



# BENTALL CENTRE OFFICE TENANT HANDBOOK

EDITION: MARCH 2018

PLEASE DISREGARD PREVIOUS EDITIONS OF THIS HANDBOOK



**Bentall  
Centre**

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# 1. INTRODUCTION

Bentall Centre is a premier Vancouver office and retail environment comprised of four office towers, a connecting 54,000 square foot retail mall, two multi-storey parkades and a SkyTrain connector to the Burrard SkyTrain Station. With over 1.4 million square feet of leasable area, the complex occupies a prime downtown location, with frontages on West Pender, Burrard, Dunsmuir and Thurlow Streets.

The Bentall Centre Management Team is pleased to offer this Tenant Handbook to help address any questions about rental remittances, parking, insurance, building regulations and operating policies and procedures.

Providing timely and quality service to our tenants and visitors is our first priority. Contact information for the Bentall Centre Management Team is provided below (section 1.3).

Please note: For specific questions relating to construction and design issues, please contact the Director, Building Projects and Construction at 778-328-5978.

## 1.1 Disclaimer

The information contained in this handbook has been prepared to provide tenants with a convenient source of information relevant to Bentall Centre. It is released solely for the purposes of communicating policies and procedures to the tenants of Bentall Centre.

This handbook sets out general procedures with respect to the operation of the complex. The terms, covenants and conditions contained in the tenant's lease supersede any of the procedures set out in this handbook. While every effort has been made to ensure the accuracy of the information contained herein, Canderel Pacific Management Inc. assumes no responsibility for any errors, omissions, and/or revisions to this information.

This handbook is confidential and proprietary to Bentall Centre, and any copying or use of this handbook for any other purpose is strictly prohibited.

## 1.2 Bentall Centre Management Team

The Management Team at Bentall Centre strives to provide tenants with an unsurpassed level of service. Feel free to call anytime with any questions, routine service requests or special projects. Please direct service requests, inquiries or concerns by logging into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). To obtain a login ID, contact us directly. For further information on this service, please consult "Bentall Centre Tenant Requests" (section 1.4) below.

For more detailed contact information for the Management Team, please consult the following list. We look forward to accommodating tenants and visitors. Contact information for the Management Office is below:

**Canderel Pacific Management Inc.**  
**Suite 1580 – 505 Burrard Street**  
**Box 226**  
**Vancouver, BC, V7X 1M5**  
**Telephone: 778-328-5960**  
**Fax: 778-328-5989**

In the event of an emergency that requires immediate attention, please contact the Bentall Centre Security Line at 604-661-5068.

### 1.3 Bentall Centre Contact Information

TITLE/DEPARTMENT	NAME	TELEPHONE	EMAIL
PLACE WORK ORDERS	Angus Anywhere	778 328-5960	<a href="http://www.bentallcentre.com">www.bentallcentre.com</a>
Bentall Centre Security	Paladin Security	778 328-5990 Or Emergency 604 661-5068	<a href="mailto:bentallcentresecurity@canderel.com">bentallcentresecurity@canderel.com</a>
General Manager	Chris Wood	778 328-5961	<a href="mailto:cwood@canderel.com">cwood@canderel.com</a>
Director, Leasing	David Haugen	778 328-5964	<a href="mailto:dhaugen@canderel.com">dhaugen@canderel.com</a>
Property Manager	Leanne Reynolds	778 328-5979	<a href="mailto:lreynolds@canderel.com">lreynolds@canderel.com</a>
Receptionist/ Administrative Assistant	Emma Dewit	778 328-5960	<a href="mailto:bentallcentrereception@canderel.com">bentallcentrereception@canderel.com</a>
Accounts Administrator (AR)	Jason Wu	778 328-5983	<a href="mailto:bentallcentrear@canderel.com">bentallcentrear@canderel.com</a>
Accounts Administrator (AP)	Daniela Alecse	778 328-5980	<a href="mailto:dalecse@canderel.com">dalecse@canderel.com</a>
Senior Project Accountant	Evelyn Paz	778 328-5969	<a href="mailto:epaz@canderel.com">epaz@canderel.com</a>
Director, Building Projects & Construction	Brian Young	778 328-5978	<a href="mailto:byoung@canderel.com">byoung@canderel.com</a>
Construction Coordinator	Billy Rosenlund	778 328-5982	<a href="mailto:brosenlund@canderel.com">brosenlund@canderel.com</a>
Construction Coordinator	Dinara Vyrypaeva	778 328-5962	<a href="mailto:dvyrypaeva@canderel.com">dvyrypaeva@canderel.com</a>
Senior Tenant Services Coordinator	Christine McFarland	778 328-5965	<a href="mailto:cmcfarland@canderel.com">cmcfarland@canderel.com</a>
Tenant Services Coordinator	Shalini Tandon	778 328-5984	<a href="mailto:standon@canderel.com">standon@canderel.com</a>
Facilities Assistant	Rose Tearii	778 328-5977	<a href="mailto:rtearii@canderel.com">rtearii@canderel.com</a>
Manager, Security Fire & Life Safety	Sunil Sheemar	778 328-5981	<a href="mailto:ssheemar@canderel.com">ssheemar@canderel.com</a>
Director, Mechanical & Electrical Services	Tolis Sidiropoulos	778 328-5966	<a href="mailto:tsidiropoulos@canderel.com">tsidiropoulos@canderel.com</a>
Operations Coordinator	Darcie Breen	778 328-5967	<a href="mailto:dbreen@canderel.com">dbreen@canderel.com</a>
Manager, Bentall Centre Athletic Club	Robin Russell	778 328-4090	<a href="mailto:rrussell@bcac1055.com">rrussell@bcac1055.com</a>
Assistant Manager, Bentall Centre Athletic Club	Andrew Lynn	778 328-4092	<a href="mailto:alynn@bcac1055.com">alynn@bcac1055.com</a>
Front Desk, Bentall Centre Athletic Club		778 328-7360	<a href="mailto:frontdesk@bcac1055.com">frontdesk@bcac1055.com</a>
Security Site Director	Amin Shiba	778 328-5973	<a href="mailto:ashiba@paladinsecurity.com">ashiba@paladinsecurity.com</a>
Parking	Pender Parkade	778 328-5988	<a href="mailto:bentallcentre@westpark.com">bentallcentre@westpark.com</a>



## 1.4 Bentall Centre Tenant Requests

Angus Anywhere, the online tenant service request system, tracks and distributes tenant requests and enquiries across a broad range of situations. Please log into the online tenant request system, Angus Anywhere, at:

[www.bentallcentre.com](http://www.bentallcentre.com)

To obtain a login ID, contact Canderel at 778-328-5960 and one will be set up.

Once a tenant request is entered, the system generates a work order and simultaneously pages the building operator or other individual, as appropriate, so that we can quickly complete tenant requests. The system performs statistical analysis to gauge the efficiency of both the system and our team.

Angus Anywhere will be able to assist tenants with issues as noted below:

- access cards
- Bentall Centre Athletic Club (information, rates, classes, etc.)
- construction and renovation information
- electrical outlets
- elevator bookings
- fire and life safety procedures
- heating and air conditioning
- janitorial matters
- keys and locks
- leasing enquiries
- lighting and electrical matters
- moving
- parking
- plumbing
- recycling
- security (access, escorts)
- shipping and receiving (deliveries)
- signage

Priority requests will be dealt with in a timely manner, and any non-urgent requests will be addressed the next business day.

Our goal is to respond to heating and air conditioning requests within one (1) hour or less, and lighting calls within 48 hours. General service requests will be completed within 48 hours. All requests, however, are acknowledged within a few minutes.

Service requests are submitted electronically to the appropriate team member who will acknowledge receipt. For routine work, a callback from the team member to the tenant is often not required as the work is completed within the expected time period. However, with some more complex issues, a courtesy call from the building operator to the tenant may be needed to confirm that the request is received and action is underway to complete the work so that the tenant is able to better plan their day.

## 1.5 Hours of Operation

### Building Access Hours (exterior doors to lobbies and retail mall):

Monday to Friday	6:00 AM – 6:00 PM
Saturdays, Sundays & Statutory Holidays	CLOSED

After building hours, a security access card is required to enter the complex.

### Building Elevator Access Hours:

Monday to Friday	7:30 AM – 5:30 PM
Saturdays, Sundays & Statutory Holidays	CLOSED

### Bentall Centre Management Office Hours:

Monday to Friday	8:30 AM – 4:30 PM
Saturdays, Sundays & Statutory Holidays	CLOSED

### Retail Store Opening Hours:

Monday to Friday	8:00 AM – 5:00 PM
Saturdays, Sundays & Statutory Holidays	CLOSED

### Parkade Hours – Pedestrian Access:

Monday to Friday	7:00 AM – 7:00 PM
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### Parkade Hours – Attendants on Duty:

Monday to Friday	6:00 AM – 8:00 PM
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### Building Lighting Hours:

Monday to Friday	6:00 AM – 6:00 PM
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### Building Operating Hours (for HVAC):

Monday to Friday	6:00 AM – 6:00 PM
Saturdays	8:00 AM – 1:00 PM
Sundays & Statutory Holidays	Available as requested, charges apply.

## 2. AMENITIES

### 2.1 Transit Accessibility

Bentall Centre is connected below grade to the Burrard SkyTrain Station which provides convenient access to the SkyTrain, SeaBus and West Coast Express. Bentall Centre is also located at a major bus hub that provides service throughout the Lower Mainland. For transit schedules and information, visit [www.translink.bc.ca](http://www.translink.bc.ca) or call 604-985-7777 or The Talking Yellow Pages at 604-299-9000.

### 2.2 Shopping and Entertainment

Bentall Centre is located in the heart of downtown Vancouver. It is conveniently situated within walking distance of fashion shopping areas (Robson Street and [Pacific Centre](#)), entertainment complexes (theatre district, Granville Street entertainment zone), park settings (Stanley Park, Seawall), and the [Canada Place Convention and Exhibition Centre](#) and Cruise Ship Terminal area are within three blocks. [Rogers Arena](#) and BC Place are two SkyTrain stations away, and major hotels are all located in close proximity to Bentall Centre. Bentall Centre is connected below grade by a 50,000 square foot retail shopping centre. Over 55 shops and services operate Monday through Friday, 8:00 AM until 5:00 PM. As well, the [Hyatt Hotel](#) and retail amenities offered at [Royal Centre](#) are across the street from the complex and are linked directly via an underground connection.

### 2.3 Communication

Bentall Centre distributes information to tenant office administrators via email. Included in these mailouts are annual holiday schedules, the annual mailout schedule, and other pertinent information available throughout the year. Other forms of communication are detailed below.

#### 2.3.1 Monthly Mailouts

Monthly mailouts by email allow tenants to advertise their services within the Bentall Centre complex without compromising our no solicitation policy. We are happy to consider flyers, brochures or menus pertaining to tenants' services in our mailouts.

Information to be included must be of a professional quality and be approved by a member of our Tenant Services Team before the mailout. For office tenants that have competing businesses within the complex, information may be distributed to other tenants only within one tower.

For tenants interested in participating in this program, please attach a PDF to a request via the tenant online request system, Angus Anywhere, through [www.bentallcentre.com](http://www.bentallcentre.com).

#### 2.3.2 Social Media

Follow Bentall Centre on:

Facebook - <https://www.facebook.com/BentallCentre/>

Twitter - @bentallcentrebc

LinkedIn - <https://www.linkedin.com/company/15163920>

## 2.4 Storage

Bentall Centre has storage units available on a monthly basis. For information about storage unit availability and rental rates, please inquire through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

## 2.5 Bicycle Storage

Bentall Centre offers three (3) bicycle storage areas, offering 130 spots under the following terms:

- Permission to store bicycles in Bentall Centre Bicycle Cages is only available for Bentall Centre tenants.
- Cyclists must complete and sign the Bentall Centre Bicycle Storage Agreement. This form can be found at <http://www.bentallcentre.com/tenant-services-amenities/tenant-manuals-forms>.
- The bicycle storage area is an amenity and is available only on a first-come-first-served basis.
- Bicycles stored in the Bentall Centre Bicycle Cages must be secured at all times to the bicycle racks with a bicycle lock. The landlord is not responsible for any losses or theft.
- Bicycle storage is available for day use only. All bicycles, including accessories such as bicycle locks, helmets, clothing, etc., must be removed by 11:00 PM daily.
- If a tenant requires leaving their bicycle overnight, they should inform Security by calling 778-328-5990.
- Bicycles or accessories left unattended for more than 2 nights may be impounded.

