



# QuadReal

## Tenant Information Guide 745 Thurlow Street



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## Table of Contents

A.	Introduction.....	3
B.	Disclaimer.....	3
C.	Privacy Policy .....	3
D.	QuadReal Connect – Tenant Service Centre.....	5
E.	Building Hours of Operation .....	5
F.	745 Thurlow Management Information .....	6
	General Manager .....	6
	Assistant Property Manager.....	6
	Property Administrative Assistant .....	6
	Chief Engineer .....	6
	Building Operators .....	6
	Leasing.....	6
G.	Security and Access Cards and Building Access .....	7
H.	Parking .....	7
	(a) Monthly Parking .....	7
	(b) Thefts from Automobiles .....	8
	(c) Personal Safety.....	8
I.	Postal Services.....	9
J.	Signage .....	9
	(a) Main Floor Directory Board Listing.....	9
	(b) Suite Signage .....	9
K.	Keys .....	9
L.	Housekeeping .....	10
M.	Organics, Recycling and Waste Removal .....	10
N.	Lighting .....	10
O.	Insurance.....	10
P.	Fire and Life Safety .....	11
Q.	Amenities.....	11
	(a) Fitness Facility.....	11
	(b) Boardroom.....	11
	(c) Bike Storage.....	12
R.	Statutory Holiday Closures.....	12
S.	Forms to be Filled Out.....	13

## A. Introduction

This Tenant Handbook should answer many of the questions you may have about building regulations, policies, and operating procedures. The Tenant Information Guide provides important building personnel names and phone numbers and other pertinent information regarding moving, security, emergency procedures, and many other services (see Table of Contents).

At QuadReal, we pride ourselves on quality service and responsive attention to our tenants. QuadReal encourages our tenants to share their compliments and concerns with by offering suggestions on ways we can continue to improve your experience as a tenant at 745 Thurlow by using Quadreal Connect.

## B. Disclaimer

This information has been prepared to provide Tenants with a convenient source of building information relevant to 745 Thurlow. While every effort has been made to ensure the accuracy of the information contained herein, QuadReal assumes no responsibility for any errors, omissions, and/or revisions to this information.

This manual sets out general procedures with respect to the operation of the building. The terms, covenants, and conditions contained in the Tenant's Lease with the Landlord supersede any of the procedures set out in this manual.

This manual is confidential and proprietary to QuadReal and is released solely for the purposes of communicating policies and procedures to the tenants of 745 Thurlow. Copying and/or using this Tenant Information Guide for any other purpose is strictly prohibited.

## C. Privacy Policy

The Privacy legislation enacted in British Columbia in 2004, governs the collection, use and disclosure of the personal information of individuals by private sector companies such as QuadReal. The laws intend to balance the privacy rights of individuals while recognizing the need of an organization to access and use personal information. Under the Act, the use of personal information under any circumstance must be considered appropriate by a reasonable person. At the heart of the legislation is the consent principle: in most cases, personal information cannot be collected, used or disclosed without the prior consent of the individual concerned.

While privacy has always been a priority at QuadReal, our response to the legislation is set out in QuadReal's Privacy Policy on our website at [www.quadreal.com](http://www.quadreal.com). This Policy promotes responsible and transparent practices for Quadreal's management of personal information in accordance with the various personal information protection statutes.

We have also appointed a Privacy Officer, who is accountable for Quadreal's compliance with our Privacy Policy. In addition, every QuadReal employee is required to comply with the



QuadReal's Code of Business Conduct as a condition of employment. This Code includes a section requiring the safeguarding and proper use of confidential information, including personal information. Annually, each employee will be asked to acknowledge that they have read, understood, and agree to the Code's standards.

As a tenant of an asset managed by QuadReal, we have certain personal information regarding your lease and your employees which is under our control.

Specifically as part of the leasing process, each lease transaction is subject to a credit review during which personal information is collected when the tenant or guarantor is an individual. Such information may include personal contact information, personal bank account information, income tax returns, personal financial statements – income, assets, liabilities, date of birth, and driver's license number.

The primary purpose for which this information is collected, used and disclosed by QuadReal or its contractors providing services in connection with these purposes are:

- a. To assess the credit-worthiness of a prospective tenant or renewing tenant in support of the decision to either lease or not lease space to the tenant for any asset managed by QuadReal;
- b. To fulfill the obligations under the lease for pre-authorized payment of monthly lease and operating costs billing; and
- c. To take action for collection purposes if the tenant is in default of lease terms.

