



# PROPERTY INFORMATION GUIDE

# Arthur Erickson Place

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# ***INTRODUCTION***

## **Welcome to Arthur Erickson Place**

On behalf of the Ownership group, Colliers welcomes you to Arthur Erickson Place. We are pleased to provide you with this Property Information Guide to assist you in becoming familiar with the building's features, facilities, operating procedures, and the staff who manage and maintain them.

We strongly encourage you and your staff to familiarize yourself with the services and operations of Arthur Erickson Place, and we hope you find this guide helpful and informative. Please note that the information contained in this guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the guide.

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

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

## **About Arthur Erickson Place**

Commissioned by forestry giant Macmillan Bloedel, then Canada's largest company, 1075 West Georgia joined a growing number of office buildings built during a time of rapid expansion of business in Vancouver. Erickson's commission for the project brought further credibility to forward-thinking architects and designers in the city.

Winner of the Massey Medal for Architecture in 1970, Arthur Erickson Place highlights several of Erickson's design signatures. His views that concrete is the new marble, and that natural light is a critical design element are expressed through the exposed concrete grid and large inset windows of the exterior façade. His belief in the importance of integrated landscape and water features is represented by the reflecting pools and plantings present at the entry plaza level.

In 2019, a new ownership group acquired the building, bringing a new name and a dedication to upgrading and maintaining the building to ensure it maintains its rightful place as an architectural icon and premium downtown office building.

Now known as Arthur Erickson Place, the building attracts those who agree with Erickson and see form as important as function and recognize that a building ahead of its time in 1970 is still ahead of its time today.

## Getting to Arthur Erickson Place

For those traveling by car, there is a 24-hour covered, 6-level parking garage located adjacent to the building, with a total capacity of approximately 228 vehicles. The parkade provides connected access to Arthur Erickson Place and can be accessed off Dunsmuir Street between Burrard Street & Thurlow Street. Hourly, daily, and monthly parking is available.

There are many convenient options to travel to and from Arthur Erickson Place. There is excellent access via public transit. Major bus routes are located on Georgia and Burrard Streets, with stops adjacent to the building. The Millennium and Expo SkyTrain Lines that connect Vancouver to Burnaby, New Westminster, and Surrey, also serve Arthur Erickson Place. The Granville SkyTrain Station is located on Granville Street between Georgia and Dunsmuir Streets and is a short walk from the building. The Canada Line, which connects Vancouver to Richmond, is also accessible on Granville Street, via the Vancouver City Centre Station. For TransLink scheduling and rates information, please visit [www.translink.bc.ca](http://www.translink.bc.ca).

# MANAGEMENT TEAM

The Colliers management team takes pride in ensuring that everything operates smoothly. If you do notice that something is not up to our usual standards or if you have a question, please do not hesitate to contact us.

## Management Office

The office is located on the mezzanine level of 1075 West Georgia.

The mailing address is:

1075 West Georgia Street

Vancouver BC V6E 3C9

## Contact Numbers and Information

| Colliers International  |                   |                |
|-------------------------|-------------------|----------------|
| Senior Property Manager | Alan Yamamoto     | 604-655-7371   |
| Property Administrator  | Olivia Ghesquiere | 604-692-1401   |
| 24-Hour Service Centre  | Service Requests  | 1 877 255 5888 |

| Arthur Erickson Place |                  |              |
|-----------------------|------------------|--------------|
| Building Security     | Paladin Security | 778-838-9359 |
| Parking               | Indigo Parking   | 604-669-7275 |



Leasing Inquiries

Myah Ollek, CBRE

604-662-5146

#### After Hours Emergency

Building Security

Security Desk

778-838-9359

24-Hour Service Centre

Service Requests

1 877 255 5888

#### Other Important Telephone Numbers

Fire/ Ambulance/Police

911

Vancouver Police

Non-Emergency Line

604-717-3321

RCMP

Non-Emergency Line

604-224-1322

City of Vancouver

311

Nearest Medical Walk-In Clinic

Loyal Medical Clinic, 1055 W  
Georgia St

604-428-8313

Poison Control BC

1-800-567-8911

604-682-5050

Nearest Hospital

St. Paul's Hospital, 1081  
Burrard Street

604-682-2344

# ***GENERAL INFORMATION***

## **Communications**

Colliers has a comprehensive communications program for its tenants. Tenant communication pieces include e-bulletins as well as guides, websites, signage, digital elevator screen bulletins, etc. that provide pertinent information regarding the complex and its operation.

## **E-Bulletins**

Colliers send Tenant Memos via email to each office's tenant representative(s). E- bulletins provide information on activities within and around the building that may impact the tenants. Tenant representatives are responsible to ensure that Colliers 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 on vacation or away from the office due to sickness.

## **Website**

A comprehensive list of information on leasing, property operations, building history, tenant directory, amenities, accessibility, and services can be found on the property website: [arthurericksonplace.com](http://arthurericksonplace.com)

## **Digital Elevator Screens**

Digital elevator screens are in the elevator cabs and communicate interesting content throughout the day, while at the same time providing building management with the ability to focus messages specifically on property related issues.

For all advertising opportunities at Arthur Erickson Place, please visit:

<https://www.captivate.ca/>

## Digital Lobby Directory/Static Elevator Lobby Directories

Elevator lobby directory signage or main lobby digital directory listing changes can be made by emailing the Administration Office at [olivia.ghesquiere@colliers.com](mailto:olivia.ghesquiere@colliers.com). The Tenant directory is in the ground lobby. On multi-tenant floors, a building standard identification sign is provided, upon occupancy, by the Landlord for each Tenant's leased space (non-full floor tenants). Any changes to the original signage issued are at the Tenant's expense.

All other custom-made signage must be pre-arranged and approved by Property Management and are at the tenant's expense.

Updates to tenant signage are the responsibility of the tenant. These changes can be made by calling or emailing the Property Administrator, [olivia.ghesquiere@colliers.com](mailto:olivia.ghesquiere@colliers.com)

## Lobby Attendants/Security Desk

The Security Desk is staffed 7 days a week, 24 hours each day. Staff will leave the lobby desk to conduct site patrols.

Note: The hours listed above are subject to change without notice. If the lobby attendant is not at the desk, please contact Security directly **778-838-9359** and leave a message.