Bentall Centre Athletic Club offers additional, separate bicycle storage.

For more information, please inquire through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

## 2.6 Communication Resellers

The complex utilizes several communications resellers for telephone and data services as noted below:

Communication providers include Rogers, Freedom Mobile, Cogent, Epik, Telus, MTS Allstream, Bell Canada, and Shaw.

## 2.7 Bentall Centre Athletic Club

Bentall Centre Athletic Club (BCAC) is a fitness and racquet facility that operates from the Concourse level of Four Bentall Centre. It is a full-service health and racquet sports club with aerobics, a cardio room, a free weight gym, squash courts, a large selection of Cybex strength and cardio equipment, circuit training, and towel and locker service. The club also provides one-on-one training, specializing in workout plans that allow members to reach their personal goals in an enjoyable atmosphere. Tenants of Bentall Centre enjoy a discounted rate. For information about the Bentall Centre Athletic Club, please call 604-689-4424 or visit [www.bentallcentreathleticclub.com](http://www.bentallcentreathleticclub.com).

## 2.8 Meeting Rooms

Bentall Centre provides a meeting room facility on the 11<sup>th</sup> floor of Two Bentall Centre. Available for the exclusive use of Bentall Centre tenants, the space is designed to accommodate two concurrent meetings. A common kitchen and reception area lead into a boardroom with seating for 18 people and a classroom accommodating up to 40 people. Both rooms are available on a pre-book, no-charge basis. These meeting rooms are for tenant related business use only.

### Meeting Room Location:

Suite 1165, 555 Burrard Street.

#### The “Charles Room”

#### The “Bentall Room”

*Classroom set-up with 10 tables & 40 chairs*

*Boardroom table with 18 chairs*

*Automated presentation screen*

*Automated presentation screen*

*Wireless internet connection*

*Wireless internet connection*

*Several lighting options*

*Several lighting options*

*Conference phone*

*Conference phone*

*Whiteboard*

*Whiteboard*

**Hours of Operation:** Monday through Friday from 7:30 AM until 5:30 PM

### Booking a Meeting Room:

- Bookings can be made up to one (1) month in advance.
- We understand that for Annual General Meetings tenants need to plan a little further in advance, so we accept bookings up to 6 months in advance for AGMs only. We may ask for some additional information for such bookings.
- To reserve a meeting room, please place a request through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### Cancellations:

- Cancellations must provide notice at least 24 hours in advance of the booking; all no shows will be charged a \$25 fee. Notice can be given through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### Meeting Room Layout:

The default layout for the Charles Room is classroom style unless specified at the time of the booking.

We would appreciate that the meeting rooms be left in the same manner as on arrival; otherwise a \$25 reconfiguration fee may be charged. The room must be left empty of all catering.

## 2.9 Tenant Events

We understand that tenants may wish to host parties periodically within their office suite. For the safety of other tenants and guests, please follow the policies and procedures outlined below:

1. Tenant must provide Bentall Centre Management with the following information:
  - Number of guests.
  - Date of party/event.
  - Time of party/event.
  - If serving any alcohol, the tenant must provide a copy of the liquor license (please visit [www.bcliquorstores.com](http://www.bcliquorstores.com) and see “Special Occasion Licenses”).
2. Tenant staff and guests must know and abide by Bentall Centre policies as follows:
  - Zero tolerance for alcohol in common areas.
  - No signage to be posted in the main lobby or on the tenant floor.
  - Tenant will be held responsible for the behaviour of their guests.
  - Tenant and guests are to be respectful of other tenants.
3. Extended elevator access and security bookings policies:
  - No perimeter doors will be left unlocked.
  - On multi-tenant floors, requests for extended elevator access must be approved by all other tenants occupying the floor.
  - For those tenants who do not have staff assisting with the arrival of their guests, Bentall Centre security officers must be reserved at the tenant’s expense.
  - For elevator and extra security booking details, tenants must contact the Security Site Director at 778-328-5973 with advance notice of at least two (2) business days before the booking.
4. Extended heating, ventilation and air conditioning (HVAC):
  - For those tenants who wish to extend heating, ventilation and air conditioning (HVAC) beyond 6:00 PM or on weekends and statutory holidays, please contact Bentall Centre by logging into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). Tenants will be charged for the additional HVAC service.

### 3. BUILDING FACTS

Bentall Centre is a 1.4 million square foot office and retail complex located at the centre of Vancouver's financial district with panoramic views of Burrard Inlet, Stanley Park and downtown. Comprised of four office towers, the centre is connected below grade by a 50,000 square foot retail mall. In addition, two parkades adjoin the complex and provide parking for over 1,000 vehicles, and the close proximity to the SkyTrain and major transportation routes establishes a density of over 90,000 people entering the complex weekly. Amenities available to tenants include two meeting rooms, a health club, parking, restaurants, retail services, and on-site property management staff.

	Approximate Square feet
One Bentall Centre	240,000
Two Bentall Centre	168,000
Three Bentall Centre	460,000
Four Bentall Centre	531,000
Retail	54,000
Total Complex	1,453,000

#### 3.1 Legal Descriptions and Addresses

<b>One Bentall Centre:</b>	505 Burrard Street, Vancouver, BC 280' high, 22-storeys, built in 1966 Parcel Identifier: 002-836-181, City of Vancouver, Lot H, Block 2, District Lot 185, Plan 12836
<b>Two Bentall Centre:</b>	555 Burrard Street, Vancouver, BC 230' high, 18-storeys, built in 1969 Parcel Identifier: 002-836-181, City of Vancouver, Lot H, Block 2, District Lot 185, Plan 12836
<b>Three Bentall Centre:</b>	595 Burrard Street, Vancouver, BC 400' high, 32-storeys, built in 1974 Parcel Identifier: 004-920-414, City of Vancouver, Lot 1, Block 2, District Lot 185, Plan 14107
<b>Four Bentall Centre:</b>	1055 Dunsmuir Street, Vancouver, BC 450' high, 36-storeys, built in 1981 Parcel Identifier: 004-920-431, City of Vancouver, Lot 5, Block 2, District Lot 185, Plan 17723

## 4. GENERAL ADMINISTRATION

### 4.1 Insurance – Tenant

At the commencement of a tenant's lease and the beginning of each new insurance period, Bentall Centre requires written confirmation that insurance coverage is in place according to the lease agreement. Please refer to the lease agreement for the insurance requirements. When requesting a certificate of insurance, please ensure that the Owners and the Manager of Bentall Centre are shown as additional named insureds – the correct spelling is crucial:

Additional Insured should be listed as follows:

**For One Bentall Centre and Two Bentall Centre**

Maple Red Financial Management Canada Inc., 9751254 Canada Inc. and Canderel Pacific Management Inc.

**For Three Bentall Centre:**

Maple Red Financial Management Canada Inc., 9751319 Canada Inc. and Canderel Pacific Management Inc.

**For Four Bentall Centre and the ALRT:**

Maple Red Financial Management Canada Inc., 9751327 Canada Inc. and Canderel Pacific Management Inc.

Insurance certificates should be sent to:

Canderel Pacific Management Inc.  
Suite 1580 – 505 Burrard Street, Box 226  
Vancouver, BC V7X 1M5

Or by email to: [bentallcentrereception@canderel.com](mailto:bentallcentrereception@canderel.com)

For questions regarding insurance requirements, please contact the Bentall Centre Management Office at 778-328-5960.

### 4.2 Rental Remittances

Rent and tenant charges are due and payable on the first day of each month. For all fixed charges including rent, operating costs and property taxes, one rent structure outlining these charges is sent to tenants at the beginning of each year. This rent structure provides the monthly remittance amount.

As a courtesy, statements detailing rent and additional charges such as metered power, percentage rent, maintenance and repair charges are provided to each tenant at the end of the month preceding the due date. Tenants are advised not to wait for a statement prior to paying their account.

A separate invoice for non-fixed charges, maintenance requests, after-hours HVAC, etc., is sent out when applicable.

All cheques should be made payable to **Maple Red Financial Management Canada Inc.** and mailed or delivered to:

Canderel Pacific Management Inc.  
Suite 1580 – 505 Burrard Street, Box 226  
Vancouver, BC V7X 1M5



For any questions about accounts or invoicing procedures, please contact the Bentall Centre Management Office at 778-328-5960.

#### 4.3 Operating Costs and Property Taxes

Information for the next fiscal year is available to tenants on or about early November of each year.

Tenants are pre-billed based on budget estimates for operating costs and property taxes. At the end of each year, actual operating costs and taxes are reconciled and adjustments to the tenants' accounts are processed.

Questions regarding operating costs and property taxes should be directed through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

#### 4.4 Additional Services

Bentall Centre offers various services to tenants on a for-fee basis. Please note that taxes, if applicable, are in addition to the amounts quoted below, and rates may be subject to change without notice.

For current fee information or to arrange services, login into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

BENTALL CENTRE ADDITIONAL SERVICES		
<b>A.</b>	<b>JANITORIAL SERVICES</b>	<b>778-328-5970</b>
(i)	Additional services available: fridge cleaning, carpet and furniture shampooing, dish washing, garbage removal.	Quotations provided based on individual tenant needs.
<b>B.</b>	<b>SECURITY</b>	<b>778-328-5990</b>
(i)	Suite Keys and Lock Changes	Available from Al Scott Lock & Safe in Bentall Centre retail mall. Unit 102 – One Bentall Centre 604-581-5000 <a href="http://www.alscottlock.com">www.alscottlock.com</a>
(ii)	Locksets: Latch bolts, dead bolts, dead latch bolts, and different types of cylinders and handsets are available in many styles to match each tenant's door finishes.	Quotations provided based on type and style of lock and finish required.
(iii)	Security Access Cards: There is a charge for replacement cards or cards not returned at the end of the lease term.	\$25.00 each

(iv)	Security Officers (by the hour with a 4-hour minimum charge). Advance notice of at least 48 hours required.	For information on this service, please contact Bentall Centre through the online tenant request system, Angus Anywhere.
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<b>C.</b>	<b>SIGNAGE</b>	
(i)	Main Lobby Directory Board Changes/Additions	For information on rates, please contact Bentall Centre through the online tenant request system, Angus Anywhere.
(ii)	Door Signage (Bentall Centre Standard Door Program). Black vinyl lettering.	
(iii)	Multi-Tenant Floors - Common Lobby Directional Signage. Number of strips limited by tenant's sq. ft.	
<b>D.</b>	<b>MECHANICAL/ELECTRICAL</b>	
(i)	After-Hours Air Conditioning. Available after Building Operating Hours. Prices vary by tower due to the varying floor plate sizes across the Centre.	\$40.00 per hour (One Bentall Centre) \$35.00 per hour (Two Bentall Centre) \$55.00 per hour (Three Bentall Centre) \$60.00 per hour (Four Bentall Centre)
(ii)	Auxiliary A/C for non-metered tenants	\$413.00 per tonne per year for office applications or \$581.00 per tonne per year for 24 hour applications.
<b>E.</b>	<b>REPAIRS</b>	
(i)	Ceiling tiles, and other small jobs.	For information on rates, please contact Bentall Centre through the online tenant request system, Angus Anywhere.
<b>F.</b>	<b>PARKING - WestPark</b>	<b>604-449-5951</b> <b>bentallcentre@westpark.com</b>
(i)	Reserved	\$425/month
(ii)	Random	\$300/month
(iii)	Rooftop rate	\$210/month
(iv)	Early bird – in before 9:00 AM	\$15/day
(v)	Evening and weekends	\$8.50 flat rate
(vi)	Motorcycle	\$75/month
(vii)	Transponders: A charge is levied for new and replacement transponders or transponders not returned at the end of the parking term.	\$50.00 per transponder.
<b>G.</b>	<b>CAR WASH – Closed Loop</b>	<b>778-241-9550</b> <b>info@closedloopoil.ca</b>
(i)	Car washes, detailing and maintenance	For more information on rates and services, call or text Car Wash for rates.

