

TENANT HANDBOOK

for 830 WEST PENDER STREET

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BUILDING OPERATIONS

Bicycles

We do not allow any bicycles to be brought into the building. Arrangements for bicycle parking can be made by contacting Gail at ggossen@westpenderproperty.com or at 604-683-2141.

Lost and Found

Lost and found items are held in the Management Office at 230 -830 West Pender Street. Telephone number: 604-683-2141.

Smoking

Smoking is not permitted anywhere on the property. Tenants who have employees who smoke are asked to ensure that this rule is obeyed at all times.

Guidelines for Moving In and Out of the Building

Moves in or out of the building must be booked through the management offices. To ensure your needs can be met please provide as much notice as possible. All moves are scheduled on a first come, first served basis.

All moves must be handled through the freight elevator only.

After Hours

Moves in or out of the building outside of the hours listed above must be booked at least 24 hours in advance and will require a security officer to be present. If needed the guard would be at the tenant's expense and must be arranged through the management office.

Deliveries and Shipments

Delivery of large items must be made via the freight elevator. Please book the elevator in advance with the management office at 604-683-2141.

BUILDING SYSTEMS

Heating and Air Conditioning

Standard operating hours for the building's heating and cooling systems are from 6:00 am to 6:00 pm, Monday through Friday. Ventilation fans are sometimes run on Saturdays; all systems are off on Sundays and statutory holidays. Any additional HVAC services can be provided, by request, through the Management Office at an additional cost. Requests for additional HVAC service must be made in writing at least 24 hours in advance. For further information, please contact the management office.

If you need adjustments to the temperature within your office, please call the management office at 604-683-2141 or email Carolyn at crailton@westpenderproperty.com

Lighting

In our ongoing effort to save energy, we ask that you please have the last staff member to leave your offices turn off the lights.

Corridor lights can be turned off via the switch in the hallway. It is especially important for those working on the weekends to turn off the lights when they leave.

Window Cleaning

The exterior windows are currently being cleaned three times per year and the interior windows are cleaned twice per year. During the interior cleaning, which is done after office hours, your partition glass and all sidelights and glass entry doors are also cleaned. To facilitate interior cleaning you will be required to move your furniture away from the windows and partition glass. This service is provided by Allstar Holdings.

CONFERENCE FACILITIES

Our Conference Facility is now open and available for all tenants of West Pender Property Group to rent. See below for more information.

Facility Inventory

Conference Room:

- 8 conference tables 36 inch x 60 inch
- 20 conference chairs
- Media credenza
- 52 inch HD television
- DVD player
- VCR
- Presentation cabinet with white board, flip chart and pin board
- Internet connection
- 2 telephone sets, hands free and conference call capable.
- Wall finishes on 3 walls allowing pins.

Conference Facility Kitchen:

- Sink and cabinets
- Microwave oven
- Dishwasher
- Cutlery, dishes, mugs, cups and glasses
- Coffee maker (12 cups)
- Coffee thermos
- Electric kettle
- Tea pot

Facility Table Layouts

There are 3 predetermined table layout options for this space. For further information please see our web site under "Conference Facility".

Rental Agreements

To download a pdf of the Rental Agreement or for further information please see our web site under "Conference Facility" or contact Carolyn at 604-683-2141 or crailton@westpenderproperty.com

RECYCLING

We are currently providing three recycling programs; one for paper products, one for bottles, cans and plastics and one for electronics. All collection containers that you need for these programs will be provided. Contact Carolyn at crailton@westpenderproperty.com to order what you need.

Paper Products

You can recycle all types of paper; stationary, window envelopes, computer paper, construction drawings, magazines, newspapers and cardboard. These products can all be co-mingled in your recycling containers. Please do not recycle soiled materials such as food containers. For this program you will be supplied with a desk side container called "desk sliders" (these are small blue plastic boxes) for each employee. Each employee should empty this container when it is full into the large central container; this is the plastic lined cardboard box. This central container is emptied by the janitorial service when it is $\frac{3}{4}$ full.

Bottles, Cans and Plastic

In this program you can recycle all containers that are refundable, juice, pop, water bottles etc., you can also recycle metal food containers, glass containers and all hard plastic containers. These containers need to be cleaned before putting them in the recycling container which is the large blue box. This Blue Box is emptied by the cleaning service when it is $\frac{3}{4}$ full.

Please do not include soft wrap or bags, Styrofoam, coffee cups, binders or any computer equipment in this recycling program.

Electronics

In this program you can recycle all computers, CPU's and laptops, routers & modems, keyboards, monitors, servers, printers, cables, fax machines, mice, photocopiers and telephone equipment. Please do not include any software, televisions, stereo equipment, appliances or toner and ink cartridges in this program.

When you have items for this recycling please call our office and we will arrange for pick up. 604-683-2141.

