

PACIFIC CENTRE OFFICE TENANT MANUAL

OCTOBER 2010

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INTRODUCTION

Welcome to Pacific Centre

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

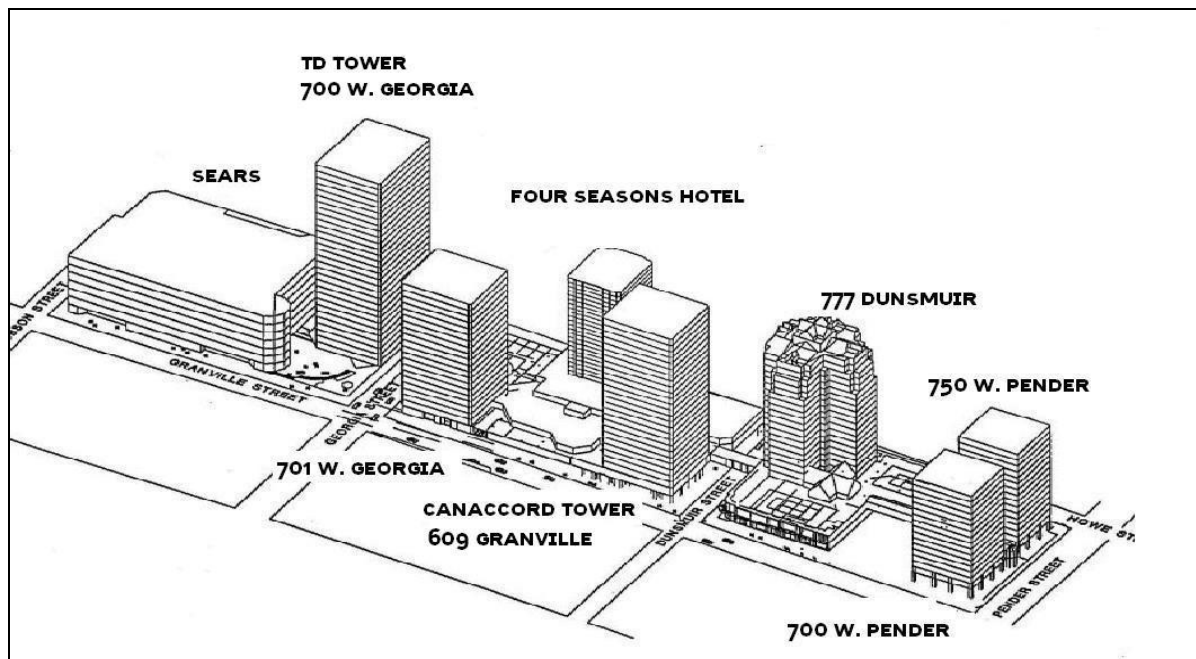
We are proud you have chosen Pacific Centre as your workplace and look forward to a long and mutually beneficial relationship. Cadillac Fairview has an enthusiastic desire to provide you with a professional, hassle business environment. We are committed to anticipating and meeting your needs, and ensuring 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 Pacific Centre, 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 Pacific Centre

Pacific Centre is owned and managed by Cadillac Fairview. A well-known landmark in the heart of downtown Vancouver, Pacific Centre is the city's premier office, retail, and hotel complex. There are six office towers in the centre, providing over 1.5 million square feet of prime office space consisting of the TD Tower (700 West Georgia Street), Canaccord Financial Place (609 Granville Street), and towers at 701 West Georgia Street, 777 Dunsmuir Street, 700 West Pender Street, and 750 West Pender Street. All office towers have excellent views of the city and North Shore mountains. The towers are connected to an impressive retail centre which features approximately 100 shops and services including Canada's leading department stores, Sears and Holt Renfrew. Over 325,000 people visit Pacific Centre weekly. Pacific Centre is also connected to the Four Seasons Hotel, a 385 luxury room hotel, restaurant, and meeting facility.



Pacific Centre Accessibility

Pacific Centre is conveniently located in the heart of the central business district of downtown Vancouver.

Travel to and from Pacific Centre by taxi is easy, with taxi services conveniently located at the Four Seasons Hotel, at 791 West Georgia Street.

There is also excellent access to Pacific Centre via public transit. Major bus routes are located on Granville, Georgia, and Robson Streets, with several stops adjacent to the retail centre. The Millennium and Expo SkyTrain Lines connect Vancouver to Burnaby, New Westminster, and Surrey, also serve the retail centre; the Granville SkyTrain Station for these lines is located on Granville Street between Georgia and Dunsmuir Streets, and is accessible from Pacific Centre through The Bay. The Canada Line, which connects Vancouver to Richmond is also accessible through the retail centre. For BC Transit scheduling and rates information, please visit www.translink.bc.ca.

Pacific Centre Facts

Gross Leaseable Area:	1,873,827 square feet
Number of Retail Stores and Services:	100
Number of Office Tenancies	250
Number of Office and Retail Tenant Employees	Approximately 6,500
Property Background:	First retail area 1971 Additional retail area – 1975 North retail centre – 1989 TD Tower – 1972 700 West Pender Street – 1972 750 West Pender Street – 1974 701 West Georgia Street – 1975 Canaccord Financial Place – 1981 777 Dunsmuir Street – 1990
Ownership:	Cadillac Fairview Corporation Limited and Ontrea Inc.
Manager:	Pacific Centre Leaseholds Limited

TD Tower



- Located at 700 West Georgia Street.
- Class A building.
- Built in 1972.
- Consists of 30 floors of office space.
- Concourse connection to Pacific Centre, with over 100 shops and services, and direct interior access to SkyTrain.
- Excellent parking availability of one stall per 1,500 square feet leased.
- 10 high speed elevators (5 elevators servicing the low and high rise separately), all elevators technically upgraded and renovated by 2005.
- Main lobby renovated in 2004.
- Under-floor raceway system provides for complete flexibility for electrical and cabling distribution.
- Access to complex tennis and basketball courts.
- 24-hour Service Centre.
- Security staff available 24 hours a day.
- 100 lbs floor loading capacity.
- Storage space is available.
- HVAC system includes multi zone perimeter induction units with individual controls and a constant volume interior air system.
- Chiller system technically upgraded in 2004.
- Meets or exceeds ASHRAE 55-96.
- 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.