H.	FITNESS CENTRE - Bentall Centre Athletic Club	604-689-4424 <a href="http://www.bentallcentreathleticclub.com">www.bentallcentreathleticclub.com</a> rrussell@bcac1055.com
(i)	All Facilities Membership details	\$80/month or \$895/year
(ii)	Fitness Membership	\$60/month or \$670/year
(iii)	Cycle Commuter Membership (shower, bicycle storage, locker room privileges)	\$40/month or \$450/year
(iv)	Initiation Fee (one time only)	\$100

## 5. SHIPPING, RECEIVING AND DELIVERIES

### 5.1 Shipping and Receiving

The Shipping and Receiving Department is located on Eveleigh Street at the rear of the Plaza level, Four Bentall Centre.

### 5.2 Delivery Guidelines

Passenger elevators are not to be used for the delivery of heavy goods and materials. Hand trucks and dollies are not permitted in passenger elevators. The freight elevator must be used for all of these deliveries.

Courier and contractor deliveries must follow these guidelines:

- Pallets delivered to tenants must be unloaded in the loading bay before accessing the building.
- Absolutely no pallet jacks are permitted in the buildings.
- Only after the items are removed from the pallet boards can they be taken onto the freight elevators.
- Pallet boards brought on site must be removed by the delivery personnel for that tenant.
- Bentall Centre is not responsible for either removing or paying for removal costs of pallet boards; otherwise tenants will be charged back for the removal of the pallets.
- Wheel carts should be routed through the service hallways when on the retail levels.

### 5.3 Courier and Contractor Deliveries

Each Bentall Centre tower has a freight elevator which is to be used for the delivery of heavy goods, i.e. tenant moves, delivery of furniture, etc.

**Major Deliveries:** including furniture, chairs, desks, construction materials, etc. are restricted to before 6:00 AM or after 6:00 PM on weekdays and any time on weekends and holidays, subject to availability of the freight elevator. It is recommended that tenants reserve the freight elevator in advance through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). A delivery is considered a major delivery if it requires more than two trips in the freight elevator. For freight elevator sizes, please see section 5.5.2 (below).

**Minor Deliveries:** Dollies and hand carts are only permitted in the freight elevators. The freight elevators cannot be reserved during regular business hours. A delivery is considered minor if it requires no more than two trips in the freight elevator. For freight elevator sizes, please see section 5.5.2 (below).

**Hand-Held Items:** Envelopes and parcels which are hand-held may be delivered through the main lobby and passenger elevators of each tower.

### 5.4 Loading Zone Access

Bentall Centre has two loading zones for deliveries and contractor access. A 15-minute parking restriction applies.

#### 5.4.1 Serving One Bentall Centre, Two Bentall Centre and Three Bentall Centre

One Bentall Centre Loading Zone: Entrance on south side of Pender Street. Height restriction of 10' (3m).

#### 5.4.2 Serving Four Bentall Centre

Four Bentall Centre Loading Zone: Entrance on south side of Eveleigh Street. Height restriction of 12' (3.7m).

### 5.5 Elevators

Elevator service at Bentall Centre is available 24 hours per day, 7 days per week. After Regular Building Access Hours (from 6:00 PM – 6:00 AM), a building access card is required to access the lobbies. After Regular Building Elevator Hours (generally from 7:30 PM – 6:00 AM), a building access card is required to access the individual tenant floors.

**In the event of a fire alarm, DO NOT USE THE ELEVATORS.** Only use stairwells to exit.

**If an elevator fails to operate properly,** please note the elevator cab number, if possible, and notify Bentall Centre through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com) immediately.

**In the unlikely event that someone is detained in the elevator cab** due to a malfunction, it is best to remain calm and use the alarm button inside the elevator to alert Security. The intercom inside of the elevator can be used to speak directly with Security staff. Building staff makes every effort to release persons from the elevator as quickly as possible. However, due to safety regulations, they may be limited in the assistance they can provide. Our elevator maintenance company is immediately dispatched to correct the problem. Security staff remains in constant contact with the detained persons.

All transportation systems at Bentall Centre, including elevators and escalators, are maintained by ThyssenKrupp.

#### 5.5.1 Passenger Elevators

One Bentall Centre: Six (6) passenger elevators servicing all floors from the Main floor to the 21<sup>st</sup> floor.

Two Bentall Centre: Four (4) passenger elevators servicing all floors from the Main floor to the 17<sup>th</sup> floor.

Three Bentall Centre: Ten (10) passenger elevators: Five (5) servicing the high-rise floors (19 to 31), and five (5) servicing the low-rise floors (Main to 17).

Four Bentall Centre: Ten (10) passenger elevators: Five (5) servicing the high-rise floors (20 to 35), and five (5) servicing the low-rise floors (Main to 19).

**NOTE: Passenger elevators are not to be used for the delivery of heavy goods and materials. Hand trucks and dollies are not permitted in passenger elevators. The freight elevator must be used for all of these deliveries.**

## 5.5.2 Freight Elevators – Sizes

In each tower, there is one freight elevator servicing the high-rise and low-rise floors (excluding the Main floor in One, Two and Three Bentall Centre). As previously mentioned, the freight elevator must be used for moving any equipment or furniture. For general freight elevator and shipping and receiving questions, log into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). See the “Shipping and Receiving”, “Delivery Guidelines”, and “Courier and Contractor Deliveries” sections (5.1, 5.2, and 5.3) above for delivery guidelines.

Specification	Imperial	Metric
<b>One Bentall Centre</b>		
Freight elevator dimensions	73" W x 73" D x 113" H	185cm W x 185cm D x 287cm H
Freight elevator doors	50" W x 101.5" H	127cm W x 226cm H
Weight capacity	3,500 pounds	1,587 kg
<b>Two Bentall Centre</b>		
Freight elevator dimensions	65" W x 59" D x 114.5" H	165cm W x 150cm D x 290cm H
Freight elevator doors	50" W x 89" H	127cm W x 226cm H
Weight capacity	3,500 pounds	1,587 kg
<b>Three Bentall Centre</b>		
Freight elevator dimensions	70" W x 60.5" D x 113.5" H	178cm W x 153cm D x 287cm H
Freight elevator doors	44" W x 99.5" H	118cm W x 252 cm H
Weight capacity	3,000 pounds	1,360 kg
<b>Four Bentall Centre</b>		
Freight elevator dimensions	105" W x 55" D x 114" H	266cm W x 139cm D x 289cm H
Freight elevator doors	44" W x 96" H	118cm W x 243cm H
Weight capacity	4,000 pounds	1,814 kg
<b>Four Bentall Centre – Shuttle Elevator</b>		
Shuttle elevator dimensions	30" W x 51" D x 102" H	76cm W x 130cm D x 259cm H
Shuttle elevator doors	42" W x 84" H	107cm W x 213cm H
Weight capacity	2,500 pounds	1,134 kg

### 5.5.3 Freight Elevators – Availability

To reserve the freight elevator after 6:00 PM, please login into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

RESERVING THE FREIGHT ELEVATOR		
Monday to Friday	6:00 AM – 7:30 AM	Deliveries restricted due to crowds in mall area.
	7:30 AM – 11:30 AM	Available for minor deliveries. Cannot be reserved.
	11:30 AM – 1:30 PM	Deliveries restricted due to crowds in mall area.
	1:30 PM – 4:00 PM	Available for minor deliveries. Cannot be reserved.
	4:00 PM – 6:00 PM	Deliveries restricted due to crowds in mall area.
	6:00 PM – 6:00 AM	Can be reserved for major deliveries on a first-come-first-served basis. It is recommended that these be reserved 48 hours in advance.
There is a 15-minute parking restriction in the loading zones Monday to Friday 6 AM to 6 PM. Vehicles parked for longer may be towed at the vehicle owner's expense. For loading requirements exceeding these time restrictions, please contact Bentall Centre Security at 778-328-5990.		

When the freight elevator is reserved after building hours, a security guard is required to monitor the entrance. The guards secure the point of entry to the building only, not the entry to the tenant's individual suite. The cost for the security guard is an hourly rate with a minimum 4 hour charge. 48 hours advance notice is required for the booking and cancellation of a security guard.

### 5.5.4 Elevators: Frequently Asked Questions

#### **Why isn't there an elevator always waiting on the main floor?**

To better service all of the floors in a building, the elevators are "zoned" or staggered to different levels. Zoning the elevators throughout the building ensures that all floors – not just the main lobby floor – receive a prompt response to an elevator call.

#### **What does it mean when an elevator is "buzzing"? Can I get inside an elevator when it is buzzing?**

The elevator entrance is surrounded by infrared beams. If the door starts to close, and the beam is broken, then the elevator doors reverse and reopen without making contact.

The infrared beams are sensitive and even a substance like smoke can break the beam and cause the doors to reopen. To eliminate this, the doors are set to stay open for a predetermined length of time, and then slowly start to close. If after the predetermined time something continues to obstruct the beam, the doors make a loud buzzing noise and slowly close. This buzzing sound warns people to clear the elevator entrance as the doors no longer instantly reopen.

#### **Why doesn't the door close button always work?**

The door close button should always work; however, when the elevator is at the lobby level, the door close button is set to stay open for a predetermined period of time. The door close time at the lobby is affected by "peak" periods. Dispatching is set so that during heavy traffic, the doors remain open for a longer time. This allows the elevators to move traffic through the building more effectively.

**How safe are elevators?**

Elevators are very safe. One of the many safety devices in an elevator system is a governor that prevents the elevator car from falling, or over-speeding downward. It consists of a steel rope that runs from the elevator car to the driving wheel of the governor. If the elevator exceeds its normal design speed for any reason, the driving wheel trips a safety switch which sets the brake on the elevator's driving machine. Usually, this braking action is enough to stop the car. If for some reason it doesn't stop the car and its speed continues to increase, the governor causes safety clamps to be released against the guide rails of the elevator. This brings the car to a smooth, sliding stop.



## 6. BUILDING OPERATIONS

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

To ensure a comfortable environment, heating, ventilation and air conditioning (HVAC) in Bentall Centre is scheduled on Regular Building Access Hours, 6:00 AM to 6:00 PM, Monday to Friday.

These time periods are the base level of service provided to Bentall Centre tenants. HVAC may run longer hours than the time periods stipulated depending on weather conditions.

#### 6.1.1 After-Hours HVAC

After-hours HVAC can be scheduled at other times for a fee, as noted below. For air conditioning requests outside of these times, please make the request through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com) at least two (2) business days in advance of the time that service is required.

Hourly rates are as follows:

\$40.00 per hour (One Bentall Centre)
\$35.00 per hour (Two Bentall Centre)
\$55.00 per hour (Three Bentall Centre)
\$60.00 per hour (Four Bentall Centre)

We make every effort to provide an even temperature and comfortable working environment. If adjustments to the temperature are required, or you would like information about the hourly rate for additional air conditioning, please log in to Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). Individual temperature adjustments are completed by a member of the building staff.

Please note that the use of space heaters is not permitted.

#### 6.1.2 Auxiliary (Independent) Air Conditioning Units

Where tenants have independent air conditioning units for supplemental A/C, auxiliary air conditioners that are not metered through the tenant's meter are charged at a rate of \$413.00 per tonne per year for all office applications and \$581.00 per tonne per year for 24 hour applications. For more information, please contact the Director, Building Projects and Construction. This cost will be automatically included in the monthly fixed rental amount (cost is subject to change upon written notice). The utility cost will be the same as the building's utility cost.

#### **Thermostat Instructions:**

Please follow the instructions below to operate the thermostats. Please note that:

- The digital display shows the space temperature.
- The person in the house indicates the system is ON.
- Set Point = 22 °C.