## Building Hours

The Arthur Erickson Place building hours are 6:00 a.m. to 6:00 p.m. on weekdays. Tenants have access to the building at any time during these hours. Tenants require security cards to access the building beyond these hours.

| Service                  | Hours of Operation                            |
|--------------------------|-----------------------------------------------|
| Parking                  | 24 hours - 7 days/week (for building tenants) |
| Main lobby security desk | 24 hours - 7 days/week                        |

|                       |                                                                                      |
|-----------------------|--------------------------------------------------------------------------------------|
| Loading Dock          | 6:00 am to 6:00 pm - Monday to Friday                                                |
| Office Tower          | 6:00 am to 6:00 pm - Monday to Friday                                                |
| Administration Office | 8:00 am to 4:00 pm - Monday to Friday                                                |
| Fitness Centre        | 5:00 am to 10:00 pm - Monday to Friday<br>8:00 am to 4:00 pm - weekends and holidays |
| Boardroom             | 7:00 am to 4:00 pm - Monday to Friday                                                |

## Statutory Holidays

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

New Year's Day  
 Family Day  
 Good Friday  
 Victoria Day  
 Canada Day  
 BC Day  
 LabourDay  
 Thanksgiving Day  
 National Day for Truth & Reconciliation  
 Remembrance Day  
 Christmas Day  
 Boxing Day

On holidays, Arthur Erickson Place operates under weekend security procedures. Waste removal and cleaning services resume on the next business day. Tenants can advise Colliers should their holiday schedule differ from the buildings, as HVAC services are

turned off during holidays and weekends. Security and the Service Centre continue to provide service on holidays.

# TENANT SERVICES

## Tenant Service Requests

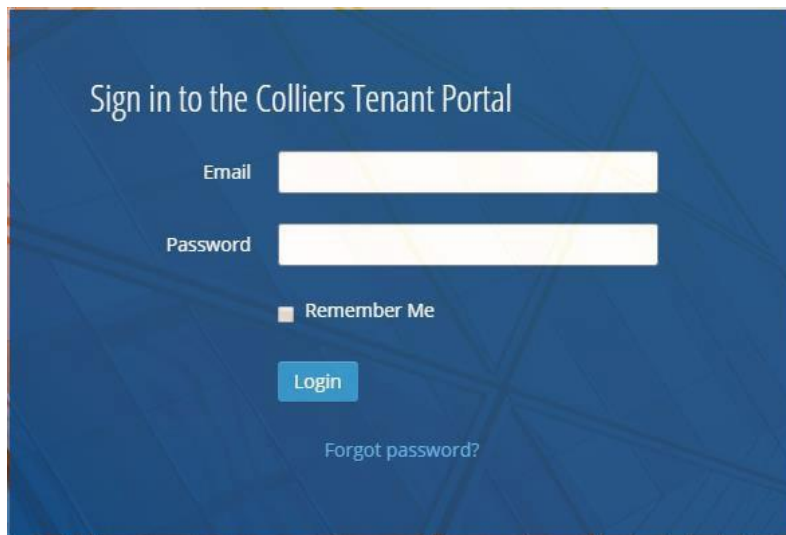
Colliers is committed to providing a worry-free, efficient office environment. Contacting the Service Centre enables building management to track the progression of tenant requests. Requests are dealt with quickly and remain a priority until completed.

The 24-Hour Service Centre is the first point of contact for tenant requests or concerns relating to the building. Tenants can relay their concerns **24 hours a day, 7 days a week** by calling **1-877-255-5888**. Tenants can also email non-urgent requests through to [servicecentre@colliers.com](mailto:servicecentre@colliers.com), or sign up to the Colliers Online Tenant Portal [click here](#).

To submit a tenant service request:

1. Log into the portal

<https://commercialcafe.securecafe3.com/tenantportal/login.aspx?companyid=1239>

The image shows a login page for the Colliers Tenant Portal. The background is dark blue with a subtle geometric pattern. At the top, the text "Sign in to the Colliers Tenant Portal" is displayed in white. Below this, there are two white input fields for "Email" and "Password". Under the password field is a checkbox labeled "Remember Me". A blue "Login" button is positioned below the checkbox. At the bottom of the form area, there is a link that says "Forgot password?".

2. Upon logging in, click on "Submit Maintenance Request" and the following window will display. Add a new request for your suite under the "Add New Request" tab.

**Maintenance Requests**

505010 British Columbia Ltd.  
1075 West Georgia Ltd., Vancouver

If you are reporting a building emergency, please do not use this form, and call the Colliers Service Centre at 1-877-255-5888 instead.

[Add New Request](#)
[Add New Common Area Request](#)
[Maintenance Request History](#)

Unit\* 2525

Priority\*

Category\*

Brief Description\* 35 characters remaining

Details 500 characters remaining

Access Instructions

Attachment: Choose File No file chosen

Submit

See notes below.

Note: Images or voice memos can also be uploaded up to 2 MB. The following file types are allowed, .gif, .jpeg, .png, .jpg, pjprg, .bmp, .x-png, .wav, .aif, .wmv, .m4a, .mp4.

**Unit** – this field defaults to your suite number. If you occupy more than one suite, select the appropriate unit from the drop-down menu.

**Category** – select the category that applies to your request

**Brief Description** – enter a brief description of the request. This field is limited to thirty-five characters.

**Details** – you may optionally add more details in this field to further describe your request.

**Access instructions** – if applicable, enter in any special instructions that the Building Operator will require to access your suite and/or the area noted in the request.

**Permission to enter** – Select “Yes” or “No” to notify the Building Operators if they are permitted to enter your suite with/without notice. Selecting “No” may delay the resolution of your request.

1. Fill in all the required fields with the asterisk (\*). Once the form has been completed, click "Submit."
2. Once the request has been submitted a confirmation email entitled "Service Request Summary" notifies you of the work number that has been created for your request.
3. A building Operator is then assigned to your request as soon as possible. You will receive an email notification in two instances:
  - a. If it is pending a part that needed to be ordered by the Building Operator
  - b. When the work order is completed.

**To submit a common area request:**

Tenants can submit a maintenance request for the common areas (i.e., lobby, parking garage, etc.) by clicking on the Add New Common Area Request tab.

In the case of a common area request, the Suite field is replaced by a Location field. Pick the location that best matches the request.

**Checking maintenance request history**

Tenants can also check the status of their requests by logging back into the Tenant Portal and clicking on "Maintenance Request History." This tab shows the Service Requests entered. Tenants can click on the work order number to view the details.

## Tenant Representatives

Tenants are required to designate at least two employees (a primary and secondary) on the client contact form to liaise with Arthur Erickson Place 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 the different types of contact. The different areas of contact responsibility are as follows:



## **Primary and Secondary Contacts**

Day to-day operations including:

- Coordinating access requests into Tenant spaces
- Coordinating Tenant service requests
- Coordinating special services and requests
- Communicating e-bulletin information to company staff and management daily
- Other general administrative items related to occupancy in Arthur Erickson Place

## **Emergency Contacts**

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

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

## **Senior Executive Contact**

Primary responsibility for decisions and considerations related to the lease.

## **Accounting/Billing Contacts**

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

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

# **FINANCIAL REQUIREMENTS**

## **Rent Payments**

### **Monthly rent schedule**

A rental advice notice is issued prior to the commencement of a lease and as well as at the end of each calendar year to indicate changes in additional rent (i.e., operating costs and property taxes) for the upcoming year.

As per the Lease, rent charges are due on the first day of the month without prior written notice or invoice.

### **Rental payments**

The Landlord utilizes a pre-authorized Electronic Fund Transfer (EFT) program which permits tenants to make rental payments by way of automatic debit from their bank accounts. The enrollment form can be found in the appendices section of this manual. It can be submitted to the Administration Office for activation in person or by email to [olivia.ghesquiere@colliers.com](mailto:olivia.ghesquiere@colliers.com).