In addition, tenants in buildings managed by QuadReal provide personal information (generally name & photo) about their employees to QuadReal. The information is required to activate tenant access cards which to permit after-hours entrance into the building and, in some cases, to permit security access for employees into tenant premises as well as to monitor unusual activity.

Tenants also provide personal information to QuadReal within parking application forms; including, personal banking information, vehicle make and model, and licence plate number. Personal information restricted to home telephone numbers is also provided to QuadReal by tenants when completing the Office and Emergency Contact form. On this form, the tenant chooses employees who should be contacted after-hours in the event of an emergency requiring notification and provides their home (or after-hours) telephone numbers.

It is the responsibility of the Employer (who is the Tenant) to inform their employees that this information will be collected and for what purposes it is being used.

Accordingly, by receipt of this handbook, you are acknowledging and consenting to QuadReal's collection, use and disclosure of the personal information for the specified purposes as described herein. In respect of any personal information about your employees that you have provided to us, you confirm your authority to consent to our collection, use, and disclosure of such personal information for the above purposes.

On the QuadReal website, you will find a QuadReal Privacy Policy which you can use to distribute to your employees, outlining our Privacy Policy. If you do not wish to consent to any of the above, you must provide your written statement to QuadReal's Privacy Officer explaining your position.

## D. QuadReal Connect – Tenant Service Centre

QuadReal's commitment to creating partnerships with tenants evolved into a customer service plan. Our plan provides exceptional customer service practices and quality services that adapt to the changing needs of tenants.

All tenant calls should be directed to the 24-hour Tenant Service Centre, QuadReal Connect, at 1-877-977-2262, email: [service@quadrealconnect.com](mailto:service@quadrealconnect.com), website: [www.quadrealconnect.com](http://www.quadrealconnect.com). Service Representatives will log your call into a computer database which generates a work order and simultaneously notifies the Chief Engineer of your request. Since all requests are logged, a statistical analysis can be performed to measure timeliness of call completion, the required actions taken to complete calls, and any patterns in categories of calls to indicate if building system maintenance is required.

## E. Building Hours of Operation

The following chart includes the hours of operation for 745 Thurlow:

745 THURLOW HOURS OF OPERATION	
Monday to Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sunday and Stat Holidays	Closed

Please note: Access cards are required to access the building after-hours. For Statutory Holiday Closure dates, see section Q.



## **F. 745 Thurlow Management Information**

We encourage you to call QuadReal Connect, the 24-hour Tenant Service Centre, at 1-877-977-2262 to talk to our Customer Service Representatives; however, there may be times when you may need to contact a 745 Thurlow staff directly to answer questions you may have. A current telephone listing of 745 Thurlow personnel is listed below:

### **General Manager**

Julie Lacasse

Email: Julie.Lacasse@quadreal.com

### **Assistant Property Manager**

Arthur Cheng

Email: Arthur.Cheng@quadreal.com

### **Property Administrative Assistant**

Shelby Harvey

Email: Shelby.Harvey@quadreal.com

### **Chief Engineer**

Vlad Osachiff

Email: Vlad.Osachiff@quadreal.com

### **Building Operators**

Edmond Liu

Email: Edmond.Liu@quadreal.com

Ritche Calungsod

Email: Ritche.Calungsod@quadreal.com

Mark Dormer

Email: Mark.Dormer@quadreal.com

### **Leasing**

Jeff Rank

E-mail: Jeff.Rank@quadreal.com

## G. Security and Access Cards and Building Access

The building is equipped with an access card system for after-hours access by tenants and employees. Access card points are located on the main entrance on Thurlow Street (east side of the building) and the side entrance on Alberni Street (north side of the building). After-hour parking access is only granted to monthly parkers.

Tenants will be issued cards for all employees requiring access to the building after-hours. Access cards may be requested by contacting QuadReal Connect at 1-877-977-2262.

A security desk is located at 745 Thurlow Street in the main lobby. Security is onsite 24-hours, seven (7) days a week. Should you have a problem concerning a security matter or notice suspicious activity, please call QuadReal Connect at 1-877-977-2262.

As an additional safeguard, we provide identification cards to all contractors who will require access to your premises.