To **COOL** the space: ❄️

- Press the down arrow.
- To reach the lowest temperature point (20.5 °C), press the down arrow 4 times until “MIN SET” is displayed.
- The digital display will not change until the actual space temperature changes.

To **WARM** the space: ☀️

- Press the up arrow.
- To reach the highest temperature point (23.5 °C), press the up arrow 4 times until “MAX SET” is displayed.
- The digital display will not change until the actual space temperature changes.

## 6.2 Lighting

### 6.2.1 Lighting Controls and Hours of Operation

All lighting in Bentall Centre is controlled by the Building Management System (BMS). The BMS switches the lighting on and off to coincide with the tenant and custodial schedules. To conserve energy, we have programmed the lights in Bentall Centre to turn on and off at scheduled times. The typical programming for each multi-tenant floor is lights ON at 6:00 AM and OFF at 6:00 PM, Monday to Friday, and OFF Saturdays, Sundays and statutory holidays. There may also be switches within the office space for local control.

The green lighting override switch for the lights on each floor is located **in the men’s washroom vestibule**. The lights on each floor have been broken down into four quadrants. Lighting hours of operation for full floor tenants can be changed to meet individual floor requirements.

For lighting issues, please login into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

If any tenants’ lights are on individual controls, please ensure staff turn the lights off when the area is unoccupied or when they leave for the day. Remember to turn off valance lighting at workstations as well. This reduces energy consumption and extends the life of the lamp.

### 6.2.2 Lighting Replacement

Bentall Centre has a full-time lighting operator on staff, Monday to Friday, to replace Bentall Centre’s 40,000 standard light fixtures. Tenants requesting a “light out” should expect to have their base building lamps replaced within one (1) business day. Ballast replacement requires power to be shut off; therefore, this work would be conducted after hours and may take approximately two (2) business days.

Lighting within Bentall Centre is categorized in two ways. The first is standard building lighting. This includes all lighting installed by the building owner during initial construction, consistent with the base building standard. The second type of lighting is non-standard or specialty lighting. This includes all lighting supplied by the tenant during the construction of their premises.

For standard lighting, maintenance costs are included in each tenant’s common area operating charges. Non-standard lighting repairs and maintenance can be performed by Bentall Centre staff; however, non-standard or specialty lighting must be purchased and stored by the tenant.

## 6.3 No Smoking Regulations

Per Vancouver City Bylaws, smoking is only permitted seven and a half (7.5) metres or more from the main entrance doors or air-intake grilles.

## 7. CONSTRUCTION AND RENOVATIONS

Information is available in [Bentall Centre Construction Manual](#).

## 8. MAINTENANCE AND REPAIRS

### 8.1 In-Suite Facilities

Tenants are responsible for many maintenance items within their individual suites, including plumbing, mechanical, and electrical services. A common issue with internal kitchen facilities is installation of equipment to the domestic water service by vendors. **Plastic piping or tubing is not permitted to be used with domestic type services, i.e. coffee urns, water filters, purifiers, refrigerators, ice makers, etc.**

For more information, refer to the [Bentall Centre Construction Manual](#) for building regulations, approved contractor lists, or contact the Bentall Centre Construction Team through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### 8.2 Maintenance & Repair Program

Canderel is pleased to offer Bentall Centre tenants the opportunity to access reputable trade contractors for reasonable rates to complete small space improvement projects such as hanging pictures, door repairs, furniture assembly, whiteboard installs, keyboard adjustments, and many more.

Tenants place their request through Bentall Centre's online tenant request system, [Angus Anywhere](#); and choose "Miscellaneous" as the request type.

Canderel's friendly contractor meets tenants to review the scope of work. Tenant's authorized signatory signs off on the work order, which shows the costs for time and materials. The chart below outlines some of the details:

Contractor Charge-Out Schedule Rates (Guidelines only)		
Call-out time Interval**	Rates*	Examples of Scopes of Work**
0.25 hr (minimum call-out time interval)	\$16.25	Hanging a picture, keyboard tray repair, desk repair (minor), oil chair mechanism, level shelf, install door stop, door handles, re-install interior blind
0.50 hr	\$33.00	Hanging a smaller white/corkboard, desk repair (moderate), interior door, filing cabinet lock repairs
0.75 hr	\$48.75	Hanging a large white/corkboard
1.00 hr	\$65.00	Assemble a bookcase, furniture repair
1.00+ hr	Quoted per job	Entry door closure repair, furniture repair (major)
<b>*15% administration fee &amp; GST will be added</b>		
<b>** Descriptions &amp; time intervals are approximate and will be verified by contractor.</b>		

Once the work is complete, the tenant's authorized signatory signs the completed work order form. Canderel will then forward an invoice to the tenant.

### 8.3 Suite Keys/Lock Changes

Bentall Centre utilizes a Key Trak lock and key system. The system provides Bentall Centre with its own key blank style, preventing new/additional keys from being cut by a locksmith. Suite entrance doors must adhere to this lock/key requirement as specified in the Bentall Centre Construction Manual as keys must be keyed to the floor and/or building master key to ensure that janitorial and emergency staff can adequately service a tenant's premises. If an internal security system or a specialized lock system must be installed, a copy of the key and/or appropriate security codes to grant access must be provided to Bentall Centre. Changing of the lock style to a non-standard style must be approved by Bentall Centre. If the lock style is changed, the door and lock must be returned to building standard, at the tenant's expense, before the tenant vacates the suite.

Bentall Centre re-keys new premises prior to a tenant move-in. Two (2) office keys are provided at no charge. Extras may be provided at the tenant's cost.

Locks and keys for a full floor tenant's new entrance doors must be coordinated through Bentall Centre to ensure locks comply with Bentall Centre specifications.

For changes to cylinders or to reset combinations on locks, please make this request through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). An additional charge is applied for this service. For security reasons, locks should be changed when an employee is terminated.

### 8.4 Key Control

In consultation with security experts, we recommend that our tenants use the following tips to control the number of keys to their premises:

1. **Issue a minimal number of keys.** Only staff that require after-hours access should be issued keys to reduce the possibility of lost keys or undesired access or the need to re-key with change in staff.
2. **Record all issuance.** Office Administrators should record all keys they receive and issue to their employees. This allows managers to periodically audit the number of keys issued within an office. It is also recommended that when issued, recipients should sign for the key and agree to report any loss of key without delay.
3. **Secure storage.** Any unused keys should be kept secure at all times.
4. **Conduct as-issued inventories.** On a regular basis, key recipients should produce all assigned keys for inspection. This confirms that no keys are missing.
5. **Use a "Termination Checklist".** Require all staff (such as Human Resources) that are involved with termination of staff to use a Termination Checklist. This assists with recovery of keys from departing employees.
6. **Use keys that cannot be duplicated.** This has already been done with the introduction of our new high security key system. Only Bentall representatives can order key blanks. Strict procedures are in place to ensure that only our designated key contractor, Al Scot Lock & Safe has the key blank and the ability to cut new keys. New keys are only delivered to authorized tenant contacts. Tenants can rest easy that unauthorized keys have not been cut for their premises and employees have not cut their own keys at a local dealer without management approval.

7. ***Number and stamp all keys.*** Bentall Centre performs this function for our tenants. Each key is code-stamped and number-sequenced to reference the door the key accesses. This allows the return of lost keys that have been found, and an accurate count of the number of keys cut for a particular area will be on hand for reference purposes. For key stamping service, please contact Al Scott Lock & Safe at 604-581-6000.

## 9. JANITORIAL SERVICES

### 9.1 Standards and Specifications

Janitorial services are responsible for the daily cleaning of office premises and common areas of Bentall Centre including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas. Janitorial services are not provided within the individual retail premises but can be provided at an additional charge.

Tenant office suites are cleaned between 5:00 PM – 1:00 AM, Monday to Friday. If tenants are working late, janitorial staff tries to work around them. However, once the office is cleaned, janitorial staff do not return to the suite that evening. Janitorial services to offices are not provided on weekends or statutory holidays.

### 9.2 Daily Services

- empty recycling, organics, paper and waste
- empty bins from desks, kitchens, boardrooms and copier rooms
- dust ledges, desks and office furniture
- vacuum carpet in traffic areas thoroughly (traffic areas include hallways and reception areas)
- dust/mop tile floor areas
- spot clean small spots on carpets
- spot clean walls, doors and interior partition glass

### 9.3 Weekly Services

- fully vacuum carpets wall to wall (a section of the office is completed each night)
- dust high and low areas
- machine scrub and buff all hard surface floors in office areas
- wash telephone mouth pieces with a germicidal soap

### 9.4 Monthly Services

- vacuum fabric office furniture including chairs and couches
- detail vacuum corners and edges
- machine scrub and buff all hard surface floors in coffee stations and kitchen areas
- dust all venetian blinds

### 9.5 Desk Cleaning

Janitorial staff does not dust desks covered with papers and does not move personal objects on a desk for cleaning. If dusting is required, please stack papers to one side.



## 9.6 Computer Cleaning

For security and safety reasons, janitorial staff have been instructed not to touch computers or other electronic equipment.

## 9.7 Carpet Cleaning

Janitorial staff remove small carpet stains that can be eliminated easily. Any large stains or stains that are difficult to remove should be reported through the online tenant request system, Angus Anywhere. Full carpet cleaning and carpet maintenance programs are the responsibility of the tenant. This can be arranged through Angus Anywhere for an additional charge.

## 9.8 Daytime Services

During the daytime (7:00 AM – 5:00 PM), janitorial staff clean and service washrooms and other common areas throughout Bentall Centre. They are also available for incidental services such as special cleaning prior to an important meeting, immediate response to spills or removal of garbage. To enquire about these services or make requests, please log into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

## 9.9 Garbage Removal

In removing office garbage, the janitorial staff empty and remove garbage from waste receptacles only. Any extra garbage should be tagged with a yellow garbage label for easy identification. Orange recycling stickers are also available for items that can be recycled. To enquire about these labels or make requests, please log into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).



## 9.10 Window Cleaning

The building's exterior windows are cleaned four times annually. The interior windows, including partition glass, are cleaned semi-annually during the daytime. Arrangements can be made to clean windows after-hours if daytime cleaning is inconvenient.

## 9.11 Additional Janitorial Services

Janitorial staff provide a wide range of janitorial services in addition to the regular cleaning services provided by Bentall Centre. These services are available periodically or can be scheduled for regular maintenance.

For pricing on any or all of the following, please make a request through the online tenant request system, Angus Anywhere:

- carpet maintenance programs covering stain removal, periodic pile lifting, carpet shampooing, and hot water extraction
- fabric upholstery cleaning
- dish washing
- kitchen appliance cleaning (microwaves, refrigerators, and stoves)
- drapery and blind cleaning
- ceiling cleaning

## 9.12 Comments or Concerns

For comments, complaints or requests for additional services, let us know as soon as possible so we can ensure quality service. Comments or requests for additional services should be directed to the Senior Tenant Services Coordinator at 778-328-5965.

## 9.13 Recycling

Bentall Centre tenants can be proud to have achieved an 82% waste diversion rate in 2016. Bentall Centre has been recognized by Metro Vancouver as being a *Recycling Works Leader*. “Sustainability can only be achieved by individual acts, and when everyone in the company embraces this culture, the results are overwhelming.” Thanks to all tenants for their participation in our recycling program. It is the support and participation of tenants that make Bentall Centre a recycling leader in the Vancouver region.

Bentall Centre has a very extensive recycling program that includes paper, metals, glass and plastics, paper hand towels, electronic waste, batteries, soft plastics, small appliances, Styrofoam, lamps, ballasts, grease and organics. Very little is actual “waste”.

For new construction or tenant improvement work, tenants are asked to work with their designers to ensure that tenant kitchen areas are designed to facilitate the waste program. An example of this is including millwork and waste containers for the various waste streams such as paper, glass/metal/plastics, organics and litter.

