

GREEN UPDATE

HEALTH & WELLNESS

WORD ON THE STREET

SAVE THE DATE

SECURITY UPDATE

HANDS-UP CANADA

Speaking from Experience by Jon Wellman, VP & GM

I remember just like it was yesterday... everyone gathering around the TV in the kitchen of our Bentall offices 7 years ago, anxious with anticipation as the IOC announced the winning bid to host the 2010 Winter Olympics. Moments later we were all high-fiving one another we were so excited about the win. Some of us had fond memories of Expo '86 and what an extraordinary event it was and how it "put Vancouver on the map", and we had similar idealized visions of how the 2010 Olympics would positively impact our city. ■ Well a lot has changed since 1986 and even in the past seven years since the Vancouver 2010 announcement. It's a different world; security is a top a priority now and our province and country have suffered serious financial setbacks. And I've noticed, as I'm sure most have, that enthusiasm for Vancouver hosting the Olympic Games has waned. There's a fair amount of anti-Olympic sentiment out there. People have been complaining about the building costs, the street closures and potential traffic nightmares, the tickets costs and the seeming exclusivity of the games. So while I'm not discounting anyone's opinion on the upcoming games, as my former Assistant, Joanne, used to say, I think we need to "suck it up", because it's happening whether you like it or not. ■ My take is... one can choose to approach it with a negative attitude and complain for the next four months about how its going to impact me or my routine or my wallet, or one can decide to take a positive attitude and make the best of the situation (hey, you might as well get on board now, after all you don't want to be accused of jumping on the band wagon). ■ We, your Bentall Centre management team, promise to do our part by keeping you informed of any traffic issues that may affect our vicinity and we'll go to great lengths to maintain a business as usual setting as best we can. But that said, I can't promise that I won't be wearing my Team Canada hockey jersey around the Centre, or waving the flag, down at the waterfront as the torch passes by, or maybe inviting Quatchi, Miga and Sumi for lunch in the food court, or... you get my drift.



Bentall

Bentall Centre Security 604.661.5068
Bentall 5 Security 604.891.5631
ClikFIX 1.866.254.5348

Bentall Centre Forever Green Tenant Team What's New With Us...

We've been very active these last few months. You may have seen us out front of Bentall Two and Four in August when we hosted the second annual Forever Green Eco-Fair. Over twenty green services and suppliers came out to showcase the latest and greatest in green technology and services. ■ With the support of Bentall Management we also introduced a new plastic bags recycling component to Bentall's recycling program. There are numerous materials that can now be recycled onsite at the Bentall Centre:

- **Plastic bags** – collection point located in Bentall One shipping
- **Batteries** – collection point is back of house so just give us a call and we'll come pick them up
- **E-waste: telephones, cell phones, computers,**



- **monitors & printers** – collection points are Bentall One and 5 loading bays
- **Glass, plastic & metal beverage containers & juice boxes** – in your blue bin
- **Plastics with the #1, 2, 5 & 7** – in your blue bins
- **Tins & yoghurt containers** – in your blue bins
- **Paper, including cardboard, envelopes (windowed is ok too), magazines & books** – in your under-desk bin

Some other "green" info to share:

- In cooperation with the BC Recycling Council Bentall has launched the Bentall Reuses website. This site works just like Craigslist for selling or giving away your used furniture and office equipment. Check it out at: www.bentallreuses.com
- Did you know Bentall participates in the Jack Bell Rideshare program – what an ideal solution to your commute. Take advantage of the carpooling lanes and split the cost of your gas! Check out www.ride-share.com for more info.

Introducing the new www.bentallcentre.com

We've completely redesigned our website with our tenants in mind. The new site is highly informative. It contains links to all our tenant manuals, our retailers, security details, ClikFIX and more. ■ We're pretty sure you'll appreciate the wealth of information on the new site and to encourage you to have a look at it we're having a little contest. We'll select five winners to win a \$40 gift certificate for one of our Bentall Centre restaurants. **To enter, simply email your responses to gogreen@bentall.com** to the following questions (only correct responses can win; contest expires Dec 11 '09). The answers to all these questions can be found on our website:

1. What is the square footage of Bentall Four?
2. What is the phone number for ClikFIX?
3. Who is the retail leasing representative for Bentall Centre?
4. What date is the upcoming Christmas Tenant Appreciation party for Bentall Three?
5. What is the monthly parking rate for motorcycles?
6. In what year did Bentall One lobby undergo a major renovation?
7. What is the website address of Bentall retailer Licious?

WIN
a \$40 gift
certificate

Nikki Jephcott, of Deloitte, can tell you how to save on your daily coffee habit



Nikki Jephcott definitely walks the talk when it comes to environmental responsibility. As a member of the Bentall Forever Green Tenant Team as well as Deloitte's Vancouver Green Team, she takes her position seriously. ■ She personally collects the plastic bags brought into the office by her colleagues and takes them to the Bentall plastic bag recycling depot, located in Bentall One shipping, but she carries a folding reusable shopping tote for her own purchases. They now come small enough to fold and fit into your pocket. ■ Like many of us she likes the build your own salad place in the food court, but rather than take away a plastic container every time, she just takes her own reusable one. And she does the same at most places throughout the mall. That adds up to a lot less Styrofoam being disposed into our landfills! ■ And one more tip Nikki wants to share with everyone – bring your own travel mug to many of the coffee retailers and not only will you save a cup from the landfill but they'll even give you a discount off your coffee purchase.

WORD on the street...

We asked a number of Bentall Centre Tenants: Everybody has a story about the best Christmas gift they ever received, but what about the worst one you ever received?



I can't think of anything for myself, but I remember my mother once giving my 11 year old son a cookbook, a spatula and some measuring spoons.