### Note:

To assist us in communication, an Office and Emergency Contact form must be completed and returned to the Property Manager. This form provides us with a list of your staff members that are to be contacted in the event of an after-hours emergency at the building. The names should be listed in the sequence they are to be contacted.

## H. Parking

### (a) Monthly Parking

Monthly parking and guest parking is available in the six hundred (600) vehicle parkade beneath the building (access off lane). The monthly parking and visitor parking is operated for QuadReal by Advanced Parking Systems Ltd. The parkade is open from 6:00 a.m. to 11:00 p.m. seven (7) days a week.

The Lease agreement determines the parking allotment for each tenant. This allotment and any additional stalls are available on the following basis:

MONTHLY PARKING	CHARGE
Reserved (24 hours)	\$350 + taxes = \$444.68
Random	\$250 + taxes = \$317.63
Motorcycle	\$135 + taxes = \$171.52

<b>DAILY PARKING</b>	<b>CHARGE</b> (Includes Taxes)
Early Bird (before 10 a.m.)	\$12.00
Early Bird (before 8 a.m.)	\$10.00
All day (10 a.m. - 6 p.m.)	\$16.00
Every ½ hour or portion	\$2.50
Evening Max (6 p.m.- 11 p.m.)	\$10.00
Overnight (6:00 p.m. – 6:00 a.m.)	\$12.00
Motorcycle – all day	\$8.00
Motorcycle – half day (5 hrs)	\$4.00

Please Note: The additional requirement may be reduced if space is required for other tenants based on their lease agreement and all rates are subject to change. Taxes include a twenty-one percent (21%) Transit Levy (which is taxable) & GST.

Please contact Malcolm MacKillop [mmackillop@advpark.com](mailto:mmackillop@advpark.com) or 604-662-3649 from Advanced Parking to obtain the parking application forms. The parking form must be completed for each monthly parker. Parking decals (for random parkers only) and access cards will be distributed to each monthly parker once the application forms have been processed. Reserved parkers will not receive a decal as the stall is dedicated to one parker; if another vehicle is found in the reserved stall, please contact Advanced Parking to have the vehicle ticketed. Please note that thirty (30) days' notice is required to cancel monthly parking.

**(b) Thefts from Automobiles**

Thefts from automobiles are a concern in every parkade and we urge you and your staff to take precautions necessary to reduce theft. Please notify all employees to remove all valuables from vehicles and ensure vehicles are locked. Please report any suspicious activity to the security officer located in the main lobby or contact QuadReal Connect at 1-877-977-2262.

**(c) Personal Safety**

Persons using the building should be aware of their responsibility for their own personal safety. There is security on site 24-hours a day and should be contacted if you require an escort to your vehicle.



## **I. Postal Services**

There is a central mailbox location behind the passenger elevators within the service corridor. Canada Post has requested the following format for mailing addresses:

Suite ####, 745 Thurlow Street  
Vancouver, B.C.  
V6E 0C5

You will be assigned a mail box number and a key will be delivered to you upon move in.

If you have any questions about your mailing address or services provided by Canada Post, please contact QuadReal Connect at 1-877-977-2262 or Canada Post directly at 1-866-608-6301.

## **J. Signage**

### **(a) Main Floor Directory Board Listing**

The Landlord will update the electronic directory board located on the southwest wall in the main floor lobby once your Signage Request form has been submitted. Please confirm the exact wording of your company name with QuadReal using the Signage Request form attached at the back of this package and allow 24-hours for the update to take place.

### **(b) Suite Signage**

Suite signage will be coordinated by QuadReal at the tenant's expense; please confirm the wording for your suite signage with our office. If you are a full-floor tenant, you may coordinate your own suite signage after receiving approval from our office.

Please note: No other signs are permitted unless approved by QuadReal.

## **K. Keys**

The entrance doors to your premises must be keyed to the floor master-key to ensure housekeeping personnel can adequately service your premises. Arrangements will be made to re-key your premises prior to move-in.

## **L. Housekeeping**

Bee-Clean Building Maintenance provide housekeeping services to the building. Bee-Clean is responsible for the nightly cleaning of office premises, all common areas of the building including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas. In addition to the night crew, there are two, day porters onsite to patrol washroom facilities and common areas. If you have any questions about the cleaning services provided under your lease, or if you would like to schedule additional cleaning services, please contact QuadReal Connect at 1-877-977-2262.