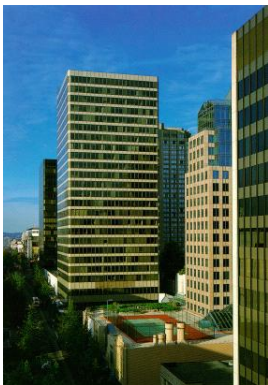
- Building Rentable Area: 470,586 square feet.
- Typical Floor Plate Area: 16,350 square feet (low rise).
- Typical Floor Plate Area: 16,850 square feet (high rise).

701 West Georgia Street



- Located at 701 West Georgia Street.
 - Class A building.
 - Built in 1975.
 - Consists of 18 floors of office space.
 - Concourse connection to Pacific Centre, with over 100 shops and services, and direct interior access to SkyTrain.
 - Excellent parking availability of one stall per 1,500 square feet leased.
 - 5 high speed elevators (including a freight elevator), all elevators technically upgraded by 2005.
 - Access to complex tennis and basketball courts.
 - 24-hour Service Centre.
 - Security staff available 24 hours a day.
 - 100 lbs floor loading capacity.
- Storage space is available.
 - HVAC system includes multi zone perimeter induction units with individual controls and a constant volume interior air system.
 - Chiller system technically upgraded in 2003.
 - Meets or exceeds ASHRAE 55-96.
 - 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: 216,277 square feet.
 - Typical Floor Plate Area: 13,500 square feet.

Canaccord Financial Place



- Located at 609 Granville Street.
 - Class A building.
 - Built in 1981.
 - Consists of 24 floors of office space.
 - Concourse connection to Pacific Centre, with over 100 shops and services, and direct interior access to SkyTrain.
 - Excellent parking availability of one stall per 1,500 square feet leased.
 - 6 high speed elevators (including a freight elevator and 1 elevator designated for the 2nd and 3rd floors), all passenger elevators technically upgraded in 2004.
 - Main lobby renovated in 2004.
 - Access to complex tennis and basketball courts.
 - 24-hour Service Centre.
- Security staff available 24 hours a day.
 - 70 lbs floor loading capacity.
 - Storage space is available.
 - HVAC system includes variable air volume system and perimeter radiant heating.
 - Meets or exceeds ASHRAE 55-96.
 - Chiller system technically upgraded in 2005.
 - 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: 284,970 square feet.
 - Typical Floor Plate Area: 13,535 square feet.



777 Dunsmuir Street

- Located at 777 Dunsmuir Street.
 - Class AAA building.
 - Built in 1990.
 - Consists of 19 floors of top quality office space.
 - Concourse connection to Pacific Centre, with over 100 shops and services, and direct interior access to SkyTrain.
 - Parking availability of one stall per 1,500 square feet leased.
 - 6 high speed passenger elevators and 1 freight elevator.
 - Main lobby renovated in 2005.
 - Access to complex tennis and basketball courts.
- 24-hour Service Centre.
 - Security staff available 24 hours a day.
 - 100 lbs floor loading capacity.
 - Storage space is available.
 - HVAC system includes variable air volume system with controls on each floor for after-hours use, and perimeter radiant heating.
 - Meets or exceeds ASHRAE 55-96.
 - Chiller system technically upgraded in 2005.
 - 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: 264,672 square feet.
 - Typical Floor Plate Area: Varies from 12,000 to 16,500 square feet.

700 West Pender Street



- Located at 700 West Pender Street.
 - Class B building.
 - Built in 1972.
 - Consists of 17 floors of office space.
 - Concourse connection to Pacific Centre, with over 100 shops and services, and direct interior access to SkyTrain.
 - Parking availability of one stall per 1,500 square feet leased.
 - 4 high speed elevators and 1 parking shuttle elevator, all passenger elevators technically upgraded in 2003.
 - Access to complex tennis and basketball courts.
 - 24-hour Service Centre.
 - Security staff available 24 hours a day.
- 100 lbs floor loading capacity.
 - Storage space is available.
 - HVAC system includes variable air volume system with controls on each floor for after-hours use, and perimeter radiant heating.
 - Meets or exceeds ASHRAE 55-96.
 - 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: 142,530 square feet.
 - Typical Floor Plate Area: 9,500 square feet.

750 West Pender Street



- Located at 750 West Pender Street.
 - Class B building.
 - Built in 1974.
 - Consists of 17 floors of office space.
 - Concourse connection to Pacific Centre, with over 100 shops and services, and direct interior access to SkyTrain.
 - Parking availability of one stall per 1,500 square feet, leased.
 - 4 high speed elevators and 1 parking shuttle elevator, all passenger elevators technically upgraded in 2003.
 - Access to complex tennis and basketball courts.
 - 24-hour Service Centre.
 - Security staff available 24 hours a day.
- 100 lbs floor loading capacity.
 - Storage space is available.
 - HVAC system includes variable air volume system with controls on each floor for after-hours use, and perimeter radiant heating.
 - Meets or exceeds ASHRAE 55-96.
 - 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: 142,125 square feet.
 - Typical Floor Plate Area: 9,500 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.