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 utilize electronic transfer of funds. For Arthur Erickson Place, all payments should be made payable to **1075 W. Georgia Ltd.**

A final reconciliation is prepared for both operating costs and realty taxes, which is distributed to Tenants in accordance with the terms and conditions of your Lease.

## Building Services Payments

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

## Parking Invoices

Monthly parking charge invoices will be sent by Indigo as applicable and are payable to the respective company.

## Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e., door and lock repair, plumbing, or electrical work) if coordinated through the Colliers Management Office and will be subject to a 15% administration fee. Again, please ensure that the remittance copy is included with your payment.

# ***INSURANCE REQUIREMENTS***

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

- Commercial General Liability as per Lease
- 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 interest's clause

The following parties as additional insureds:

1075 West Georgia Ltd. and Colliers Macaulay Nicolls Inc. dba Colliers International are to be named as "Additional Insured".

Tenant's insurers can easily provide this to tenants upon request. Tenants are requested to review their lease document prior to contacting their insurer for the certificate so that you can advise them of the required coverage per the lease.

For further information on office insurance, please contact [service.centre@colliers.com](mailto:service.centre@colliers.com).

# ***BUILDING FEATURES AND FACILITIES***

## **Parking**

Reserved or monthly parking is allocated based on a tenant's lease. To arrange for additional parking and for all other parking inquiries, please contact the building's parking service partner, Indigo Parking at **(604) 669 -7275**.

The entrance to the underground six level parkade, 228-stall lot (lot 341) is off Dunsmuir Street in between Burrard Street & Thurlow Street. For monthly parkers, the parking facility is accessible 24 hours a day, 7 days a week. For after-hours access, a security access card is required to open the garage door.

Vehicles left in the parkade over three days that have not been reported to security or any cars found illegally parked in the handicapped or reserved stalls are tagged and/or towed at the owner's expense. Indigo Parking enforces parking by-laws and regulations.

There is one (1) stairwell that provides access from all levels of the parkade to the main lobby.

The parkade is cleaned on a periodic basis. Waste receptacles that are placed near the entrances are to accommodate the disposal of small items only.

Please observe the posted speed of 30 km/h and directional signage.

## **Electric Vehicle Charging Stations**

There are 4 EV-charging stations for electric vehicles in the parkade.

## **Barrier Free Access**

There are two handicap parking stalls in the parkade and accessible pathways, doorways, and a lift to assist persons with mobility issues.

## Loading Dock Facilities

The loading dock operates on a first come, first serve basis, with a 20-minute maximum time limit for parked vehicles.

There are no receiving personnel onsite, so driver assistance is required.

The clear height for the loading bay is 11'.

The Landlord reserves the right to inspect freight brought into the building and exclude from the building all freight which violates any lease terms.

## Freight Elevators and Deliveries

Deliveries must be shipped through the loading area and the designated freight elevator.

Any damage to the elevator and/or building caused by the tenant or its contractors, couriers, delivery, or moving services, will be at the Tenant's expense and will be subject to a 15% administration fee.

Moving equipment such as pallet jacks, moving carts and dollies are not provided by the building.

To avoid elevator service disruption to tenants and visitors, the freight elevator is available for deliveries or movement of freight, furniture, or heavy and large items as follows:

Please contact [service.centre@colliers.com](mailto:service.centre@colliers.com)

After hours additional security is required, and charges do apply and will be subject to a 15% administration fee.

Freight Elevator Dimension: The size of the centre opening of the elevator door is 42" wide x 83" height. The clear height within the freight elevator is 118". Elevator Dimensions: 79" width x 62" depth

Bookings for the freight elevator are required 24 hours in advance.

Please complete the 'Work Permit Request' form and email the completed form to [servicecentre@colliers.com](mailto:servicecentre@colliers.com) or attach it as a file to the online tenant request system

Prior notice must be provided by tenants to Colliers to move unusually heavy or bulky freight. Freight must not exceed the rated capacity of the freight elevator of 1590 kg.

|                                            |                                                                              |
|--------------------------------------------|------------------------------------------------------------------------------|
| Monday to Friday                           | <a href="mailto:service.centre@colliers.com">service.centre@colliers.com</a> |
| Saturdays, Sundays, and Statutory Holidays | <a href="mailto:service.centre@colliers.com">service.centre@colliers.com</a> |

Note: outside of regular business hours, a security guard is also required to be booked for the use of loading dock at the Tenant's expense, subject to a 15% administration fee, when loading bay access is required.

## Mail Service

The mailroom is located on the basement level, which can be accessible via the Low-Rise or High-Rise elevator. Please contact Colliers by email at [olivia.ghesquiere@colliers.com](mailto:olivia.ghesquiere@colliers.com) for mailbox numbers and mail keys as needed. These mailboxes are not to be confused as Post Office Boxes. They are set up exclusively for the delivery of non-bulk outside mail. Tenants are responsible for the delivery and pick up of their own mail.

Please consult the Canada Post website for addressing guidelines.

## Tenant Receptions/Events and Signage

If tenants plan for an on-site party, reception, open house, etc., please contact Colliers in advance by emailing [olivia.ghesquiere@colliers.com](mailto:olivia.ghesquiere@colliers.com).

## Repairs & Maintenance – Small Jobs

Should tenants require additional services, we are pleased to recommend the following general contractors who specialize in small jobs:

|                                  |              |                                                                           |
|----------------------------------|--------------|---------------------------------------------------------------------------|
| Nikls One Call Property Services | 604-598-8414 | <a href="https://www.niklsonecall.com/">https://www.niklsonecall.com/</a> |
|----------------------------------|--------------|---------------------------------------------------------------------------|





# ***AMENITIES***

## **Erickson Boardroom**

The Erickson boardroom is located on the main floor and can seat up to fourteen people. It includes an HDMI connector to connect laptops to the TV and WIFI. It is available Monday to Friday 7AM to 4PM.

The boardroom can be available for after-hour use, but charges may apply. Please submit a service ticket by emailing [service.centre@colliers.com](mailto:service.centre@colliers.com).

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

The room is for the exclusive use of Arthur Erickson tenants.

## **Fitness Centre**

Arthur Erickson Place fitness centre is located on the Mezzanine. The use of this facility is exclusively for tenants of Arthur Erickson Place. The fitness centre features free weights, treadmills, bikes, ropes, mats, and ellipticals.

Hours of operation are Monday to Friday 5:00 AM to 10:00 PM, and 8:00 AM to 4:00 PM weekends and holidays.

## **Changerooms and End of Trip Facilities**

Changeroom and shower facilities are located on the Mezzanine and are available for tenants of Arthur Erickson Place. Complimentary towel service and day use lockers are included.

The shower and change rooms are card-access facilities. Although there is no charge to use the facilities, Tenants requiring access must contact [service.centre@colliers.com](mailto:service.centre@colliers.com). The appropriate access will be applied to their existing access card after the fitness centre waiver is completed and returned to Colliers.

