



BENTALL CENTRE TENANT MANUAL

EDITION: APRIL 2019
PLEASE DISREGARD PREVIOUS EDITIONS OF THIS MANUAL



**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 & 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. 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.
505 Burrard Street
Suite 1580, Box 226
Vancouver, BC, V7X 1M5
Telephone: 778-328-5960 Email: BentallCentreReception@canderel.com

In the event of an emergency that requires immediate attention, please contact the Emergency 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	www.bentallcentre.com
Bentall Centre Security	Paladin Security	778 328-5990 Or Emergency 604 661-5068	bentallcentresecurity@canderel.com
General Manager	Chris Wood	778 328-5961	cwood@canderel.com
Director, Leasing	David Haugen	778 328-5964	dhaugen@canderel.com
Senior Property Manager	Leanne Reynolds	778 328-5979	lreynolds@canderel.com
Administrative Assistant	Emma Dewit	778 328-5960	bentallcentrereception@canderel.com
Accounts Administrator (AR)	Mark Balas	778 328-5983	mbalas@canderel.com
Accounts Administrator (AP)	Daniela Alecse	778 328-5980	dalecse@canderel.com
Senior Project Accountant	Evelyn Paz	778 328-5969	epaz@canderel.com
Director, Building Projects & Construction	Brian Young	778 328-5978	byoung@canderel.com
Construction Coordinator	Billy Rosenlund	778 328-5982	brosenlund@canderel.com
Construction Coordinator	Simin Mozafari	778 328-5962	smozafari@canderel.com
Senior Tenant Services Coordinator	Nikki Stewart	778 328-5965	nstewart@canderel.com
Tenant Services Coordinator	Shalini Tandon	778 328-5984	standon@canderel.com
Facilities Coordinator	Rose Tearii	778 328-5977	rtearii@canderel.com
Manager, Security Fire & Life Safety	Sunil Sheemar	778 328-5981	ssheemar@canderel.com
Director, Mechanical & Electrical Services	Ian Thomson	778 328-5966	ithomson@canderel.com
Operations Coordinator	Darcie Breen	778 328-5967	dbreen@canderel.com
Manager, Bentall Centre Athletic Club	Robin Russell	778 328-4090	rrussell@bcac1055.com
Assistant Manager, Bentall Centre Athletic Club	Andrew Lynn	778 328-4092	alynn@bcac1055.com
Front Desk, Bentall Centre Athletic Club		778 328-7360	frontdesk@bcac1055.com
Security Site Director	Amin Shiba	778 328-5973	ashiba@paladinsecurity.com
Parking	Pender Parkade	778 328-5988	bentallcentre@westpark.com

1.4 Bentall Centre Tenant Requests

Angus AnyWhere, our 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

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 notifies the appropriate building operator or other individual, 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 inquiries or issues as noted below:

- Access cards
- Freight elevator bookings
- Security officer bookings
- Meeting room bookings
- Janitorial inquiries
- Electrical matters
- Heating and air conditioning
- Lighting
- Work Authorization Forms
- Plumbing
- Parking
- Storage availability
- Signage
- Recycling

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 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 on request, 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 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), and 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 feet 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 and retailers via email. Included in these emails is important building information, annual holiday schedules, event details, and other pertinent information.

To ensure important communications are received, a completed **Tenant Reference Form**, available at <https://www.bentallcentre.com/tenant-services/manuals-forms/>, must be submitted to BentallCentreReception@canderel.com or in person to Canderel Pacific Management Inc. in One Bentall Centre, Suite 1580, whenever there are staffing changes made that would affect your contacts.

Other forms of communication are detailed below.

2.3.1 Social Media

Follow Bentall Centre (@BentallCentreBC) on:

Facebook – <https://www.facebook.com/BentallCentreBC/>

Twitter – <https://twitter.com/bentallcentreBC>

LinkedIn – <https://www.linkedin.com/showcase/bentall-centre/>

Instagram – <https://www.instagram.com/bentallcentreBC/>

Office and retail tenants are encouraged to submit posts for Bentall Centre's social media platforms, to advertise corporate and promotional events, sales, and other tenant-related news. These can be submitted to BentallCentreReception@canderel.com.

Posts should follow these guidelines to be considered on the @BentallCentreBC social media platforms:

Image/Video Guidelines:

- engaging images
- minimal text
- larger fonts
- original images, purchased or with permission to use, no copyright violations
- preferred quality/sizes
 - Facebook – 1200 pixels x 600 pixels
 - Twitter – 1000 pixels x 500 pixels
 - LinkedIn – 800 pixels x 400 pixels
 - Instagram – 1900 pixels x 1900 pixels
- .jpg, .png, .gif or .mp4

Tips for Great Posts:

- proper spelling and grammar
- “hashtags” (#) – draws people to your content
- links to relevant websites, articles, etc.
- “tagging” social media accounts relevant to your post
- reposting, while crediting original poster, permitted on Facebook, Twitter and LinkedIn, but discouraged on Instagram
- tag @BentallCentreBC
- no discriminatory, inflammatory or otherwise inappropriate posts

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.