Pacific Centre Awards and Accomplishments

Cadillac Fairview SMILE Award - 2009

Pacific Centre received the highly sought after Cadillac Fairview Retail SMILE Award in 2009 for the building's excellence in responsiveness, presentation, and safe and secure initiatives.

Building Owners and Managers Association (BOMA) Certification - 2008

Pacific Centre 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 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. Pacific Centre's management is very proud of its BOMA BEST certification as it signifies Cadillac Fairview's dedication to the environment.

BOMA BC Awards

Pacific Centre is a member of BOMA (Building Owners and Managers Association of British Columbia). The association has over 300 member firms and represents more than \$7 billion in commercial real estate in the province. The Pacific Centre office complex has received several prestigious awards from BOMA over the years as follows:

- 2003 BOMA Pinnacle Award Innovation
- 2002 BOMA Pinnacle Award Customer Service
- 2002 BOMA Toby Award Pender Place Complex

Cadillac Fairview Community Spirit Award - 2008

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.

Cadillac Fairview Community Spirit Award - 2005

Pacific Centre, along with Waterfront Properties, received the highly sought after Cadillac Fairview Community Spirit award in 2005 for the Cadillac Fairview Trevor Linden Invitational Golf Tournament. This tournament raised over \$740,000 for children's charities, and some of these funds were used to build a gym at the Canadian Cancer Society's Camp Goodtimes.

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 Pacific Centre Management Office is conveniently located within the Pacific Centre complex. You can reach the Pacific Centre Management Office as follows:

P.O. Box 10346, Pacific Centre
 Suite 910, 609 Granville Street
 Vancouver, BC, V7Y 1G5
 Tel: 604.688.7236
 Fax: 604.688.0394
 Website: www.pacificcentroffice.com or www.pacificcentre.ca

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 Control Centre (24 Hours)	604.669.3241	604.669.3241	pccsecurity@cadillacfairview.com
Service Centre All maintenance calls, general operational inquiries, 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: maryann.dyck@cadillacfairview.com

Department	Position/Duties	Name	Telephone/Fax/E-Mail
Operations	Director, Operations Responsible for day-to-day operations.	Terry Connors	T: 604.630.5317 F: 604.688.0394 E: terry.connors@cadillacfairview.com
	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.	Shawn Williams	T: 604.630.5324 F: 604.688.0394 E: shawn.williams@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 of 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 of 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

PACIFIC CENTRE OFFICE TENANT MANUAL

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: 604.688.0394 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	T: 604.630.5310 F: 604.688.0394 E: kelly.blankstein@cadillacfairview.com
	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
	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
	Revenue Coordinator Responsible for rent collection.	Bina Roy	T: 604.638.3327 F: 604.688.0394 E: bina.roy@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
	Leasing 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 Pacific Centre management staff on specific areas of building operations. These tenant contacts are a link between the tenant and building management. Depending on the number of tenant contacts the tenant has, each person can be accountable for one or all of the different types of contact. The different areas of contact responsibility are as follows:

Office Facility

Day to-day operations including:

- Coordinating tenant service requests.
- Coordinating special services and requests.
- Communicating e-bulletin information to company staff and management on a daily basis.
- Coordinating tenant moves, construction, and renovations.
- Other general administrative items related to occupancy in Pacific Centre.

Security and Life Safety

Primary responsibility for security and life safety including:

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

Accounting

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

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 our Security Operations Centre, which is staffed by knowledgeable staff members.

What Is a Service Request?

Any maintenance related item, such as:

- Lights burnt out.
- Office temperature too hot/too cold.
- 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 these cases, 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, digital 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. Cadillac Fairview also sends hard copies of bulletins to all retail tenants.

Website

Please visit us on the internet at www.pacificcentroffice.com. There, you will find information on leasing and property operations, and learn about the buildings' 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 Pacific Centre 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; please contact the Marketing Manager, Vancouver Office Properties at 604.646.8040 for more

information about this service. For all other advertising, an advertising fee applies; please contact Kevin Golding, General Manager, Place Based Media, Pattison Outdoor Advertising, T: 905.465.0114 ext 505, E: KGolding@PattisonOutdoor.com.

Building Hours of Operation

Heating, Ventilation, and Air Conditioning (HVAC)

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

Building	Days	Time
TD Tower	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
701 West Georgia Street	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
Canaccord Financial Place	Monday to Friday Saturday Sunday and statutory holidays	4:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
777 Dunsmuir Street	Monday to Friday Saturday Sunday and statutory holidays	4:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
700 West Pender Street	Monday to Friday Saturday Sunday and statutory holidays	6:30 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
750 West Pender Street	Monday to Friday Saturday Sunday and statutory holidays	6:30 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request

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

Office Building Entrances

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

Tower	Hours
TD Tower	7:00 a.m. – 6:00 p.m.
701 West Georgia Street	7:00 a.m. – 6:00 p.m.
Canaccord Financial Place	6:00 a.m. – 6:00 p.m.
777 Dunsmuir Street	7:00 a.m. – 6:00 p.m.
700 West Pender Street	7:00 a.m. – 6:00 p.m.
750 West Pender Street	7:00 a.m. – 6:00 p.m.

