

CFBULLETIN

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Date: August 24, 2010

Attention: All Office and Retail Tenants – Pacific Centre

Reminder - South Loading Dock Operational Changes

As a reminder, please be advised of the operational changes being made at the Pacific Centre South Loading Dock which serves the 700, 701, 609 Office Towers and the Block 42 and 52 Retail Areas.

Effective September 6, 2010, we will be discontinuing the practice of accepting any deliveries on behalf of tenants and making deliveries to tenant premises.

We understand the need and importance of secure and timely delivery of supplies to our tenants, and to that end we will have mechanisms in place to allow couriers and delivery drivers to make deliveries directly to tenant premises.

Please be aware that due to space limitations and liability concerns, there will be limited provisions for storage at the dock level.

Attached is a Q & A that should help answer any outstanding questions; however, if you have additional questions please contact Terry Connors at 604.688.7236.

Please note that this Q & A has been distributed to all courier and delivery companies who frequent the Pacific Centre loading dock in order to make them aware of the changes that are taking place.

We thank you in advance for your cooperation and patience as we work to streamline our loading dock operations.

Sincerely,

THE CADILLAC FAIRVIEW CORPORATION LIMITED



Ultan Kampff
General Manager
Pacific Centre

South Loading Dock – Operational Changes

Q: Where do courier and other transport companies deliver their packages to?

A: Couriers packages and other deliveries must now be delivered directly to tenants by the delivery service.

Q: Can transport companies still use the loading dock?

A: Yes, space is available on a first come, first serve basis.

Q: Where will courier companies park?

A: There will be designated courier parking south of the Loading Dock in the Truck Tunnel which may be accessed through Block 52 of the Mall.

Q: What will happen to the Office Tower Freight Elevator booking procedures?

A: The Office Freight Elevators will now run free to unsecured floors during tower operating hours and will be available on a first come, first serve basis. The Freight Elevator can be booked after hours (before 9:00AM or after 6:00PM) through the Service Centre at 604.688.7282.

Q: How will Large Deliveries be handled?

A: Large Deliveries will need to be coordinated between the tenant and the supplier after hours as the freight elevator will need to be booked.

Q: Will there be any storage areas available for use at the Dock Level?

A: Yes, there will be a limited number of cages available for use at the Dock Master's discretion.

Q: How will these cages be secured?

A: While the Loading Dock is manned we will not be signing for, or accepting any responsibility for goods. All delivery companies requiring use of these cages will be expected to supply their own locks.

Q: Will goods be able to left overnight?

A: No, these cages must be empty by the end of each day and will not be accessible after 04:00 PM.

Q: Will Contractors be allowed to park in the Loading Dock?

A: No, contractors will have to arrange for their own parking in the underground parkade(s).

Q: How will Security at the Loading Dock be maintained?

A: Security patrols are in place and the Loading Dock and Courier areas are monitored by CCTV. Cadillac Fairview Loading Dock staff will be present during the hours of 8:00 am to 4:00 pm.

Q: Where will Canada Post deliver to?

A: Tenants will be required to pick up their packages directly from the Canada Post outlet located on the lower level of the Mall (the same place where regular mail is delivered).

Q: Where do Tenants send outgoing packages?

A: Tenants are required to make their own arrangements with their delivery company for outgoing packages.

Q: Can the Retail Passenger Elevators be used to bring deliveries to stores within the shopping mall?

A: No, there are designated Freight Elevators for all retail tenants to use, and they are available from 6am until 1 hour after close Monday – Friday. In order to reduce delivery traffic in the Centre we strongly encourage retailers to receive deliveries before or after retail hours.

Q: Can packages be delivered through the office tower lobbies?

A: Yes, small deliveries can be delivered through the office tower lobbies, however, soft wheeled dollies and the freight elevators must be used. In order to keep our office lobbies and elevators in good condition we strongly encourage the use of the loading dock for all deliveries.