

TENANT HANDBOOK

for Flack Block

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BUILDING OPERATIONS

Alarms

All main floor exterior doors and tenant suite doors are secured and alarmed after normal office hours. The doors off the East and West stairwell are locked at all times and the central stairwell is locked from 8:00 p.m. until 6:00 a.m. This provided additional security to the building.

Lost and Found

A Lost and Found is maintained at West Pender Property Group management office. If you find any items please have them sent to our office and if you have lost any items please contact us at 604-683-2141

Signage

In order to ensure that the common areas of the building look professional and tidy at all times we require that all tenant signage be building standard. We do not permit any other signage to be visible from the common area except for alarm system decals, which may be placed in the lower left hand corner of your door or sidelight.

All tenant signage can be ordered through the management office. Please contact Gail to order any signs or if you have further questions.

Smoking

Smoking is not permitted anywhere inside the building by City of Vancouver bylaw. The new City of Vancouver By-Law also prohibits smoking within 6 meters (approximately 20 feet) from any building entrance or air intake system. Tenants who have employees that smoke are asked to ensure that these regulations are followed.

Guidelines for Moving In and Out of the Building

No moves in or out of the building can be facilitated without prior notification to our offices. To ensure your needs can be met please provide as much notice as possible.

We require notice so that the elevator can be padded for protection and locked off during your move. We will also need to post notices to advise the other tenants of the building. We do not permit elevators to be used for moving in or out of the building during peak usage times. They are available from 9:30 to 11:30 and from 1:30 to 3:30 for use. If you are moving outside of normal office hours a security officer will be required. Security is booked through the management office but would be charged to back to you.

BUILDING SYSTEMS

Building Hours, Access

The Flack Block is kept locked at all times. All Tenants are provided with a security access card. Contact Carolyn via email at crailton@westpenderproperty.com to order your cards.

Please note that for the protection of the building and other tenants access should not be permitted to anyone outside your own company.

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. Any additional HVAC services can be provided, by request, through the Management Office, which may be at an additional cost. Requests for additional HVAC service must be placed 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

There is no computerized lighting control system in this building. Lights are turned off at night by our cleaning staff and/or security.

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. It is especially important for those working on the weekends to turn off the lights when they leave.

We also encourage you to consider installing separate light switches for rooms that are not used all the time. These lights could then be turned off when rooms are not in use.

Telecommunications

The building has been wired with a fibre optic network. This service is provided by Telus, Metro Bridge Networks Corporation and Radiant.

The installation of any new telephone and data communications systems must have prior approval of the Landlord. Once you have obtained approval, should you wish to proceed with the installation, please ensure that your contractor arranges for access to our building equipment with our operations staff in advance. Access to the telephone and electrical rooms without prior arrangements cannot be provided.

CLEANING SERVICES

Day Porter

A day porter is provided at the building twice per day. His duties are to sweep the building entrances and pick up any litter and to tidy and restock building washrooms as needed. Should you notice areas needing attention please contact the management office.

In Suite Cleaning

Cleaning services are provided by The Cleaning Solution. They are contracted to clean all of the common areas of the building as well as tenant office areas. Their specific duties include the cleaning of the washrooms and other common areas nightly. Within your office you can expect the following:

- Floors and furniture to be cleaned once per week
- Kitchen counters, tables and sinks to be cleaned nightly; including the dishwasher put on
- Emptying of recycling once per week and composting as needed

- Interior glass spot cleaned twice per week

Effective July 2011, there is no pick up of garbage or recycling at tenant desks nor are plastic bags provided in garbage cans. With the addition of composting there will be very little garbage so tenants will take this to a central container as they would other recycling products.

Should you not receive the services above or if you wish to bring any concerns to our attention, please contact Gail by email at ggossen@westpenderproperty.com.

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, 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.

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 4 predetermined table layout options for this space. For further information please see our web site under "Conference Facility", or copy and paste this url into your browser:
http://www.westpenderpropertygroup.com/buildings/conference_room_layouts.pdf

Rental Agreements

To download a pdf of the Rental Agreement or for further information please see our web site under "Conference Facility" or copy and paste this url into your browser:
http://www.westpenderpropertygroup.com/buildings/conference_rental_agreement.pdf

RECYCLING

We have many recycling programs in place at the Flack Block. These include all paper products including clean paper towels; bottles, cans and hard plastics; soft plastics; electronics and composting. We will provide you with all of the collection containers that you need for the program. Contact Carolyn at crailton@westpenderproperty.com to order your supplies. Details on these programs are as follows:

Paper Products

You can recycle all types of paper; stationary, 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. Each employee should empty this container when it is full into the large central container. This central container is emptied by the janitorial service as needed.

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 (#1-#7) containers. These containers need to be cleaned before putting them in the recycling bin which is located in your kitchen and will be emptied by the cleaning service as needed.

Soft Plastics

This program provides for the recycling of those plastics not provided for in the hard plastic program and includes grocery bags. A separate collection container is provided for these materials.

Electronics

This program provides for the recycling of 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.

Composting

This program is for food scraps, waxed cardboard food containers and paper towels. A separate container is provided for this program. The composting container is located in your kitchen and will be emptied by the cleaning service as needed.