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

## Bicycle Lockers

If you plan to ride your bicycle to Arthur Erickson Place, please note that bicycles are not permitted in the office towers. Alternatively, we provide secure, dry, and accessible bicycle storage cages/ rooms for your daily use, located on the P3 & P4 level.

Please do not bring bicycles, skateboards, scooters etc. into other areas of the building. To register, please submit a service ticket by emailing [servicecentre@colliers.com](mailto:servicecentre@colliers.com). No bicycle storage for more than 3 days.

A pin code is required to access these rooms and may be obtained by contacting [servicecentre@colliers.com](mailto:servicecentre@colliers.com) after the bike cage/room use waiver is completed and returned to Colliers. Although the outer door of the cage/room are locked, we recommend that you keep your bicycle locked as well.

## Rules and Regulations

1. Pin code must be used to enter the bike parking facility. The security of the facility is compromised by holding the door open for others.
2. Guests are not allowed to use the bike parking facilities. The facilities and amenities are meant for the exclusive use of Tenants.
3. The bike parking facility is for day use only; overnight and long-term bike parking is not permitted.
4. The bike cages/rooms are for day-use only. Please refrain from storing personal items – including bikes, bike equipment, clothing, towels, and toiletries – in the facilities overnight. Any possessions left behind overnight will be subject to removal.
5. Users may have only one bike at the facilities at any given time.
6. No riding within the parkade.

7. Users are asked to demonstrate respect to one another:

- No foul language or aggressive behavior
- Do not store your bike in a manner that inhibits others from being able to access their own bikes or other available bike racks

8. Colliers is not responsible for lost, stolen or damaged items.

Please report any misuse of the bike parking facility immediately to Security at **778.838.9359** so appropriate action can be taken without delay.

## Storage Rooms

A limited number of storage rooms of various sizes are available for short- or long-term lease at the building. If you require storage space, please contact [service.centre@colliers.com](mailto:service.centre@colliers.com).

## Banking/ATM

A full-service Coast Capital branch is located on the main floor of the property. Two ATMs are available for use.

# OPERATIONS

## Environmental Commitment

Arthur Erickson Place is committed to providing a safe, healthy, and environmentally responsible workplace for tenants.

Arthur Erickson Place has achieved LEED® Platinum O+M certification. The cooperation and participation of tenants and service partners are important to achieve the following goals:

- proactively manage utilities by monitoring energy and water consumption and sourcing opportunities to reduce usage
- minimize waste and reduce landfill loading by using products with recycled and recyclable materials and by ensuring that waste is reused and recycled wherever opportunities exist
- minimize greenhouse gas emissions (GHGs) by using products and/or services with low GWP (global warming potential)
- prioritize sustainable options when making procurement decisions, focusing efforts on products and equipment with high energy efficiency, low GHG emissions, and low environmental impact
- favour services and suppliers who demonstrate compliance with environmental regulation and leadership in sustainability
- balance procurement decisions with long term financial and social responsibility planning
- using only green cleaning products, ensuring no exposure to tenants, visitors, and service suppliers to potentially harmful chemicals
- open communication with tenants regarding environmental policies and procedures and any environmental legislation which affects or could affect the workplace
- continuous education on environmental conservation and sustainability practices

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

The building's heating, ventilation, and air conditioning systems are operational during business hours (6:00 AM to 6:00 PM) Monday to Friday, except for holidays.

When HVAC is required outside of the standard hours mentioned above, your request must be made through the online tenant request system before 3:00 PM on the day of the request.

The cost per hour for HVAC is \$75 per hour/per floor + a 15% administration fee + applicable taxes.

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

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

## Tenant Air Conditioning Units

These units, if installed with prior Landlord permission are the responsibility of the Tenant. Units are not to be water-cooled but may be connected to the base-building heat pump loop. Please contact Colliers for more information.

## Lighting Control

Lighting is provided between the hours of 6:00 AM and 7:00 PM, Monday to Friday.

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

Energy savings are achieved with a computerized lighting control system that will automatically turn off most lights after regular business hours. If you are working late and

the lights are turned off by the computerized control system, you can turn the lights back on within your premises by simply using the lightswitch on your floor or within your offices. Please note, the lights will continue to automatically turn off in regular intervals.

Electricians and building operators are available to assist Tenants who have questions about the lighting systems. For further information, or to activate lights after standard buildings hours, please contact [servicecentre@colliers.com](mailto:servicecentre@colliers.com).

## Light Replacement

Burnt-out lights should be reported to [servicecentre@colliers.com](mailto:servicecentre@colliers.com). Colliers will arrange for the replacement of lamps and tubes by our building staff. There is a charge for the replacement of non-base building standard lamps and tubes.

## Removing Lights

Tenants wishing to have lights removed to accommodate special requirements should contact [servicecentre@colliers.com](mailto:servicecentre@colliers.com) to arrange for authorized personnel to disconnect the fixture and properly tag it.

## Passenger / Freight Elevators

Elevator service is available 24 hours a day.

The elevators are organized as follows:

| Elevator            | Services Floors                                             |
|---------------------|-------------------------------------------------------------|
| Low Rise Elevators  | Sub-basement to 14th floor                                  |
| High Rise Elevators | 14th floor to 26th floor                                    |
| Freight Elevator    | Cross over floor – 14th floor<br>Sub-basement to 26th floor |

## **Tenant Construction and Improvement Projects**

Renovations and construction on the tenant's premises must be requested in writing for the Property Manager's approval. Please refer to the Tenant Design and Construction Guide for full instructions. If you do not have a copy, you may request a copy of this manual from the Administration Office.

The Construction and Improvements Guide is available to tenants and contains general information, procedures, insurance, and requirements that have been established to assist tenants and their contractors in the design and construction of their improvements within their leased premises and to notify them of the basic design specifications for the building.

Note: There is a possible presence of asbestos containing materials (ACMs) within the building in which your leased premises are located. Prior to any repair or renovation work (or any other activity which may impact base building systems or areas) being conducted, we require you to submit plans and specifications for our approval in accordance with your lease. Please refer to the Construction and Improvements Guide for process specifications.

## **Building Uniformity**

To maintain a professional image, the Landlord desires to retain uniformity of appearance from the exterior of the building. File cabinets, boxes, containers, or similar items should be kept clear of any exterior windows so that they are not visible from the exterior. This also maximizes HVAC efficiency and allows the cleaners to access the windows.

## **Utility Service/Riser Closet Access**

Access to a floor's mechanical, electrical or telephone rooms are not available except by prior arrangement and only for specific authorized purposes. No dedicated tenant equipment is permitted in these rooms without prior written approval from Property Management.

## **Plumbing**

Although our maintenance staff conduct regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of problems with plumbing within leased premises, unless they are reported to us. Please

report plumbing problems within your leased premises, including those in private washrooms and kitchens, [service.centre@colliers.com](mailto:service.centre@colliers.com). If the problem is outside the scope of your lease agreement, we can supply you with a list of skilled tradespeople.