For questions about Recycling Services, please inquire through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

## WHERE TO RECYCLE...

				
<b>ORGANICS</b> All food scraps, food soiled paper, coffee grounds, coffee filters, tea bags, napkins, wooden stir sticks, corn & sugar cane cutlery, paper plates, egg cartons and plants may go into your 'organics' bin.	<b>PLASTICS, METALS &amp; GLASS</b> All plastic, metals, glass and Styrofoam containers, Styrofoam packaging and plastic bags (bagged) may go into your 'blue' kitchen recycling bin. <i>All items must be clean or rinsed</i>	<b>PAPER</b> Paper coffee cups, milk cartons, paper, cardboard, magazines, catalogues, tissue boxes and newspapers may be recycled in your 'green' deskside bin or paper bin in your copy room. <i>Please flatten cardboard.</i>	<b>STYROFOAM</b> All food containers must be rinsed out prior to depositing into the 'blue' recycling bin located in your kitchen area.	<b>BATTERIES</b> Please ask your Office Administrator to contact us through <a href="http://www.bentallcentre.com">www.bentallcentre.com</a> to have one of our cleaning custodians come by to pick them up from your office.

**Electronics:** Computers, laptops, monitors, routers & modems, servers, printers, cables/cords, network equipment, battery backup units, computer peripherals (keyboard, mouse), speakers, circuit boards, televisions, VCR's, cable boxes, fax machines, telephone equipment, scanners, clock radios, and cell phones. The bin is located in the One Bentall Centre loading bay. To dispose of electronics, your Tenant Access Card is required to gain access to the bin.

**Small Appliances:** Toasters, kettles, microwaves may be dropped off into the blue tote marked 'Small Appliances' located in the One Bentall Centre loading bay.

### 9.13.1 Paper Products

Bentall Centre has an "All Fibre Paper Products" recycling program in place. This program eliminates most things from waste baskets and redirects them to the recycle boxes. The general rule of thumb to follow is: ***IF IT'S PAPER, RECYCLE IT!*** There is no need to remove staples, paper clips, rubber bands, plastic tabs, labels, or spiral bindings. We do, however, encourage the re-use of large metal fasteners and binders.

Bentall Centre standard bags and bins are provided to tenants unless they choose to purchase their own recycling receptacles however working within our program.

Wax milk/juice cartons and wax lined pizza boxes, coffee cups and sleeves may be recycled in either of these receptacles (green bin or green bag) however we do ask that **the contents of the items be emptied first.**

Please remember to flatten containers whenever possible.



Deskside bins



Coffee cups – paper  
Coffee lids – plastic



Paper recycling

Each office tenant is provided with cardboard boxes for high recycling areas such as copy and production rooms. Additionally, individual offices and workstations are provided with deskside bins. For extra or replacement bins or boxes, please inquire through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

The janitorial staff empties recycling and organics bins nightly.

Tenants should not store documents or personal items in the deskside bins, as they are emptied nightly. The owner, the management company and the janitorial company are not responsible for recovering items removed from these deskside bins.

**It is recommended that sensitive information be shredded before it is placed in recycling containers.**

#### 9.13.2 Glass, Plastic and Metal

Bentall Centre has a “glass, plastic & metal” recycling program in place. Tenants are provided with a blue plastic recycling container sized to meet the requirements of their office. The bins are emptied weekly by the janitorial staff.

For special events that require an additional recycling pick-up, please request this service through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com). Additional bins are also available.

#### 9.13.3 Organics

Composting organics is an integral part of Bentall Centre’s waste program. Tenants are provided with standard green composting bins and signage to facilitate the waste program.

#### 9.13.4 Lamps and Ballasts

Bentall Centre has a recycling program for building standard lighting, tenant lighting and ballasts. Requests for picking up any lights, lamps or ballasts can be made through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

#### 9.13.5 Batteries

Tenants are provided with standard battery recycling bins. The number of bins provided is dependent on the size of the tenancy. Please place a request for pick-up by logging into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com) once the bin is full. Janitorial staff will be dispatched to collect the batteries for recycling.

#### 9.13.6 Electronic Waste

Small office electronic equipment can be dropped off in the e-waste recycling bin located in the One Bentall Centre loading bay. Access is provided through the tenant’s access card.

### 9.13.7 Printer and Photocopier Cartridges

Printer and photocopier cartridges can be recycled by delivering them to the Canada Post staff inside the Canada Post retail outlet.

### 9.13.8 Recycling Tips

**Glass:** Please do not break the bottles. Labels, corks, and metal rings do not have to be removed.

**Metal:** Both steel and aluminum cans are acceptable. Flatten the metal cans to ensure that the use of the container is maximized. Cans must be rinsed clean. Labels do not have to be removed.

**Plastics:** Please rinse out the containers before placing them into the recycling bin.

**Paper/Cardboard Recycling:** All boxes must be flattened and all wax coffee cups/juice and milk containers must be emptied.

**Soft Plastics:** All stretchable plastic such as plastic shopping bags, saran wrap, Ziploc bags, shrink wrap, bubble wrap and foam wrap are recyclable. All items must be clean and can be dropped off in the Plastic Bay Recycling tote located at the One Bentall Centre loading bay.

**Small Appliances:** Toasters, kettles, and microwaves can be dropped off in the blue bin marked “Small Appliances” located at the One Bentall Centre loading bay.

**Styrofoam:** Food clamshells must be rinsed before recycling in the blue bins (plastic, glass and metals bin). Large amounts of Styrofoam from computers or packing material should be bagged in clear bags and dropped off in the One Bentall Centre recycling cage for Styrofoam. Bubble wrap can be bundled into the Glass/Metals/Plastics bin.

**Waste Bins:** These are not provided by Bentall Centre. Please encourage staff to recycle more by not providing these at desks but rather in more centralized locations within the office. With the extensive recycling program that Bentall Centre tenants follow, only small garbage receptacles are acceptable.

**Other Non-Recyclable Waste:** Removal and disposal is the responsibility of the tenant and at their cost. If more options are required, please make this request through the online tenant request system, Angus Anywhere, by logging in at [www.bentallcentre.com](http://www.bentallcentre.com).

## 10. MOVE IN/OUT PROCEDURES

The checklists provided in this section detail the essential procedures that must be completed in order for moves to occur smoothly. We recommend following these checklists closely. More information can be requested through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

Additionally, to protect the respective concerns of the building and tenants, the following move specifications may be helpful to review with the moving company.

### 10.1 Furniture Moving Guidelines

#### 10.1.1 General

The mover shall perform all services required to move the property of the tenant as contracted by the tenant. These services shall include pickup and transfer of the property to the designated location on the appropriate floor in the new building.

Each employee of the mover shall be bonded and is required to have identification with the moving company's name on it in order to maintain the security of the premise and to provide easy identification by Bentall Centre staff.

Moves must take place before or after business hours (between 6:00 PM and 6:00 AM), Monday through Friday or any time on weekends. Please ensure that the Manager of Tenant Services is made of aware of any intended moves (including large furniture moves) or Security may halt the move. This can be done through the online tenant request system, Angus Anywhere, by including a [Work Authorization Form](#).

**Door propping is not allowed into any common area hallway.**

No item should be left unattended in the common area hallways or on the loading dock while on break. Common area hallways shall not be used as staging areas.

***Any damage to the building shall be repaired by the building designated contractor at the tenant's expense.***

#### 10.1.2 Furniture Placement

Furniture must be at least 6 inches away from the perimeter induction unit so it can operate properly and for servicing. Heavy furniture and built-in furniture must be **at least 18 inches** away from the induction unit and, if the furniture covers more than two induction units, an accessible panel is required for servicing the units. Temperatures cannot be adjusted and air conditioning units cannot be cleaned if the induction units are blocked by partitions and furniture.

#### 10.1.3 Building Entry

Movers are to use one of the two loading docks for all unloading and loading. Any exceptions must be authorized by Bentall Centre. Tenants can make arrangements for moves, loading and unloading through the online tenant request system, Angus Anywhere, as far in advance as possible to ensure their move time does not conflict with another move.

If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.

**Moves and deliveries must be handled through the freight elevators.**

#### 10.1.4 Supervision, Labour, Material and Equipment

The mover shall furnish all supervision, labour, material, supplies, and equipment necessary to perform all of the contracted services in an orderly, timely, and efficient manner. Material-handling vehicles used in the interior of the building must have rubber-tired wheels and must be maintained free from grease and dirt.

#### 10.1.5 Crating, Padding and Packing Material

The mover shall take every precaution by means of crating and padding to safeguard property and the building from damage. All padding and packing materials are to be removed from the building by the mover. The mover shall also furnish, install and remove floor, carpet, tile, wall and glass protective materials where necessary to protect the building from damage. Protection is also to be provided to the interior and exterior trim of all elevators used in the move.

#### 10.1.6 Moving Materials

Please be sure the moving company and/or delivery vendor understands that all large cartons, containers, garbage, etc., must leave with the vendor. **There is no building storage or trash facility to accommodate such items.**

#### 10.1.7 Safety/Security

It is the responsibility of the mover/tenant to perform the move in the safest manner possible, avoiding blocking of building corridors, blocking entrances and exits and the accumulation of large amounts of combustible materials.

**The mover must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. Contact Bentall Centre Security immediately at 604-661-5068.**

### 10.2 Permits, Licenses or Other Lawful Authority

The mover, at its own expense, obtains and maintains any necessary permits, licenses or other lawful authority required for affecting the movement, handling and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authority to Bentall Centre Management Representatives. Once moved in, it is up to the tenant to apply for an Occupancy Permit.

### 10.3 Insurance – Movers

The mover shall, at its sole cost and expense, obtain, maintain and keep in full force and effect, the following types of insurance:

**1. Worker's Compensation Board**

**2. Comprehensive General Liability** **\$5,000,000 (combined single limit)**

Covering claims for bodily injury, property damage, and resulting loss of use, including, but not limited to, all of the following:

- Premises and operations
- Products/completed operations
- Broad form property damage
- Broad form contractual liability
- Personal injury
- Employer's liability
- Owners' and contractor's protective cover

and coverage for any special hazard of operations not normally encountered.

This insurance, written on behalf of the mover, shall contain a waiver of any subrogation rights which the mover's insurers may have, arising from the act, omission, or fault of any or all of the owners and/or the Bentall Centre Management.

Movers shall, insofar as the operation of the mover is concerned, name as additional insureds:

**For One Bentall Centre and Two Bentall Centre**

Maple Red Financial Management Canada Inc., 9751254 Canada Ltd. and Canderel Pacific Management Inc.

**For Three Bentall Centre:**

Maple Red Financial Management Canada Inc., 9751319 Canada Ltd. and Canderel Pacific Management Inc.

**For Four Bentall Centre and the ALRT:**

Maple Red Financial Management Canada Inc., 9751327 Canada Ltd. and Canderel Pacific Management Inc.

**3. Automobile Liability** **\$2,000,000 (combined single limit)**

Covering claims for bodily injury and property damage rising out of ownership, maintenance or use of any private passenger or commercial vehicle.

**4. Employee Dishonesty Insurance** **\$250,000 (each loss)**

Policies shall be maintained with an insurance company acceptable to the landlord with an A.M. Best rating of "A" or better, who are authorized to do business in the Province of British Columbia. The mover shall provide and deliver certificates of insurance, proof of workmen's compensation and bonding at least thirty (30) days prior to any moving operation.



All policies shall indicate that at least thirty (30) days prior written notice be delivered to the landlord by the insurer before termination, cancellation, or material change of such insurance.

#### 10.4 Move Checklists

The following checklists, “Move-In Checklist” and “Move-Out Checklist,” outline items that must be completed prior to a move.

### 10.4.1 Move-In Checklist

New address information for Bentall Centre tenants: Note that the postal code and post office box or box number must be included in the mailing address or Canada Post may consider the mail undeliverable and may return it.

