keys, and supervision of the Security Supervisors and Officers.

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

The Security and Life Safety Department is responsible for overseeing all aspects of the security and life safety program, the daily delivery of security services, requests related to access cards, timed event scheduling, locks & keys, and supervision of the Security Supervisors and Officers.

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.

Note: All new card and programming requests require two (2) full business days. (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 are subject to change in the event of large orders, special projects, or unforeseen circumstances.*

Amending Access Cards

If access requirements are to be amended, please contact the Security Access Administrator by email at 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.

Tenant Door Hardware, Locks and Alarms

Door Locks

All door locks installed on both entrance and interior doors must be keyed to the building ASSA key master system. The system, while allowing complete freedom for the Tenant regarding the locking arrangements for its offices, provides access to each office at all times for both normal cleaning and emergency situations.

The Landlord maintains the master keying system on records and key coding and distribution. All keys and cylinders must be ordered through the Pacific Centre Access Control Centre (pccaccesscard@cadillacfairview.com) and shall be at the Tenant's expense unless otherwise agreed. Outside locksmiths or lock manufacturers are not permitted to change the keying of any locks.

Note: If the Tenant doors or locking hardware are removed as part of any construction or improvements activity, all ASSA key cylinders must be returned to Security, as they are the property of Cadillac Fairview.

Door Hardware

Door locks installed by the Tenant must be Schlage (alternatively Sargent) brand, in order for them to be keyed to the building master system (ASSA). This applies to common doors, suite entrance doors, and internal doors. The recommended lock type series for all new installations would be Schlage L (allegion.ca) series mortise locks. The mortise lock has the largest range of functions and can be code compliant for installations requiring deadbolts.

The common area doors in the complex are cylindrical and the Schlage ND (allegion.ca) series lever has been the handle of choice for these applications. The ND series, like the L series, is a grade 1. CF uses Rhodes lever design, with O6 lever being the equivalent in the L series.

Keyless Access Option

The Landlord maintains a base building access control system (proximity cards required to access the building and elevators outside of regular business hours) that Tenants can tie to their individual suites. For additional information on this electronic access option, including the installation of a tenant stand-alone access system for their suite, please refer to the Security System section from below.

Alarms, Cameras and Surveillance Equipment

Any installation of a tenant stand-alone access control systems, surveillance systems or security alarm systems must be reviewed by the Security & Life Safety Department prior to installation. The review will ensure that both local and Landlord regulations are being followed, including that necessary protocols are in place to meet all of the aforementioned requirements.

As a general rule of thumb, tenant CCTV surveillance cameras are not permitted to be installed within common areas or monitor the common areas, in part or whole.

Tenant Safety Audit Inspections

The security department conducts an annual Tenant safety audit of each premise. The inspection ensures 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](tel: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](tel:604.669.3241). Thirty 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 Security and Life Safety Department can also conduct training sessions specifically for organizations upon request.

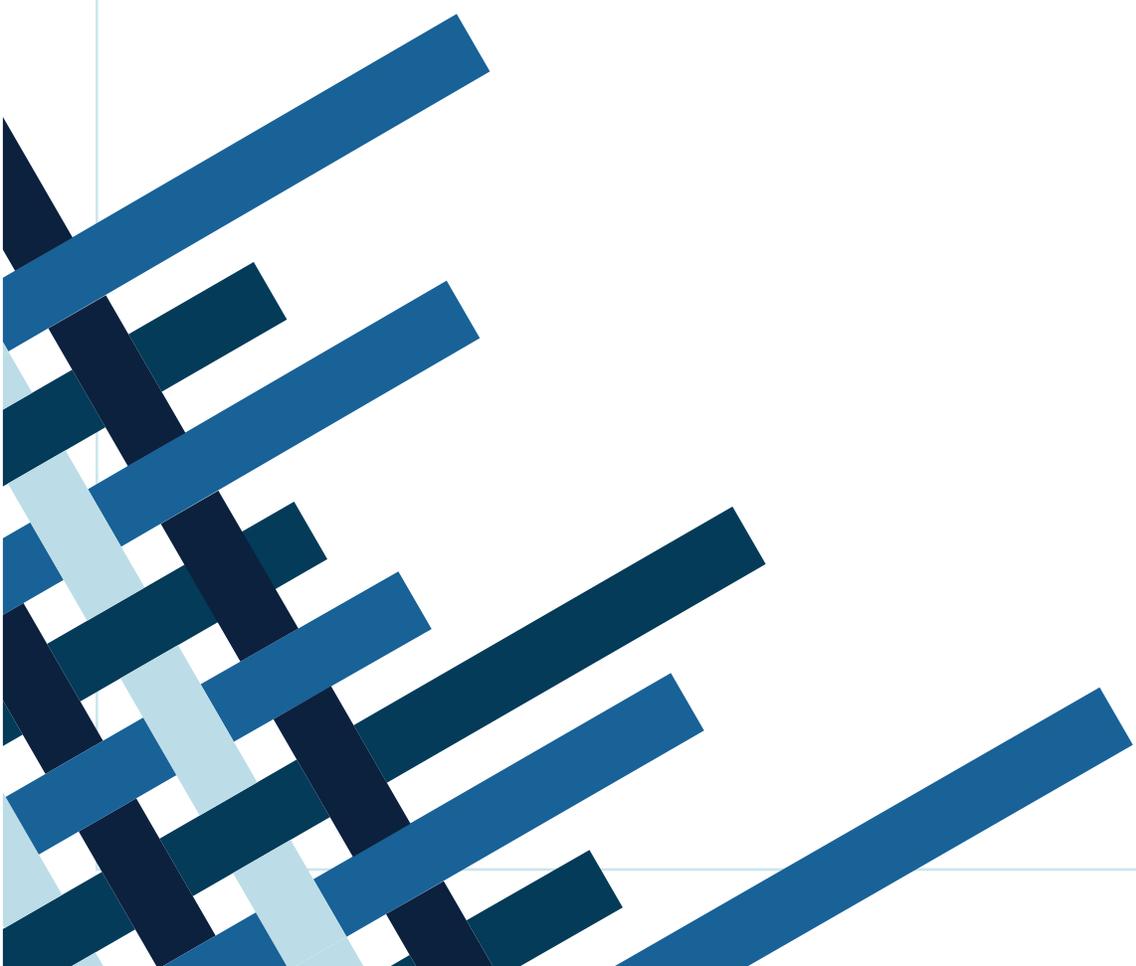
As per the British Columbia fire code, emergency wardens must be appointed by each Tenant. Cadillac Fairview provides free training for Emergency Warden Personnel on a periodic basis. Mandatory evacuation drills are conducted annually and Cadillac Fairview will offer various seminars on emergency preparedness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