RENT

Rental Remittance

As per your lease agreement, we require that all tenants provide us with postdated cheques annually for their regular monthly rental payment. The management office will send one annual invoice to the address we have on file. If cheques are being mailed, kindly address as follows:

230 -830 West Pender Street
Vancouver, BC
V6C 1J8
Attention: Accounts Receivable

If you have questions regarding your account, please direct them to our administrator, Loui Tennant 604-683-2141 or email ltennant@westpenderproperty.com

SECURITY

After Hours Contact with our Office

Our office number is answered 24 hours per day, every day. Should you require assistance outside of normal business hours, call our office number, 604-683-2141. This would include calls for such things as water leaks, break-ins, vandalism etc.

Day Time Guard

Fusion Security provides a security officer who is on duty weekdays from 7:00 a.m. to 3:00 p.m. He is available to assist you with many security issues. Some areas he is involved in are: dealing with panhandlers, unwanted solicitation to your suites, moving smokers from the building entrances as well as responding to break-ins, theft etc.

Call the management offices if you have any concerns and he will be dispatched.

Evening Guards and Patrols

Fusion Security also provides manpower for our afternoon security patrols. We have a dedicated guard on duty week days from 3:00 until 11:30 p.m. and random patrols thereafter. For after hours security emergencies, call Fusion directly at 778-371-7376.

Building Security Systems

The installation, monitoring and maintenance of our building systems are provided by Intercon Security. Our contract provides for the following services:

- Monitoring and maintenance of all building access systems
- Monitoring and maintenance of all fire equipment
- Monitoring and maintenance of all elevators

While we do everything we can to promote a safe building environment and continue to review and improve security in the buildings, many tenants have improved their own security by installing entry alarms in their suites. While this is encouraged, the Landlord must be notified and be provided with access. You may also have advantages in being connected to the building system. Call Gail at the management office for more details.

Suite Security

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to avoid unnecessary loss and /or other problems in your suite.

Ensure that all of your entry doors are securely locked prior to leaving at the end of the business day. Lock your entry door even if you have staff working late.

Lock your entry door throughout the day whenever your reception area is unattended. Many Tenants now use a visitor doorbell and keep their doors locked at all times.

Do not make yourself an easy target. Protect your laptop computers. Place briefcases and handbags out of sight. Whenever possible hang coats in a closet, out of sight. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves and they act very quickly.

Keep all vault or safe combinations in a locked desk drawer. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place.

Notify the building management office 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 to thieves during lunchtime and immediately before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.

If an employee is terminated for any reason, consider changing entry door locks, resetting any safe or vault combination they may have been entrusted with, and canceling security access cards through the building management office.

Theft

Please report any suspected theft, no matter how small, to both the management office and the Police Department immediately.

The building's insurance policy does not cover any break-ins to your premises or any resulting damage. It also does not cover the theft or loss of any tenant's belongings. Tenants are responsible for obtaining their own insurance coverage. Details on this requirement are outlined in Section 8 of your lease.

Should you have an incident, please contact your insurance company as well as our office.

TENANT RENOVATIONS AND CONSTRUCTION

Overview

All tenant renovations and other construction being done in the building must first have written approval from the Landlord. Prior to providing approval, the Landlord may require drawings and/or a detailed description of the intended work. The tenant may be responsible for any costs associated with this review. All general contractors and trades must be approved in advance by the landlord.

The following are guidelines you need to be aware of prior to the commencement of any work.

Environment

West Pender Property Group is committed to the preservation of our environment and therefore during the planning of any construction work being done in our buildings the following must be considered:

- Demolition materials to be recycled where possible and if not, disposed of in an environmentally safe way
- Doors, frames, glass, hardware, light fixtures etc. are to be reused wherever possible
- All new light fixtures must be building standard and utilize building standard energy efficient lamps
- Lighting design to consider minimizing the number of fixtures to be used
- All materials, such as paint, carpeting etc. are to be Eco friendly products which are produced in an Eco friendly way whenever feasible.
- All individual offices are to have individual light switches
- All meeting rooms and other rooms that are not used on a daily basis are to have separate switching or sensors. Separate air conditioning units may also be required depending on the size of the room.
- Any supplemental air conditioning systems must be approved by West Pender. We do not permit any City water (once through) cooled systems.

General Contractors

Depending on the scope of work, the following may be required:

- To provide construction drawings for approval
- To obtain and have on site a building permit
- To use only Landlord approved trades
- To obtain and provide proof of insurance and WorkSafe BC coverage as well as for all trades working in the building

See the following Contractor Responsibilities section for more information.