Contacts:	Tenant Services Coordinator – Telephone: 778-328-5984 Bentall Centre Security – Telephone: 778-328-5990 Tenant Service Requests (Angus Anywhere) – Login at: <a href="http://www.bentallcentre.com">www.bentallcentre.com</a>	
ITEM	DATE COMPLETE	COMMENTS
Inform the <b>Tenant Services Coordinator</b> of the move date and move contractor through the online tenant request system, Angus Anywhere.		Obtain copy of certificate of insurance from mover.
For moves and large deliveries, schedule the freight elevator with <b>Security</b> through the online tenant request system, Angus Anywhere.		Freight elevator hours are: 6:00 PM – 6:00 AM, Mon-Fri and 24hrs on weekends and holidays. Availability is on a first-come-first-served basis.
Contact the <b>Security Site Director</b> to book a security guard through the online tenant request system, Angus Anywhere.		A security guard must be onsite during after-hours activity as building entries cannot be left unsecured without a guard.
Keep <b>Security and Director, Projects and Construction</b> informed of work being performed and of the contractors involved.		Read the <a href="#">Bentall Centre Construction Manual</a> for policies and procedures regarding work on the premises.
Forward employee list to the <b>Tenant Services Coordinator</b> and set a time for employees to have building access (security cards) pictures done through the online tenant request system, Angus Anywhere.		All employees must have a building access card. Access card pictures are taken Monday to Friday 9:00 AM – 10:00 AM in the Operations Centre. See “SAFETY AND SECURITY” (section 14 below) for additional information.
Schedule a date for suite re-keying with the <b>Tenant Services Coordinator</b> through the online tenant request system, Angus Anywhere.		Two (2) keys are provided at no charge for each main entry lock into the premises.
Request main lobby directory strip(s) and elevator lobby directory strip(s) (an estimated 3 - 4 week delivery from order date) through the online tenant request system, Angus Anywhere. Cost for one main floor strip is covered by the landlord.		Email Signage Request Form showing the company name to the Tenant Services Coordinator.
Request door/suite signage (landlord’s approval is required) through the online tenant request system, Angus Anywhere.		Email Signage Request Form showing the company name to the Tenant Services Coordinator.
Parking – contact WestPark for monthly parking.		See “Parking” (section 12 of this handbook) for further information.
Return the following items to Bentall Centre Management Office, Suite 1580 – 505 Burrard Street, Box 226, Vancouver, BC V7X 1M5		
Tenant Reference Form		Form must be returned for emergency contact information.
Pre-authorized Payment Plan Form		Form will be provided to new tenants.
A copy of the insurance certificate for the premises. This must be provided to the landlord prior to move in.		See “Insurance – Tenant” (section 4.1 of this handbook) for further information.

## 10.4.2 Move-Out Checklist

Contacts:	Tenant Services Coordinator – Telephone: 778-328-5984 Bentall Centre Security – Telephone: 778-328-5990 Tenant Service Requests – Login at: <a href="http://www.bentallcentre.com">www.bentallcentre.com</a>	
ITEM	DATE COMPLETE	COMMENTS
Inform the <b>Tenant Services Coordinator</b> of the move date and move contractor through the online tenant request system, Angus Anywhere.		Obtain copy of certificate of insurance from mover.
Schedule the freight elevator with <b>Security</b> through the online tenant request system, Angus Anywhere.		Freight elevator hours are: 6:00 PM–6:00 AM, Mon-Fri and 24hrs on weekends and holidays. Availability is on a first-come-first-served basis.
Contact <b>Security</b> to book a security guard through the online tenant request system, Angus Anywhere.		A security guard must be onsite during after-hours activity as building entries cannot be left unsecured without a guard.
Change mailing address.		Submit a Change of Address request to Canada Post. Also, change address for newspaper delivery.
Cancel monthly parking.		30 days' notice is required to cancel monthly parking. Contact WestPark.
Ensure account is in good standing.		Tenant's account must be in good standing before access to the freight elevator is allowed.
<b>Return the following items to Bentall Centre Management Office, Suite 1580 – 505 Burrard Street, Box 226, Vancouver, BC V7X 1M5</b>		
Security access cards		Security cards issued to tenants appear on the card list received from tenant's move coordinator; a fee of \$25.00 applies for each access card not returned.
Office keys		Return to Reception at Canderel office.
Parking transponders		A fee of \$50.00 applies for all transponders not returned.
Post office box keys		One Bentall Centre and Two Bentall Centre tenants return keys to Bentall Centre Management Office; Three Bentall Centre and Four Bentall Centre return keys directly to Canada Post.

## 11. POSTAL AND COURIER SERVICES

### 11.1 Postal Station

There is convenient access for Bentall Centre tenants to a Canada Post retail outlet on the mall level of Three Bentall Centre. Complete postal services are available, including stamps, mail registration, money orders, special delivery, meter machine service, parcel post and bulk mailing of all classes. Hours of operation are 8:30 AM to 5:00 PM, Monday to Friday. Red postal drop boxes are located outside of the retail outlet for outgoing, stamped mail. Mail is picked up from these boxes at 4:00 PM, Monday through Friday.

For questions about any of the services offered by Canada Post, please contact them directly at 604-482-4296.

### 11.2 Courier Drop Boxes

Federal Express and UPS have drop boxes located on the retail mall level for overnight courier services. The boxes are located in the corridor leading to the Two Bentall Centre freight elevator (beside the stairs to the main lobby of Two Bentall Centre).

Pick up times are printed on the boxes. Fill out and sign the appropriate waybill, either intra-Canada or International, tear off shipper's copy, insert in plastic pouch, and deposit the package into the drop box. Do not enclose cash. Supplies are available at both drop boxes.

### 11.3 Post Office Boxes

Canada Post delivers the mail for Bentall Centre tenants to mailboxes and post office boxes. Mail is generally available by 10:30 AM daily, Monday to Friday. A key is required to open the box to retrieve the mail.

The Tenant Services Coordinator assigns a mailbox/post office box to each tenant. Each tenant leasing space in Bentall Centre is entitled to one mailbox or post office box. Canada Post can provide additional boxes to tenants but an additional charge may apply.

Mailboxes and postal boxes for Bentall Centre buildings are provided in the following locations:

<b>Tower</b>	<b>Mailbox Locations</b>
One Bentall Centre	On the retail mall level, across from the One Bentall Centre freight elevator.
Two Bentall Centre	On the retail mall level, in the corridor leading to the Two Bentall Centre freight elevator.
Three Bentall Centre and Four Bentall Centre	In Canada Post's retail location on the mall level, in the corridor leading to the Three Bentall Centre freight elevator.

When mail volumes are too large for the allotted box, a notice is placed in the box and service is given over the counter at the Canada Post retail outlet located in the retail mall.

For questions related to mailboxes, please contact the Tenant Services Coordinator at 778-328-5984 or Canada Post directly at 604-482-4296.

## 11.4 Mailing Address

To ensure prompt sorting and delivery of tenant mail, Canada Post has requested that Bentall Centre tenants use the following format for their mailing addresses.

### 11.4.1 One Bentall Centre and Two Bentall Centre Tenants

The mail for tenants in One Bentall Centre and Two Bentall Centre is delivered to the Bentall Centre postal station and is referenced by the postal code on the tenant's mailing address. From here it is taken to the One Bentall Centre and Two Bentall Centre mailboxes and manually sorted by box number. It is very important that the following information appear on the return mailing address:

Firm Name	Firm Name
Suite ####, One Bentall Centre	Suite ####, Two Bentall Centre
505 Burrard Street	555 Burrard Street
Box ###	Box ###
Vancouver, BC	Vancouver, BC
Postal Code	Postal Code

Since mail is available only through box numbers, ***using the box number in the mailing address is essential.***

Please note that the postal code must be included with the address.

For any questions, please contact the Tenant Services Coordinator at 778-328-5984 or Canada Post, Bentall Centre, directly at 604-482-4296.

### 11.4.2 Three Bentall Centre and Four Bentall Centre Tenants

A post office box number is issued to tenants in Three Bentall Centre and Four Bentall Centre by the Tenant Services Coordinator. Canada Post issues a key to that box, which is located in the mall of Three Bentall Centre. Mail is available through the tenant's own post office box.

It is very important that the following information appear on the return mailing address:

Firm Name	Firm Name
Suite ####, Three Bentall Centre	Suite ####, Four Bentall Centre
595 Burrard Street	1055 Dunsmuir Street
PO Box #####	PO Box #####
Vancouver, BC	Vancouver, BC
Postal Code	Postal Code

Since mail is available only through the post office box, ***using the P.O. Box number is essential.***

Please note that the postal code must be included with the address. For questions, please contact the Tenant Services Coordinator at 778-328-5984 or Canada Post directly at 604-482-4296.

## 12. PARKING

### 12.1 Parkades

The Pender and Thurlow Parkades adjoin Bentall Centre and provide parking for 1,057 cars. Hourly, daily, monthly, and evening parking rates apply.

The Pender Parkade is located at 1040 W. Pender Street. The parkade entrance is on the south side of Pender Street, just west of Burrard.

The Thurlow Parkade is located at 540 Thurlow Street. The parkade entrance is on the south side of Eveleigh Street.

The parkade booths are attended from 6:00 AM – 8:00 PM, Monday through Friday. After hours, security gates control the entrance and exits. Transponders are required for monthly parkers to enter and exit the parkade. Hourly and daily parkers take a ticket from the dispenser when entering the parkade and pay the attendant or use the Automated Pay Station to exit the parkade.

For questions concerning parking, please contact WestPark at 604-449-5951 or by email at [bentallcentre@westpark.com](mailto:bentallcentre@westpark.com).

Bentall Centre Security Staff provide bicycle patrols within the parkade and are available to assist parkers having any difficulties exiting the parkade after hours. Please expect response time of a few minutes.

Security is on-site 24 hours per day and can be contacted by:

- Calling 778-328-5990
- Using the red emergency phones throughout the parkades and in the elevator lobbies
- Using the intercom to security at each of the parkade booths.

### 12.2 Height Restrictions

Pender Parkade:	Maximum vehicle clearance:	6'4" / 1.9 metres
Thurlow Parkade:	Maximum vehicle clearance:	6'4" / 1.9 metres

**A special note to parkers:** with the addition of ski racks and overhead bins, vehicles can exceed the maximum clearance in the parkade and damage the overhead gates. Review the vehicle height restrictions when there are attachments.

### 12.3 Types of Parking

Bentall Centre has various types of parking available to provide convenience and a selection of pricing schemes for tenants and guest parkers.

#### 12.3.1 Monthly

**Reserved Parking:** 24-hour reserved parking stalls are located on the lower levels of the parkades and are identified by reserved stall signage.

**Random Parking:** 24-hour unreserved parking stalls are available in the parkades. Parkers can park in any non-reserved parking stall.

**Motorcycle:** 24-hour unreserved parking for motorcycles and scooters are available in designated areas in the Pender Parkade.

### 12.3.2 Hourly

**Day Parking:** Parking rates are based on the duration of stay in the parkade and are charged at ½ hour increments to a daily maximum.

**Evening/Weekend Parking:** After-hours parking rates start at 6:00 PM, Monday to Friday, and all day on Saturday, Sunday, and statutory holidays.

## 12.4 Parking Rates

For detailed information on parking rates, please contact [bentallcentre@westpark.com](mailto:bentallcentre@westpark.com) or 604-449-5951.

## 12.5 Monthly Parking Procedures

Monthly parking in the Pender Parkade is available for tenants in One Bentall Centre, Two Bentall Centre and Three Bentall Centre. Parking for Four Bentall Centre tenants is accommodated in the Thurlow Parkade.

## 12.6 Transponders

Monthly parkers require a transponder to enter and exit the parkade. An “Anti-passback” feature is in operation. This requires every vehicle to enter and exit before they can enter again. For example, if the exit gate was being serviced and was left in the open position when the vehicle exited, the driver may have difficulty using the same transponder to enter the next day as the system did not acknowledge the exit.

One transponder is available to each monthly parker for a \$50.00 (+ taxes) deposit. Replacement transponders are available at an additional cost to the parker of \$50.00 + taxes.

## 12.7 Hourly Parking Procedures

Hourly, daily, and evening/weekend parkers take a ticket from the dispenser when entering either the Pender or Thurlow Parkades. Upon exiting, they must pay the amount owed to the parking attendant. If the booth is unattended, parkers can pay using the Automated Pay Station at the exit, next to the parkade booth. Attendants accept cash, VISA, Mastercard, or American Express for payment. Automated Pay Stations only accept VISA, Mastercard, or American Express. Automated Pay Stations do not accept cash. If parkers have any problems with the Automated Pay Station, they should contact WestPark at 604-449-5951 or Security at 604-328-5990.