2.5 Bicycle Storage

Bentall Centre offers three (3) bicycle storage areas, offering a total of 130 spots free of charge, under the following terms:

- Permission to store bicycles in Bentall Centre’s Bicycle Storage is only available to 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/manuals-forms/>.
- The bicycle storage area is an amenity and is available only on a first-come, first-served basis.
- Bicycles stored in Bentall Centre’s Bicycle Storage 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 needs to leave their bicycle overnight, they should inform Security by calling 778-328-5990.
- Bicycles or accessories left unattended for more than two (2) nights may be impounded.

Bentall Centre Athletic Club offers additional, separate bicycle storage. For more information, please contact frontdesk@bcac1055.com or 604-689-4424, or visit www.bentallcentreatheticclub.com.

2.6 Communication Resellers

The complex utilizes several communications resellers for telephone and data services. 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 a variety of classes offered, a cardio room, free weights, 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 contact frontdesk@bcac1055.com or 604-689-4424, or visit www.bentallcentreatheticclub.com.

2.8 Meeting Rooms

Bentall Centre provides meeting room facilities on the 11th 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:

Two Bentall Centre
555 Burrard Street
Suite 1165
Vancouver, BC

Meeting Rooms & Amenities:

Bentall Room	Charles Room
Boardroom table with 18 chairs	Classroom set-up with 10 tables & 40 chairs
Television screen	Automated presentation screen
Wireless internet connection	Wireless internet connection
Wireless presentation system (ClickShare)	Wireless presentation system (ClickShare)
Polygram conference phone	Polygram conference phone

Whiteboard & markers	Whiteboard & markers
Flipcharts & markers	Flipcharts & markers

Please note, there is no video conferencing or highspeed internet available at this time. Our network ID is bentallcentre (no password required).

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

Booking a Meeting Room:

- Bookings can be made up to two (2) months in advance via Angus AnyWhere, accessible at www.bentallcentre.com.
- Annual General Meetings may be booked up to 6 months in advance. A copy of the invite to the AGM must be emailed to the Facilities Coordinator as soon as possible.
- To reserve a meeting room, please place a request through the online tenant request system, Angus AnyWhere, at www.bentallcentre.com.

Access:

Meeting rooms will be unlocked prior to your booking. Elevators can access the 11th floor between 7:00 AM and 5:30 PM, Monday through Friday.

Cancellations:

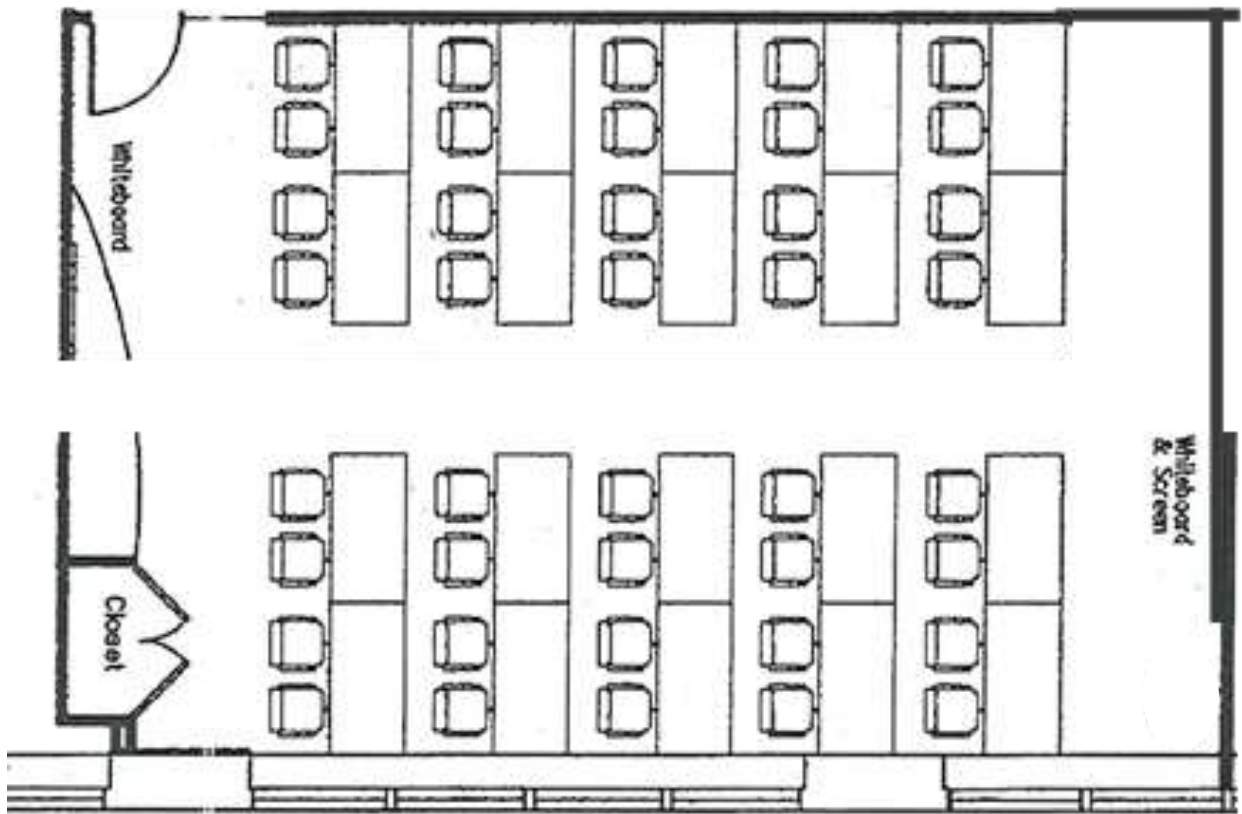
- Cancellations must provide notice at least seven (7) days in advance of the booking. Any cancellations that do not provide at least 7-days' notice and all no-shows will be charged a \$50 fee. Notice can be given through our online tenant request system, Angus AnyWhere, at www.bentallcentre.com.

