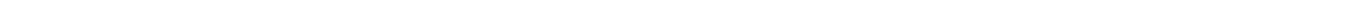


HSBC BUILDING TENANT MANUAL

DECEMBER 2010



CONTENTS

INTRODUCTION5

Welcome to the HSBC Building..... 5

About the Building 5

Building Accessibility 5

Building Facts 6

Cadillac Fairview..... 6

HSBC Building Awards and Accomplishments7

MANAGEMENT TEAM 8

Management Office.....8

Management Team and Contact Numbers.....8

GENERAL INFORMATION 12

Tenant Representatives 12

Service Centre 12

 What Is a Service Request?13

Communications13

 E-Bulletins13

 Website13

 CF Review13

 Digital Elevator Screens.....13

Building Hours of Operation..... 14

 Heating, Ventilation, and Air Conditioning (HVAC) 14

 Building Entrance 14

 Security Desk 14

 Management Office 14

 Statutory Holidays 14

Financial Requirements15

 Rent Payments15

 Building Services Payments.....15

 Parking Invoices15

 Other Invoices15

 Standard Additional Service Rates.....15

Insurance Requirements.....16

BUILDING FEATURES AND FACILITIES 16

Parking.....16

 Hours of Operation and Access 17

 Parking Rates 17

Car Wash Service.....	17
Courier Drop Boxes.....	17
Postal Facilities.....	17
Mailbox.....	17
Mailing Address.....	18
Full Service Postal Facility.....	18
Newspaper Deliveries.....	18
Elevators.....	18
Passenger Elevators.....	18
Parking Elevators.....	18
Freight Elevators.....	18
Bike Lockers.....	19
Meeting Room and Boardroom.....	19
Equipment.....	19
Set Ups.....	20
Rental Rates.....	20
Catering.....	20
Information and Bookings.....	20
Atrium.....	20
Handicap Access.....	21
Animals and Birds.....	21
Storage.....	21
Lockers.....	21
Club 885 - Fitness Centre.....	21
Window Displays.....	21
Lost and Found.....	21
Umbrella Service.....	21
Telephones.....	22
OPERATIONS.....	22
Heating, Ventilation, and Air Conditioning (HVAC).....	22
Suggestions to Improve Comfort Levels.....	22
Tenant Air Conditioning Units.....	23
Lighting.....	23
System.....	23
Light Replacement.....	24
Energy Conservation.....	24
Eliminating Lights.....	24
Plumbing.....	24

Electrical.....	24
Energy Management.....	24
HOUSEKEEPING	25
Contractor Housekeeping.....	25
Cleaning Frequencies.....	25
Exterior	25
Entrances & Main Lobbies	25
Office Areas and Boardrooms.....	26
Coffee Stations/Lunchrooms.....	26
Washrooms and Shower Stalls	27
Change Rooms.....	27
Stairs and Landings	27
Elevators	27
Corridors and Elevator/Parkade Lobbies.....	28
Parkades	28
Windows (Exterior Building Envelope)	28
Janitors Closet/Storage Rooms.....	28
Weekend Maintenance	28
Day Staff Patrol Duties	28
Additional Janitorial Services.....	29
Waste Management Program.....	29
Zero Waste	29
Concerns	31
SERVICES	32
Tenant Events	32
Cadillac Fairview shop! card® Gift Card	32
Benefits at a Glance	32
Bulk Purchasing	32
Cards Processing Purchased Costs:.....	32
Redemption.....	33
SECURITY AND LIFE SAFETY	34
Security and Life Safety Department.....	34
Systems	35
Security Patrols.....	35
Tenant Emergency Contact Information	35
Access Cards	35
Obtaining Access Cards	35
Amending Access Cards.....	35
Lost/Stolen/Terminated Access Cards	36
After-Hours Access.....	36

Tenant Locks and Alarms	36
Locks and Keys	36
Alarms	36
Premises Security Measures	36
Theft	37
Accidents	37
Solicitation/Suspicious Persons	37
Safe Walk Program.....	37
Extra Security	37
Emergency Procedures and Training	37
MOVE INS/OUTS AND RENOVATIONS	38
Moving and Deliveries	38
Projects and Re-modelling	38
Basic Requirements	38
Rules and Regulations	38
Contractor Access	39
Data and Communications	39
Signage and Directory Listings	40
FORMS	41
Bicycle Locker Rental Request Form	42
Tenant Contact List Form	43
Directory Listings and Entrance Signage Request Form	44
Fitness Club 885 Membership and Waiver Agreement Form.....	45
Request Form to Reserve the Meeting Room or Boardroom.....	47
Storage Locker Rental Request Form.....	48

INTRODUCTION

Welcome to the HSBC Building

On behalf of Cadillac Fairview, we welcome you to the HSBC Building. We are pleased to provide you with this HSBC Building Tenant Manual to assist you in becoming familiar with the buildings' features, facilities, operating procedures, and the staff who manage and maintain it.

We are proud you have chosen the HSBC Building as your workplace and look forward to a long and mutually beneficial relationship. Cadillac Fairview has an enthusiastic desire to provide you with a professional business environment. We are committed to anticipating and meeting your needs, and ensuring your tenancy in our property is a satisfying experience.

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

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

About the Building

The HSBC Building was built in 1986, it is one of the most prominent office structures in the city, exuding the quality, stability, and success of its occupants. Consisting of approximately 470,000 square feet, the tower stands 24-stories high with both office and retail space, four levels of underground parking (containing 435 stalls), and a large, spectacular atrium entrance.

The Atrium and all of its attractions are available for your enjoyment. From a pivotal point one hundred feet above the floor swings an aluminum pendulum that has fascinated viewers as a piece of kinetic art (the "broken column"). In the landscaped area of the Atrium are tables and chairs that have been provided for visitors and tenants. Noon-hour visitors are treated to complimentary background music played on a grand piano by professional musicians Tuesday through Thursday. The Pendulum Gallery art exhibitions are coordinated by an experienced curator, with an entertaining parade of visual art that typically will show for durations of two week periods.



Building Accessibility

The HSBC Building is ideally located at 885 W. Georgia Street, the main commercial arterial street in the central business district of downtown Vancouver, British Columbia. The building enjoys a high profile business site, while benefiting from its close proximity to the Vancouver Art Gallery and the Robson Court public plaza across the street.

Vehicular access to the HSBC Building is particularly convenient at this location because of the one-way traffic along Hornby Street, from which the underground parkade is easily reached.

The HSBC Building enjoys easy access via public transportation, since it is located between two SkyTrain stations situated at Burrard and Granville Streets (and the new SkyTrain Station to open at Pacific Centre in September 2009). In addition, bus connections are only steps away on

Georgia, Burrard, Dunsmuir, and Howe Streets. Transfers are readily available to access both the SeaBus (for transport to the North Shore) and the West Coast Express train service out to the valley. For BC Transit scheduling and rates information, please visit www.translink.bc.ca.

Building Facts

Gross Leaseable Area:	382,300 square feet
Number of Retail Stores and Services:	Approximately 9
Number of Office Tenancies	Approximately 27
Number of Office and Retail Tenant Employees	1500
Property Background:	Developed in 1986 Purchased by Cadillac Fairview in 2005
Ownership:	Cadillac Fairview and Ontrea Inc.
Manager:	Cadillac Fairview Management Services Inc.



- Located at 885 W. Georgia Street
- Class AAA building.
- Built in 1986.
- Consists of 24 floors of office space.
- Excellent parking availability of one stall per 800 square feet leased.
- 4 levels of parking.
- A total of 12 elevators service the building, 4 high rise cars, 4 low rise cars, 2 cars service the ground floor, the concourse, and the parkade, 1 freight elevator services all levels of the building, 1 private glass elevator in the atrium services 4 levels of HSBC.
- 24-hour Service Centre.
- Security staff available 24 hours a day.
- Exclusive access to two meeting rooms, and Club 885, a spacious, health facility with a sauna, showers, weights, and aerobic equipment.
- Storage space is available.
- HVAC system reflects the state of the art technology. Each floor has an air handling system and an average of over 30 climate control zones.
- 24-hour per day manned security, video security monitoring, and fully programmable encoded card access system.
- Fibre optics services available from a variety of providers.
- Building Rentable Area: 382,300 square feet.
- Typical Floor Plate Area: 16,300 square feet.

Cadillac Fairview

Cadillac Fairview is one of North America's largest investors, owners, and managers of commercial real estate. For over 50 years, Cadillac Fairview has been leading the way in commercial real estate with innovative design, development, and management.

An enthusiastic desire to understand and meet the needs of our retail and office tenants drives the Cadillac Fairview team to create exciting shopping venues and professional, hassle-free business environments. A continued focus on anticipating and satisfying the evolving needs of our retail and office customers defines the Cadillac Fairview approach to delivering relationships.

Cadillac Fairview focuses on high quality retail centres and office properties in Canada and the United States, and also oversees equity investments in real estate companies and international investment funds. With a portfolio valued at approximately \$16 billion, Cadillac Fairview and its affiliates own and manage 84 properties, including some of Canada's landmark developments such as the Toronto Eaton Centre, Sherway Gardens, Toronto-Dominion Centre, Carrefour Laval, Chinook Centre and Pacific Centre. Cadillac Fairview is wholly-owned by the Ontario Teachers' Pension Plan Board, which invests to secure the retirement income of 284,000 active and retired teachers in Ontario.

HSBC Building Awards and Accomplishments

The HSBC Building has received several awards over the years as noted below:

1991	Building Owners and Managers Association (BOMA) "Canadian Office Building Of The Year" 100,000 to 500,000 square feet category
1992	The 1991 Christmas Display by F.D.S: "The Best Projects Award" by Interiorscape, a publication on interior landscaping throughout North America and Europe.
1993	B.C. Hydro "Power Smart" Award: "Energy Efficiency Policy"
1998	Trane "Environmental Excellence Award"
2000	B.C. Ministry of Environment "Excellence in Environmental Leadership Award"
2008	"Cadillac Fairview Community Spirit Award" Along with Waterfront Properties and the HSBC Building, Pacific Centre received the highly sought after Cadillac Fairview Community Spirit award in 2008 for the inaugural Big Brolly Gala that was held in October 2007. This gala raised over \$50,000 for our three partner charities - Coast Mental Health, The Kettle Friendship Society, and the Lookout Emergency Aid Society.
2008	Building Owners and Managers Association (BOMA) Certification The HSBC Building received BOMA BEST certification in 2008. This is the newest evolution of the Building Owners and Managers Association of Canada's (BOMA) Go Green and Go Green Plus programs being rolled into one comprehensive environmental certification. BOMA BEST is a national environmental certification program for the real estate industry. The Go Green designation is awarded to buildings demonstrating compliance with key measures of good practice in resource consumption, waste reduction and recycling, building materials, interior environment, and tenant awareness. HSBC Building management is very proud of its BOMA BEST certification, as it signifies Cadillac Fairview's dedication to the environment.

MANAGEMENT TEAM

Our management staff is a team of professionals who strive to exceed your service expectations and meet the needs of all our business partners and tenants. To continually provide exceptional service to you, our tenants, each member of the team has been carefully selected for his or her experience and expertise in customer service, tenant relations, marketing, property operations, etc.

Feel free to call anytime with any questions, routine service requests, or special projects. We look forward to working with you to accommodate any needs you may have.