Office towers are generally closed during holidays. Access to an office after hours or on holidays is only possible with an access card. Some offices are set up on an intercom system; please contact the Security and Life Safety Officer, at 604.630.5321 for more information.

Lobby Representative Desks

The Lobby Representatives are available Monday to Friday as follows:

TD Tower	7:00 a.m. – 3:00 p.m.
701 West Georgia Street	8:00 a.m. – 4:00 p.m.
Canaccord Financial Place	7:00 a.m. – 3:00 p.m.
777 Dunsmuir Street	8:30 a.m. – 4:30 p.m.
700 West Pender Street	7:00 a.m. – 3:00 p.m.
750 West Pender Street	7:00 a.m. – 3:00 p.m.

Management Office

The Pacific Centre Management Office is typically open from 8:00 a.m. to 5:00 p.m. Monday to Friday, holidays excluded. Any after hours emergencies can be directed to Security Control Centre at 604.669.3241. In addition to being closed weekends and evenings, the Pacific Centre 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

Pacific Centre Retail

Pacific Centre stores and services are open as detailed below:

Monday – Tuesday 10.00 a.m. – 7:00 p.m.
Wednesday - Friday 10.00 a.m. – 9:00 p.m.
Saturday 9:30 a.m. – 6:00 p.m.
Sunday and holidays 11.00 a.m. - 6:00 p.m.

Statutory Holidays

The following statutory holidays are observed throughout the calendar year in the Pacific Centre office buildings. 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

Security Control Centre

The Security Control Centre is open 24 hours a day, 7 days per week.

Financial Requirements

Rent Payments

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

Rental payments are due on or before the first day of each month, as per the lease agreement. We strongly recommend that all tenants provide post-dated cheques, or more conveniently, utilize electronic transfer of funds. All payments should be made payable to: "Pacific Centre Leaseholds Limited". For further information on rental payment, please call the Accounting Manager at 604.630.5310.

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 Easy Park or Imperial Parking as applicable and are payable to the appropriate company.

Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e. – door and lock repair, plumbing, or electrical work) if coordinated through the Pacific Centre Management Office. Again, please ensure that the remittance copy is included with your payment.

Standard Additional Service Rates

Cadillac Fairview offers various services to tenants for an additional fee. Please note that taxes, if applicable, are extra. Prices are subject to change.

<p>Housekeeping – SerVantage Services Corp. Additional services available such as fridge cleaning, carpet and furniture shampooing, dishwashing, garbage removal, and weekend cleaning.</p>	<p>Quotations provided based on individual tenant requirements.</p>
<p>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.</p>	<p>\$25.00 per key, including HST. \$50.00 per cylinder + HST (this amount includes 2 keys). \$25.00 + HST.</p>

<p>Signage Main lobby directory board changes/additions. Standard door signage. Multi-tenant floors – common lobby directional signage.</p>	<p>Based on tenant requirement. Based on tenant requirement. Based on tenant requirement.</p>
<p>Heating, Ventilation, and Air Conditioning After hours air conditioning is available after normal building hours. Prices vary by tower due to the varying floor plate sizes in each tower.</p>	<p>TD Tower: October -March - \$39.00/hr; April - September - \$72.00/hr. 701 West Georgia Street: October -March - \$39.00/hr; April -September - \$72.00/hr. Canaccord Financial Place: October-March - \$28.00/hr; April -September - \$39.00/hr. 777 Dunsmuir Street: All year - \$33.00/hr. 700 West Pender Street: All year - \$33.00/hr. 750 West Pender Street: All year - \$33.00/hr.</p> <p>Note: Additional cost of \$100 for operator overtime costs may apply (if mechanical cooling is requested between 11:30 pm to 6 am).</p>
<p>Repairs Ceiling tiles (damaged by tenant). Carpentry services/hanging pictures, shelving.</p>	<p>Quotation provided. Quotation provided.</p>
<p>Painting Walls and doors of leased premises.</p>	<p>Quotation provided based upon requirement.</p>

*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 our Pacific Centre Management Office. The certificate should include the following requirements (please refer to your lease agreement for the insurance requirements specific to your lease):

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

Tower	TD Tower	701 West Georgia Street and Canaccord Financial Place	777 Dunsmuir Street	700 and 750 West Pender Street
Additional Insureds	<ul style="list-style-type: none"> • The Cadillac Fairview Corporation Limited • Ontrea Inc. • Pacific Centre Leaseholds Limited • Pacific Centre Limited • 527698 British Columbia Limited • 527700 British Columbia Limited • 	<ul style="list-style-type: none"> • The Cadillac Fairview Corporation Limited • Ontrea Inc. • Pacific Centre Leaseholds Limited • Pacific Centre Limited • 	<ul style="list-style-type: none"> • The Cadillac Fairview Corporation Limited • Ontrea Inc. • Pacific Centre Leaseholds Limited • 622145 British Columbia Limited • 527698 British Columbia Limited • 527700 British Columbia Limited 	<ul style="list-style-type: none"> • The Cadillac Fairview Corporation Limited • Ontrea Inc. • Pacific Centre Leaseholds Limited • PCL Pender Place 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 1,500 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.

Locations

Pacific Centre has three underground parking facilities:

- South Pacific Centre Parkade: A two level parkade running underneath the Sears department store, TD Tower, and 701 West Georgia Street to Sephora, with 1575 stalls. There are two entrances, one off Howe and Robson Streets, and the other off Howe and Georgia Streets. This parkade is managed by Easy Park.
- North Pacific Centre Parkade: A three level parkade with 398 stalls situated under the north retail centre and 777 Dunsmuir Street office tower. The entrance is off Howe and Pender Streets. There are 4 handicap accessible stalls. This parkade is managed by Easy Park.
- Pender Place Parkade: A four level parkade with 202 stalls under 700 and 750 West Pender Street. The entrance to this parkade is off Howe Street at Pender Street. This parkade is managed by Imperial Parking.