## Backflow Preventers

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

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

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

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

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

## Electrical

Power is distributed throughout office floors at 208/120 volts. All wiring is to be in cable trays/conduit and in conformance with applicable codes. It is required that Tenants arrange to have all equipment fitted with three prong plugs to make use of the building's grounding facility.

Although our maintenance staff conduct regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems within your leased premises, [service.centre@colliers.com](mailto:service.centre@colliers.com). If the problem is outside the scope of your lease agreement, we can supply you with a list of skilled tradespeople.



## Telecommunications

If you need access to the base-building riser rooms, please contact [service.centre@colliers.com](mailto:service.centre@colliers.com).

Tenants or contractors are required to provide a minimum of 48 hours' notice to gain access to the riser facilities. Major installations may require an in-depth third-party review with associated costs. The tenant or contractor is responsible for all security escort fees associated with work carried out.

## ***Building Rules and Regulations***

Access to the roof is restricted to building staff only unless specified in a lease or authorized by Building Management.

The Tenant(s) premises shall be used to conduct business as outlined in the lease. Lodging, sleeping, manufacturing, storage of merchandise, the sale of merchandise, and consumption of alcohol without a permit are not permitted.

Business machines and other equipment shall be placed and maintained by the tenant at the tenant's expense in settings sufficient, in the Landlord's reasonable judgment, to absorb and prevent unreasonable vibration, in complying with maximum load limits prescribed and to prevent noise and annoyance.

Windows and doors that reflect or permit light and air into the halls, passageways or other public places in the building shall not be covered by tenants.

Parcels or other articles are not to be placed on the interior or exterior windowsills or perimeter induction units.

No animals or pets are permitted in the building, except for service animals.

To maintain the professional appearance of the building, paper notes and/or signs are not permitted to be posted on windows, doors, and walls in lobby areas. Request for signage must be in writing. Signage other than base building directories will be at the Tenant's expense. Tenants will be responsible for updates or changes to base building signage due to name changes etc. Electronic signage updates are at no cost.

Ground floor tenants must keep exterior storefront surfaces clean.

Tenants must replace, at its expense, any cracked or broken window glass inside their premises with a glass of like kind and quality.

Tenants must maintain their premises in a clean, orderly, and sanitary condition and free of insects, rodents, vermin, and other pests, and engage at its cost such pest extermination contractor as the Landlord directs and at such intervals as the Landlord requires to maintain satisfactory and uniform pest control throughout the property.

Tenants must keep garbage in designated containers within the premises until it is removed.

Tenants must not generate vibrations and noise which may be transmitted beyond the premises.

Tenants shall not place or keep items in the common areas.

Tenants must not allow undue accumulations of garbage, or recycling within the premises.

Tenants must not permit or allow any odours, vapours, steam, water, vibrations, noises, or other undesirable effects to emanate from their premises or any equipment or installation in the premises which are objectionable or cause any interference with the safety, comfort or convenience of the property or other tenants and visitors.

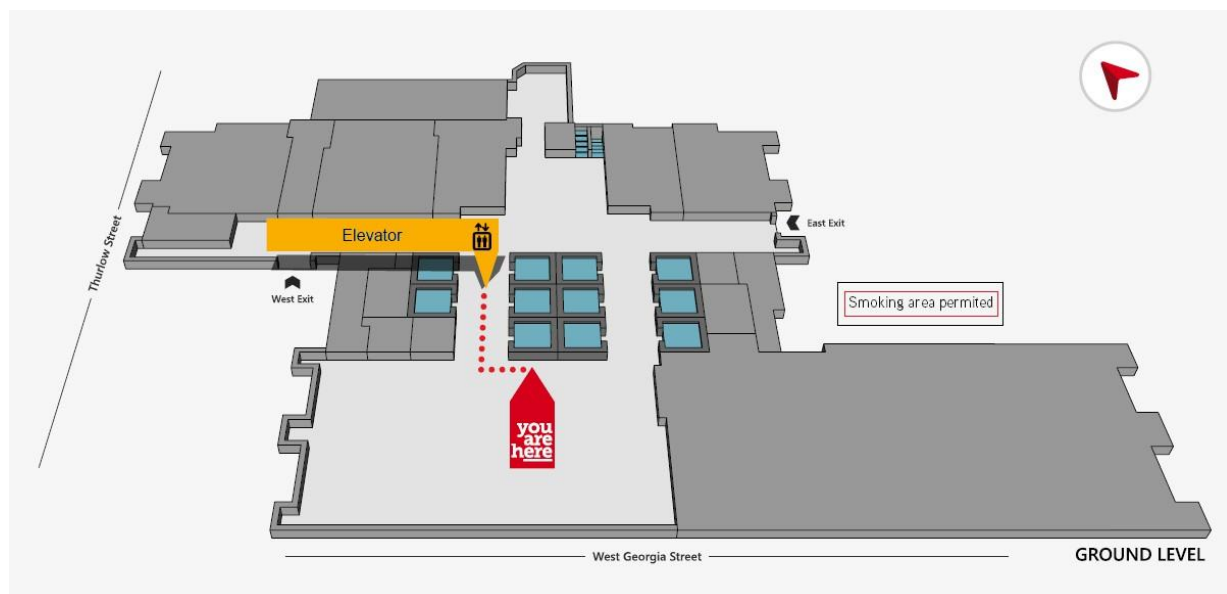
Flyers or other advertising matter are not permitted to be distributed to tenants.

Delivery vehicles must only be parked so they do not interfere with the use of the parkade or access to the receiving area.

Office tenants may not use their premises for sleeping or any illegal purpose.

## Designated Smoking policy

The designated smoking area is located on the east side of the plaza only.



## Pets Policy

Colliers is reviewing the current no-pets policy. For more information, please contact [servicecentre@colliers.com](mailto:servicecentre@colliers.com).

# ***HOUSEKEEPING***

## **Janitorial Services**

The Landlord provides cleaning services. Only authorized cleaners are permitted to perform janitorial services in the building. Frequent inspections of tenant areas are made by Colliers and the janitorial provider to monitor the quality of the janitorial service. Management meets regularly with the contract cleaning supervisors to assess performance and ensure quality standards are maintained.

The janitorial provider services all tenant premises and common areas, Monday through Friday, except holidays. Tenant premises include all areas unless specifically secured and requested to be omitted. Common areas include washrooms, elevator lobbies, corridors, stairwells, and public areas.

Janitorial staff are instructed to lock suite entrance doors and not to open these doors for any person. They have also been advised to leave internal doors as they find them.

Should tenants require additional services above the building standard provisions (e.g., special functions), please submit a service work order by emailing [service.centre@colliers.com](mailto:service.centre@colliers.com).