Management Office

The Cadillac Fairview Administration Office is conveniently located as follows:

P.O. Box 10346

Suite 910, 609 Granville Street

Vancouver, BC, V7Y 1G5

Tel: 604.688.7236

Fax: 604.688.0394

Website: www.885westgeorgia.com

Management Team and Contact Numbers

We encourage you to call the Service Centre to talk to our Service Centre Representatives. However, there may be times when you may need to contact other Cadillac Fairview staff directly to answer questions you may have. A current telephone listing and brief description of personnel and their responsibilities follows:

	Telephone	Fax	E-Mail
Security (24 Hours) Safewalk, assistance, first aid.	Reports or General Inquiries 604.669.3241 Emergencies (24-hour basis) 604.688.9444 or 911	604.669.3241	pccsecurity@cadillacfairview.com
Service Centre All maintenance calls, general operational inquiries, and after hours HVAC and suite access requests.	604.688.7282	604.646.8025	vanservice@cadillacfairview.com

Department	Position/Duties	Name	Telephone/Fax/E-Mail
General Management	General Manager Oversees entire Pacific Centre office and retail complex.	Ultan Kampff	T: 604.630.5303 F: 604.688.0394 E: kampffu@cadillacfairview.com
	Property Manager, Office Oversees Pacific Centre office complex.	Lillian Cheu	T: 604.630.5308 F: 604.688.0394 E: lillian.cheu@cadillacfairview.com
	Retail Manager Oversees Pacific Centre retail complex.	Kim Keighron	T: 604.630.5341 F: 604.688.0394 E: kim.keighron@cadillacfairview.com
	Retail Administrative Assistant Assists General Manager, Retail	Judyta Smirnow	T: 604.630.5322 F: 604.688.0394 E: judyta.smirnow@cadillacfairview.com
	Receptionist Reception and coordinates tennis court and meeting room bookings.	Mary-Ann Dyck	T: 604.688.7236 F: 604.688.0394 E: mary-ann.dyck@cadillacfairview.com
Operations	Director, Operations Responsible for day-to-day operations.	Terry Connors	T: 604.630.5317 F: 604.688.0394 E: terry.connors@cadillacfairview.com

Department	Position/Duties	Name	Telephone/Fax/E-Mail
	Chief Engineer Manages operations staff.	Tom Paulich	T: 604.630.5365 F: 604.688.0394 E: tom.paulich@cadillacfairview.com
	Operations Manager Responsible for Maintenance staff, day-to-day maintenance, painting issues and engineering.	Chuck Vaugeois	T : 604.688.5239 F: 604.688.7287 E : chuck.vaugeois@cadillacfairview.com
	Projects and Facilities Manager Manages elevators, escalators, roofing, building envelope, electrical services, and telecom.	Don Mortimer	T: 604.630.5319 F: 604.688.0394 E: mortimerd@cadillacfairview.com
	Administrative Assistant, Operations Assists Operations Department.	Jesse Thibault	T: 604.630.5318 F: 604.688.0394 E: jesse.thibault@cadillacfairview.com
	Administrative Coordinator, Operations Assists Operations Department.	TBA	T: 604.630.5324 F: 604.688.0394 E: TBA@cadillacfairview.com
	Energy Management Specialist Assists with energy management and sustainability programs.	Alison Kirk-Owen	T: 604.630.5320 F: 604.688.0394 E: alison.kirk-owen@cadillacfairview.com
Tenant Relations	Administrative Coordinator, Tenant Relations Assists the Office Property Manager and the Security and Life Safety department.	Ana Vidovic	T: 604.630.5339 F: 604.688.0394 E: ana.vidovic@cadillacfairview.com
Project Management	Senior Manager, Tenant Projects Manages tenant coordination and project management.	David Burrows	T: 604.630.5332 F: 604.688.0394 E: david.burrows@cadillacfairview.com
	Manager, Tenant Projects Manages tenant renovations, building permits, drawings, plans, and construction.	John Horne	T: 604.630.5315 F: 604.688.0394 E: john.horne@cadillacfairview.com
Security and Life Safety	Senior Manager, Security and Life Safety, Vancouver Properties Oversees security department, manages fire drills, bomb threats, vandalism and theft, accidents, loss prevention, and emergency procedures.	Max Chalmers	T: 604.630.5316 F: 604.688.0394 E: max.chalmers@cadillacfairview.com
	Manager, Fire and Life Safety, Vancouver Properties Oversees fire and life safety programs for the Vancouver Properties.	Victor Smart	T: 604.638.3362 F: 604.688.0394 E: victor.smart@cadillacfairview.com
	Security Manager, Pacific Centre and HSBC Building Oversees and coordinates security systems requests and tenant security issues.	Lincoln Merraro	T: 604.630.5330 F: 604.688.0394 E: merrarol@cadillacfairview.com

Department	Position/Duties	Name	Telephone/Fax/E-Mail
	Access Control Officer Coordinates access card requests, cancellations and audits, changes in access times for elevators, lock changes and additional key requests, provides access for bike room and tennis courts.	Tristan Scally	T: 604.630.5321 F: 604.688.0394 E: tristan.scally@cadillacfairview.com
Marketing	Senior Marketing Director, Western Portfolio, Pacific Region Oversees advertising, communications, public relations, and promotion of office and retail complex, general concerns.	Sandi Green	T: 604.630.5311 F: 604.688.0394 E: greens@cadillacfairview.com
	Marketing Manager, Pacific Centre Retail Coordinates marketing for retail complex, organizes retail promotions and events. Also responsible for specialty leasing relating to Pacific Centre retail.	Alison Branco	T: 604.630.5356 F: 604.688.0394 E: brancoa@cadillacfairview.com
	Marketing Coordinator, Vancouver Office Properties Coordinates marketing for office complex including tenant events, promotions, and communications. Updates office website.	Michael Chan	T: 604.630.5309 F: 604.6880394 E: michael.chan@cadillacfairview.com
	Marketing Assistant Assists Senior Marketing Director, Vancouver Properties.	Sheree Gable	T: 604.630.5329 F: 604.688.0394 E: sheree.gable@cadillacfairview.com
	Guest Services Supervisor Supervises Guest Services. Contact for Cadillac Fairview shop! card® gift card orders.	Nelo Mohammad	T: 604.688.7235 F: 604.688.0394 E: nelo.mohammad@cadillacfairview.com
	Accounting	Controller Responsible for property's overall accounting function.	Kelly Blankstein
Accounting Manager, Western Canada Pacific Region Manages Accounting department and staff.		Miriam Sandrejova	T: 604.630.5379 F: 604.688.0394 E: miriam.sandrejova@cadillacfairview.com
Portfolio Coordinator, Pacific Region Processes and coordinates tenant rent.		Mandi Gharlay	T: 604.630.5325 F: 604.688.0394 E: mandi.gharlay@cadillacfairview.com
Revenue Coordinator Processes and coordinates tenant rent.		Bina Roy	T: 604.630.5327 F: 604.688.0394 E: bina.roy@cadillacfairview.com
Property Accountant Responsible for financial reporting and analysis.		Olga Clark	T: 604.630.5328 F: 604.688.0394 E: olga.clark@cadillacfairview.com
Property Accountant Responsible for financial reporting and analysis.		Melissa Fox	T: 604.630.5347 F: 604.688.0394 E: melissa.fox@cadillacfairview.com
Property Accountant Responsible for financial reporting and analysis.		Jeff Bunker	T: 604.630.5334 F: 604.688.0394 E: jeff.bunker@cadillacfairview.com
Senior Property Accountant Responsible for financial reporting and analysis.		TBA	T: 604.630.5333 F: 604.688.0394 E: TBA @cadillacfairview.com
Revenue Coordinator Responsible for rent collection.		Melanie Ryder	T: 604.638.3364 F: 604.688.0394 E: melanie.ryder@cadillacfairview.com

Department	Position/Duties	Name	Telephone/Fax/E-Mail
	Accounts Payable Administrator Processes accounts payable.	Emmy Mikurube	T: 604.630.5326 F: 604.688.0394 E: emmy.mikurube@cadillacfairview.com
	Accounting Manager Manages Accounting Department.	Priscilla Ng	T: 604.638.3361 F: 604.688.0394 E: priscilla.ng@cadillacfairview.com
	Accounts Administrator, Western Portfolio/Pacific Region	Amanda Labistour	T: 604.638.3370 F: 604.688.0394 E: amanda.labistour@cadillacfairview.com
Leasing	Director of Leasing Leases office space.	Lou Ficocelli	T: 604.630.5307 F: 604.630.5323 E: ficocellil@cadillacfairview.com
	Administrative Coordinator, Portfolio Assists Office Leasing Department.	Carmen Zimmer	T: 604.630.5314 F: 604.630.5323 E: carmen.zimmer@cadillacfairview.com
	Lease Representative Assists Leasing Department	Carson Pennock	T: 604.630.5305 F: 604.630.5323 E: carson.pennock@cadillacfairview.com
	Retail Leasing Executive Oversees retail leasing.	Marcia Grant	T: 403.247.5931 F: E: marcia.grant@cadillacfairview.com
Service Centre	Service Centre Manager Oversees Service Centre.	Julie Lauzon	T: 604.646.8039 F: 604.646.8025 E: lauzonj@cadillacfairview.com
	Service Centre Supervisor Supervises the Service Centre.	Karyn Dirks	T: 604.646.8043 F: 604.646.8025 E: karyn.dirks@cadillacfairview.com
	Service Centre Representative Coordinates tenant service requests.	Robin Labistour	T: 604.688.7282 F: 604.646.8025 E: vanservice@cadillacfairview.com
	Service Centre Representative Coordinates tenant service requests.	Kevin Chan	T: 604.688.7282 F: 604.646.8025 E: vanservice@cadillacfairview.com
	Service Centre Representative Coordinates tenant service requests.	Erin Marie Hutchinson	T: 604.688.7282 F: 604.646.8025 E: vanservice@cadillacfairview.com

GENERAL INFORMATION

Tenant Representatives

Tenants are requested to designate an employee(s) to liaise with the Cadillac Fairview 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 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:

Office Facility

Day to-day operations including:

Coordinating tenant service requests.

Coordinating special services and requests.

Coordinating tenant moves, construction, and renovations.

Communicating e-bulletin information to company staff and management on a daily basis.

Other general administrative items related to occupancy in the HSBC Building.

Security and Life Safety

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.

Accounting

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

All tenants are required to ensure that the information on our contact list is up to date. To inform our office of changes to the contact list, please complete the **“Tenant Contact List Form”** in the **Forms Section at the end of this manual**.

Service Centre

We encourage you to direct all service requests, inquiries, or concerns regarding building/property maintenance to our Service Centre at 604.688.7282. This single contact system was designed with tenants in mind to simplify and expedite response to tenant requests. This includes quick response times to service requests and maintaining open communication with our tenants to apprise them of any necessary details. Our goal is to respond to your needs within 24 hours. If we are not able to complete your service request within a 24 hour period, we will provide you with an estimated date and time of completion. The Service Centre organizes all operations. Our Service Centre Representatives are in constant contact with the operations staff. On weekends and after hours, our 24-hour security staff is available to answer your calls.

Our Service Centre can be contacted by:

Telephone: 604.688.7282

Fax: 604.646.8025

E-Mail: vanservice@cadillacfairview.com

The Service Centre is located at:

Suite 1020, 200 Granville Street

Vancouver, BC, V6C 1S4

For service requests or general information, one of our Service Centre representatives would be happy to assist you during business hours. Business hours are currently 7:30 a.m. to 5:00 p.m., Monday to Friday, holidays excluded. After business hours, the Service Centre telephone line is forwarded to Cadillac Fairview Security.

What Is a Service Request?

Any maintenance related item, such as:

- Burnt out lights.
- Office temperature changes.
- Special request cleaning.
- Washroom supply replenishment.
- Water leaks.
- General inquiries.

Most service requests are included as part of normal rent, but some requests may be billable. In this case, written tenant authorization is required in advance of the work being completed.

Everyone is invited to come and meet our staff, and review the work orders we have generated for your company. Also, if you are dissatisfied with any aspect of our operations or have suggestions for new services or amenities, please contact our Service Centre Supervisor at 604.646.8043. We welcome the opportunity to improve our service.

Communications

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

E-Bulletins

In order to be GREEN AT WORK™, reduce waste, and promote green practices in the workplace, Cadillac Fairview sends daily tenant bulletins via e-mail to each office's tenant representative(s) instead of delivering paper copies to each tenancy*. When e-bulletins are sent by the Cadillac Fairview Service Centre to tenant representatives, they are identified as an "all employee bulletin" (intended for all employees of an office) or as a "tenant representative bulletin" (intended for the tenant representative only). 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. Similar arrangements are also to be made for times that the tenant representative is away from the office due to sickness.

*Cadillac Fairview delivers copies of Cadillac Fairview "Important Notice" bulletins (covering such issues as power outages, etc.) to each office in addition to sending e-bulletins about these issues. Cadillac Fairview also sends tenant event and survey cards, as well as copies of the CF Review to each employee's desk.