General Information

- **Locks and Keys:** Only our locksmith must be used for any locks or keys in our buildings. All locks to be arranged through our offices. See Approved and Recommended Trades for building locksmith.
- **Security Systems:** If security systems are installed within Tenant premises, our office must be given access. See Approved and Recommended Trades for building security companies.
- **Emergency Planning:** Fire bell locations & adequate quantity must be reviewed with West Pender Property Group.
- **Noise Separation:** Walls are required if not already in place.
- **Entry Doors and Signage:** Entry doors are building standard and all sidelight covering and signage is to be arranged through our offices.
- **Electrical:** To be determined by West Pender Property Group, percentage of lighting must be wired into the Emergency Power. All electrical breakers must label properly within the space. The Landlord may require the removal of all unused wiring and cabling from the ceiling.
- **Mechanical:** Thermo-stat location must be reviewed with West Pender Property Group if any existing walls are to be removed and/or re-located. HVAC Zones must be isolated to the individual tenants' space. All "plumbed in" water filtration stations must be install by an approved plumber. Any supplementary HVAC Systems must be approved by West Pender Property Group.

Approved & Recommended Trades

Those categories noted with * Landlord trades must be used.

General:

Reotech Construction

604-540-2313
109 -1500 Hartley,
Coquitlam, BC

PGH Construction

604-968-7042
15978 - 36A Avenue,
Surrey, BC

Priority Projects

604-254-4499
7019 Russell Ave.
Burnaby, BC

GovanBrownSzeto

604-683-8838

308 - 1155 West Pender Street,
Vancouver, BC

***HVAC Controls:**

Honeywell
604-654-5638
300 - 3490 Gardner,
Burnaby, BC

Sprinklers:

Grinnell Fire Protection
604-515-8872
1485 Lindsey Place,
Annacis Island, Delta, BC

H2O Sprinkler
604-925-8488
718 -333 Brooksbank,
North Vancouver, BC

Alpine Fire Protection
604-466-5227
3579 Turner Street
Vancouver, BC

***Plumbing:**

Pacific Mechanical Systems Ltd.
604-251-3766
7050 Russell Avenue,
Burnaby, BC

South Coast Mechanical
604-948-1226
1129 – 52A Street,
Delta, BC

Aquarius Mechanical
604-597-0699
15417 80a Ave,
Surrey, BC

***Air Balancing:**

Austin Sheet Metal
604-291-7381
5414 Goring Street,
Vancouver, BC

***DDC System:**

Control Solutions
604-521-9282
226 – 17 Fawcett Road,
Coquitlam, BC

***Electrical:**

Mott Electric Ltd.

604-683-5752
613 – 744 West Hastings,
Vancouver, BC

Sasco Systems

604-299-1640
111 -3070 Norland Avenue,
Burnaby, BC

Houle Electric

604-434-2681
3735 Myrtle Street,
Burnaby, BC

***Engineers & Consultants:**

Read Jones Christoffersen

604-738-0048
300 – 1265 West Broadway,
Vancouver, BC

AME Engineering

604-684-5995
501 – 134 Abbott Street
Vancouver, BC

Prism Engineering

604-298-4858
200 – 4021 East Hastings Street,
Burnaby, BC

Applied Engineering Solutions

604-569-6500
4th Floor, 509 Richards Street,
Vancouver, BC

Painting:

InterCity Painting Services

604-657-9436
7540 Waterton Drive
Richmond, BC

***Locksmith:**

Al Scott Lock & Safe

604-581-5000
6651 Buswell Street
Richmond, BC

***Security:**

Intercon Security

604-685-2661 (Business Hours)

604-683-4111 (Operations 24/7)
200 - 750 Cambie Street
Vancouver, BC

Fusion Security

604-647-6470 (Office)
778-371-7376. (Monitoring)
Suite P1 - 999 West Hastings Street,
Vancouver, B.C.

Contractor Responsibilities & Building Rules for Construction

Prior to Construction:

- Obtain building permits.
- Provide Liability insurance coverage to \$3,000,000.00.
- Provide proof of good standing with WCB.
- Provide Landlord with complete set of construction drawings for approval.
- Provide Landlord with list of sub-trades.
- Provide construction schedule.

During Construction:

- Wrap office blinds to keep clean.
- Display building permits on premises.
- Keep common areas clean AT ALL TIMES.
- No tools or equipment to be cleaned in the building putting drywall dust or paint into our plumbing or drainage system.
- No noise is permitted during normal business hours: Hammering, drilling, radios etc.
- No parking in loading bays; unloading and loading only.
- Elevators must be booked in advance: Minimum notice prior to one o'clock on day before required; booked on first come first served basis on availability.
- Access cards and keys to be requested with one days notice.
- X-rays may be required prior to coring. If required the Landlord is to be provided with the x-ray for review prior to coring. Coring is permitted only between the hours of 6:00 p.m. to 7:00 a.m.

Upon Completion:

- Provide Landlord with a full set of as built drawings.
- Apply for and provide to the Landlord Occupancy Permits.
- All electrical outlets to be identified and circuits labeled on panel.
- Area to be left clean with all construction debris removed and disposed of.
- Construction clean to be completed, including windows, and premises left ready for occupancy.

General Information:

- Elevator hours are between 9:30 and 11:30 and between 1:30 and 3:30.
- Our buildings do not have a parking area for contractors. Loading bays cannot be used for parking and are provided for loading and unloading only. Use of the loading bays under any circumstance must be booked with the management office. Call 604-683-2141.