- Pauline, Bentall Three

My husband decided we needed a new washer and dryer, and then proceeded to tell me, by the way, this is your Christmas present. This was in September!

- Thea, Bentall Three

I can't think of one thing in particular, but my ex-wife used to "forget" to remove the price tags from my gifts.

- Liam, Bentall Four

I once got a stuffed animal from my cheap, (ex)boyfriend. It wasn't even cute; it was a stuffed raccoon. Needless to say I was expecting something a little more romantic.

- Rena, Bentall Two

I think it's always awkward when you give a gift to someone and they don't give anything in return. While it's always better to give than receive, hey...



I put my Christmas tree up for a reason.

- Sandeep, Bentall Four

I don't get bad gifts; there's no room for error with my family. I put together a Power Point presentation of my wish list, complete with pictures and SKU numbers!

- Sylvia, Bentall Three

T'is the Season to Get Started

Avoid the rush and get ahead of the New Year's resolution crowd at the gym. ■ Every January it's the same. Members have spent the Christmas Party Season (which now seems to start November first, right after digesting the left over Halloween candy) putting an extra number of calories into their bodies. Then they jump on the scale January first and panic ensues as they rush off to the gym in clothes that are much tighter than they used to be. ■ I encourage anyone caught in this trap to take a pre-emptive strike approach, so when you see the rain begin to fall and the snow landing on the mountains, get into the gym more frequently and gear your workouts appropriately to keep the pounds off. Remember it's a numbers game and it's really simple... you take in more holiday calories... then you expend less because you're too busy at the holiday parties to hit the gym... then the body takes those extra calories and stores them for later... you guessed it... as fat... the most efficient form of energy that our body uses (9 calories of energy per gram of Fat as opposed to 4 calories per gram of Carbohydrate). And just to add icing to the cake... the fat is stored predominately around one's abdomen or thighs. ■ What are the appropriate forms of working out to burn those extra calories? Heart experts recommend any form of sustained cardiovascular exercise that will burn from 10-15 calories per minute of exercise with 45 minutes of sustained activity. Circuit Weight Training is another option. It's not only a cardiovascular workout but a strength workout that will improve muscle tone and therefore boost metabolism at the same time, meaning that you will be burning more calories just sitting at your desk with a leaner, fitter body. ■ Maybe you're not so disciplined and have trouble designing this kind of personal program. In that case, try alternating these two types of workouts with a boot camp type class (circuit training) one day, with a spinning class (super cardio workout) the next. This plan allows you to continue to have fun on the weekends during party season. ■ If you do this I



can guarantee that the scale shock will not be nearly as bad on the first of January. Remember also, that if you don't try it I can guarantee that on your New Year's Day weigh in you'll wish you had. For more information or to book a consult, come in and see me in person, Robin Russell, General Manager, Bentall Centre Athletic Club or drop me a line at rrussell@bentall.com or 604-689-4424.

SECURITY UPDATE



Bentall Centre and Bentall 5 have recently contracted a new Security firm: Paladin Security. Our Security Officers have undergone anywhere from 64 to 160 hours of training prior to being onsite. We feel confident our Officers are competent, service oriented individuals who will meet the expectations of our Tenants.

With the holiday season approaching and many offices working with limited staff over the Olympics, the following are a few security tips to keep in mind:

- Always lock all entrances during the daytime except designated reception areas.
- Ensure that reception areas are never unattended and that front doors are locked if unattended even momentarily.
- Keep belongings (purses, briefcases, wallets, and access control or identifications cards) out of sight and preferably with you or locked in desk drawers or office cabinets. Do not leave them visible around the office, on the desk or unattended. Criminals look for opportunities and easy targets.
- If you don't recognize someone on your floor, even if they "look" the part, approach them and offer them assistance. Remember office thieves are often well-dressed and smooth talkers. If you are uncertain of anyone on your floor, contact Bentall Centre Security (604-661-5068) or Bentall 5 Security (604-891-5631) and report the description of the person and his activities.

SAVE THE DATE!

Mark your calendars for the following upcoming events:

*Bentall's Christmas
tenant appreciation parties*

We'll be in your lobby spreading cheer on the following dates:

Bentall One: Friday, December 11th
from 7:00am - 9:30am

Bentall Two: Thursday, December 10th
from 7:00am - 9:30am

Bentall Three: Wednesday, December 9th
from 7:00am - 9:30am

Bentall Four: Tuesday, December 8th
from 7:00am - 9:30am

Bentall Five: Monday, December 7th
from 7:00am - 9:30am

WIN



Hands-Up Canada

The Hands Up Canada project is a program created by Bentall LP to EDUCATE, FUNDRAISE and COMMEMORATE our 2010 Canadian Paralympic Athletes. Look for us in the retail mall over the next few weeks. We'll be selling commemorative pins and we'll have details on how you can win a Trip for two to cheer on the Canadian Paralympic Team! ■ **Grand Prize Package includes:** airfare for 2 anywhere in Canada, (2) Nights accommodation at the Crystal Lodge in Whistler, 3 days of Paralympics Sports competitions, complimentary daily breakfast, Team Canada gear, access to games, on-site host. For more info visit: www.handsupcanada.ca

Farewell and Best Wishes Rex Grill and Welcome Laguna Blu

After 12 years as a fixture of the Bentall Centre and downtown dining scene, the Rex Grill has decided to close its doors. Their professional service and consistently fine food garnered them a solid, regular crowd and Pino, Lou and the gang will be sadly missed. ■ The restaurant won't be empty for long however, as Laguna Blu is already under construction and expects to open its doors before Christmas. Laguna Blu is moving their New Westminster location to the heart of downtown and is excited to bring the wonders of Italy and its exquisite cuisine to the Bentall Centre.