Alternatives:

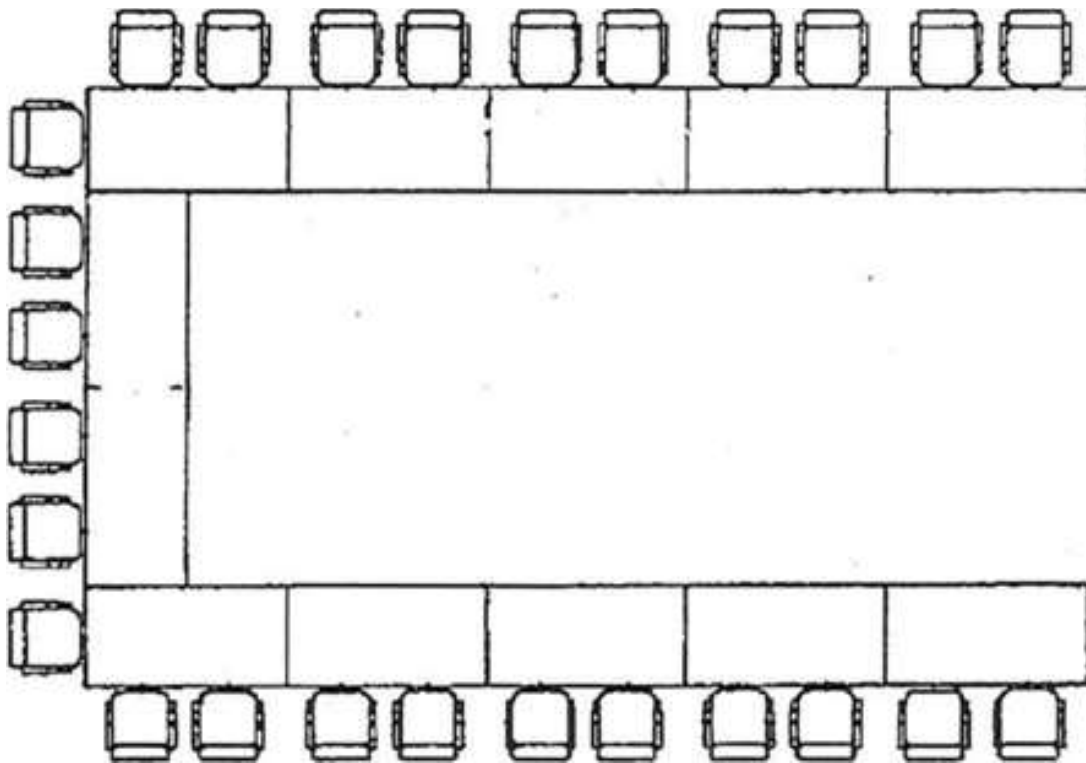
As the meeting rooms are booked on a first-come, first-served basis, there is a possibility that they will not be available for the requested date & time. A reasonably-priced alternative that we'd suggest are the conference rooms that are available at the YWCA. For more information, please visit <https://ywcavan.org/hotel/meeting-rooms>, or contact the YWCA directly at hotel@ywcavan.org or 604-895-5840.

Meeting Room Layout:

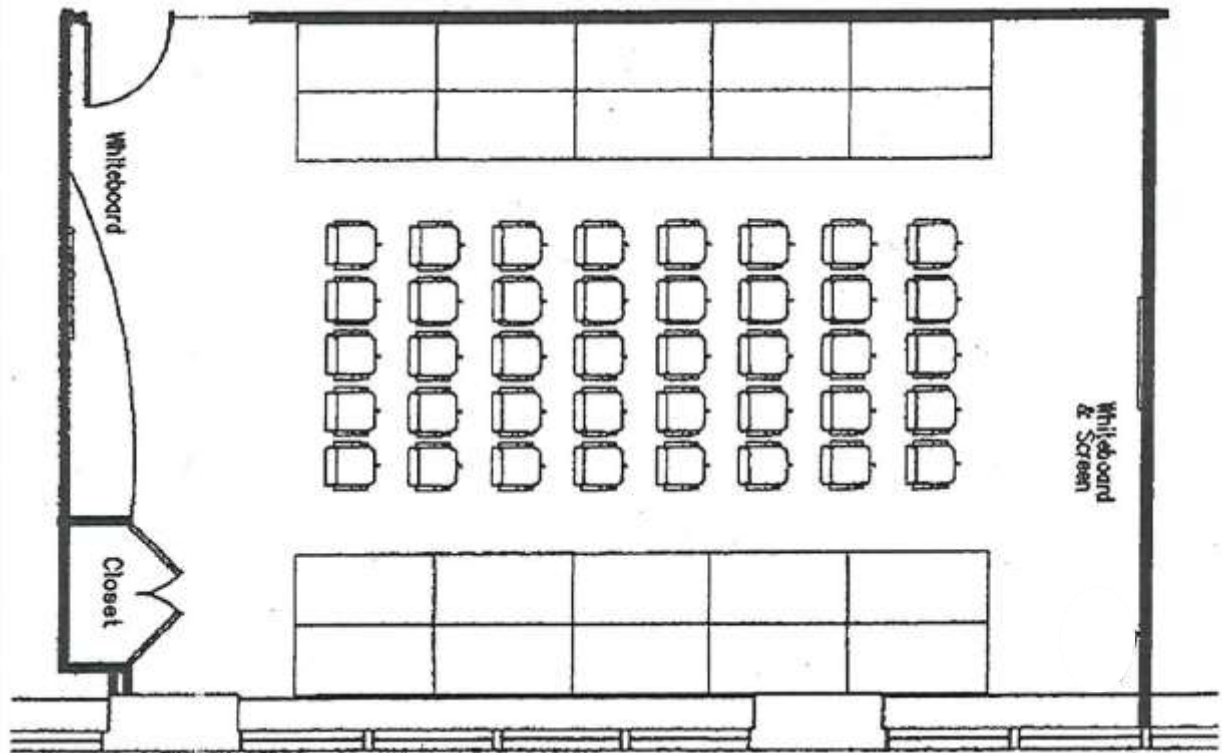
The default layout for the Charles Room is classroom-style unless otherwise specified at the time of the booking.



Other options for the Charles Room are the U-shape set-up:

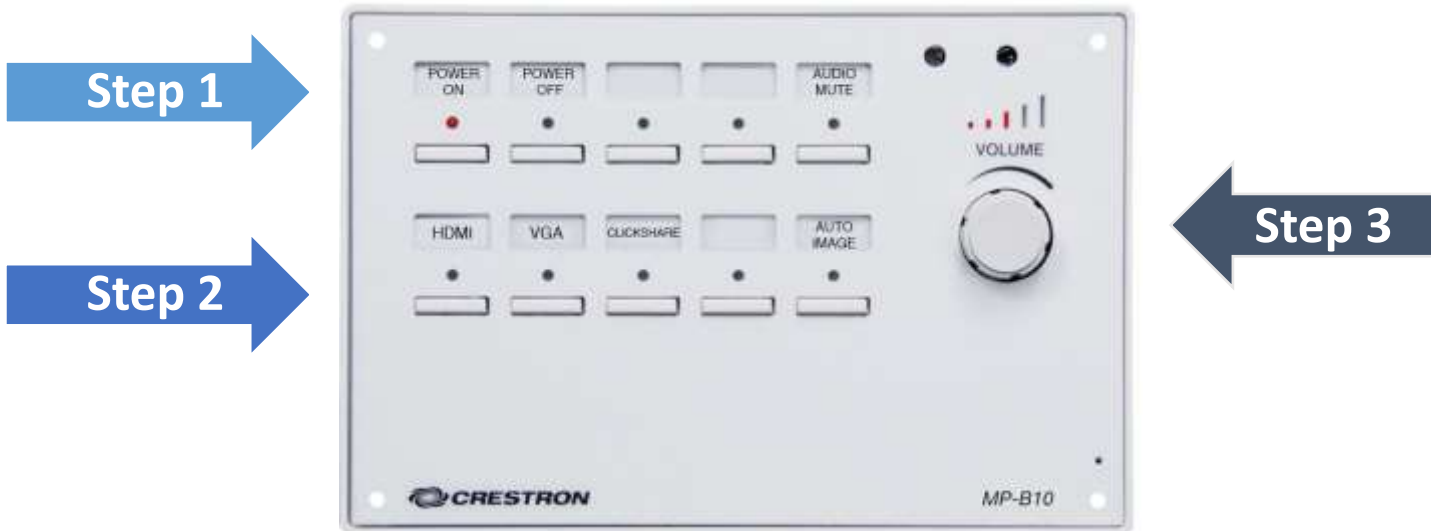


or theatre-style:



Meeting rooms should be left in the same manner as on arrival and emptied of all catering; otherwise, a \$50 reconfiguration fee will be charged.