Website

Please visit us on the internet at www.885westgeorgia.com. There, you will find information on leasing and property operations, and learn about the building's history or services. There is also a complete list of tenants included on the website.

CF Review

The CF Review is an interesting and informative newsletter that is published four times per year specifically for Cadillac Fairview tenants. It features articles on Cadillac Fairview retail and office tenants, events, programs, operations, and entertainment and community events.

Digital Elevator Screens

Digital elevator screens are located in the 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. Screen content ranges from real time news, weather and traffic reports, to entertainment and trivia. Information is specifically tailored to the local market with national and international news as well.

Tenant events with event proceeds benefiting non-profit groups may be advertised free of charge on the digital screens via Cadillac Fairview. For all other advertising, an advertising fee applies. Please contact the Marketing Coordinator, Vancouver Office Properties at 604.630.5309 for more information about this service.

Building Hours of Operation

Heating, Ventilation, and Air Conditioning (HVAC)

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

Days	Time
Monday to Friday	6:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 2:00 p.m.
Sunday and statutory holidays	Available upon request

Please see the HVAC section of this manual for more details on obtaining after hours' HVAC services.

Building Entrance

Regular business hours at the HSBC Building are 6:00 a.m. to 6:30 p.m. Monday - Friday. The Atrium is open during these hours, and remains open until 9:00 p.m. on Thursdays and Fridays. On Saturdays the Hornby/Georgia Street entrance to the Atrium is open from 8:00 a.m. to 6:00 p.m. The building is secure (i.e. closed to the public) at all other times and on holidays. After-hours building access is restricted to security cardholders only, or by a written request from an authorized representative of the tenant.

Security Desk

The Security Desk, located in the main lobby of the HSBC Building, is staffed on a 24 hour basis. A 'call button' located at the security desk can be used to contact the security person should there be a temporary absence.

Management Office

The Cadillac Fairview Management Office is open from 8:00 a.m. to 5:00 p.m. Monday to Friday, holidays excluded. Any after hours emergencies can be directed to the Security Control Centre at 604.669.3241. In addition to being closed weekends and evenings, the Cadillac Fairview Management Office will operate the following holiday hours in 2010 (hours subject to change):

Month	Holiday	Hours
April 2, 2010	Good Friday	Closed
May 24, 2010	Victoria Day	Closed
July 1, 2010	Canada Day	Closed
August 2, 2010	BC Day	Closed
September 6, 2010	Labour Day	Closed
October 11, 2010	Thanksgiving Day	Closed
November 11, 2010	Remembrance Day	Closed
December 24, 2010	Christmas Eve	Closed at 3:00 p.m.
December 25, 2010	Christmas Day	Closed
December 27, 2010	In Lieu of Christmas Day	Closed
December 28, 2010	In Lieu of Boxing Day	Closed
December 31, 2010	New Year's Eve	Closed at 3:00 p.m.
January 1, 2011	New Year's Day	Closed

Statutory Holidays

The following statutory holidays are observed throughout the calendar year in the 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. Engineering and security staff will operate on a holiday schedule.

Month	Holiday
April 2, 2010	Good Friday
May 24, 2010	Victoria Day
July 1, 2010	Canada Day
August 2, 2010	BC Day

September 6, 2010	Labour Day
October 11, 2010	Thanksgiving Day
November 11, 2010	Remembrance Day
December 25, 2010	Christmas Day
December 27, 2010	In Lieu of Christmas Day
December 28, 2010	In Lieu of Boxing Day
January 1, 2011	New Year's Day

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 term. 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. All payments should be made payable to: "Ontrea Inc.". For further information on rental payment, please call the Office Revenue Coordinator at 604.630.5327.

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 sent out to tenants.

Building Services Payments

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

Parking Invoices

Monthly parking charge invoices will be sent by Impark and are payable to same.

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 Administration 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. Please note that taxes, if applicable, are extra. Prices are subject to change.

Housekeeping Additional services available such as fridge cleaning, carpet and furniture shampooing, dishwashing, garbage removal, and weekend cleaning.	Quotations provided based on individual tenant requirements.
Security Suite keys – requests must be written on company letterhead and authorized by the Office Manager. Lock changes – requests must be written on company letterhead and authorized by the Office Manager. Access Cards – charge is for replacement cards or cards not returned by contractors.	\$25.00 per key, including HST. \$50.00 per cylinder + HST (this amount includes 2 keys). \$25.00 + HST.

Signage Main lobby directory board changes/additions. Standard door signage. Multi-tenant floors – common lobby directional signage.	Based on tenant requirement. Based on tenant requirement. Based on tenant requirement.
Heating, Ventilation, and Air Conditioning Ventilation After hours air conditioning and heating	Provided free of charge based on request. \$33/hour based on request. Note: Additional cost of \$100 for operator overtime costs may apply (if mechanical cooling is requested between 11:30 pm to 6 am).
Repairs Ceiling tiles (damaged by tenant). Carpentry services/hanging pictures, shelving.	Quotation provided. Quotation provided.
Painting Walls and doors of leased premises.	Quotation provided based upon requirement.

*Rates subject to change.

Insurance Requirements

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

- \$5 million per occurrence of comprehensive general liability insurance;
- All risks property insurance in an amount equal to one hundred percent (100%) of the full replacement cost insuring all property owned by the tenant, or for which the tenant is legally liable, including tenant's inventory, furniture and movable equipment;
- Business interruption insurance;
- Thirty days written notice of cancellation, termination or adverse material change in the coverage;
- Policy must contain a cross-liability and severability of interests clause and;
- The following parties added as additional insureds. (The correct spelling of these name is crucial):
- Ontrea Inc.
- The Cadillac Fairview Corporation Limited
- Cadillac Fairview Management Services Inc.

For further information on office insurance, please contact the Office Administrator at 604.630.5309.

BUILDING FEATURES AND FACILITIES

Parking

Parking for office tenants is available based upon the total square footage of the leased premises. The allocation is typically one unreserved parking stall per 1,100 square feet of space leased. Extra stalls may be available upon request for the regular fee. Any extra parking spaces above the amount allocated by the leased area are subject to recall on 30 days' notice. As a monthly parking customer, you may cancel your parking on 30 days' notice if given prior to the first day of the month.

The underground parkade at the HSBC Building is operated by Impark. Four hundred and thirty five stalls are available for tenants, employees, and their visitors to the building at hourly, daily, or monthly rates.

Hours of Operation and Access

The parking facility is open 6:00 a.m. to 9:00 p.m., Monday to Friday, Saturdays from 7:00 a.m. to 9:00 p.m., and Sundays the parking facility is closed. 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

Parking Rates

There are a variety of parking and pricing available. Rates are noted below for your convenience.

\$3.75 each 1/2hr (6:00 a.m. – 6:00 p.m. - Monday - Friday)

\$25.00 daily maximum (6:00 a.m. to 6:00 p.m. – Monday - Friday)

\$5.50 evening flat (6:00 p.m. to 6:00 a.m. – Monday - Friday)

\$5.50 Saturday flat (6:00 a.m. – 6:00 p.m. – Sunday Closed)

\$275.00 monthly random

\$375.00 monthly reserved

*Rates subject to change.

<p>For monthly parking information, please contact: Leah Carlson Monthly Parking Department Imperial Parking Canada Telephone: 604.331.7294 Fax: 604.685.9563 E-Mail: lcarlson@impark.com Open Monday-Friday: 8:30 a.m.-5:00 p.m.</p>	<p>For general parking information, please contact: Gregory Pinch District Manager Imperial Parking Canada Office: 604.331.7242 Fax: 604.331.7276 E-Mail: GPinch@impark.com</p>
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Car Wash Service

Car wash services, provided by Classic Car Wash, are available to tenants. Classic Car Wash offers a wide variety of washing, waxing, and detailing options. This service is provided by appointment. Classic Car Wash picks up and delivers cars to the building parking facility. Appointments can be made by contacting Classic Car Wash at 604.689.9274. For more information, visit www.classic-car-wash.com.

Courier Drop Boxes

On the Concourse Level located near the mailboxes are courier drop boxes. Instructions for their use are printed on each drop box.

Pick Up Times

United Parcel Service	Monday– Friday - 3:30p.m.	1-800-PICK-UPS
DHL	Monday to Friday – 3:00p.m (US/International), 4:30 p.m. (Canada).	1-800-CALL-DHL
Purolator Courier	Monday to Friday – 12:30p.m (US/International), 4:00 p.m. (Canada).	

Postal Facilities

Canada Post delivers the mail to your mailbox located on the Concourse Level (“C” level in the parking elevator) of the HSBC Building. Postal delivery to the building is made by Canada Post every morning around 10:00 a.m., and outgoing mail is picked up twice a day at 10:00 a.m. and 5:00 p.m.

There are also 2 additional mailboxes located outside the building on Hornby Street, where outgoing mail can be dropped off.

Mailbox

When moving into the HSBC Building, each tenant is allocated a post office box number by the Administrative Assistant, Tenant Relations who can be reached at 604.630.5339. The post office box number should be used on all mail addressed to your firm.

If your company receives more than 100 pieces of mail daily, an individual postal code can be issued through application to the post office.

Mailing Address

The following format is recommended for tenant mail addressing of stationery:
(Your Company Name)
Box # , HSBC Building
885 W. Georgia Street
Vancouver, British Columbia, V6C 3E8

Full Service Postal Facility

The closest service postal outlet is located in London Drugs on Granville Street.

Newspaper Deliveries

All newspaper deliveries for tenants of the HSBC Building arrive after-hours and are dropped off at the Hornby Street entrance. The security personnel then deliver the papers to individual suites.

Kindly provide building management with a list of newspapers that you receive, and the number of copies of each newspaper. Also, please keep building management informed of any additions or cancellations to your subscriptions to ensure that you receive prompt delivery service.

Elevators

The following is a list of elevators for the HSBC Building:

Tower	Passenger Elevators	Parking Elevators	Freight Elevators
HSBC Building	9	2	1

Passenger Elevators

Elevators 1, 2, 3, and 4 comprise the low-rise elevators that serve those floors starting from the Upper Ground Floor up to the 11th floor. These elevators travel at a speed of 500' per minute, and have a load capacity of 3,500 lbs. Elevators 6, 7, 8, and 9 comprise the high-rise elevators that serve floors 12 through 23. The high-rise elevators travel at 800' per minute, and can carry up to 3,500 lbs.

The passenger elevators on multi-tenant floors are open to the public from 6:00 a.m. to 6:30 p.m. daily. On single tenant floors, the elevators can be locked and unlocked per individual tenant requests with 24-hour notice. After-hours and weekend elevator access can be obtained through security cards provided to the tenants. Upon written tenant request, the security officer on duty may provide access to certain visitors. Advance notification is required for the security officer to allow such access. Each of the passenger elevators is equipped with an emergency telephone that is constantly monitored by a security company in case of trouble.

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

Parking Elevators

Two shuttle elevators serve the Upper Ground Floor, the Concourse Level, and the four parkade levels. These elevators travel at 200' per minute when moving upwards and 175' per minute when moving downwards. They can carry up to 2,500 lbs. The parking elevators also are equipped with an emergency telephone in each cab that is monitored 24 hours a day.

Freight Elevators

The freight elevator serves the entire building from parking level 4 to the 23rd floor at a speed of 500' per minute. This elevator is used for transporting oversized goods, freight deliveries, and any delivery that is made on dollies. It has a load capacity of 4,000 lbs. The freight elevator dimensions are as follows:

- Door opening is 4' wide x 7' high.
- Cab interior is 7'-8" wide x 5'-5" deep x 8' high.
- Top hat section is 11' high.

The freight elevator also serves the four parkade levels where the storage rooms are located.

On weekdays, the freight elevator is available for everyone's use from 8:00 a.m. to 6:30 p.m., but can be reserved for large moves. It is advisable to make a freight elevator booking at least one week in advance. Please contact the Service Centre at 604.688.7282 for more details.

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

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

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

Please note that there is a 20-minute parking restriction in all loading zones. Vehicles parked for more than 20 minutes will be towed at the vehicle owner's expense. If you have loading requirements exceeding these time restrictions, please contact Security directly at 604.682.2313.