Hours of Operation and Access

The Pacific Centre North and South Parkades are open to tenants and the public 24 hours a day, 7 days a week. The Pender Place Parkade is open Monday to Friday, 6:00 a.m. to 6:00 p.m. All Pacific Centre buildings have elevators connecting to the parking facilities.

Parking Rates

Hourly, Daily, and Monthly Parking Rates – North and South Pacific Centre Parkades

Parkade	Daily (Monday-Friday)	Evenings (Monday-Friday)	Weekends/ Holidays	Monthly
South Pacific Centre Parkade	\$3.25 per 1/2 hour or portion \$23.00 max (6:00 a.m.-6:00 a.m.)	\$6.00 max (6:00 p.m.-6:00 a.m.)	\$1.50 per 1/2 hour or portion \$6.00 daily max	Random: \$275.00 Reserved: \$375.00
North Pacific Centre Parkade	\$3.00 per 1/2 hour or portion \$24.00 max daily (6:00 a.m.-6:00 a.m.)	\$6.00 max (6:00 p.m.-6:00 a.m.)	\$6.00 daily max	Random: \$275.00 Reserved: \$375.00

*Rates subject to change.

The parkades provide a limited number of both reserved and non-reserved (random) monthly parking spaces. Tenants who park at the North Pacific Centre Parkade, which is located under 777 Dunsmuir Street, are to park on the P2 and P3 levels only. A parking transmitter and an elevator access card are required to access these levels.

For monthly parking in the North and South Pacific Centre parkades, please contact:

Easy Park
Suite 209, 700 West Pender Street
Vancouver, BC
Telephone: 604.717.7351
E-mail: Phyllis Ho: phyllis@easypark.ca

Hourly, Daily, and Monthly Parking Rates – Pender Place Parkade

Parkade	Daily (Monday-Friday)	Evenings/Weekends/Holidays	Monthly
Pender Place Parkade Open Monday – Friday	\$3.75 per 1/2 hour (6:00 a.m. – 7:00 p.m.) \$22.50 max	Closed	Random: \$250.00 Reserved: \$350.00

*Rates subject to change.

For monthly parking information in the Pender Place Parkade, 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.	For general parking information regarding the Pender Place Parkade, please contact: Gregory Pinch District Manager Imperial Parking Canada Office: 604.331.7242 Fax: 604.331.7276 E-Mail: GPinch@impark.com
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Bicycle Racks/Room

If you plan on riding your bicycle to Pacific Centre, please note that bicycles are not permitted in the office towers. Bicycle racks are located on the exterior of all buildings for your use. We also provide a secure, dry, and accessible room for your daily use. This room is located on the P1 level of 777 Dunsmuir Street, opposite the loading dock. An access card is required to access this room and may be obtained through the Security and Life Safety Officer at 604.630.5321. Although the outer door is kept locked at all times, we recommend that you keep your bicycle locked as well.

Shipping and Receiving

Locations

Loading Dock	Office Towers	Access	Contact number
North Loading Dock	Servicing 777 Dunsmuir Street, Block 32 Retail	500 block of Howe Street (by Pender Place entrance ramp)	604.688.4032
South Loading Dock	Servicing 700 West Georgia, 701 West Georgia, 609 Granville, and Block 42 Retail	Dunsmuir and Howe Street entrance ramp	604.688.0432
Pender Loading Zone	Servicing 700 and 750 West Pender Street, Pender Place Retail	500 Howe Street, via the commercial lane	604.688.0432

The South Loading Dock is operational during the hours of 8:00 a.m. to 4:00 p.m., Monday through Friday.

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

All tenant deliveries must be coordinated with their courier companies directly...

The loading docks are equipped with load levelers for trucks.

Height Restriction

The height clearance at the north loading docks is a maximum of 12 feet. The height clearance at the south loading docks is a maximum of 12 feet.

Freight Elevators

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.

For more information regarding freight availability please refer to the Freight Elevator Availability section.

Outgoing Packages/Incoming Packages

It is the tenant’s responsibility to arrange pick up all outgoing packages with your freight company.

All dollies or carts used in the Pacific Centre complex must be equipped with non-marking rubber or plastic wheels, and must not create excessive noise.

Courier Drop Boxes

- A Priority Post drop box is located on the lower level of the retail centre between The Body Shop and Purdy’s Chocolates.
- Federal Express drop boxes are located on the P1 level of 700 W. Pender and on the lower level of the retail centre between The Body Shop and Purdy’s Chocolates.
- Purolator drop boxes are located on the P1 level of 700 W. Pender and the P2 level of 750 W. Pender.
- UPS drop boxes are located on the P2 level of 700 W. Pender, the P2 level of 750 W. Pender, and the lower level of the retail centre between The Body Shop and Purdy’s Chocolates.

Pick Up Times

United Parcel Service	Monday– Friday - 3:30p.m.	604.273.0014
Federal Express	Monday to Friday - 4:00p.m.	1.800.463.3339
Priority Post	Monday to Friday - 4:00 p.m.	1.800.661.3434
Purolator Courier	Monday to Friday - 4:00 p.m.	