Meeting Room A/V Equipment Instructions:



1. Press the '**POWER ON**' button to start the AV equipment. **The panel light will flash on and off for 15-20 seconds as the equipment warms up.**
2. Plug in your laptop using either the **ClickShare dongle, HDMI, or VGA** cable. The panel will default to **ClickShare**. If you are unsure of what is required, please refer to the onscreen instructions. You can switch the output source by selecting the HDMI or VGA outputs on the panel. Input on the screen should remain on **HDMI 1** regardless of source.
3. When using **ClickShare**:
 - Click on the window that appears on your computer (dongle should be flashing white).
 - Double click on "ClickShare for Windows" (when ready, dongle will be solid white).
 - Click the button on the dongle (dongle will be solid red when your screen is being shared).
3. To adjust the **VOLUME**, turn the knob to the left or the right. If the VGA connection was chosen, the audio cord must also be plugged into the laptop to receive sound. For the HDMI connection, the sound will work automatically. If there is still no audio, click on the volume button at the bottom right-hand side of your computer screen, right click 'Play Back Devices' and click on 'Creston' or 'Clickshare' as your default. If there is still no audio, reboot the laptop.
4. Press '**POWER OFF**' to turn off all AV equipment. **Please note, the system will automatically turn off after 15 minutes.**

2.9 Tenant-Hosted Events

We understand that tenants may wish to host parties or events 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 the event
 - Time of the event
 - If serving any alcohol, the tenant must provide a copy of the liquor license (please visit www.bliquorstores.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 outside your suite.
 - 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.
- For tenants who will not have staff assisting with the arrival of their guests, Bentall Centre security officers **must** be booked at the tenant's expense.
- For extending elevator times and extra security booking details, tenants must create a work order in the Angus Anywhere system (select 'Book Security' under request type), at least 48 hours in advance.
- In addition to the above, on multi-tenant floors, requests for extended elevator access must be approved by all other tenants occupying the floor.

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 submit a work order via Angus AnyWhere through our website, www.bentallcentre.com. Tenants will be billed for this service request. For rates, please see Section 6.1.1.

2.10 Bentall Centre Partner Programs

We have partnered with several companies to enhance tenant amenities at Bentall Centre. Please visit <https://www.bentallcentre.com/amenities/canderel-partner-program/> for further details on the great deals that are available to you from companies such as Fairmont Hotels & Resorts, eServus, UmbraCity, Mobi, Legacy Liquor Store, and Star Limousine.

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

One Bentall Centre: 505 Burrard Street, Vancouver, BC
280' high, 22-storeys, built in 1967
Parcel Identifier: 002-836-181, City of Vancouver, Lot H, Block 2, District Lot 185, Plan 12836

Two Bentall Centre: 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

Three Bentall Centre: 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

Four Bentall Centre: 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 in the form of a Certificate of Insurance that appropriate coverage is in place according to the lease agreement. Please refer to the lease agreement to ensure all necessary coverage is held by your company.

Insurance requirements for Bentall Centre tenants are as follows:

Description of Operations – must include your Suite(s) and Tower number, and Storage Unit if applicable:

- Tower 1 – 505 Burrard Street
- Tower 2 – 555 Burrard Street
- Tower 3 – 595 Burrard Street
- Tower 4 – 1055 Dunsmuir Street
Vancouver, BC

Certificate Holder – must include all names:

Canderel Pacific Management Inc. as agent for
Maple Red Financial Management Canada Inc.,
9751254 Canada Inc., 9751319 Canada Inc., and 9751327 Canada Inc.
505 Burrard Street
Suite 1580, Box 226
Vancouver, BC V7X 1M5

Named Insured – your Company Name and Address

Additional Insured – must be exactly the same as listed below:

- **For tenants in One & Two Bentall Centre** – Maple Red Financial Management Canada Inc., 9751254 Canada Inc. and Canderel Pacific Management Inc.
- **For tenants in Three Bentall Centre** - Maple Red Financial Management Canada Inc., 9751319 Canada Inc. and Canderel Pacific Management Inc.
- **For tenants in Four Bentall Centre & the ALRT** - Maple Red Financial Management Canada Inc., 9751327 Canada Inc. and Canderel Pacific Management Inc.

Coverage Required:

- All risks Property insurance that includes coverage for earthquake and flood.
- General Liability insurance in an amount no less than \$5,000,000.00 (Each Occurrence \$5,000,000; General Aggregate \$5,000,000; and Products & Completed Operations \$5,000,000), or according to lease.
- Boiler and Machinery (if you operate a boiler or pressure vessel)

Insurance certificates should be sent to:

Canderel Pacific Management Inc.

505 Burrard Street
Suite 1580, Box 226
Vancouver, BC V7X 1M5

Or by email to: BentallCentreReception@canderel.com

For questions regarding insurance requirements, please contact the Bentall Centre Management Office at 778-328-5960 or email BentallCentreReception@canderel.com.

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.

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

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

For any questions about accounts or invoicing procedures, please contact Mark Balas, Accounts Administrator, at mbalas@canderel.com or 778-328-5983.

4.3 Promotion Fund – Retail Tenants Only

The Promotion Fund is a combination of tenants' and owners' contributions that goes directly towards advertisements within Bentall Centre's radius, such as the transit bus shelter ads. Campaigns occur three times a year (winter, spring, & summer), and each campaign runs approximately eight (8) weeks long.