Bike Lockers

Bicycles are not permitted in the office building. A limited number of bicycle lockers are available for rent to tenants of the HSBC Building. The lockers are located on the P1 level of the underground parkade within easy reach of the elevators. The bicycle lockers are of the same shape and size: 0.60 m wide, 1.80 m deep, and 1.20 m high (2'w x 6'd x 4'h). Lockers are made of maximum security expanded metal enclosures and are approved by the City of Vancouver and conform to City of Vancouver parking bylaws. Tenants must supply their own padlocks. The storage area is protected by a fire sprinkler system.

To inquire about availability and rental rates, please contact the Receptionist at 604.688.7236, and to apply for a storage locker, please complete the **"Bike Locker Rental Request Form"** in the **Forms section at the end of the manual**.

Meeting Room and Boardroom

The Meeting Room and Boardroom are located on the Concourse Level, next to the Fitness Centre. Typical uses of these rooms include training seminars, lectures, demonstrations, lunch meetings, interviewing, etc.

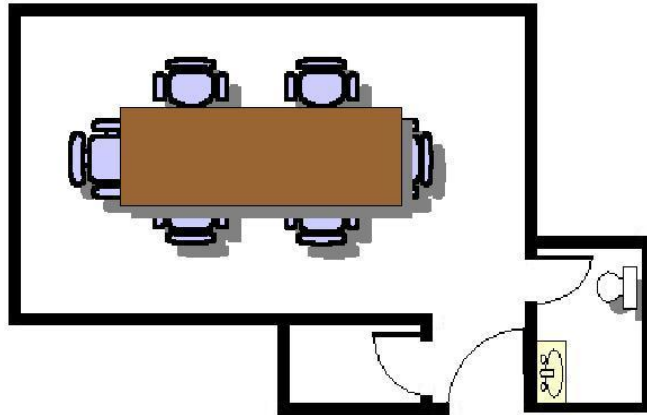
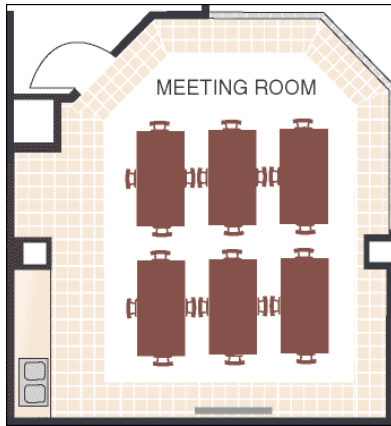
Equipment

The Meeting Room includes 6 small tables, 22 chairs, 1 whiteboard, and 1 flip chart. The room is also equipped with a sink, counter, and cupboards. There are sufficient power outlets for multiple pieces of electrical equipment such as computer terminals.

The Boardroom includes 1 boardroom table, 6 executive chairs, 6 guest chairs, 1 TV/VCR/DVD, 1 white board, 1 white board, and 1 flip chart. The room is also equipped with a washroom.

Set Ups

The Meeting Room and Boardroom are set up as follows:



Rental Rates

The Meeting Room and Boardroom are provided complimentary to tenants on a first come first serve basis.

*Meetings booked outside the period Monday to Friday, 6:00 a.m. to 6:00 p.m. are subject to after hour HVAC charges at \$33/hour. Note: Additional cost of \$100 for operator overtime costs may apply (if mechanical cooling is requested between 11:30 pm to 6 am).

Catering

The Meeting Room provides you with the flexibility to use any caterer that you'd like. The HSBC Building has an assortment of restaurants and cafes that would be happy to provide catering. Cadillac Fairview is pleased to recommend the following catering companies for your next function:

AI Dubrulle Culinary Arts	604.738.3155
Café Ami	604.688.0103
Daybreak Deli	604.684.3235
Take 5 Catering	604.697.9000

Information and Bookings

The Meeting Room is scheduled on a reservation basis. Organizations booking the Meeting Room must complete and sign, as responsible party, the Meeting Room use agreement before the room will be reserved. For further information regarding the meeting room or to make a booking request, please contact the Receptionist at 604.688.7236 or pcreceipt@cadillacfairview.com, or fill in the **"Request to Reserve the Meeting Room or Boardroom Form"** in the **Forms Section at the end of this manual**.

Atrium

The Atrium portion of the HSBC Building serves five different functions:

- Acts as the main pedestrian entrance to the building;
- Houses the main branch of HSBC Bank Canada;
- Serves as a public exhibition hall;
- Offers a peaceful place to sit, meet, and relax;
- Provides a venue for private receptions and other functions.

The Atrium Pendulum Gallery operates under the control of the Atrium committee from 9:00 a.m. - 6:00 p.m. Mondays, Tuesday, Wednesdays, and Saturdays, and 9:00 a.m. - 9:00 p.m. on Thursdays and Fridays. Outside of these days and hours, the Atrium Pendulum Gallery space reverts to the control of the building owner and manager.

For information on booking the Atrium for 1 day events (such as a cocktail reception, display, etc. not relating to an exhibit), please contact the Marketing Manager, Vancouver Office Properties, at 604.646.8040.

Handicap Access

Barrier free access is available to the HSBC Building and parking facility via the automatic door located at the corner of Georgia and Hornby, and ramps lead up to the Atrium and upper lobby. All floors from 2 to 23 have handicap stalls in the washrooms.

Animals and Birds

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

Storage Lockers

A limited number of storage rooms of various sizes are available for short or long term lease on the P1, P2, P3, and P4 levels of HSBC Building.

Rental rates vary depending upon the size and location of the storage locker. If you require permanent or temporary storage please contact the Leasing Representative at 604.688.7236, or complete the **"Storage Locker Rental Request Form" in the Forms Section at the end of this manual.**

Club 885 - Fitness Centre

Club 885, a fitness centre, is available for the exclusive use of the tenants of the HSBC Building at a nominal charge. This tenant amenity is fully equipped with Fitstep machines, treadmill machines, rowing machines, exercise cycles, press stations, free weights, abdominal machine, etc. A sauna is found within the Fitness Centre that is accessible to both men and women.

The fitness centre is located on the Concourse Level ("C" level in the parking elevator) of the HSBC Building. Access is gained via a security pass-card which can be programmed through the on-site building security system. The club is equipped with lockers and showers, as well as a television/VCR and a stereo sound system. For safety and security purposes, there is an emergency phone located within the fitness centre that is monitored 24 hours per day.

For additional information about joining Club 885, please contact the Receptionist at 604.688.7236, or simply complete the **"Fitness Club 885 Membership Application Form" that is provided in the Forms Section at the end of this manual.**

Window Displays

Along the west side of the building facing Hornby Street, there are a few display windows that may be rented by tenants or by Atrium exhibitors. For further information please contact the Pendulum Gallery Coordinator at 604.250.9862.

Lost and Found

If someone within your office, or a guest to your office, has misplaced or lost an item, a "Lost and Found" service is located at the Security desk in the main lobby of the HSBC Building. Telephone enquiries may be directed to 604.669.3241.

Umbrella Service

For the convenience of HSBC Building tenants during rainy weather, building management has made available a supply of complimentary Cadillac Fairview umbrellas. Please contact the Lobby Representative at the main lobby Security desk, and an umbrella will be available to tenants with a valid security passcard.

Telephones

Public telephones are located on the Concourse Level next to the mailboxes. A courtesy telephone is available at the security desk in the main lobby for local calls only.

OPERATIONS

Heating, Ventilation, and Air Conditioning (HVAC)

“Normal Business Hours” at the HSBC Building are regarded as being from 6:00 a.m. until 6:00 p.m. on weekdays, excluding Statutory Holidays. Heating, Ventilation, and Air-Conditioning (HVAC) is provided throughout the building between these hours Monday to Friday, and from 8:00 a.m. to 2:00 p.m. on Saturdays. HVAC services may be requested outside of these regular hours by e-mailing the Service Centre at vanservice@cadillacfairview.com. All requests for after hours HVAC must be received prior to 4:00 p.m. on weekdays. The cost for after hours heating, ventilation, and air conditioning is available from the Service Centre at 604.688.7282 or refer to the Standard Additional Service Rate section of this manual.

Most of the heating and air conditioning equipment serving the building is located in the main mechanical room on the P1 parkade level. However, each floor has its own typical Air Handling Unit (AHU) and Variable Air Volume (VAV) boxes that control the temperature and humidity of the air supply. Conditioned air is taken through flexible ducts to ceiling mounted diffusers that are distributed evenly throughout the office space of your premises. The air conditioning around the perimeter windows on each floor are controlled by heating and cooling fan-coil units that are mounted on the floor.

The HSBC Building has an “air purge” system in place whereby all of the air in the building is exhausted and replaced with fresh outdoor air on a daily basis. A Preventive Maintenance program is in place to ensure that the fan-coil units and the condensate drip pans are cleaned regularly. As well, all air conditioning filters are changed in accordance with a preventive maintenance schedule.

During the winter months, the building is heated outside of normal business hours by hot water fan coil units. Since the central spaces adjacent to the core area on each floor retain daytime temperatures, these inside portions of the floor are not heated after-hours. However, this also means that fresh air ventilation is not being supplied to these inner areas, which accounts for the “stiffness” that is experienced after-hours.

In the summer months the solar heat that is absorbed by the building exterior is re-radiated into the interior spaces, even after the sun goes down. That is why the south and west facing sides of the building will experience particularly high inside temperatures as soon as the air-conditioning shuts off at 6:00 p.m. “Air-Conditioning” includes the cooling and de-humidification of warm outside air before it is supplied to premises.

Spring and autumn weather conditions are such that on some days heating may be required, while on other days cooling may be needed. During these periods the automated HVAC controls will use a greater proportion of outside air for “free cooling” when the solar load through the windows is high, but the outside air temperatures are low. At the same time, the north and east sides of the building experience much less solar heat gain. That is why the HVAC distribution system is separated into different “loops”, so that some sides of the building can be heated at the same time other sides are being cooled.

All temperature and air controls in the building have been pre-set for your optimum comfort, so we ask that you not attempt to adjust them. Should you experience any problems with respect to temperature or air quality, please report them immediately to the Service Centre at 604.688.7282.

Suggestions to Improve Comfort Levels

The following are suggestions to improve your level of comfort in your premises.

- Ensure air balancing is completed after changes in occupancy, partitioning, and the addition of heat generating equipment.

- Close window blinds to restrict sun loads.
- Business machines or lights not in use should be shut off. They can generate a surprising amount of heat.

Tenant Air Conditioning Units

From time to time, the HSBC Building's Operations Team requires that scheduled power outages and water shutdowns take place in order to maintain equipment. This type of work can place tenants' independent air conditioning unit(s), especially units in LAN rooms, at risk. It is important that your office provide the Administrative Assistant, Operation via fax at 604.688.0394 with 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).
- Is the unit alarmed at the HSBC Building security?
- Reset procedure.
- Location of breaker panel.

Lighting

Normal business hours at the HSBC Building are regarded as being from 6:00 a.m. until 6:00 p.m. on weekdays, excluding statutory holidays. Lighting is provided throughout the building between these hours Monday to Friday, and from 8:00 a.m. to 2:00 p.m. on Saturdays. Lighting services may be requested outside of these regular hours by e-mailing the Service Centre at vanservice@cadillacfairview.com. All requests for after hours lighting must be received prior to 4:00 p.m. on weekdays.

System

The HSBC Building has a computer controlled lighting system. A typical floor lighting system is made up of three-tube fluorescent fixtures (luminaires) that are recessed flush with the acoustic ceiling tiles. For an open plan office layout, fluorescent luminaires are distributed in a checkerboard pattern to light areas of about 50 square feet each. These fixtures are secured to the concrete floorslab above the ceiling, so as to withstand seismic shaking without falling.

The fluorescent tubes are 25 watt T-8 lamps, which are energized by three-lamp electronic ballasts. This lamp and ballast combination allows tenants the opportunity to adjust the lighting levels in specific areas of their premises to suit the illumination requirements. Lighting levels can be adjusted by simply removing one or two lamps from the three-lamp configuration.

Luminaires come with a low brightness prismatic acrylic lens. The building standard luminaires also incorporate narrow air slots along the length of the fixture that allows office air to be drawn up into the return-air plenum above the ceiling tiles; this serves two purposes: it cools the lighting fixture, and it allows stale air to return to the fan-room to be mixed with fresh, conditioned air.