Postal Facilities

All tenant mail is delivered to the Canada Post outlet in the retail mall behind The Body Shop. Tenants are responsible for retrieving their own mail from the Canada Post outlet, apart from tenants of 700 and 750 West Pender Street, whose mail is delivered to their individual suite.

Mailbox

When moving into the Pacific Centre each tenant is allocated a post office box number. It is the responsibility of tenants to arrange for a post office box number. Please contact the Administrative Assistant, Tenant Relations at 604.630.5339 for further information.

The post office box number should be used on all mail addressed to the tenants. The tenant receives the key to the post office box directly from the Canada Post outlet. You may contact the staff at the Post Office at 604-688.7026.

Mailing Address

The following format is recommended for tenant mail addressing of stationery:

- Tenant company name
- Street address
- Tower name
- PO Box #
- Pacific Centre
- Vancouver, BC, Postal code.

Full Service Postal Facility

There is a full service postal outlet located in London Drugs on Granville Street.

Elevators

The following is a list of elevators by building at Pacific Centre:

Tower	Passenger Elevators	Freight Elevators
TD Tower	10	1
701 West Georgia Street	4	1
Canaccord Financial Place	5	1
777 Dunsmuir Street	6	1
700 West Pender Street	4	1 shuttle elevator to parkade
750 West Pender Street	4	1 shuttle elevator to parkade

Passenger Elevators

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

Freight Elevators

Every building (except for 700 and 750 West Pender Street*) is equipped with designated freight elevator(s). The freight elevators are to be used for tenant move-ins and outs, and delivery of large parcels and equipment.

Freight Elevator Availability

Reserving the Freight Elevator		
Monday to Friday	Before 6:30 a.m.	Can be booked for major deliveries
	6:30 a.m. – 7:30 a.m.	Can be booked for major deliveries
	7:30 a.m. – 11:30 a.m.	Available for minor deliveries – cannot be locked off
	10:30 a.m. – 12:00 p.m. 2:00 p.m. – 4:00 p.m.	Loading Dock using freight for office tower deliveries – cannot be booked.
	4:00 p.m. – 6:00 p.m.	Can be booked for major deliveries
Saturdays, Sundays, and Holidays	All day	Can be booked for major deliveries

*The 700 and 750 West Pender Street passenger elevators can be booked between the hours of 6:00 p.m. to 6:00 a.m. Monday to Friday and all day Saturday and Sunday for major deliveries and move ins/outs.

Tenants must provide at least one week’s written notice prior to the date and time of the scheduled move or delivery. All moving or delivery arrangements must be cleared by the Service Centre at 604.688.7282 and are subject to a first come first serve basis. Should an emergency arise whereby you require the elevator without having made a booking, we will endeavour to assist you as much as possible. However, there may be days when it will not be possible to accommodate your request.

Please note that there is a 20-minute parking restriction in all loading zones. Vehicles parked for more than 20 minutes will be towed at the vehicle owner's expense. If you have loading requirements exceeding these time restrictions, please contact the South Loading Dock directly at 604.687.0238 or 604.688.4032.

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 corridor, exit door, elevator, lobby, or hallway with any materials.

Meeting Room

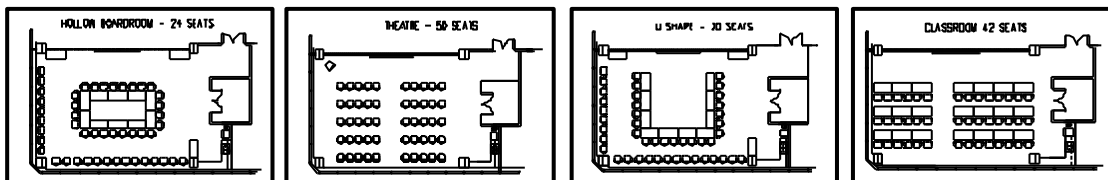
The Pacific Centre Meeting Room is conveniently located at Suite 950 of Canaccord Financial Place, at 609 Granville Street in the Pacific Centre complex. The Meeting Room is available for rent to all Pacific Centre tenants.

Equipment

The Meeting Room includes a kitchenette with a fridge and water cooler. The room also comes complete with audiovisual equipment including a ceiling mounted LCD projector, retractable screen, podium, laptop plug-in, broadband internet access, cable TV connection, DVD/VCR player, and portable microphones.

Set Ups

The Meeting Room is 1835 square feet (53 feet x 33 feet) and can accommodate up to 24 attendees in a hollow square style, 50 attendees theatre style, 42 attendees classroom style, 20 attendees in a u-shape style, or up to 60 attendees reception style.



Rental Rates

Standard set up (hollow square for 24 attendees) full day	\$250*
Standard set up (hollow square for 24 attendees) 1/2 day	\$175*
Any other set up full day	\$325*
Any other set up 1/2 day	\$275*

*Rates subject to change.

*Rental rates include price of meeting space and audiovisual equipment.

*Full day rental rates are for meetings booked for greater than 4 hours; 1/2 day rental rates are for meetings booked for 4 hours or less.

*Meetings booked outside the period Monday to Friday, 4:00 a.m. to 6:00 p.m. are subject to after hour HVAC charges at \$28.00/hour from October to March and \$39.00/hour from April to September. 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. Pacific Centre has an assortment of restaurants and cafes that would be happy to provide catering. Please visit www.pacificcentre.ca for more information. Cadillac Fairview is also pleased to recommend the following catering companies for your next function:

AI Dubrulle Culinary Arts 604.738.3155
 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, please contact the Receptionist at 604.688.7236 or mary-ann.dyck@cadillacfairview.com.