Some of the basic services provided are as follows:

## **Nightly Services**

### **Tenant Office Areas**

- Floors are swept and mopped
- Carpets and soiled areas are vacuumed
- Finger marks and smudges are removed from glass partitions, walls, and mirrors
- Telephone handsets are disinfected

### Kitchen/Lunchroom Areas

- Centralized waste is removed
- Tables, counters, and sinks cleaned
- Exterior of appliances wiped clean
- Floors swept and mopped

### Periodic Services

- Garbage and waste containers are disinfected monthly
- Sills and ledges are dusted
- Vertical surfaces, filing cabinets, and other office fixtures are wiped down monthly

For specific cleaning information and schedules, please contact [service.centre@colliers.com](mailto:service.centre@colliers.com).

### Additional Janitorial Services

Our cleaning contractors can provide your office with a wide range of janitorial services in addition to the regular cleaning services provided by Colliers. These services are available periodically or can be scheduled for regular maintenance at the Tenant's cost. Please contact [service.centre@colliers.com](mailto:service.centre@colliers.com) for more information on additional janitorial services.

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

## Window Cleaning

Interior windows are cleaned annually. Tenants are notified in writing prior to interior window cleaning so that areas around the windows can be cleared. Tenants shall permit window cleaners to clean the windows in the premises both during regular business hours and at other pre-scheduled times. Every attempt will be made to clean the interior windows with minimal disruption.

Tenants are requested not to obstruct the windows with large equipment such as photocopiers, printers, and other heavy furniture by the windowsills, so window cleaners have full access to perform window cleaning.

Exterior windows are cleaned twice a year, weather permitting.

## Pest Control

The property maintains a thorough, integrated pest control program at the building. Most of the work is limited to common areas of the complex, but Tenants are encouraged to contact [service.centre@colliers.com](mailto:service.centre@colliers.com) to report any pest or insect activity observed in their premises. Representatives from the base-building pest control partner will attend to inspect the premises, identify potential sources, and remove unwanted pests. In some cases, additional pest management work may be required at the Tenant's cost.

# WASTE & RECYCLING

Arthur Erickson Place operates a comprehensive recycling program and aims to achieve a high waste diversion rate (the amount of waste that is diverted from the landfill into recycling and composting). Tenants are required to participate in compliance with Metro Vancouver bylaws.

## Recycling Categories

It is the responsibility of the Tenant to provide suitable centralized recycling containers. Underside desk bins have been removed from the building to align with the City of Vancouver's 'Zero Waste by 2040' goal. The following materials are collected from tenant premises for recycling:

- Cardboard
- Single-Stream Recycling (glass, metal, paper, numbered plastics, aluminum, paperboard)
- Organics
- Batteries (in the dedicated battery container)

- Additional materials that can be recycled on site

include:

- Styrofoam
- Soft Plastics
- Electronic waste
- Lightbulbs

Tenants can access the Recycling Room in the basement. Building Code:

**1075**



Please note the following policies and procedures regarding waste disposal and recycling:

- Janitorial staff is instructed not to remove anything unless it is in or on a waste receptacle or else packaged and clearly marked "garbage" or "recycling."
- Waste and recycling containers should be accessible to the janitorial staff.
- Contractors are not permitted to dispose of waste building materials in the building waste or recycling containers.

- Non-food recycling is emptied from centralized bins when the bins become near full.

Please note that this is not a secure shredding program.

Here is a further breakdown of items accepted in each category:

| Category         | MIXED CONTAINERS | GARBAGE                              | ORGANICS                                          | MIXED PAPER and CARDBOARD |
|------------------|------------------|--------------------------------------|---------------------------------------------------|---------------------------|
| Acceptable Items |                  | plastic wrap/cling wrap<br>foil bags | compostable food bags,<br>compostable paper bags, |                           |

## Additional Recycling Information

|                            |                                                                                                                                                                                                                                                                       |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Furniture</b>           | Tenants are responsible for removal of these items from suite to loading bay once disposal arrangements have been made by <a href="mailto:servicecentre@colliers.com">servicecentre@colliers.com</a> . Costs may be associated with disposal.                         |
| <b>Hazardous materials</b> | Tenant is responsible for removal of these items from the suite.<br><br>This includes the removal of toner cartridges.<br><br>Contact <a href="mailto:servicecentre@colliers.com">servicecentre@colliers.com</a> to determine disposal procedure for any other items. |
| <b>Light bulbs</b>         | May be brought to the recycling room. Please contact <a href="mailto:servicecentre@colliers.com">servicecentre@colliers.com</a> information.                                                                                                                          |

|                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Major or minor contractor works (i.e., office moves, minor renovations, etc.)</b> | 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 <a href="mailto:servicecentre@colliers.com">servicecentre@colliers.com</a> .                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Oversize trash (non-recyclables)</b>                                              | The cleaners will not remove large boxes or packing crates except by special arrangement. Please contact <a href="mailto:servicecentre@colliers.com">servicecentre@colliers.com</a> to make arrangements for their disposal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Regular trash (non-recyclables)</b>                                               | <p>Garbage/recycling material should not be put outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal by the cleaning staff.</p> <p>Colliers reserves the right to charge responsible Tenants for any waste disposal violation fines or additional levies for hazardous materials disposal.</p> <p><b><i>Note: Metro Vancouver has a landfill disposal ban on various materials. Please refer to the following link for more details:</i></b></p> <p><b><u><a href="http://www.metrovancouver.org/services/solid-waste/recycling-programs/disposal-ban/Pages/default.aspx">http://www.metrovancouver.org/services/solid-waste/ recycling-programs/disposal-ban/Pages/default.aspx</a></u></b></p> |

## Green Cleaning

A Green Cleaning program emphasizes the use of environmentally friendly cleaning products, equipment, and methods, with the goal of preserving human health and environmental quality.

Cleaning products used at Arthur Erickson are UL Eco Logo, Green Guard or Green Seal certified as appropriate – third party certifications which ensure that they meet sustainability standards.

The Green Cleaning program addresses:

- Purchasing cleaning equipment and products
- Standard operating procedures (SOPs) for using, managing, and auditing the cleaning processes
- Strategies to promote hand hygiene (washing and sanitizing)
- Safe handling, storage and clean up (spills and accidents) of cleaning chemicals
- Staffing and training requirements; and
- Continuous feedback and improvement of procedures and processes

# ***SECURITY AND LIFE SAFETY***

The building has a 24-hour security program that includes 24-hour front desk security personnel, an access control system and CCTV throughout the property.

Security and Life Safety Staff are responsible for the following:

- Security patrols
- Access cards - obtaining, amending, lost/stolen/terminated, and audit requests
- Tenant lock and keys
- Safe Walk program
- Lost and found
- Emergency incident response

Should you have any issues concerning security matters or notice any suspicious activity please call:

- Building Security (24/7) **778.838.9359**
- Emergency – Fire, Police, Ambulance **911**

## **Access Cards and Keys**

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

All office Tenants require access cards for after-hours access to the building, floor, suite, and amenity spaces, where applicable. Upon initial occupancy of a tenant firm, employee access cards and two (2) sets of keys are issued free of charge. Additional access cards and/or sets of keys are at the tenant's expense and can be requested by authorized Tenant Representatives by contacting [service.centre@colliers.com](mailto:service.centre@colliers.com).