The fluorescent luminaires are operated by a computerized lighting control system for the sake of both tenant convenience and cost efficiency. The computer may be programmed to turn the lights on and off within various offices and floors of the HSBC Building at different times of the day or week. Switches within each office also are provided so that the lights may be operated at any time by the tenant.

Energy savings are achieved with the lighting control system by means of a computer program that will automatically turn the majority of lights off in the building after regular business hours. However, since the janitors require lighting as they clean from floor to floor, and since some tenants work later than normal, the lighting computer is scheduled to make a "sweep" of all floors on an hourly basis throughout the night to turn the lights off that may have been left on.

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. Alternatively, you may ask the Service Centre to program the lighting control computer to turn the lights off in your office according to a specific schedule.

Light Replacement

Burned-out lights should be reported to the Service Centre at 604.688.7282. The Service Centre will arrange for the replacement of lamps and tubes by our building staff. There is a charge for replacement of non-building standard lamps and tubes.

Energy Conservation

We invite tenants to participate in our energy conservation program by turning off lights and small appliances that are not in use and by turning on only those lights necessary for after-hours work.

Eliminating Lights

Tenants wishing to have lights removed to accommodate special requirements should call the Service Centre at 604.688.7282 to arrange for authorized personnel to disconnect the fixture and properly tag it.

Plumbing

Although our maintenance staff makes regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of problems with plumbing within leased premises, unless they are reported to us. Please report plumbing problems within your leased premises including those in private washrooms to the Service Centre at 604.688.7282. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

Electrical

There are two electrical rooms on each floor, as well as one room for combined electrical and telephone purposes. The electrical power panels are rated at 120/208 Volt, 3-Phase with 42 circuits per panel. The lighting panels are rated at 600/347 Volt, 3-Phase with 42 circuits per panel. There is a motor control center (MCC) disconnect located on each floor with spare switches available.

Please note that all tenant wiring is to be in cable tray/conduit and in conformance with applicable codes. It is required that tenants arrange to have all equipment fitted with three prong plugs to make use of the building's grounding facility. No tenant equipment installation and no regular access is permitted to the building's electrical/telephone rooms.

Although our maintenance staff conduct regular inspections of common area facilities, incorporated with checks by contract cleaners and security personnel, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems, within your leased premises to the Service Centre at 604.688.7282. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

Energy Management

As a property manager, Cadillac Fairview must ensure our buildings are operating efficiently. Cadillac Fairview strives to reduce energy consumption, improve tenant comfort, and realize cost savings. The HSBC building was awarded BOMA BEST certification in 2008 from the Building Owners and Managers Association (BOMA) for its green efforts in the workplace. We continue to strive to be industry leaders in this area.

HOUSEKEEPING

Contractor Housekeeping

Cascadian Building Services provides housekeeping services for cleaning of office premises, and all common areas of the HSBC Building, including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas.

Cleaning Frequencies

The following are base building standard services:

Exterior

Daily Service:

- Sidewalks and stairs are to be swept as needed.
- Degreasing crystals, water soluble degreaser or oil and grease absorbent may be used to remove oil and grease stains.
- Curbs and ramps will be spot swept and cleaned.
- All public area garbage containers and ashtrays are to be emptied and spot cleaned.
- Paper, rubbish, cigarette butts, etc., are to be picked up as needed.
- Exterior stairs will be maintained as per sidewalks.
- All pillar bases, exterior metalwork and building walls to a height of 6 feet are to be cleaned as needed.
- Fixtures such as bike racks, door stops, ash trays, etc., are to be spot cleaned as needed.

Periodic Service:

- All bright metal work will be cleaned and polished.
- Exterior doors and side glass to be cleaned to 12 feet as needed.
- Periodic hosing, power washing or flushing with water will be completed, weather permitting, as needed.

Entrances & Main Lobbies

Daily Service:

- Doormats including front interior-exterior carpet will be thoroughly vacuumed and spot cleaned.
- Entrance mats will be extracted daily in inclement weather.
- Both sides of door glass will be cleaned and metalwork wiped.
- Tile floors swept, washed and buffed or burnished as required.
- Building directory boards will be cleaned.
- Security desk will be cleaned.
- Door tracks will be cleaned and vacuumed.
- Trash containers will be emptied and spot cleaned, refuse moved to compactor and compacted as needed
- Carpets will be vacuumed, spot cleaned, and gum removed.
- Fingerprints, smudges and other soil to be removed from walls as well as from horizontal and vertical surfaces.
- Furniture and fixtures dusted and spot cleaned.
- Papers and debris removed from planters.
- All staircase and common area glass to be spot cleaned.
- Ensure complete removal of graffiti.
- All bright metal work will be cleaned and polished.
- Public telephones to be cleaned and handsets disinfected daily.

Periodic Service:

- Exterior doors and side glass to be squeegee cleaned as needed.
- Hot water extraction done monthly or as needed for: walk off mats, elevator lobbies, elevator cabs, and main lobby carpets.
- Door thresholds scrubbed as needed.
- Door sills cleaned as needed.
- Tops of doors to be cleaned as needed.
- All surfaces will be dusted up to 12'.
- Hard surface floors will be scrubbed and refinished or stripped and refinished as needed.

- Trash containers washed as needed.
- Dust air diffusers as needed (within 12').
- All staircase and common area glass (within 12') to be squeegee cleaned weekly.

Office Areas and Boardrooms

Daily Service:

- Floors will be swept, vacuumed and spot washed, as needed.
- Carpet traffic areas to be vacuumed. Carpet spot extracting will be done in a method approved by the manufacturer.
- All dispensing machines will be cleaned and wiped.
- Office waste receptacles will be emptied and a new plastic liner inserted if needed. All refuse and recyclable material will be taken from floor central bins to a designated area in the building for disposal.
- Conference room tables will be polished as required.
- Horizontal surfaces will be dusted and spot cleaned, i.e. tops of desks (only if cleared), window ledges, tables, chairs, and partition ledges.
- Finger marks will be removed from door glass, partition wall glass, walls and office partitions.
- Magazines to be neatly arranged on reception tables.

Periodic Service:

- Carpets vacuumed wall to wall weekly.
- High dusting of wall hangings, such as pictures, etc., tops of doors, high cabinets, high ledges will be done twice per month.
- Dusting of vertical surfaces, i.e. side of desks, chairs, tables and filing cabinets and will be done twice per month.
- Dusting of horizontal surfaces, i.e. blinds, shelves, window sills to be done as needed (minimum monthly).
- Kick plates and thresholds will be cleaned as needed.
- All coat closets will be cleaned, removing all smudges from interior and exterior doors and walls as needed.
- All light fixtures and task lighting within reach will be dusted, polished, and spot washed monthly.
- Vinyl and leather furniture dusted as needed.
- Glass tops will be completely damp wiped or washed to remove finger marks or other soil, weekly.
- Telephone handsets sanitized weekly.
- Resilient floors to be spray buffed and/or recoated as needed.
- Waste containers to be thoroughly cleaned as needed.
- Resilient floors to be stripped and refinished as needed.
- Air diffusers to be dusted twice per year.
- Upholstered furniture to be vacuumed monthly.

Coffee Stations/Lunchrooms

Daily Service:

- All hard surface floors to be swept and washed, and scuff marks removed as needed.
- Trash containers to be emptied and spot cleaned twice per day. Trash wells to be spot cleaned as needed.
- Sinks to be cleaned and polished.
- Counters, exteriors of cupboards, and appliances to be wiped and spot cleaned as necessary (excluding coffee machines, pots, carafes).
- All dispensing machines to be cleaned and wiped as needed.
- Horizontal surfaces of tables and chairs to be cleaned.
- Walls and doors to be spot cleaned.

Periodic Service:

- Hard surface floors to be spray buffed and/or scrubbed and recoated as needed.
- Hard surface floors to be stripped and refinished as needed.
- Furniture to be cleaned thoroughly as required.
- Air diffusers to be dusted twice yearly.
- High dust ledges and appliances weekly.
- Trash containers to be thoroughly cleaned as needed.
- All drinking fountains to be washed and sanitized and polished as needed.

Washrooms and Shower Stalls

Daily Service:

- All flooring to be swept and washed with a germicidal detergent.
- All bright work, faucets, toilet seats, hinges, and valves to be washed with germicidal detergent and polished.
- All basins, toilet bowls and urinals to be washed and sanitized.
- Both sides of toilet seat to be washed.
- Partitions and all other ledges within reach to be cleaned and dusted.
- Graffiti to be removed from all walls and doors as required and a report to management forwarded as necessary.
- Paper towel and sanitary disposal receptacles to be emptied and cleaned.
- Trash and refuse to be removed to designated areas.
- All supplies to be replenished.
- Shower stalls to be thoroughly sanitized with germicidal detergent. Bright work and drains to be clean and polished.
- Mirrors and vanities to be cleaned, paying particular attention to higher areas.

Periodic Service:

- Partitions, tile walls, and air grills will be washed with germicidal detergent monthly.
- All marks from the ceiling vents and light fixtures to be removed as required.
- All urinal drain passages to be cleaned.
- Descaler to be used on all porcelain fixtures as required.
- Flooring to be machine scrubbed as required.
- Four liters of clean water to be poured down floor drains weekly.
- Shower walls to be scrubbed using appropriate solutions quarterly.

Change Rooms

(All Previous Washroom Tasks Apply Plus the Following)

Daily Service:

- Spot clean wall mirrors.
- Dust and spot clean horizontal and vertical surfaces as needed.
- Sweep and damp mop floors with a well wrung out mop.
- Vacuum flooring wall to wall.
- Spot clean walls and doors.
- All drinking fountains to be washed, sanitized, and polished as needed.

Periodic Service:

- Scrub hard surface floors and refinish as needed.

Stairs and Landings

Daily Service:

- Stairs and landings to be spot cleaned with litter picked up as needed.
- All doors and frames will be kept free of finger marks and smudges.

Periodic Service:

- Handrails will be dusted and cleaned using a treated dust or Microfibre cloth.
- All light fixtures, handrails, and banisters to be dusted and washed.
- Stair risers and landings will be washed and refinished as needed.
- Doors and doorframes will be washed as necessary.
- All baseboards, ledges, or other surfaces will be dusted and spot cleaned.
- Air diffusers to be dusted as needed.

Elevators

Daily Service:

- All graffiti to be removed from walls and doors.
- Flooring will be washed or vacuumed as appropriate, and gum removed.
- Door channels cleaned.
- Walls, reflective surfaces and metal work will be cleaned and polished.
- Doors and frames cleaned and free of finger marks and smudges.

Periodic Service:

- Polish door tracks as needed.
- Dust ceiling and spot clean as required.
- Door, wall, and frames to be completely polished as needed.
- Air diffusers dusted as needed.
- Lighting to be cleaned monthly.

Corridors and Elevator/Parkade Lobbies

Daily Service:

- Tiled areas will be swept using a treated dust or microfiber mop, washed, vacuumed and buffed as required.
- Carpet areas will be thoroughly vacuumed.
- All horizontal ledges within reach will be dusted using a treated or Microfibre dust cloth.
- Walls and fixtures to be spot cleaned.

Periodic Service:

- Tiled areas to be washed, buffed, and refinished as required.
- Strip and refinish the tile floors as needed.
- Air diffusers dusted as needed.
- Ledges to be high dusted as needed.

Parkades

Daily Service:

- Remove garbage from all levels.
- Clean windows in elevator areas on all levels.
- Clean doors on both sides.
- Patrol all levels and clean debris.
- Completely remove any graffiti.

Nightly Service:

- Remove garbage from all levels.

Windows (Exterior Building Envelope)

Daily Service:

- Interior surfaces to be spot cleaned.

Janitors Closet/Storage Rooms

Daily Service:

- Equipment to be cleaned and supplies arranged as necessary.
- All grating to be cleaned and debris removed to allow proper drainage.
- All sinks to be cleaned.
- All vertical and horizontal services to be dusted and spot cleaned.

Weekend Maintenance

Clean on Saturday and Sundays:

- Main Lobby.
- Restocking and spot cleaning washrooms.
- Elevators.
- Exterior sidewalks and entrance and exit ramps to Parkade.
- All exterior garbage containers to be emptied and debris removed from all planters.