Please view *Appendix 1: Recycling* for more information.

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

SHOWER AND BIKE STORAGE

Shower Facility

There are shower and locker facilities for both men and women located in the basement level of the building. These facilities are available for the use of all tenants; currently at no charge.

Bike Storage

The building has a bike storage room located in the basement level of the building which is available to all tenants.

SECURITY

After-Hours Contact

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

Security Guard

Fusion Security provides random patrols around the exterior of the building throughout the day and night. These patrols are conducted seven days per week. Should you have any security concerns throughout your business day please notify our offices at 604-683-2141.

Should you have any security concerns outside of normal business hours please call Fusion at 778-371-7376.

Building Security Systems

The installation, maintenance monitoring of our building systems is provided by Citiloc Security. Monitoring services for the fire equipment is provided by Arpel Monitoring.

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 in a drawer or cupboard 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 of your insurance requirements are outlined in 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 installed by an approved plumber. Any supplementary HVAC Systems must be approved by West Pender Property Group.

Approved and 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:**

AI 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:

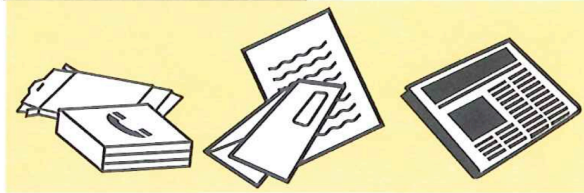
- Elevator hours are between 9:30 and 11:30 and between 1:30 and 3:30.
- Our buildings do not have a parking area for contractors. Loading bays cannot be used for parking and are provided for loading and unloading only. Use of the loading bays under any circumstance must be booked with the management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

APPENDIX 1: Recycling

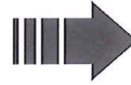


IN OFFICE RECYCLING BINS

Mixed Office Paper



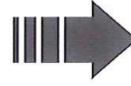
Printer Paper
Magazines
Envelopes
Newsprint



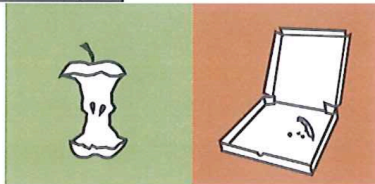
Mixed Clean Containers



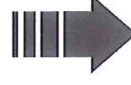
Plastics #1-7
Glass Jars
TetraPacks
Tin Cans



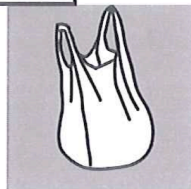
Food Scraps



Food Scraps
Paper Towels
Waxed Cardboard

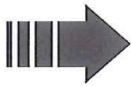


Soft Plastics



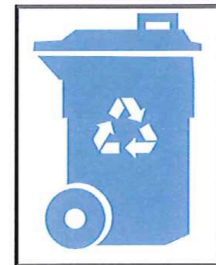
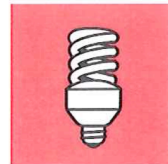
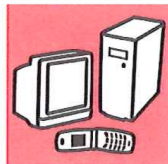
Soft Plastics
Grocery Bags

*Clean plastics only
*No food wrappers



SPECIALTY RECYCLING IN YOUR BUILDING

Electronics
Batteries
CFL/Light Bulbs
Fluorescent Tubes



Contact your building/property manager for more information.

Consumer batteries each weighing less than 5kg

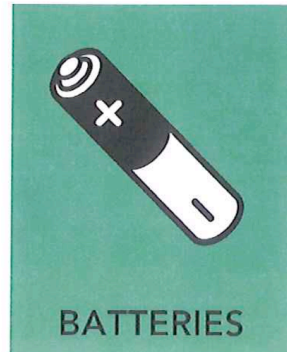
- Nickel Cadmium (Ni-Cd)
- Nickel Metal Hydride (Ni-MH)
- Lithium Ion (Li-Ion)
- Nickel Zinc (Ni-Zn)
- Small Sealed Lead Acid (SSLA/Pb)
- Lithium Primary
- Alkaline (AA, AAA, 9V, etc...)

Requires Bagging:

- Rechargeable batteries (Li-Ion, SSLA/Pb)
- Lithium Primary

Does Not Require Bagging:

- Alkaline
- Ni-MH



COMPLIANT ELECTRONICS

- Computer Towers (CPU)
- Desktop Servers
- Computer with Built-in Monitors
- Computer Monitors
- Keyboards & Mice
- Laptops
- VCR, DVD, Laser Disk and BETA Players
- Stereos Walkmen, Discmen & MP3 Players
- Desktop Printers & Combo-Printers
- Fax Machines & Photo Printers
- Label/Card Printers
- Televisions
- Combination TV/VCR
- Batteries
- Cell Phones, Pagers and Beepers
- External Routers and Modems
- Cameras & Multimedia Projectors
- Personal Organizers & Other Handheld Electronics
- Commercial, Industrial Printers & Receipt Printers



Recycling Alternative is an official collector of electronics waste under the ENCORP/ESABC Provincial Stewardship Program.