## 12.8 After-Hours Pedestrian Access

The hours of operation of Bentall Centre parkades are 7:00 AM – 7:00 PM. After hours, the parkades are secured to limit pedestrian entry points. Pedestrians can access the parkades after building hours as follows:

### **For Thurlow Parkade**

From within Bentall Centre mall: Use the lower mall elevator and stairwell entrance by the pharmacy or the upper mall elevator and stairwell entrance by the escalator in Four Bentall Centre's retail area.

From Outside Bentall Centre: Using a building access card, use the upper plaza entrance by Four Bentall Centre Pavilion. Without an access card, parkers can use the intercom to contact Bentall Centre Security who can release the door.

### **For Pender Parkade**

From within Bentall Centre mall: Use the lower mall parkade elevator by the One Bentall Centre Food Fair.

From outside Bentall Centre: Use the plaza entrance between One Bentall Centre and Two Bentall Centre on Burrard Street.

Note: A building access card is required to enter. Without an access card, parkers can use the intercom to contact Bentall Centre Security who can release the door. Bentall Centre Security are on-site 24 hours per day, 7 days a week and can assist after-hours parkers.

For difficulties accessing the parkade or locating a vehicle, parkers can contact security in a number of ways:

- Call 778-328-5990.
- Use the red emergency phones located throughout the parkade
- Use the intercoms located by the parking attendant's booth, at the plaza level entrance, or within the parkade elevator.

## 12.9 Parking Voucher Program

Subsidized visitor and client parking is available through a parking voucher program. Parking vouchers of varied denominations can be purchased individually on request. Visitor and client parking vouchers can be purchased for a set number of hours. Visitors and clients use the voucher in lieu of cash payment when exiting the parkade.

For assistance, contact WestPark at 604-449-5951 or [bentallcentre@westpark.com](mailto:bentallcentre@westpark.com).

## 12.10 Car Wash

Closed Loop Car Wash operates from Bentall Centre's Thurlow Parkade from 7:00 AM to 3:00 PM, Monday to Friday. It provides a full range of car wash services including hand washing, interior cleaning, shampooing, waxing, polishing and custom detailing services.

To obtain these services, park as per usual and text or call Closed Loop to make an appointment. Car keys can be left at the tenant's receptionist area and Closed Loop will pick them up and drop them off. Closed Loop returns a reserved monthly parker's vehicle to their parking space. Random monthly parkers or visitors have their vehicle returned to a non-reserved parking space and the new parking location is communicated by text or phone.



Costs for each service and vehicle size can be found at the car wash area in the Thurlow Parkade or by calling Closed Loop directly.

Contact Closed Loop at 778-241-9550 or visit [www.closedloopoil.ca](http://www.closedloopoil.ca).

### 12.11 Thefts from Automobiles

Thefts from automobiles are prevalent in the downtown core. We urge parkers to remove valuables from vehicles and to ensure that vehicles are secured. Never have anything visible in a vehicle. Thieves may break into a car even for spare change if visible.

### 12.12 Safe Walk Service

Bentall Centre parkades offer a Safe Walk Service to escort parkers to their vehicles after hours. To take advantage of this service please contact Bentall Centre Security Desk at 778-328-5990.

### 12.13 Daily Traffic Reports

A traffic report service is visible to parkers in the parkades when exiting the Pender and Thurlow Parkades. Signs are posted showing traffic conditions and advisories for lower mainland bridges, starting in the afternoon, and updated regularly. After 3:00 PM, updates are posted every 15 minutes.

## 13. SIGNAGE

Bentall Centre has a standard signage program in place to ensure the first-class appearance of the complex.

Bentall Centre tenants are required to install and maintain signage. Tenant Services assists with directory board listings and suite signage, which is requested through the online tenant request system, Angus Anywhere, by login at [www.bentallcentre.com](http://www.bentallcentre.com).

**The signage program is for all multi-tenant floor tenants to ensure a consistent, professional image is projected throughout Bentall Centre. Tenants are required to adhere to Bentall Centre signage standards and utilize Bentall Centre signage contractor.**

***Temporary or non-building standard signs are not allowed to be taped to building walls, suite doors, building or elevator lobby doors or elevator walls. We appreciate tenant cooperation in maintaining the professional image of Bentall Centre.***

### 13.1 Main Floor Directory Board Listing

For office tenants, the landlord provides one name strip for the directory board in the Main floor lobby. Additional strips are available at the cost of the tenant.

Company name together with suite number appears in the following format:

Company Name	Suite #
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Additional strips can be ordered for the board if required. The number of strips available to each tenant is determined by available space on the board. As a minimum, tenants are entitled to strips based on their leasable square footage:

One Bentall Centre:	1 strip per 1,300 sq. ft./ 121 m <sup>2</sup>
Two Bentall Centre:	1 strip per 1,000 sq. ft./ 93 m <sup>2</sup>
Three Bentall Centre:	electronic readerboards, no limit
Four Bentall Centre:	electronic readerboards, no limit

Requests for new or additional directory strips should be made through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### 13.2 Common Lobby Directory Signage

Where a common lobby directory is provided on a multi-tenant office floor, the tenant's name appears on the directory board with their suite number and a directional arrow.

The maximum number of strips per tenant will be based on their leasable square footage:

One Bentall Centre:	1 strip per 1,300 sq. ft./ 121 m <sup>2</sup>
Two Bentall Centre:	1 strip per 1,000 sq. ft./ 93 m <sup>2</sup>
Three Bentall Centre:	1 strip per 1,600 sq. ft./ 148 m <sup>2</sup>
Four Bentall Centre:	1 strip per 1,700 sq. ft./ 158 m <sup>2</sup>

Requests for directory strips should be made through the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### 13.3 Suite Signage

Office and retail tenants are responsible for their own in-suite signage. Please note that the landlord requires final approval on any signage installed in Bentall Centre. Once the entrance signage is confirmed, the sign company can contact Bentall Centre Tenant Services to review and approve signage.

Bentall Centre is pleased to coordinate signage on the tenant's behalf. Signage requests can be made by logging into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### 13.4 Office Tenant Signage – Full Floor Tenants

Full floor tenants have control over their own signage on their floor(s). All signage should be of a first-class quality. Tenant Services is happy to assist with sign coordination.

### 13.5 Office Tenant Signage – Multi-Tenant Floors

Bentall Centre has designed a sign program for all multi-tenant floor tenants to ensure a consistent, professional image is projected throughout the Centre. Sample drawings of the sign program are available in the [Bentall Centre Construction Manual](#).

#### 13.5.1 Wooden Doors

For tenants with wooden entrance doors, a 3/8" / 1.9 cm thick clear tempered glass door plate with 3 1/4" / 8.25 cm polished chrome suite numbers will be provided by Bentall Centre at no cost to the tenant.

Tenant names will be black surface applied vinyl and will be supplied and installed by Bentall Centre at the tenant's cost.

Please login into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com) to inquire regarding costs.

#### 13.5.2 Wooden Doors with Sidelights

Signage is the same as for a wooden door but a frosted etch mark vinyl will be applied to the glass sidelight by Bentall Centre.

#### 13.5.3 Single Glass Doors

For tenants with glass entrance doors, a background frosted etch mark vinyl mounted to the reverse side of the glass with a 3 1/4" / 8.25 cm suite number in polished chrome will be provided by Bentall Centre at no cost to the tenant.

Tenant names will be black surface applied vinyl and will be supplied and installed by Bentall Centre at the tenant's cost.

Please login into the online tenant request system, Angus Anywhere at: [www.bentallcentre.com](http://www.bentallcentre.com) to inquire regarding costs.

See “Glass Doors” Section below for alternative suite signage allowed for tenants with glass entrance doors.

#### 13.5.4 Single Glass Doors with Sidelights or Double Glass Doors

Signage is the same as for single glass doors but a frosted etch mark vinyl will be applied to the glass sidelight or the double glass door by Bentall Centre.

#### 13.5.5 Glass Doors – Internal Suite Signage

Tenants with glass doors will be provided with an etch mark vinyl band and a suite number by Bentall Centre. An alternative to the tenant’s name appearing in black surface applied vinyl is to have suite signage placed within the tenant’s premises (e.g. behind a reception desk) at the tenant’s cost. As long as the tenant’s signage is clearly visible through the glass door, the tenant’s name on the glass door is not mandatory. Suite signage suspended within the tenant’s premises must have the landlord’s written approval prior to sign fabrication and installation.

## 14. SAFETY AND SECURITY

Bentall Centre has security staff on-site 24 hours per day throughout the year to safeguard the complex. The security control centre for the complex is located in the main lobby of Four Bentall Centre. For suspicious activity or any emergency situation, please call:

**BENTALL CENTRE SECURITY (24 hours) 604-661-5068**

To contact Bentall Centre Security:

- Call 778-328-5990
- Use one of the red fire phones located by stairwells including parkades
- Use the intercom in elevators
- Use the information phones in main lobbies
- Use the intercom at entrances to Four Bentall Centre and parkades
- Email [BentallCentreSecurity@canderel.com](mailto:BentallCentreSecurity@canderel.com)
- Login to the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com)

Bentall Centre has a building card-access system in place to secure the complex after hours. The complex is secure from 6:00 PM to 6:00 AM, Monday through Friday and 24 hours on Saturday, Sunday, and statutory holidays. After hours, a building access card is required to gain access to the complex and to activate elevators to individual building floors. In addition, all stairwells are locked in order to direct traffic to the building elevators (with the exception of crossover floors as per fire code).

### 14.1 Security Services Manager

Bentall Centre's full-time Manager, Security, Fire & Life Safety is on site to oversee and coordinate security and life safety services provided to Bentall Centre tenants. The Manager, Security, Fire & Life Safety is responsible for overseeing our security contract, all security system requests, and tenant security issues. The Manager is also available to meet to discuss security matters relating to individual office premises and can be contacted directly at 778-328-5964 or by logging into the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com).

### 14.2 Security Procedures

#### **Access Control to Tenant Suites**

Employees who have forgotten their access card will be granted access to their floor or office if the following conditions are met:

- The cardholder record photo in the security computer matches the person requesting access.
- The cardholder record in the security computer is an active card that allows access to the requested area.

Employees who have forgotten their keys will not be granted access until an Emergency Tenant Contact can authorize the access request. In the event that an Emergency Tenant Contact is unavailable, the employee will be refused access. For unusual situations, such that may threaten life or major damage to property, security may elect to contact Bentall Centre Management to authorize access.

Emergency Tenant Contacts are exempted from the above, upon production of a valid driver's license, passport or other valid picture identification.

A report will be kept on file for each access granted.

### 14.3 Emergency/Security Contacts

To assist us in enforcing security policies, Bentall Centre requires current Emergency Contact information so that we can contact tenant representatives in the event of an emergency. A Tenant Reference Form (see section 14.4) must be completed and returned to Tenant Services whenever there are changes made to the tenant's emergency or security contact information.

For the following situations, the Emergency/Security numbers will be contacted in the order listed:

- After-hours access requests from contractors or employees.
- Significant damage to the premises.
- A criminal event has occurred on the premises.
- Other situations as judged necessary by Bentall Centre Management and Security.

The Emergency/Security contacts are the only persons fully recognized by Bentall Centre Tenant Services to authorize the following:

- Access to the premise.
- Security system requests (new access cards, changing elevator time zones, requesting audit reports, etc.).
- Providing instructions to Security to deal with an emergency situation related to a specific tenant space.

### 14.4 Tenant Reference Form

This form allows Bentall Centre to contact tenants in case of emergency. It also assists with authorizing tenants to have keys cut.

Please copy, complete and return by attaching the Tenant Reference Form as an attachment to a tenant service request through Angus Anywhere at [www.bentallcentre.com](http://www.bentallcentre.com), or deliver in person to Canderel Pacific Management Inc., Suite 1580 – One Tower.