Day Staff Patrol Duties

- Daily Services – Monday to Friday (excluding Statutory Holidays, unless requested by management).
- The Day Staff will be at the disposal of the Building Management to perform the following cleaning functions as well as other duties as directed.
- Day Staff will be on duty at all times, to perform the following services during the day:

- Patrol clean public restrooms to maintain them in presentable condition.
- Clean up tenant emergency spills, leaks, etc.
- Replenish toilet tissue, hand soap, hand towels, sanitary napkins, and tampons in public washrooms.
- Sweep and hose sidewalks and plazas at a minimum weekly, weather permitting. Inspect sidewalks and plazas, assist in removing snow and ice when necessary. Keep loading docks and doors in clean and orderly condition.
- Dust all exterior handrails, spindles, and stair stringers. Wash stairs as needed. Remove snow and ice when necessary.
- Clean and maintain common areas as required. Clean exterior ashtrays and garbage containers.
- Maintain frames of entrance doors clean. Spot clean and spot wash entrance glass as required.
- Clean standpipes and sprinkler connections as necessary. Polish all brass and other metal work as needed, weather permitting.
- Exterior metal work, granite, etc. of building, entrances, and exterior areas (to a height of 12') to be kept clean at all times.
- Spot clean exterior of building at ground level, including planters and litter containers.
- Ground floor lobbies and all elevator lobbies shall be mopped dry, if wet conditions occur.
- Inspect Parkade, and remove paper and general debris.
- Dust architectural or sculpted objects of art within reach.
- Inspect elevator cabs, minimum six (6) times daily, spot clean doors, walls, and flooring.
- Day supervisor to assess sidewalk slip and fall hazard throughout each day and execute any activity that is required. This includes putting out signs, applying ice melt, and actual snow removal.

Additional Janitorial Services

The cleaning contractor 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 the Service Centre at 604.688.7282 for more information on additional janitorial services.

Waste Management Program

HSBC Building operates a successful recycling program that aims to divert all fibre paper products, glass, and plastic from the landfill. In 2010 HSBC Building rolled out the "Zero Waste" program in an effort to further reduce our operations environmental impact. The "Zero Waste" program adds an organics component to our existing recycling endeavors.

Waste is removed nightly from the office spaces, Monday through Friday, holidays excluded, provided that proper receptacles have been used or the material has been clearly labeled as garbage.

The following table provides a summary of the waste management program at HSBC for easy reference of disposal procedures for each waste material type.

ZERO WASTE PROGRAM – Disposal Procedure by Material Type

ORGANICS	<ul style="list-style-type: none"> ● Organic materials bins are provided free of charge for use in central locations throughout individual tenant offices. The organic bins are collected by the cleaning staff nightly.
PAPER	<ul style="list-style-type: none"> ● Small recycling boxes are provided free of charge for use under desk areas and at loading dock. The recycling boxes located in tenant spaces are collected by the cleaning staff nightly.
CARDBOARD and BOX BOARD	<ul style="list-style-type: none"> ● Large recycling boxes are located in central locations throughout individual tenant offices and at loading dock. The recycling boxes located in tenant spaces are collected by the cleaning staff nightly.
MIXED CONTAINERS	<ul style="list-style-type: none"> ● Large recycling boxes are located in central locations throughout individual tenant offices and at loading dock. The recycling boxes located in tenant spaces are collected by the cleaning staff nightly.
OVERSIZE RECYCLABLES	<ul style="list-style-type: none"> ● 'Recyclable' labels are available to clearly identify extra recyclables. These labels can be obtained by calling the Service Centre at 604.688.7282. ● The cleaners will not remove large boxes or packing crates except by special arrangement. Please contact the Service Centre at 604.688.7282 to make

	arrangements for the disposal thereof									
ELECTRONICS	<ul style="list-style-type: none"> Tenant is responsible for removal of these items from suite. A large collection bin for spent electronics recycling at the loading dock. Tenants are encouraged to investigate and consider the following reuse options: <table border="1"> <tr> <td>Computers for Schools</td> <td>Accepts computer which are 486 or higher</td> <td>604-438-2752</td> </tr> <tr> <td>ReBOOT Canada</td> <td>Accepts computer systems 486DX2-66Mhz processor or higher, Mac equivalent, or any parts which work with those machines, including monitors and printers.</td> <td>604-215-7772</td> </tr> <tr> <td>BC Materials Exchange Program</td> <td>This program is a database service where they try and find a home for your waste items including computers, furniture, equipment and office supplies.</td> <td>604-732-9253</td> </tr> </table> 	Computers for Schools	Accepts computer which are 486 or higher	604-438-2752	ReBOOT Canada	Accepts computer systems 486DX2-66Mhz processor or higher, Mac equivalent, or any parts which work with those machines, including monitors and printers.	604-215-7772	BC Materials Exchange Program	This program is a database service where they try and find a home for your waste items including computers, furniture, equipment and office supplies.	604-732-9253
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BC Materials Exchange Program	This program is a database service where they try and find a home for your waste items including computers, furniture, equipment and office supplies.	604-732-9253								
BATTERIES	<ul style="list-style-type: none"> Small battery collection boxes are located in central locations throughout individual tenant offices. Large recycling boxes is located at the loading dock. 									
HAZARDOUS MATERIALS (electronic chargers/adapters, chemical compounds, toner, etc)	<ul style="list-style-type: none"> Tenant is responsible for removal of these items from suite. Electronic chargers_____ Toner cartridges_____ Call the Service Centre at 604.688.7282 to determine disposal procedure for any other items. 									
LIGHT BULBS (fluorescent, compact fluorescent, other)	<ul style="list-style-type: none"> Recycling box is located at the loading dock. 									
FURNITURE	<ul style="list-style-type: none"> Call the Service Centre at 604.688.7282 to determine disposal procedure for items. Tenant is responsible for removal of these items from suite to loading bay, once disposal arrangements have been made by the Service Centre. 									
MAJOR OR MINOR CONTRACTOR WORKS (i.e. office furniture moves, or kitchenette renovations)	<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 604.630.5304. 									
REGULAR TRASH	<ul style="list-style-type: none"> Tenants supply own under desk garbage bins Large garbage boxes are located in central locations throughout individual tenant offices. 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 janitors. <p style="text-align: center;">NOTICE: METRO VANCOUVER LANDFILL DISPOSAL BAN ON BATTERIES, PAPER, CARDBOARD, ELECTRONICS, AND ANY HAZARDOUS MATERIALS</p> <p>Cadillac Fairview reserves the right to charge responsible tenants for any waste disposal violation fines or additional levies for hazardous materials disposal.</p>									
OVERSIZE TRASH	<p>PINK GARBAGE LABELS</p> <ul style="list-style-type: none"> Pink garbage labels are available to clearly identify extra garbage. These labels can be obtained by calling the Service Centre at 604.688.7282. Similar labels are available to clearly identify recyclable materials. The cleaners will not remove large boxes or packing crates except by special 									

	arrangement. Please contact the Service Centre at 604.688.7282 to make arrangements for the disposal thereof
MAJOR OR MINOR CONTRACTOR WORKS (i.e. office furniture moves, or kitchenette renovations)	<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 604.630.5304.

Concerns

If you have any comments, questions, or concerns, it is important for you to let us know as soon as possible so that we can ensure you are provided with quality service. Calls should be made directly to the Service Centre at 604.688.7282.

SERVICES

Tenant Events

Throughout the year, Cadillac Fairview offers several events for office tower tenants such as holiday receptions, ice cream days, lunch-and-learn series, etc. Tenants are encouraged to join in these events and meet fellow tenants and partake in the fun. Watch for tenant notices regarding these events.



Cadillac Fairview shop! card® Gift Card

The Cadillac Fairview shop! card® is available exclusively at Cadillac Fairview shopping centres. With the Cadillac Fairview shop! card®, you can give your employees and clients the gifts they've always wanted. The Cadillac Fairview shop! card® can be redeemed for just about anything at over 4,000 stores in over 29 of the most renowned shopping centres across Canada, including Pacific Centre and Waterfront Centre.

Some national store chains offer gift cards that can be redeemed at any of their locations across Canada. But you can only shop at their stores. The Cadillac Fairview shop! card®, however, is Canada's first shopping centre-based gift card program. So you can shop at most of the stores located in any of our Cadillac Fairview shopping centres across Canada. No other gift card offers you this much flexibility. Your balance can be checked online at www.shops.ca or by phone at 1.800.755.8608.

Available in denominations from \$10 to \$500, the Cadillac Fairview shop! card® may be redeemed at one store or at many stores. After each purchase, the amount will be deducted from the balance. The Cadillac Fairview shop! card® can then be used at other retailers - even at other Cadillac Fairview shopping centres - until the entire balance has been spent.

The gift cards are available for purchase at the Pacific Centre Guest Services kiosk, located on the lower level across from Sony Style during shopping centre hours or at the Administration Office 8:30 a.m. to 5:00 p.m. Monday to Friday.

Benefits at a Glance

- Security: Unlike gift certificates, the Cadillac Fairview shop! card® comes with enhanced security features to guard against loss or theft.
- Selection: You may choose to purchase Cadillac Fairview shop! cards® with cash, debit card, Visa or MasterCard (for each card purchased, a processing fee of \$1.50 will be charged).
- Surprise: Every Cadillac Fairview shop! card® you purchase is presented in its own attractive cardholder package. It's a tasteful and classic way to give someone a thoughtful gift.

Bulk Purchasing

For bulk purchase customers, the Cadillac Fairview shop! card® makes an ideal gift for clients and a welcome incentive for employees. The more cards you order, the lower the processing fee will be per card. Please note that the cash or debit card limit is \$1,000 per customer per day. The Visa, MasterCard, and certified corporate cheque limit is \$3,500 per customer per day. Customers wanting to purchase over \$3,500 worth of Cadillac Fairview shop! cards® should contact the Cadillac Fairview Administration Office at 604.688.7236.

Card Processing Fee

The more Cadillac Fairview shop! cards® you order, the lower the processing fee will be per card. All card processing fees are waived with any order over \$1000.

Cards Processing Purchased Costs:

1 to 25 - \$1.50 per card, 26 to 50 - \$1.00 per card, 51 to 99 - \$0.75 per card

Redemption

The Cadillac Fairview shop! card® is redeemable at any of these fine shopping centres:

British Columbia

- Pacific Centre, Vancouver
- Waterfront Properties, Vancouver
- Richmond Centre, Richmond
- The Bay Centre, Victoria

Alberta

- Chinook Centre, Calgary
- Market Mall, Calgary

Manitoba

- Polo Park, Winnipeg

Ontario

- Toronto-Dominion Centre, Toronto
- Toronto Eaton Centre, Toronto
- Don Mills Shopping Centre, Toronto
- Fairview, Toronto
- Hillcrest Mall, Toronto
- The Promenade, Toronto
- Sherway Gardens, Toronto
- Markville Shopping Centre, Markham
- Erin Mills Town Centre, Mississauga
- Georgian Mall, Barrie
- Lime Ridge Mall, Hamilton
- Fairview Park, Kitchener
- Masonville Place, London
- Cataraqui Town Centre, Kingston

Quebec

- Fairview Pointe Claire, Pointe Claire
- Galeries d'Anjou, Montreal
- Promenades St-Bruno, St-Bruno
- Carrefour Laval, Laval
- Galeries Chagnon, Lévis

New Brunswick

- Champlain Place, Dieppe
- McAllister Place, Saint John
- Regent Mall, Fredericton

SECURITY AND LIFE SAFETY

Security and Life Safety Department

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

The Security and Life Safety Department consists of the following personnel:

- Cadillac Fairview Senior Manager, Security & Life Safety, Vancouver Properties (Monday - Friday)
- Cadillac Fairview Manager, Fire and Life Safety, Vancouver Properties (Monday – Friday)
- Cadillac Fairview Manager, Security, Pacific Centre and HSBC Building (Monday – Friday)
- Site Security Supervisor (Monday – Friday)
- Security Supervisors (24 hours/day, 7 days per week)
- Security Officers (24 hours/day, 7 days per week)
- Security & Life Safety Officer (Monday - Friday)

The Senior Manager, Security & Life Safety, Vancouver Properties, has the primary responsibility for the development of the department's strategic direction, long term goals, relationships, and objectives, and the general management of the security function. The Manager, Fire and Life Safety, Vancouver Properties is responsible for managing the fire and life safety policies and programs at the property. The Manager, Security, Pacific Centre and HSBC Building, is responsible for overseeing the security systems, the daily delivery of security services, and supervision of the Security Supervisors and Officers as well as the Security and Life Safety Officer. The Cadillac Fairview team is available to meet with you to discuss security and safety matters relating to your premises in particular, or the HSBC Building in general. They may be contacted through the Pacific Centre/HSBC Building Management Office at 604.688.7236.