The tenant pays an amount calculated based on their lease. This fund is for the promotion or benefit of the Concourse which is based on the Consumer Price Index (CPI): a measure of the average change in the prices paid by urban consumers for consumer goods and services. This amount is paid over the year by automatic *monthly* withdrawals. The Owners also contribute 25% of the total fund amount each year.

4.4 Advertising Fund – Retail Tenants Only

In accordance with the tenant lease, tenants must advertise on their own and show the landlord proof that they are advertising and promoting not only their individual stores but the concourse as well. Most leases

stipulate that the tenant must participate in at least four different advertisements. If tenants cannot provide proof of such advertising on an annual basis, the Landlord will advertise on behalf of the tenant, at a cost to the tenant as stipulated in the lease.

4.5 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 to Mark Balas, Accounts Administrator, at mbalas@canderele.com or 778-328-5983.

4.6 Additional Services

Bentall Centre offers various services to tenants on a for-fee basis. Please note that there is an additional 15% admin fee, and taxes, if applicable, are in addition to the amounts quoted below. 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.

BENTALL CENTRE ADDITIONAL SERVICES		
A.	JANITORIAL SERVICES	
(i)	Additional services available: fridge cleaning, carpet and furniture shampooing, dishwashing, etc.	Quotes provided based on individual tenant needs. Can be requested via Angus AnyWhere (request type: Janitorial – Quote Request).
B.	SECURITY	
(i)	Suite Keys, Lock Changes & 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).	Available from Al Scott Lock & Safe in Bentall Centre retail mall. Unit 102A – One Bentall Centre 604-581-5000; www.alscottlock.com . Quotations provided based on type and style of lock and finish required.
(ii)	Security Access Cards: There is a charge for replacement cards or cards not returned at the end of the lease term.	\$25.00 each

(iii)	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 (request type: Book Security).
C.	SIGNAGE	
(i)	Main Lobby Directory Board Changes/Additions.	For information on rates, please contact Bentall Centre through the online tenant request system, Angus AnyWhere (request type: Signage).
(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. Please see section 14.2 for more information.	
D.	MECHANICAL/ELECTRICAL	
(i)	After-Hours Air Conditioning is available after Building Operating Hours. Prices vary by tower due to the varying floor plate sizes across Bentall Centre. See Section 6.1.1 for further details.	\$40.00 / hour (One Bentall Centre) \$35.00 / hour (Two Bentall Centre) \$55.00 / hour (Three Bentall Centre) \$60.00 / 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.
E.	PARKING - WestPark	604-449-5951 bentallcentre@westpark.com
(i)	Reserved	\$475/month
(ii)	Random	\$325/month
(iii)	Early bird – in before 9:00 AM	\$20/day
(iv)	Evening and weekends	\$10.00 flat rate
(v)	Motorcycle	\$75/month
(vi)	Monday to Friday only	\$265/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.
F.	CAR WASH – Closed Loop	778-823-1649 info@closedloopoil.ca
(i)	Car washes, detailing and maintenance	For more information on rates and services, call or text Car Wash for rates.

G.	FITNESS CENTRE - Bentall Centre Athletic Club	604-689-4424 www.bentallcentreatheticclub.com frontdesk@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

4.7 Monthly Gross Sales Reports – Retail Tenants Only

As stipulated in your lease, Section 3.05, your monthly gross sales report must be submitted for the previous month on or before the 10th of each month.

Please email your reports to mbalas@canderel.com or deliver to the attention of Canderel’s Administrative Assistant:

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

A sample reporting form is included below:

--- TO BE COMPLETED BY TENANT ---

STORE UNIT NUMBER & TOWER: _____

STORE NAME: _____

SALES FOR THE MONTH OF: _____

MONTHLY GROSS SALES (not including taxes): \$ _____

The above information is, to the best of my knowledge, a true and correct report of the gross sales for the above premises for the period stated.

SIGNED: _____ NAME: _____

5. SHIPPING, RECEIVING AND DELIVERIES

5.1 Shipping & Receiving

The Shipping & Receiving area 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 pallets can they be taken onto the freight elevators.
- Pallets 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 pallets; 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. A Work Authorization Form should be submitted for all major & minor deliveries, and delivery personnel should check in with the Security Desk in the main lobby of Four Bentall Centre prior to delivery.

Major Deliveries: 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. A delivery is considered a major delivery if it requires more than one trip in the freight elevator. For freight elevator sizes, please see section 5.5.2 (below). A Certificate of Insurance for the delivering company that meets our requirements (please see Section 11.3 for the contractor COI requirements) must be submitted before the Work Authorization Form can be approved.

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 one trip 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 bays 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 Bay: Entrance on south side of Pender Street. Height restriction of 10' (3m).

5.4.2 Serving Four Bentall Centre

Four Bentall Centre Loading Bay: Entrance on south side of Eveleigh Street. Height restriction of 13' (3.96m).