Lost keys: \$25.00 per key, subject to 15% administration fee and taxes.

Access cards: \$25.00 per card, subject to 15% administration fee and taxes.

Authorized contract cleaners are provided with an access card to all offices unless specific instructions are arranged with Colliers.

## **Amending Access Cards**

If access requirements are to be amended, please contact [servicecentre@colliers.com](mailto:servicecentre@colliers.com).

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

Please notify [servicecentre@colliers.com](mailto:servicecentre@colliers.com) immediately if an access card has been lost, stolen, or if an employee has resigned or been terminated. The access card will be deactivated immediately. Replacement cards are \$25.00 + tax and must be requested by the authorized Tenant Representative.

## **Access for Deliveries, Visitors (Daily)**

For tenants whose floors are locked off, Security will allow deliveries and visitors up to that floor upon receipt of written authorization. Please email [servicecentre@colliers.com](mailto:servicecentre@colliers.com) with instructions.

## **Access for Staff & Visitors (After Hours)**

After regular business hours, tenant office doors will not be opened unless Security receives written authorization from a principal of the company. If employees without access cards, clients and/or visitors are expected after business hours, tenants should submit a service work order by emailing [servicecentre@colliers.com](mailto:servicecentre@colliers.com) with instructions. Without this authorization, access will be denied.

If Security has not been notified in advance, they will attempt to contact the tenant representative to obtain authorization for entry. Once authorization has been received, the person(s) will be allowed to sign in and proceed to the tenant's floor. Photo ID will be requested at all times. If authorization cannot be obtained, access will be denied.

Authorized employees of the tenant have the ability to sign in co-workers. In so doing, they assume responsibility for co-workers' activities while on-site.

## Contractor Access

Access for services/contractor work in tenant premises can be arranged by completing a 'Work Permit Request' form and submitting it to [service.centre@colliers.com](mailto:service.centre@colliers.com) or through the online tenant request system. Please see the Appendices for a copy of this form.

## Tenant Door Hardware, Locks and Alarms

### Door Locks

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

The Landlord maintains the master keying system on records and key coding and distribution shall be at the Tenant's expense unless otherwise agreed. Outside locksmiths or lock manufacturers are not permitted to change the keying of any locks.

### Keyless Access Option

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

## Alarms, Cameras, and Surveillance Equipment

Any installation of a tenant stand-alone access control systems, surveillance systems or security alarm systems must be reviewed by Colliers prior to installation. The review will ensure that both local and Landlord regulations are being followed, including those necessary protocols are in place.

Tenant CCTV surveillance cameras are not permitted to be installed within common areas or monitor the common areas, in part or whole.

No additional locks or bolts are to be placed upon any of the doors, nor shall any changes be made to existing locks or mechanisms without prior written authorization Colliers. Lock cylinders and keys are to be changed by the Landlord at the Tenants' expense upon receipt of written request from the Tenant.

## Fire Safety

For the safety of occupants and according to the Fire Code Regulations, sidewalks, entrances, lobbies, corridors, elevators, vestibules, and stairways in and about the building must not be obstructed or encumbered by any tenant or used for any purpose other than ingress to or egress from the premises.

Fire exit doors shall not be obstructed.

## Fire Alarm Systems

For more detailed information, please refer to the Tenant Floor Warden Procedures Manual.

Arthur Erickson Place has a Siemens MXL single stage supervised fire alarm system, equipped with a central alarm and control facility. The fire alarm incorporates the following features:

- Automatic detection
- Zone indication
- Manual activation
- Sprinkler flow detection
- Communications interface
- Manual second stage activation
- Smoke control interface



Each floor within the office building contains the following equipment:

- Multiple pull stations
- Multiple automatic detectors
- Multiple public address speakers
- Multiple alarm signal appliances
- Multiple firefighters' telephones

Upon alarm activation a continuous general alarm will sound throughout the building. The alarm system is monitored by an alarm monitoring company, who is instructed to call the fire department.

## **Fire Drills and Floor Wardens**

In accordance with the BC Fire Code, Arthur Erickson Place is required to hold annual fire drills for the safety education of tenants and building staff. One full evacuation fire drill is held each year. Written notification is sent to tenants, along with a form requesting.

- Updated Fire Warden information
- Names of non-ambulatory persons requiring assistance.

In accordance with the BC Fire Code, the building is required to hold Floor Warden Meetings for the fire and life safety education of tenants.

Additional on-line training for Floor Wardens and fire safety volunteers is provided by the emergency service partner, "eplan." The Administration Office coordinates access for fire safety volunteers throughout the year.

During the fire drill, tenants are expected to evacuate the building and follow evacuation procedures.

## **Fire Emergencies**

In Case of Fire:

Remain calm.

Leave the fire area immediately.

Close all doors behind you.

Sound the nearest fire alarm pull station.

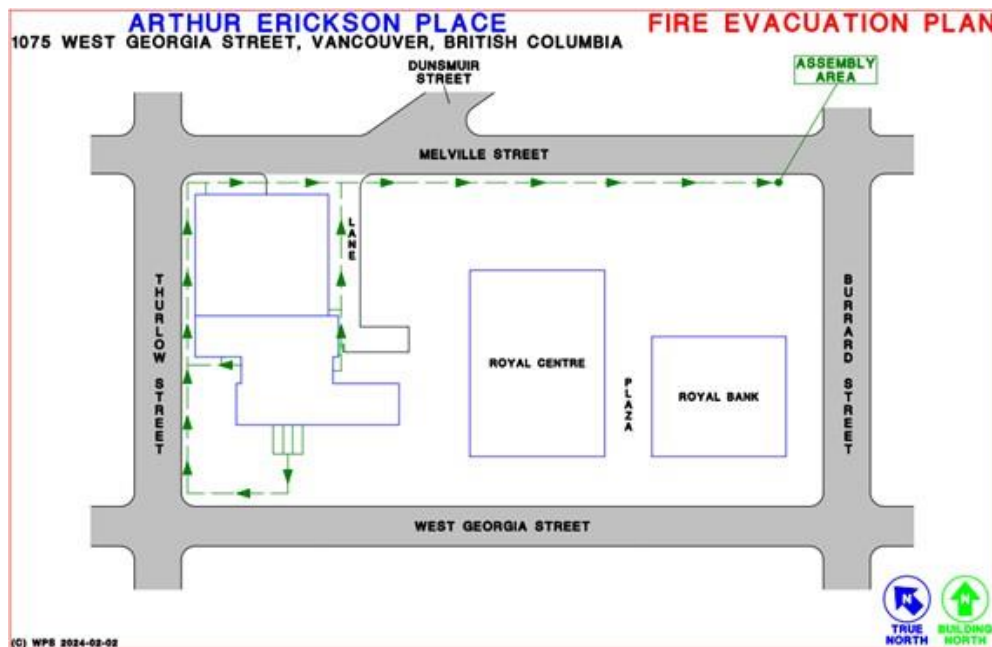
**Call 911.** Give the building name and address.