As a minimum standard all Security Officers receive the following training prior to commencing work at the HSBC Building:

- Basic Security Training
- International Council of Shopping Centers Counter Terrorism Training
- Project Griffin Training
- First Aid Level 1.
- Cadillac Fairview Serve and Secure Program Training.
- Customer Service Training.
- Site Orientation and Continuous Evaluations and Drills.

In addition to the above training every shift has:

- Occupational First Aid Level 2 Attendant with an Automatic External Defibrillator Certification.
- Fire Suppression and Systems Trained Personnel.

The department's primary concern is to ensure the safety of everyone working in or visiting the complex. Any concerns can be raised through our Security 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.
- Tenant emergency contact information.
- Access cards - obtaining access cards, amending access cards, lost/stolen/terminated access cards, and audit requests.
- Tenant lock and alarm response.
- Premises security information.
- Crime prevention information.
- Safe Walk program.
- Additional contract security when requested.
- Lost and found.
- Emergency incident response.

A Security desk is located in the main lobby of 885 W. Georgia Street. A 'call button' located at the security desk can be used to contact the on-duty security person should there be a temporary absence.

All tenants and their staff should remain alert to strangers or unusual occurrences during the working day or after regular business hours. If, for any reason, concern or discomfort is experienced in relation to your safety or security, it should be reported to the Security Control Centre at 604.669.3241. Security personnel are available for immediate dispatch in response to reported problems or to provide assistance:

Reports or General Inquiries	604.669.3241
Emergencies (24-hour basis)	604.688.9444
Police, Fire, Ambulance	911

Systems

Security operates seven days a week, 24 hours a day and we take great pride in our proactive approach to Security and Life Safety. The HSBC Building boasts one of the largest programmable access security systems in Canada. For our tenants', guests', and staff's safety, we employ an extensive network of CCTV cameras throughout the complex. Many of the cameras are equipped with motion detectors, pan, tilt, and zoom capabilities and are recorded on a 24 hour basis.

Security Patrols

Security officers patrol the office tower and parking garage while on duty, assist tenants as required, ensure safety standards are met, respond to property emergencies, and help deter criminal activity.

Tenant Emergency Contact Information

We request that each tenant provide the Security Department with the names and telephone numbers of responsible persons to call in the event of an after hours emergency or request for after hours access. The Security Department should be informed of any changes to this Emergency Contact List to avoid any inconvenience and facilitate quick response.

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

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

Employees who have forgotten their keys will not be given access to their office until an Emergency Contact provides authorization. In the event an Emergency Contact is unavailable, the employee will be refused access. In unusual situations such as a threat to life or potential property damage, Security may elect to contact the Pacific Centre 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.

Access Cards

Obtaining Access Cards

All office tenants require access cards. Applications are provided to the tenant's security contact prior to occupancy and are also available by contacting Service Centre. The applicable sections are to be completed by an authorized signatory and returned to the Security Control Centre or the Security and Life Safety Officer. New tenants are provided access cards and keys free of charge up to 60 days after move-in. Office tenants are entitled to one access card for every 500 square feet of leased space free of charge - any access cards required beyond that are \$25.00 each + HST. Office tenants are allotted one key for every 250 square feet of leased space beyond that keys are \$25.00 each including HST.

Amending Access Cards

If access requirements are to be amended, please contact the Security and Life Safety Officer.

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 also \$25.00.

After-Hours Access

Authorized after-hours access is permitted only to those individuals possessing a valid security pass card for the HSBC Building.

Visitors requesting access to the building must be accompanied by an individual carrying a valid building security pass card. Visitors are the responsibility of the cardholder.

Other individuals and contractors are allowed access to the building after-hours only if the tenant, or a building management representative, has issued a written authorization indicating the name of the party requiring access, the date, time, tenant name, and suite number to Cadillac Fairview.

During business hours all contractors must report to the security officer at the security desk where they will be required to sign in and will receive a contractor's tag. The tag must be worn in full view at all times. Thereafter, contractors must sign out and return the tag to security. If the tag is not returned there will be a \$25.00 charge invoiced to the company.

Tenant Locks and Alarms

Locks and Keys

Locks and electronic access mechanisms, controlling entry into tenant premises, must be installed and programmed to HSBC Building standards. Please contact the Security Manager to discuss any related issues. Extra keys and electronic access cards may be obtained through the Security and Life Safety Officer via company e-mail account or faxed on company letterhead to 604.688.0394.

Alarms

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

Premises Security Measures

Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your premises:

- When you secure your premises at the end of the business day, if applicable, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door once the receptionist has left, even if people are working late elsewhere in the office.
- Do not leave briefcases or handbags in clear view. Coats should be hung in a coat closet. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded for even a few minutes. Small articles, left in plain view are easy targets for thieves.
- Laptops and other electronic devices should be locked away when not in use (consideration should be made to securely fasten computer equipment to a desk and components should be marked for identification in case of loss).
- Keep all vault or safe combinations in a locked desk drawer.
- Notify the Security Control Centre immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable during lunchtime and right before closing. At these times, there is often a lot of movement and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.

- If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and cancelling security access cards.
- Keys kept on a keyring should never have an identity tag. If they are lost, they may easily be used by thieves to access your property.
- If a delivery of goods is made at a corridor, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.
- Report any lost access cards immediately to prevent use by unauthorized persons.

Theft

Report any suspected theft of material/property, no matter how small to the Security Control Centre immediately. You should also file a report with the Vancouver Police Department (reports can be made to the Vancouver Police online). All information regarding thefts is important to assist in determining trends or patterns or identifying suspects in other crimes. Please remember to be diligent at all times in keeping your personal items (wallets, purses, etc.) and general office items such as laptops secure either by keeping purses and wallets in a locked drawer, etc. and having laptops secured with a cable lock. For more general security tips, please contact the Security Manager.

Accidents

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

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

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

If you have called 911 or any emergency service for any reason, please advise the Security Desk immediately. Security will ensure appropriate support action such as arranging the use of an elevator for the responding emergency personnel.

Solicitation/Suspicious Persons

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

Safe Walk Program

Security offers a Safe Walk service to escort your staff members to their vehicles, bus stop, SkyTrain, etc. 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 advance notice is usually required.

Extra Security

You may arrange additional security for special events, construction projects, or other purposes by contacting the Security Manager at 604.630.5330. 24 hours notice is required to obtain additional security services.

Emergency Procedures and Training

Cadillac Fairview has prepared an Office Tenant Emergency Preparedness Manual specifically designed for tenants. Please refer to the Emergency Procedures Manual for information on emergency procedures and training. The Manager, Fire and Life Safety, can also conduct training sessions for organizations upon request. Fire drills and fire alarm tone-testing are also conducted annually to keep our tenants fluent in the evacuation procedures, in case of an emergency. Again, please refer to the Office Tenant Emergency Preparedness Manual for information on this.

MOVE INS/OUTS AND RENOVATIONS

Moving and Deliveries

Cadillac Fairview would like to ensure a safe and efficient move for you and your organization. Please refer to the section of this manual on freight elevators for more information on tenant move ins and outs.

Projects and Re-modelling

All contemplated changes to your premises must be reviewed and approved by the Cadillac Fairview Administration Office prior to the commencement of construction. Responsibilities and the procedures with respect to alterations to or re-modelling of your premises are detailed in the Tenant Leasehold Improvement Manual available from our Manager, Tenant Projects at 604.630.5315. A few key highlights from the manual are noted below.

Basic Requirements

Tenants are required to submit the following to the Manager, Tenant Projects:

- Complete drawing package, including architectural, mechanical, structural and electrical drawings. These plans will be reviewed by the Manager, Tenant Projects and are subject to any restraints and/or modifications that may be required.
- Letter of Owner's Undertaking.
- Copy of the building permit application, with actual permit to follow.
- Certificate of insurance from the General Contractor, naming additional insureds parties as specified in the Insurance Requirements section of this manual.
- WCB certification for the General Contractor and subtrades.
- Project schedule.
- Name and telephone numbers of the design firm, General Contractor, and a list of all subtrades. All contractors must have the approval of the Manager, Tenant Projects before being authorized to work at the HSBC Building.

In addition:

- Suitable arrangements must be made for elevators, access, vehicles, storage, garbage removal, fire protection, etc., prior to any work commencing.
- Work should be scheduled so as to minimize any inconvenience to other tenants or visitors to the complex.
- The Manager of Security and Life Safety must clear any work or other activity, which might compromise life safety or affect any fire alarm/detection device in advance.
- All debris and construction material is to be removed by your contractor.

Upon completion of the project, your contractor is required to submit as-built drawings in a CAD format and a HVAC balancing report.

Rules and Regulations

The following excerpt from the "Rules and Regulations During Construction" section of the Tenant Leasehold Improvement Manual outlines guidelines relating to noise, odours, and contractor access.

Noise

- Coring, drilling, and other noisy work (is not permitted during the period 7:00 a.m. to 6:00 p.m., Monday through Friday) or at times specified by Manager, Tenant Projects. Repeated violation of this rule will result in the contractor being required to perform all work after 6:00 p.m.
- All demolition must be done after or before normal business hours.
- There will be no external noise from radios in construction areas.

Odours

WCB requires that the following materials, due to the odours they produce, may not be applied during normal business hours:

- Lacquers.
- Oil based paints.
- Enamel paints.
- Lacquer based contact cement.
- Carpet glues.
- Sealers.
- Burning equipment.
- Gas welders.
- Anything else that may produce noxious fumes.

Contractor Access

Cadillac Fairview has security procedures in place to ensure that the security of the complex and individual tenant's premises are not compromised. Please be aware of the following guidelines regarding contractor access:

- The tenant will forward to the Projects group at the Cadillac Fairview office an e-mail regarding contractor access. The Projects group will approve and arrange access as required for a contractor to be on site to perform landlord approved work.
- Contractor personnel will deposit with security, a valid picture identification on receipt of access keys, cards and Cadillac Fairview identification. Personal identification will be returned upon receipt of key(s) and/or cards at the end of their workday at the HSBC Building. Acceptable identification would be a driver's license, BCID, Certificate of Indian Status, citizenship card, or valid company photo ID.
- Contractor personnel will wear the HSBC Building/Cadillac Fairview identification badge in a visible area at all times while working within the HSBC Building.
- Contractors who require the involvement of subtrades will be responsible to ensure that the subtrade personnel are aware of access policy and are in compliance.
- Key(s) and/or access card(s) required beyond the original assignee work day will require a second assignee to report to Security and have the key(s) or access card(s) signed over to him/her.
- Contractors who are responding to the HSBC Building in relation to an emergency or beyond normal operating hours will advise Security as to at what entry point they will arrive at the complex, so Security may facilitate the response.
- All expenses resulting from keys and cards being misplaced or stolen will be charged to the General Contractor performing the services.

Supplies/Construction Materials

Please refer to the Freight Elevator section for the policies relating to material delivery. After building hours, a security guard may be required should delivery necessitate locked entrance doors being left open for an extended period of time. Should a guard be required for this purpose, there will be a minimum 4-hour charge.

Data and Communications

RYCOM TPM (Telecom Property Management) Inc. has been retained by Cadillac Fairview for Riser Management for Data and Communications requirements. RYCOM provides controlled secure access to the telecommunications area within the building; their areas include riser rooms, Main Telephone Room (MTR), POP Sites and roof tops. Any access to the above noted locations requires the notification and approval of RYCOM TPM. This can be arranged through RYCOM TPM Customer Care at 1.877.792.6678 or 1.877.TO.RYCOM select option 1, or e-mail @ customercare@rycom.ca, fax at 905.502.6612

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

An inspection fee from RYCOM (subject to Cadillac Fairview's administration fee) is typically charged to ensure installations have been performed correctly. Tenants are advised to discuss if this fee is applicable at the time tenants make the application for access with RYCOM.