5.5 Elevators

Elevator service at Bentall Centre is available 24 hours per day, 7 days per week. For after-hours access (from 6:00 PM – 6:00 AM), a building access card is required to access the main lobbies. For after-hours elevator access (generally from 6:00 PM – 7:30 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 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 personnel. Building staff make 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 personnel 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 21st floor.

Two Bentall Centre: Four (4) passenger elevators servicing all floors from the Main floor to the 17th 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. See sections 5.1, 5.2, and 5.3 above for delivery guidelines.

Specification	Imperial	Metric
One Bentall Centre		
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
Two Bentall Centre		
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
Three Bentall Centre		
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
Four Bentall Centre		
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
Four Bentall Centre – Shuttle Elevator		
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 elevators (only available from 6:00 PM to 6:00 AM), please login into the online tenant request system, Angus AnyWhere, at www.bentallcentre.com.

RESERVING THE FREIGHT ELEVATORS		
Monday to Friday	6:00 AM – 6:00 PM	Freight elevators are available on a first-come, first-served basis for minor deliveries that do not exceed one (1) freight elevator trip. Freight cannot be reserved.
	6:00 PM – 6:00 AM	Can be reserved up to one month in advance for major deliveries on a first-come, first-served basis.
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-hours, a security officer is required to monitor the building's entrance. The officer secures the point of entry to the building only, not the entry to the tenant's individual suite. The cost for the security officer is an hourly rate with a minimum 4-hour charge. 48-hours' advance notice is required for the booking or cancellation of a security guard. For more information on this service, place a request through our online tenant request system, Angus AnyWhere (request type: Book Security).

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, and Saturday, 8:00 AM to 1:00 PM.

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 regular business hours, please make the request through the online tenant request system, Angus AnyWhere, at 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. Individual temperature adjustments are completed by a member of the building staff.

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


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 & 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 image of 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 requests, please login into the online tenant request system, Angus AnyWhere, at www.bentallcentre.com.

If any tenant’s 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 for base-building fixtures requires power to be shut off; therefore, this work is 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 any entrances or air-intake grilles of the buildings, including the parkades. These bylaws also apply to vaping and marijuana.

7. CONSTRUCTION AND RENOVATIONS

Information is available in the Construction Manual, available here: <http://www.bentallcentre.com/tenant-services/manuals-forms/>.

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.

8.2 Maintenance & Repairs

Tenants are responsible for the maintenance and repairs within their premises. Tenants may use their own contractors; however, Canderel is pleased to recommend the services of two contractors who specialize in small jobs:

Dogwood Maintenance
604-530-9134, Ext. 108
service@dogwoodltd.ca

North Stream Contracting
604-524-5292
wandab@northstream.ca

8.3 Suite Keys/Lock Changes

Bentall Centre utilizes a KeyTrak 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 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.

For office tenants, Bentall Centre rekeys new premises prior to a tenant move in. Two (2) office keys are provided at no charge. Extras may be made 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 that the locks comply with Bentall Centre specifications.

For changes to cylinders or to reset combinations on locks, please contact Al Scott in person at Unit 102A in One Bentall Centre or by phone at 604-581-5000. You can also visit their website, www.alscottlock.com.

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, undesired access, or the need to rekey with changes 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 that are involved with termination of staff (such as Human Resources) 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 Scott Lock & Safe, has the key blank and the ability to cut new keys. New keys can only be picked up by an authorized tenant contact who shows government-issued photo ID. Tenants can rest easy that unauthorized keys have not been cut for their premises, and that employees have not cut their own keys at a local dealer without management’s 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 604-581-5000.

9. JANITORIAL SERVICES – OFFICE TENANTS

9.1 Standards and Specifications

Janitorial services at Bentall Centre are provided by **SerVantage Services Corp.** They are responsible for the daily cleaning of your premises and all common areas of Bentall Centre including lobbies, washrooms, and exterior plazas.

Tenant suites are cleaned between 5:00 PM and 1:00 AM, Monday through Friday. If tenants are working late, SerVantage staff will try to work around them. However, once the office is cleaned, janitorial staff do not return to the suite that evening unless prior arrangements have been made through Angus AnyWhere. Janitorial services for your offices are not provided on weekends or statutory holidays unless purchased as an additional service.

9.2 Daily Services

- Empty all compost and garbage bins. Clean if soiled.
- Dust and spot clean furniture, fixtures, and equipment.
- Spot clean glass partitions, removing fingerprints and smudges.
- Spot clean all horizontal and vertical hard surfaces, removing fingerprints and smudges.
- Spot clean walls, light switches, and door handles.
- Mop all stains and spills on hard surface flooring.
- Damp wipe all horizontal and vertical hard surfaces in kitchens and coffee areas.
- Sweep all hard surface flooring.
- Dust ledges, desks, and office furniture.
- Vacuum carpet in high-traffic areas (including hallways and reception areas).

9.3 Weekly Services

- Empty mixed containers and mixed paper recycling bins. Clean if soiled.
- Fully vacuum all carpets, wall to wall (a different section of the office each night).
- Vacuum fabric furniture including chairs and couches.
- Dust all high and low areas.
- Clean and sanitize telephones.
- Spray and buff hard surfaces.