Storage Rooms

A limited number of storage rooms of various sizes are available for short or long term lease at Pacific Centre. Most storage spaces are located in the retail and parkade levels of Pacific Centre. If you require permanent or temporary storage, please contact the Retail Leasing Representative at 604.688.7236.

Tennis/Basketball Courts

There are two full size tennis courts with nets and lights for evening matches, located on the third floor of 777 Dunsmuir Street. With both north and east exposure, the courts enjoy full sunlight for most of the day. If you would rather be a spectator, there is a patio located on the same level that you can use to enjoy a leisurely lunch. Tennis and basketball court bookings are one hour each and should be made in advance by contacting the Receptionist at 604.688.7236 to obtain card access to the facilities. Weekends and after hours bookings are available on a first come first serve basis.

The tennis courts may be booked for private tenant functions such as staff barbeques, parties, etc. There are rental and security charges applicable for tenant functions taking place on the tennis courts. There will also be additional charges if excessive garbage removal and clean up is necessary and if furniture has been moved and not put back in place. Private function bookings are available by contacting the Receptionist at 604.688.7236. Please have the following information ready when requesting private function booking.

- Purpose of function.
- Number of people attending.
- Time of event (certain times not permitted so as not to disturb other tenants).
- If liquor is being served - we require a copy of liquor license.
- If the freight elevator will be required by caterers.

Change Rooms and Shower Facilities

There are change rooms, showers, and lockers located on the 3rd floor of 777 Dunsmuir Street. Please contact the Security and Life Safety Officer at 604.630.5321 to obtain access. Please note that there may be a small fee associated with this access.

Access to Change Rooms and Tennis/Basketball Courts

An access card is required to enter the tennis courts and change room areas. Contact the Security and Life Safety Officer at 604.630.5321 for access to these areas.

Lost and Found

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

Telephones

Public telephones are located throughout the Pacific Centre retail complex.

Handicap Access

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

Office Tower	Handicapped Access	Handicapped Washrooms
TD Tower	Main Lobby – Access to office tower/retail centre	On the 11 th floor
701 West Georgia Street	Main lobby – Access to office tower/ retail centre	On the 14 th floor
Canaccord Financial Place	Main Lobby – Access to office tower only	In the lobby area
777 Dunsmuir Street	Main Lobby – Access to retail centre only*.	On every floor
700 West Pender Street	Galleria doors – access to office tower and retail centre.	In the Galleria

750 West Pender Street	Galleria doors – access to office tower and retail centre.	In the Galleria
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*This route is not a designate primary entry point that will allow direct access into the towers. However, by using a combination of parkade elevators and/or handicap chair lifts within the immediate vicinity access can be gained.

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 buildings or on the exterior common areas.

OPERATIONS

Heating, Ventilation, and Air Conditioning (HVAC)

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

Building	Days	Time
TD Tower	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
701 West Georgia Street	Monday to Friday Saturday Sunday and statutory holidays	6:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
Canaccord Financial Place	Monday to Friday Saturday Sunday and statutory holidays	4:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
777 Dunsmuir Street	Monday to Friday Saturday Sunday and statutory holidays	4:00 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
700 West Pender Street	Monday to Friday Saturday Sunday and statutory holidays	6:30 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request
750 West Pender Street	Monday to Friday Saturday Sunday and statutory holidays	6:30 a.m. – 6:00 p.m. 8:00 a.m. – 1:00 p.m. Available upon request

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.

After hours air conditioning is available upon request 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. 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.

Suggestions to Improve Comfort Levels

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

- Keep furniture at least six inches from perimeter heating units.
- 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 generate a surprising amount of heat.

Tenant Air Conditioning Units

- From time to time, Pacific Centre’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)
 - Reset procedure
 - Location of breaker panel

Lighting

Control

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

Each building is equipped with long-life fluorescent lighting. The standard lighting fixture uses four-foot fluorescent tubes, combined with air conditioning circulation vents. Lighting is energy efficient and designed to meet or exceed regulations for colour rendition and light levels. Superior performance includes reduced or eliminated visual flicker and ease for viewing computer screens. Lighting fixtures are maintained by building staff and should be adjusted only by authorized personnel.

Electricians and building operators are available upon request to assist tenants who have questions about the lighting systems. For further information or to activate lights after standard buildings hours, please contact the Service Centre at 604.688.7282.

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 the 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

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

Tenants requesting electrical or water metering should contact the Senior Manager, Operations at 604.630.5317 to obtain approval.

Although our maintenance staff make 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.

Telecommunications

As a result of deregulation of the telecommunications industry (initiated by the CRTC), there are many competitors in the market place for fibre optics, high-speed data, local telephone, and long distance service and any other related service. Cadillac Fairview will permit tenants to use any company to provide these types of services. However, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Rycom Inc. has been contracted by Cadillac Fairview to manage the Pacific Centre utility rooms. Therefore, before formalizing any agreement with any services providers, please contact Rycom Inc. at 1-877-792-6687 or customercare@rycom.ca.

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. Pacific Centre was awarded BOMA Go Green certification in 2006 and 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

SerVantage Services Corp. provides housekeeping services for the cleaning of office premises, and all common areas of Pacific Centre 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, 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 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 and 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

SerVantage 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.

Window Cleaning

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

Waste Management

Office garbage is removed nightly, Monday through Friday, holidays excluded, provided that proper receptacles have been used or the material has been clearly labelled as garbage. Pink garbage labels are available to clearly identify garbage that cannot be handled by our current recycling program. 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.

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 Manager, Tenant Projects at 604.630.5315.