**DO NOT USE ELEVATORS.** Use stairwells and emergency exits only.

If caught in heavy smoke, take short breaths, breathe through your nose and crawl to escape on your knees, if necessary, as there is less smoke at the floor level.

Go to your assigned marshaled area and report to your Fire Wardens.

Do not return to the building until it is declared safe to do so by the Fire Department.



## Fire Evacuation Procedures

- Walk. Do not run, shut all doors behind you and proceed along corridors and in stairwells in a quiet, orderly manner. Do not push or jostle. If smoke is heavily concentrated in the exit, do not attempt to exit by that means of egress, but

proceed to an alternate exit. Once outside, move away from the building to avoid falling debris and to allow the Fire Department unobstructed access.

## Flammable Materials

Dangerous, explosive, corrosive materials, fluids, batteries, or other goods containing dangerous, explosive materials or fluids are not permitted. Flammable, combustible fluids or other materials of that nature are to be limited to quantities necessary for the operation or maintenance of office equipment. Any hazardous situation should be brought to the attention of the Administration Office immediately.

Tenants must not, without the Landlord's prior written approval, use any method of heating or air-conditioning other than that supplied or approved by the Landlord. WHIMIS legislation requires the Tenant to keep SDS sheets on all hazardous goods. Tenants are also asked to provide copies of the SDS sheets to the Administration Office.

## Natural Gas Leak

Licensed natural gas service personnel perform repairs to natural gas supply equipment. If there is the slightest suspicion of a gas odour (like rotten eggs) or a hissing sound of escaping gas, the following procedures should be taken:

Contact Fortis immediately **1-800-663-9911**

Open all doors.

Do not operate electrical switches or equipment.

Keep the area clear and barricade where necessary.

The Fire Department, Fortis, and the Police will be called by Security depending on the situation. An evacuation may be necessary if there is a possibility of fire, explosion, or other safety hazards.

## Elevator Emergency Procedures

In the unlikely event of an elevator entrapment:

- Do not panic. Try to remain calm.

- Push the red alarm button on the panel. It will be connected to the monitoring centre who will alert Security.
- Inform Security of any medical condition and if emergency personnel are required.
- Security will then contact the elevator service company and maintain communication with the entrapped occupant(s).
- Do not attempt to pry the doors open. Only a licensed elevator technician is qualified to free an entrapped individual.

## Criminal Activity

Security and Colliers' staff makes every effort to deter and detect activity that may impact the building's day to day operations.

Proper preventative measures can reduce or even eliminate the chances of a crime occurring. Tenants can assist in the prevention of these activities by:

Reporting any dimly lit corridors, stairwells, washrooms, and other areas

Reporting doors that do not lock properly

Reporting any flickering or burnt-out lights

Reporting broken windows

Confront unknown individuals in their premises

In the event that suspicious or criminal activity is experienced or witnessed:

Call **911**

Report the crime to Security at **778-838-9359**

Remain calm

Stay away from the potentially dangerous situation and do not attempt to block the escape of an assailant or thief

If possible, give a full description of the individual such as height, weight, age, sex, hair colour, distinguishing features, type of clothing, type of vehicle used, colour, and license plate number.

## Earthquake

After the earthquake, remain calm. Do not rush to exits as surging crowds in stairwells and exit points are just as dangerous as the quake itself

Wait for an “all clear” announcement from the Building Management as aftershocks may occur

Turn off appliances such as computers, dishwashers, copiers, etc. as soon as possible. Do not turn light switches on or off. A spark may ignite any leaking gas fumes. Use flashlights only – no matches or candles.

## First Aid & Medical Emergencies

All accidents must be reported to Security at **778-838-9359**

Building security staff are trained in First Aid and will provide assistance when required.

The following additional information will facilitate an efficient response:

### **Where**

### **Who**

### **Symptoms**

Security personnel will collect additional information as required. Please do not attempt to move anyone who has been seriously injured. If you have called **911** or any emergency service for any reason, please advise Security at **778-838-9359**

Security will ensure appropriate support actions for the responding emergency personnel (i.e., meeting and escorting the first responders, reserving elevators).

## Theft

Immediately report any suspected theft of material/property, no matter how small, to [service.centre@colliers.com](mailto:service.centre@colliers.com). You should also file a report with the Vancouver Police Department (reports can be made to the Vancouver Police online – <http://vancouver.ca/police/contact/report-a-crime.html>).

All information regarding thefts is important to assist in determining trends or patterns or identifying suspects in other crimes. Please remember to be diligent at all times in keeping your personal and general items safe and secure.

## **Solicitation/Suspicious Persons**

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

For the privacy and security of tenants, solicitation and hand delivery of flyers is not permitted. If tenants encounter an unwanted visitor:

Ask them to have a seat while you contact the appropriate member of your staff.

Call Security at **778-838-9359** from an adjoining office to request assistance.

A Security Officer will be immediately dispatched to provide support.

If the unwanted visitor leaves prior to the arrival of Security, please note their general description, approximate age, height, weight, heritage, and clothing, as this information assists Security in their investigation in order to prevent recurrence.

## **Safe Walk Program**

Security offers a Safe Walk service to escort your staff members requesting assistance in reaching their vehicles. within parkade. This service is offered 24 hours a day, 7 days a week. To take advantage of this service, contact Security at **778-838-9359**. Thirty minutes' notice is typically required.

As per the British Columbia fire code, emergency wardens must be appointed by each Tenant. Colliers currently provides online training for Emergency Warden Personnel on a periodic basis. Mandatory evacuation drills are conducted annually.

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

Inquiries about lost and found items can be directed to Security at **778.838.9359**

## Animals

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

## Power Failure

The building is equipped with an emergency back-up diesel generator that supplies emergency power in the event of a power failure. Emergency power feeds critical equipment such as elevators, emergency lighting, fire protection, and life safety systems only.

In the event of a power failure, there is a short delay until the generator starts. Building evacuation is not mandatory unless directed by Colliers. Please listen carefully to announcements for further instructions.

## Bomb Threats

Every bomb threat or threatening call should be taken seriously.

### Telephone Bomb Threat

1. Be calm and courteous.
2. Keep the caller on the line as long as possible.
3. Record all the details of the call.
4. Immediately report the call to the Security desk at and give the following information:
  - Company name and location.
  - Floor number where call is being/has been received.
  - Your name and telephone number.
5. Obtain as much information as possible.
6. Notify your immediate Supervisor or Manager.
7. Complete a Bomb Threat Report Form (requested from [servicecentre@colliers.com](mailto:servicecentre@colliers.com)).

Upon discover a suspicious looking object:

1. DO NOT TOUCH THE OBJECT.
2. Notify your immediate Supervisor or Manager.
3. Clear persons from the immediate area of the object and prevent their re-entry.
4. Notify Vancouver Police at **911** and Security at **778-838-9359** providing the following information:
  - Company name and location.
  - Floor number and area where the object is located.
  - Description of the object and why you consider it to be suspicious.
  - Your name and telephone number
5. Standby to point out the location to the Emergency Personnel.