### 14.5 Solicitation

Bentall Centre has a "No solicitation" policy in place. Solicitation is not allowed within the complex or on the plaza areas. Please notify Bentall Centre Security at 778-328-5990 if there are solicitors within the building; report as much specific information about the person's appearance, location, and behaviour as possible. Security staff will locate the solicitors as quickly as possible to escort them out of the complex.

### 14.6 Theft

Report any suspected theft to Bentall Centre Security at 778-328-5990 and notify the Vancouver Police Department. **The building's insurance policy does not cover damage or loss of items within a tenant's premises due to theft. Insurance is the responsibility of each tenant.**

## 14.7 Incident Reports

Bentall Centre Security staff complete “Incident Reports” recording details of any accident, theft, or injury that occurs on the property. Please notify Bentall Centre Security at 778-328-5990 as soon as a security incident occurs so that we can follow up with the appropriate record-taking. We appreciate the tenant’s cooperation in answering questions security staff may have pertaining to an incident.

## 14.8 Lost and Found

Report all lost items to Bentall Centre Security at 778-328-5990. Found items can be claimed at the security desk in Four Bentall Centre, 1055 Dunsmuir Street, 24 hours per day.

## 14.9 Security Tips

Security often involves common sense. Because building systems are only as effective as the people relying on them, we encourage tenants to review these security reminders to help avoid unnecessary loss and problems:

- When securing the office premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking suite entry doors whenever the reception area is unstaffed.
- Do not leave handbags, briefcases, laptop computers, etc. in clear view. Coats should be hung in a coat closet since thieves often search through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes.
- Notify Bentall Centre Security staff at 604-661-5068 immediately if a suspicious person is loitering nearby. **Tenants should be aware of persons entering their premises who are not employees of their organization.**
- Do not allow anyone to “Piggyback” into the complex or the elevator. After hours, a building access card is required to enter the building and activate the elevator. Ensure a person entering with a legitimate employee has appropriate authorization by ensuring they use their own building access card. If there is a suspicious person entering the building or a floor, contact Bentall Centre Security at 604-661-5068.
- Offices are most vulnerable to thieves in the very early morning, during lunch time, and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks. Encourage fellow employees to be aware of unfamiliar faces and to notify the appropriate person of any concerns or to contact Bentall Centre Security at 604-661-5068.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider changing cylinders on the lock and resetting any safe or vault combinations they may have been entrusted with. **Security access cards must be cancelled through Bentall Centre Security immediately. Call 604-661-5068 or email [BentallCentreSecurity@canderel.com](mailto:BentallCentreSecurity@canderel.com).**
- Keys kept on a key ring should never have an identifying tag.
- Never leave the reception area unattended when the suite entry door is unlocked.
- If tenants are closed during normal business hours, please notify Bentall Centre through Angus Anywhere at [www.bentallcentre.com](http://www.bentallcentre.com). Full floor tenants can secure their floor to allow only authorized elevator access to that floor.

#### 14.10 Fire Alarm System

Bentall Centre is equipped with a state of the art computerized 2-stage fire alarm system. Bentall Centre is fully sprinklered and the system is monitored 24 hours a day both on site and remotely. The system features a sophisticated emergency communication structure with automatic voice messaging capability.

The fire alarm system consists of pull stations at all exits and smoke detectors on air conditioning systems and in stairwells. There are sprinkler valve stations on every floor with flow and tamper alarms. The fire alarm system is monitored off-site 24 hours a day, 7 days a week by Paladin Technologies and on-site by Bentall Centre Security, 24 hours a day, 7 days a week.

#### 14.11 Life Safety System

Emergency power for the building operates the base building security system, fire alarm and life safety systems, including pull stations, speakers and bell tones, emergency lighting, exit lighting, fire pumps, sprinkler alarms, smoke and heat detector alarms, firemen's elevators and fire fighter phones.

Bentall Centre is equipped with red emergency telephones on every floor and throughout the mall and parkades. Any person in distress can pick up the telephone and be in immediate contact with Security at all times. These telephones are monitored 24 hours a day.



## 15. EMERGENCY PROCEDURES

### 15.1 Emergency Telephone Numbers

<b>Vancouver Fire Department</b>	<b>911</b>
<b>Vancouver City Police</b>	<b>911</b>
<b>Ambulance Service British Columbia</b>	<b>911</b>
<b>Bentall Centre Security Desk</b>	<b>604-661-5068</b>

### 15.2 Fire and Life Safety Procedures

Bentall Centre has Fire and Life Safety procedures in place to ensure the safety of tenants. The life safety program is coordinated by Bentall Centre Manager of Security, Fire and Life Safety who can be reached directly at 778-328-5964 for questions about the program.

The centre is equipped with emergency telephones on every floor and throughout the parkades. These telephones are also monitored 24 hours a day and are backed up by two separate emergency power systems.

### 15.3 Emergency Warden Training

According to the National Fire Code, all offices must have a minimum of two employees trained in emergency procedures that are able to act as Emergency Wardens to coordinate an evacuation of their area. Tenants with multiple floors must have additional employees trained as well for each floor occupied.

Bentall Centre hosts “Life Safety Month” once a year to give tenants the opportunity to become trained as Emergency Wardens and to provide information sessions on Earthquake Preparedness, Medical Emergencies, and Evacuation Procedures.

### 15.4 Emergency Procedures Brochure

Bentall Centre has prepared an Emergency Procedures brochure for distribution to tenants. A copy is given to new employees when they get their picture taken for their building access card. This brochure provides information relating to fire, evacuation, bomb threats, power failures, etc. We encourage tenants to become familiar with this information.

Additional copies are available for downloading at [www.bentallcentre.com](http://www.bentallcentre.com) under Tenant Services and Amenities.

### 15.5 Fire Alarms

Bentall Centre has the Siemens FireFinder XLS two-stage supervised fire alarm system. Upon alarm activation, an alert tone is sent to the Bentall Centre Security Desk. This stage is known as “first stage silent alarm”. The system gives the Emergency Response Team (Bentall Centre Security, Bentall Centre Engineering Team and Vancouver Fire Department) exactly five (5) minutes to check the location for an actual fire or cancel the alarm if they discover it to be a false alarm. If nothing can be confirmed within five (5) minutes or if an actual fire is discovered, the building will be put into full evacuation mode and all floors will be evacuated. A temporal tone of fire alarm bells signifies EVACUATION, also known as stage two.

If ordered to evacuate:

- Begin evacuation procedures immediately.
- Keep calm. Follow the Emergency Warden's instructions if they are on duty.
- Close each office door upon leaving.
- Use stairwells for evacuation to a safe area outside of the building; DO NOT USE THE ELEVATORS.
- Listen for instructions from emergency staff.
- Assist other people where possible.
- If necessary, clear the way for the Fire Department coming up the stairwell.
- Be ready to merge with other people evacuating the building.
- If encountering smoke: In heavy smoke, take short breaths through the nose, stay low, and crawl if necessary. There is less smoke near the floor level. Do not stop.
- **If encountering smoke in the stairwell:** At least every five (5) floors, there is a stairwell door marked Emergency Re-entry. Enter this floor and check if the alternate exit stairwell is clear of smoke. If so, continue down alternate exit stairwell. If both exit stairwells contain smoke, tenants remain on re-entry floor and inform emergency staff of their location via the red emergency telephone. Call the Fire Department directly by dialing 911. If the telephones don't work, signal the Fire Department with a flashlight or wave a piece of clothing at the window overlooking Burrard Street.

## 15.6 Bomb Threats

All bomb threats must be taken seriously.

### 15.6.1 Telephone Bomb Threat

- Remain calm.
- Obtain as much information as possible.
- After call is over, enlist the aid of fellow employees to notify Vancouver Police at 911 and Bentall Centre Security at 604-661-5068 giving the following information: company name and location, floor number where call is being/has been received, name and telephone number.
- Notify supervisor or warden to declare standby alert.
- Remain calm and await the arrival of emergency staff.
- Do not discuss a bomb threat with anyone other than Bentall Centre Security, the police, a supervisor or Floor Warden.

### 15.6.2 Suspicious Looking Package

- Do not touch the package.
- Clear the immediate area where the package has been discovered.
- Notify Vancouver Police at 911 and Bentall Centre Security at 604-661-5068 giving the following information: company name and location, floor number where suspicious looking package has been discovered, details of suspicious looking package, name and contact details.

#### **If Ordered to Evacuate Due to Bomb Threat**

- Evacuate floor as directed by Emergency Personnel.

- Proceed to ground level and exit the building.
- Emergency staff may require evacuation of the property if necessary.

## 15.7 Medical Emergencies

In the event of an illness or injury that requires assistance:

- Notify the Ambulance Service of British Columbia at 911 and give the following information: building name and address, floor number where illness or injury has occurred, details of illness or injury, name and contact details.
- Notify Bentall Centre Security at 604-661-5068.

## 15.8 First Aid

In the event First Aid is required either:

- Contact Bentall Centre Security at 604-661-5068
- If able, walk to the first aid room located in a central location in the retail area underneath Two Bentall Centre in the Operations Centre.

All security staff has a Level 2 First Aid certification and is available 24 hours a day, 7 days a week. Trauma kits with oxygen units and Automatic External Defibrillators are strategically placed throughout the complex for use during medical emergencies.

**Bentall Centre First Aid service is an amenity for tenants and visitors. It does not take onus off the tenants and their employers to meet First Aid related WorkSafe BC regulations.**

## 15.9 Earthquakes

### Initial shocks

Most injuries incurred during an earthquake result from falling objects or debris dislodged by the quake. During the initial shock, or shocks, please observe the following guidelines:

- Remain calm.
- Take cover under desks or tables and hold on. Crouch down in a corner or against a wall and cover your head. Do not attempt to evacuate the building until instructed to do so.
- Stay away from windows and glass doors.
- Keep clear of bookcases, shelves and storage cupboards.

### When the shaking stops

Seriously injured persons should be transported to the closest hospital. Persons trained in first aid should administer first aid where necessary. If not qualified, assist those rendering/requiring first aid. Otherwise, please observe the following guidelines:

- Attempt to extinguish fires with portable fire extinguishers.
- Use the red fire phone to report fire or injuries to building emergency staff.

- If evacuation becomes necessary, the Emergency Warden is to follow regular evacuation procedures. If the building has suffered structural failure or is on fire, evacuation will be necessary. Occupants should listen for information from the public address system if it is operating.
- Re-hang dislodged telephone receivers to prevent overloading of phone lines.

It is possible that electricity and water will be cut off either due to the quake or by Bentall staff for safety of the occupants.

### **Aftershocks**

After an earthquake, there may be a series of aftershocks. Generally, most are smaller than the main shocks, but some may be large enough to cause additional damage. Please observe the following guidelines:

- Electricity: Do not touch exposed or damaged electrical wires. Do not touch any wet electrical appliance which is plugged in until the electrical circuit is de-energized. Unplug the appliance carefully. Appliances that have been wet must be safety-checked before using.
- Water: If pipes are broken, notify Bentall Centre Security at 778-328-5990. Security can be contacted via the red fire phone. Do not flush toilets until sewer lines have been inspected.
- Immediately clean up spilled flammable liquids and other harmful materials.
- Open closet and storage doors carefully, as objects may fall from shelves.
- Turn radios on, if available.
- Do not use the telephone except to report emergencies.
- Do not go sightseeing.
- Listen for instructions from floor wardens or emergency staff.
- Stay clear of exterior building windows and interior glass areas.
- Continue to monitor the public address system for information.

### **15.10 Power Failures**

If there is a power failure, please observe the following guidelines:

- Notify Bentall Centre Security using the online tenant request system, Angus Anywhere, at [www.bentallcentre.com](http://www.bentallcentre.com) or call at 778-328-5990. Be prepared to provide the following information: company name and location, floor number(s) where power failure has occurred, details of the power failure, name and contact details.
- If telephones are out due to the power failure, use red fire phones by stairwells to notify security.
- Open the blinds to let in outside light.
- Stand by for announcements over the public address system. Details will be provided on the anticipated time the power will be restored or instructions given to evacuate.