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.

Items such as furniture, computers, telephone equipment etc., are not considered garbage to be removed by the janitors. The tenant is responsible for the removal of these items. If you are unsure about whether the items can be accepted as part of our Recycling Program please contact the Service Centre at 604.688.7282.

Recycling Services

Pacific Centre operates a successful recycling program, diverting over 820 metric tonnes of all fibre paper products, glass, and plastic from the landfill each year. In January 2010 Pacific Centre 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. It is mandatory for all tenants to recycle as much as possible. Small recycling boxes are provided free of charge for use under desk areas. Large recycling boxes are located in central locations throughout individual tenant offices. The cleaners are responsible for emptying the recycling boxes as required. If you have items too large to be put in a recycling box, please attach a recycle label to the material and the cleaners will remove it. Labels can be obtained by calling the Service Centre at 604.688.7282.

Paper Products

Pacific Centre has an "All Fibre Paper Products" recycling program in place with Metro Waste Recovery. This program virtually eliminates most things from your wastebasket and redirects them to the recycling boxes. The general rule of thumb to follow is "If It's Paper, Recycle It!". There is no need to sort, remove staples, paper clips, rubber bands, plastic labels, or spiral bindings. We do, however, ask that you re-use large metal fasteners and binders.

Please remember to flatten cardboard boxes for easier removal.

E-Waste

Recyclable Equipment

If you have computers or electronic equipment that are unusable, we encourage you to recycle it rather than disposing of it in a landfill. Cadillac Fairview, in partnership with Happy Stans, has an Electronics Recycling Program and will provide tenants with a free drop off location for removal and recycling of the following electronic equipment:

<ul style="list-style-type: none">• Computers• Laptops• Printers• Scanners• Monitors• Keyboards and mice	<ul style="list-style-type: none">• Fax Machines• External Modems• Motherboards and accessory cards• Uninterruptable power supplies (UPS)• Computer cables• Cell phones
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Please drop off any of these electronic items at the Pacific Centre North or South Loading Dock. For more information on this service, please contact the Service Centre at 604.688.7282 or via email at vanservice@cadillacfairview.com. This electronic recycling program is another example of Cadillac Fairview's dedication to protecting the environment.

Shredding

Pacific Centre offers tenants on-site confidential shredding service at a cost comparable or cheaper than what may have been quoted by other companies or are currently paying. We charge \$80.00/hr and tenants are only invoiced for the exact amount of shredding time. A guaranteed pick-up schedule can be arranged to suit your needs daily, weekly, monthly, or one time only.

If you are interested in this service, simply pick up the phone and we can have someone at your office within minutes. Please call the Service Centre at 604.688.7282 for more information.

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 of Security & Life Safety, Vancouver Properties (Monday - Friday)
- Cadillac Fairview Manager of Fire and Life Safety, Vancouver Properties (Monday – Friday)
- Cadillac Fairview Security Manager, 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 of 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 of Fire and Life Safety, Vancouver Properties is responsible for managing the fire and life safety policies and programs at the property. The Security Manager, 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 Pacific Centre in general. They may be contacted through the Pacific Centre Management Office at 604.688.7236.

As a minimum standard, all Security Officers receive the following training prior to commencing work at Pacific Centre:

- Basic Security Training
- First Aid Level 1.
- Project Griffin Training
- 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.

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

- Pacific Centre Security (24 Hours) 604.669.3241
- In An Emergency 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. Pacific Centre 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, retail floor, and parking garages 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 the Security and Life Safety Officer via Pacific Centre Administration. 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.

Tenant Locks and Alarms

Locks and Keys

Locks and electronic access mechanisms, controlling entry into tenant premises, must be installed and programmed to Pacific Centre 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 Manager of Security and Life Safety, in advance. The Manager will alert you of particular efficiencies which stem from Pacific Centre 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.
- 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.

Security and Life Safety Audits, Seminars, and Drills

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

Fire wardens must be appointed by each tenant and Cadillac Fairview will provide free training for Fire Warden personnel. Mandatory fire drills are conducted once annually. From time to time, Cadillac Fairview will offer seminars on emergency preparedness and related topics. The training is usually free of charge or for a nominal fee.

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 the Emergency Line at 604.688.9444. Pacific Centre 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 Security personnel or the Lobby Representative immediately. Security will ensure appropriate support actions 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 requiring assistance 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.

Courtesy Umbrellas

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

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.

Alterations and Remodelling

All contemplated changes to your premises must be reviewed and approved by the Pacific Centre Management Office prior to the commencement of construction. Responsibilities and the procedures with respect to alterations to or remodeling 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 insured 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 Pacific Centre.
- 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 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 premises are not compromised. Please be aware of the following guidelines regarding contractor access:

- Security staff cannot provide contractors with a key(s) to any leased space; this must be provided by the tenant.
- Cadillac Fairview will authorize contractors performing work via a “work order number”, a “project identification number”, or e-mail confirmation.
- The tenant must contact the appropriate Cadillac Fairview manager and confirm the scope of work within the suite, and provide all access details.
- 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 Pacific Centre. 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 Pacific Centre/Cadillac Fairview identification badge in a visible area at all times while working within Pacific Centre.
- 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 Pacific Centre 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 1.877.792.6687 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.

The Administrative Assistant, Tenant Relations will send you an authorization form for your new signage. Please ensure that the "To Read" section of the form is correct and that the wording and punctuation are exactly as you would like to see them on the sign. 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 604.630.5339 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 paper signage is prohibited in common areas and elevator lobbies.