## **M. Organics, Recycling and Waste Removal**

The recycling and waste removal option provided at 745 Thurlow include:

- Mixed Paper
- Soft Plastic
- Cardboard
- Mixed container, glass, metal, plastic
- Compost and Organics
- E-waste
- Batteries

If you any questions on where your recycling or waste should be diverted to, please contact QuadReal Connect at 1-877-977-2262.

## **N. Lighting**

To conserve energy, the lighting system at 745 Thurlow is programmed to turn on and off at scheduled times. The typical programming for each floor are Monday to Friday, 7:00 a.m. for lights ON and 6:00 p.m. for lights OFF, 8:00 a.m. the lights are ON and 1:00 p.m. for lights OFF; Sunday and Statutory Holidays the lights are OFF.

If you require lighting outside of these hours, overrides are available on each floor and suite. For lighting questions, please contact QuadReal Connect at 1-877-977-2262.

## **O. Insurance**

We will require confirmation that insurance coverage is in place per the lease agreement. When requesting your certificate of insurance from your Insurer, please ensure that the following parties are named as additional named insurers:

*bcIMC Realty Corp. and QuadReal Property Group*

Kindly ask your insurance agent to have the certificate of insurance forwarded to our office, to the attention of the General Manager. For insurance renewals, please ensure the renewal document is submitted thirty (30) days prior to the expiry of the previous insurance certificate.

## **P. Fire and Life Safety**

The first aid room at 745 Thurlow Street is located on the main level and accessed via the service corridor.

All staff should be familiar with the location of emergency exits and the **emergency instructions to occupants** posted by the elevators.

An emergency procedures booklet is available to all tenants. Please contact QuadReal Connect at 1-877-977-2262 if you require a copy

## **Q. Amenities**

### **(a) Fitness Facility**

The fitness facility is located on the main level and is accessed via the service corridor and is open 24-hours, seven (7) days a week. If you wish to use this complimentary service, a Waiver Form must be signed and returned to the security desk. The shower/change room is located on level P1.

### **(b) Boardroom**

There are two (2) boardrooms on the 25<sup>th</sup> floor that are available for tenants to use. The Stanley Park Room, which seats forty-five (45) people, is located on the northwest corner and The English Bay Room, which seats thirty-five (35) people, is located on the southwest corner. These boardrooms can also form one (1) large room seating up to a maximum of eighty (80) people.

The boardrooms are equipped with televisions, glass drawing boards, conference telephones, Wi-Fi, and an AV system. Additionally, there is a kitchenette available for use and is equipped with bowls, mugs, silverware, a dishwasher, a full-sized fridge, and sink.

Boardroom bookings are on a first-come-first-serve basis and can be booked through QuadReal Connect 1-877-977-2262. Please note bookings can only be completed one (1) month in advance for boardroom bookings and three (3) months in advance for special after-hour events.

**(c) Bike Storage**

745 Thurlow has a secure bicycle storage room location on the P1 level of the parkade. To receive access to the bicycle storage, please contact QuadReal Connect at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

**R. Statutory Holiday Closures**

745 Thurlow Street will observe the following statutory holidays in 2018, on these days, the building will be CLOSED. All your staff and business associates accessing the building will require an access card, and air conditioning and cleaning services will not be provided but are available on a fee-charge basis.

<b>DATE HOLIDAY OBSERVED</b>	<b>2018 STATUTORY HOLIDAYS</b>
Monday, January 1	New Year's Day
Monday, February 12	Family Day
Friday, March 30	Good Friday
Monday, May 21	Victoria Day
Monday, July 2	In lieu of Canada Day
Monday, August 6	B.C. Day
Monday, September 3	Labour Day
Monday, October 8	Thanksgiving Day
Monday, November 12	In lieu of Remembrance Day
Tuesday, December 25	Christmas Day
Wednesday, December 26	Boxing Day

Should your holiday schedule differ from the above, please contact QuadReal Connect at 1-877-977-2262 to arrange building services that meet your needs.

## **S. Forms to be Filled Out**

The following forms are to be filled out and returned to our office:

- (a) Office and Emergency Contact
- (b) Suite Key & Security Access Card Request
- (c) Signage Request
- (d) Pre-authorized Payment Plan Application
- (e) Bicycle Storage Application & Fitness Centre Waiver