Lost and Found/Other Security Inquiries

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 (Janitorial Services Schedule)

JANITORIAL SERVICES SCHEDULE

General Cleaning | Office Areas (APPA 1)

Thorough clean of all the tenant office areas including entrances, lobbies, stairs and landings, corridors, boardrooms, washrooms, libraries, filing rooms, offices, staff rooms, lounges, coffee rooms, kitchens

What kind of cleaning is being done on a nightly basis?

Offices

Monday through Friday

Tasks	Detail
Doors and sills	Spot clean and remove marks
Dust, mop and wash floors	Dust, mop, and spot wash floors and floor mats
Dusting	Dust surfaces <i>(for example: furniture, fixtures, chairs, tables, desks, desk mats, etc.)</i>
Glass	Spot clean interior glass and entrance doors
Kitchen	Clean and polish sinks and faucets, and exterior of kitchen appliances <i>(for example: microwaves, refrigerators, dishwashers, coffee makers, etc.)</i>
Recycling	Pick up and remove recyclables
Refuse	Empty, clean, and line all waste receptacles
Spot wash	Spot wipe low-level contact surfaces <i>(for example: ledges, window ledges, counters, doors, door handles, kick plates, hand plates, etc.)</i>
Stairs and landings	Sweep stairs and landings, remove gum and other foreign residue as required, damp mop and/or vacuum steps, spot damp wipe with approved detergents, hand rails, vertical grills, baseboards, stringers and ledges, and walls
Telephones	Wipe and sanitize handsets and phone base
Vacuuming	Vacuum all high traffic areas nightly, spot vacuum low traffic areas as required
Walls	Walls and baseboards wiped and spot cleaned

Bathrooms

Monday through Friday

Tasks	Detail
Baseboards	Wipe baseboards and remove buildup
Patrol cleaning	Clean and stock washroom supplies between 8:00am and 5:00pm, as required
Refuse	Empty, clean, and line all waste receptacles
Washroom fixtures	Wash and disinfect all washroom fixtures and surfaces
Floors	Wash all floors

Non-Routine Services

Tasks	Detail	Frequency
Ceiling fixtures and air vents	Dust and wipe ceiling fixtures and air vents	Once a month
High dust and vacuum	Dust and vacuum all high-level ledges and surfaces, to a height of 12 feet	Once a month
Interior glass	Wash both sides of glass doors	Once a month
	Wash both sides of interior glass partitions	Twice a year
	Spot clean the interior of the building's exterior windows	As required
Spray buff/burnish floors	Spray buff hard flooring	Four times a year
Vertical surfaces	Wash all vertical surfaces <i>(for example: cupboard doors, etc.)</i>	Once a month
Window coverings	Dust and clean window coverings	Six times a year

Appendix B (Return to Work Guidelines)

To view our COVID-19 Return to Work Guidelines, please visit the link on our website:

https://media.cfoffice.ca/Return_to_Work_Guideline_V2---5f77569c39da9930b0fe3692.pdf