Signage and Directory Listings

A building standard signage program has been established for the main lobby, elevator lobbies, and at your premises entrance, which must be adhered to. Tenant names for signage are required to match the name on the tenant lease.

For existing tenants wishing changes to signage and directory listings, please complete the **“Directory Listings and Entrance Signage Request Form”** in the Forms Section of this manual and fax to the Administrative Assistant, Tenant Relations at 604.688.0394. It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three weeks from the time the signs are ordered until they are delivered to the building. Please contact the Administrative Assistant, Tenant Relations at 604.630.5331 for further details and costs (if applicable).

Please note that no signs or lettering shall be inscribed, placed, or affixed in the leased premises or the building which are visible from the exterior of the building or common areas unless authorized by Cadillac Fairview.

Posting of any signage in common areas and elevator lobbies is prohibited.

FORMS

Please photocopy the following forms on the attached pages as needed or download the forms from www.885westgeorgia.com.

Bicycle Locker Rental Request Form

A limited number of bicycle lockers are available for rent to tenants of the HSBC Building. The lockers are located on the P1 level of the underground parkade, within easy reach of the elevators. The bicycle lockers are of the same shape and size, .60m wide, 1.80m deep, & 1,20m high (2'w x 6'd x 4'h). Lockers are made of maximum security expanded metal enclosures, and are approved by the City of Vancouver and conform to City of Vancouver parking By-Laws. Tenants must supply their own padlocks. The storage area is protected by a fire sprinkler system. To inquire about availability and rental rates, please contact the Receptionist at 604.688.7236. If you would like to apply for a storage locker, please complete this form and forward it to the Receptionist via fax at 604.688.0394.

TO: RECEPTIONIST TEL: 604.688.7236 FAX: 604.688.0394

From: _____ Phone #: _____
Company: _____ Suite # _____
E-Mail: _____ Fax #: _____

BICYCLE LOCKER AGREEMENT

PLEASE ACCEPT THIS APPLICATION TO RENT A BICYCLE LOCKER, AS FOLLOWS:

BICYCLE LOCKER #: _____ PARKADE LEVEL: P-1

TERM: month-to-month COMMENCING: _____ RENTAL: \$ _____ per month, plus HST.

CONDITIONS:

- The bicycle lockers are not serviced by the building's HVAC system;
- Hazardous chemicals or flammable liquids are not allowed to be kept in the lockers;
- Stored items are to be maintained in a neat and tidy condition;
- Landlord is not responsible for loss or damage to items stored in the lockers;
- Landlord or Tenant may terminate this agreement upon giving one clear calendar month's notice.

TENANT'S ACCEPTANCE:

(Authorized Signature)

(Date)

Once accepted on behalf of the Landlord this application will become a binding Bicycle Locker Agreement. Bicycle Locker rent should be paid to the Property Manager. Cheques should be made payable to: ONTREA INC. If a locker is not immediately available, your application will be held on the waiting list in order of application date.

CADILLAC FAIRVIEW APPROVAL

Approved by: _____ Title: _____

Signature: _____ Date: _____

On behalf of the Ontrea Inc. and its duly authorized agent, Cadillac Fairview Management Services Inc.

On Waiting List: _____

Comments:

Tenant Contact List Form

Every tenant/subtenant at the HSBC Building must designate individuals to fulfill communication responsibilities with the building management; each tenant/subtenant must also delegate emergency contacts for communication outside of normal business hours.

TO: RECEPTIONIST TEL: 604.688.7236 FAX: 604.688.0394

From: _____ Phone #: _____
Company: _____ Suite #: _____
E-Mail: _____ Fax #: _____
Website: _____ Office Hours: _____
PO Box #: _____ Incorporation Date: _____
Day/Month/Year

BILLING/RENTAL NOTICES

If billing/rental notices should be directed to an address other than the one indicated above, please provide that information here:

Address: _____ City: _____ Prov: _____ Postal Code: _____
Contact: _____ Title/Position: _____
Phone #: _____ Fax: _____ E-Mail: _____

BUILDING SERVICES & REPAIR CONTACT

Contact Name: _____ Title: _____
Phone #: _____ Fax #: _____ E-Mail: _____

SECURITY CONTACT (CARD REQUESTS/CHANGES, ACCESS LEVEL CHANGES, AFTER HOURS ACCESS, PROPERTY REMOVAL, LIFE SAFETY ISSUES, ETC.)

Contact Name: _____ Title: _____
Phone #: _____ Fax #: _____ E-Mail: _____

FIRE WARDEN CONTACT

Contact Name: _____ Title: _____
Phone #: _____ Fax #: _____ E-Mail: _____

EMERGENCY CONTACTS (MAY BE REACHED TO DEAL WITH MAJOR INCIDENTS SUCH AS FIRE, FLOODS, DISRUPTION OF BUSINESS, ETC.)

1st Contact Name: _____ Title: _____
Office Phone #: _____ E-Mail: _____
Home Address: _____
Home Phone #: _____ Cellular #: _____
Contact During Business Hours: Yes: _____ No: _____ Emergency Contact After Hours: Yes: _____ No: _____

2nd Contact Name: _____ Title: _____
Office Phone #: _____ E-Mail: _____
Home Address: _____
Home Phone #: _____ Cellular #: _____
Contact During Business Hours: Yes: _____ No: _____ Emergency Contact After Hours: Yes: _____ No: _____

Directory Listings and Entrance Signage Request Form

Tenants of the HSBC Building office tower are listed on the lobby directory, located across from the passenger elevator landing on the upper ground floor. Space is limited on this directory, so tenants are restricted to using only one business name per suite. Tenants occupying an entire floor are allocated more space for additional listings on a proportionate share basis. There is also one or more floor directories on multi-tenant floors, where tenants on such floors may list their business name(s). All such directories are "Building Standard" design, for consistency throughout the tower. Tenants occupying an entire floor may custom design their own floor directory or signage. For multi-tenant floor businesses, there is a selection of entrance signage for office suites, depending upon the choice of glass or wooden doors. Please use this request form to order directory listings and entrance signage from the Administrative Assistant, Tenant Relations

TO: ADMINISTRATIVE ASSISTANT, TENANT RELATIONS TEL: 604.630.5331 FAX: 604.688.0394

From: _____ Phone #: _____
 Company: _____ Suite #: _____
 E-Mail: _____ Fax #: _____

A. LOBBY DIRECTORY LISTINGS: is this a • New Listing or a • Change of Listing
 Print your company or business name exactly as you want it to appear on the Lobby Directory, paying attention to capitalization, punctuation, spelling, spacing, etc. There is no direct charge for your initial listing, but any subsequent changes will incur a cost.

Date this listing should be installed: _____

B. FLOOR DIRECTORY LISTINGS: is this a • New Listing or a • Change of Listing
 Print your company or business name exactly as you want it to appear on the Floor Directory or Directories, paying attention to capitalization, punctuation, spelling, spacing, etc. There is no charge for your initial listing, but any subsequent changes will incur a cost.

Date this listing should be installed: _____

C. ENTRANCE SIGNAGE: is this a • New Listing or a • Change of Listing.
 Indicate your type of suite entrance and then your choice of signage:

Type	Glass Wall	Glass Door and Sidelight	Wood Door
Choices	• Stick on Vinyl Lettering	• Vinyl Lettering on Door or • Vinyl Lettering on Sidelight	• Door Lettering or • Wall Plaque

Date this signage should be installed: _____

TENANT ACKNOWLEDGEMENT:

Please ensure that your company or business name is correctly represented for the above listings and/or signage. If this is a "Change" order a quote will be faxed to you for your approval.

 (Authorized Signature) (Date)

CADILLAC FAIRVIEW APPROVAL

Received by: _____ Date: _____
 Ordered from: _____ Phone: _____
 Comments: _____
 Quote sent on: _____ Approval: _____

ALL THE RULES AND REGULATIONS GOVERNING THE USE OF CLUB 885 WHICH ARE ESTABLISHED FROM TIME TO TIME BY MANAGEMENT AND WHICH ARE POSTED WITHIN THE CLUB 885 FITNESS CENTRE. ACCESS TO CLUB 885 IS BY MEANS OF A SECURITY CARD ONLY.

Applicant's Signature: _____ Date: _____

Friend or Family Reference: _____ Phone #: _____

CADILLAC FAIRVIEW APPROVAL

Application approved by: _____ Date: _____

Employment confirmed with: _____ Date: _____

Amount Received: _____ Date: _____

Comments:

Request Form to Reserve the Meeting Room or Boardroom

The Meeting Room & Boardroom are located on the Concourse Level, next to the Fitness Centre (see attached location drawing and floor plan). Typical uses of these rooms include training seminars, lectures, demonstrations, lunch meetings, interviewing, etc. To reserve one of these rooms, please complete this form and submit it to the Receptionist as far in advance as possible. Bookings are made on a "first come" basis only.

TO: RECEPTIONIST TEL: 604.688.7236 FAX: 604.688.0394

From: _____ Phone #: _____
Company: _____ Suite #: _____
E-Mail: _____ Fax #: _____

We would like to book: the Meeting Room the Boardroom as follows:

Date(s): _____

Time: from _____ am pm to _____ a.m. p.m.

No. of people: _____

Purpose: _____

Signature: _____ Date: _____

Please note: The Meeting Room has 6 tables and 22 chairs, and its facilities include a sink, counter and cupboards, as well as a wall-mounted projection screen. There are sufficient power outlets for multiple pieces of electrical equipment such as computer terminals. The Boardroom has one boardroom table with 6 high-back swivel chairs, and a TV with a VCR/DVD player is available on request. The Meeting Room and Boardroom remain locked until your reservation period begins. You are responsible for basic clean-up after your use of the room is over.

BUILDING MANAGEMENT APPROVAL

Booking approved by: _____ Date: _____

Confirmation given to: _____ Via: _____

Comments: _____

Checkout Notes: _____

Storage Locker Rental Request Form

A limited number of storage lockers are available for rent to tenants of the HSBC Building. The lockers are located on the four levels of the underground parkade, within easy reach of the freight elevator. The storage lockers are of different shape and size, so rental rates vary accordingly. Lockers are made of wood and the floor is concrete. Tenants must supply their own padlocks. The storage areas are protected by a fire sprinkler system. To inquire about availability and rental rates kindly telephone the Leasing Representative at 604.688.7236. If you would like to apply for a storage locker then please complete this form and forward it to the Leasing Representative.

TO: LEASING REPRESENTATIVE TEL: 604.688.7236 FAX: 604.688.0394

From: _____ Phone #: _____
Company: _____ Suite # _____
E-Mail: _____ Fax #: _____

STORAGE LOCKER AGREEMENT

PLEASE ACCEPT THIS APPLICATION TO RENT A STORAGE LOCKER, AS FOLLOWS:

Storage Locker #: _____ Parkade Level: _____
Dimensions: _____ Floor Area: _____ (Sq. Ft)
Term: Month-To-Month Commencing: _____
Rental: \$ _____ Per Month, Plus HST.

CONDITIONS:

- The storage lockers are not serviced by the building's HVAC system;
- Hazardous chemicals or flammable liquids are not allowed to be kept in the lockers;
- Stored items are to be maintained in a neat and tidy condition;
- Articles must be kept 18 inches beneath the ceiling to enable the fire sprinkler system to work;
- Landlord is not responsible for loss or damage to items stored in the lockers;
- Landlord or Tenant may terminate this agreement upon giving one clear calendar month's notice.

TENANT'S ACCEPTANCE:

(Authorized Signature)

(Date)

Ontrea Inc. by its duly authorized agent, Cadillac Fairview Management Services Inc.

(Authorized Signature)

(Date)

Once accepted on behalf of the Landlord this application will become a binding Storage Locker Agreement. Storage Locker rent should be paid to the Property Manager along with your regular rent. Cheques should be made payable to: Ontrea Inc. If a locker is not immediately available, your application will be held on the waiting list in order of application date.