9.4 Monthly Services

- Machine scrub and polish all hard surface floors (twice per month in high traffic areas).
- Dust all perimeter blinds.
- Wash waste and recycling bins with germicidal detergent.
- Clean inside microwaves with germicidal detergent twice per month.

9.5 Other Services

- Strip & refinish hard surface kitchen floors with non-slip polish, as needed.
- Interior glass partitions & doors cleaned twice annually.
- Interior building window blinds cleaned twice annually.
- Exterior building windows cleaned four times annually.
- Damp mop chair mats twice/year.

9.6 Desk Cleaning

Please note that janitorial staff will not dust and clean desks, bookshelves, cabinets, or other surfaces that are covered with papers or objects and will not lift or move personal objects for cleaning. If dusting is required, please stack papers, items, equipment, etc. to one side of the desk for the week.

9.7 Computer Cleaning

For security and safety reasons, janitorial staff have also been instructed not to touch computers, electronic equipment, or their wires to perform their cleaning.

9.8 Carpet Cleaning

As part of their regular service, janitorial staff will remove small carpet stains that can be eliminated easily. Any large stains, or stains that are difficult to remove, will be reported to the tenant's office administrator. Full carpet cleaning and carpet maintenance programs are the responsibility of the tenant but can be provided by SerVantage as an extra service.

9.9 Daytime Services

During the daytime (7:00 AM to 5:00 PM), janitorial staff clean and service washrooms and other common areas throughout the buildings. They are also available for incidental services, such as special cleaning prior to an important meeting, or for immediate response to spills or removal of garbage. This can be requested through Angus AnyWhere at www.bentallcentre.com.

9.10 Garbage Removal

When removing garbage from your office, janitorial staff will empty and remove garbage from waste receptacles only. Any extra garbage should be tagged with a Bentall Centre garbage label for easy identification. Orange Bentall Centre recycling stickers are also available for items that are to be recycled. These self-adhesive labels are available via request through Angus AnyWhere at www.bentallcentre.com.



9.11 Window & Blind Cleaning

The building's exterior windows are cleaned four times annually. The interior windows, including partition glass, are cleaned after-hours twice annually.

Base building perimeter window blinds are cleaned twice annually.

9.12 Additional Janitorial Services

SerVantage Services Corp. can provide your office with a wide range of one-time or ongoing janitorial services in addition to the regular cleaning services provided. Some services are:

- Carpet maintenance programs covering stain removal, periodic pile lifting, carpet shampooing, and hot water extraction.
- Fabric upholstery cleaning.
- Dish washing, dishwasher loading and unloading.
- Kitchen appliance detail or interior cleaning (fridges and stoves).
- Tenant drapery and blind cleaning.
- Special cleaning requests.

For a quote, place an Angus AnyWhere work order and detail the requested service. A SerVantage manager will contact you to follow up. To cancel any ongoing additional services, please provide at least 30-days written notice via Angus AnyWhere (request type: Janitorial – Quote Request).

9.13 Janitorial and In-Store Maintenance – Retail Tenants Only

Bentall Centre strives to ensure that it is maintained to the highest possible standards. It is imperative that retail tenants take an active role in this regard. **As a customer's first impression is often a lasting impression, it is important to ensure that a consistently high level of cleanliness is being achieved within tenant spaces.** Regular cleaning within tenant spaces should encompass the following items (please note that this is not a comprehensive list):

- Display shelves must be dust-free.
- Carpets must be kept clean and in good condition.
- Carpets should be professionally cleaned twice a year.
- Carpets with frayed edges should be replaced.
- Tiles and tile grout should not be chipped.
- All interior and exterior glass/windows of your unit must be clean and free of any smears and/or smudges.
- Walls must be kept clean and in good repair.

Although janitorial services are not provided within individual retail suites as part of the main contract, they can be provided by SerVantage at an additional charge. For a quote, place an Angus AnyWhere work order and detail the requested service. A SerVantage manager will contact you to follow up.

Inspections of retail areas are done on a monthly basis by Bentall Centre staff. Any issues of cleanliness or repair within tenant spaces will be forwarded to the tenant for attention. Should the tenant not make attempts

to correct cleaning and repair deficiencies within a reasonable period of time, the Landlord will proceed to make such repairs and invoice the tenant accordingly.

10. WASTE DIVERSION & RECYCLING SERVICES

10.1 Recycling Services at Bentall Centre

Bentall Centre tenants can be proud to have achieved an 81% waste diversion rate in 2018. 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.” Thank you 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, plastics, electronic waste, batteries, soft plastics, small appliances, Styrofoam, lamps, ballasts, grease, and organics. Very little is actual landfill 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 landfill waste. Sizes for the bins provided by Bentall Centre are as follows:

Bin	Size
Mixed paper bin	17.5 x 14 x 30" high
Glass, plastic & metals (blue bin)	18 x 15 x 15.5" high
Compost bin (small)*	12 x 12.5 x 15.5" high (small)
Compost bin (large)*	14 x 14 x 19" high (large)
Battery recycling bin	8.5 x 8.5 x 11" high
Deskside paper recycling bin	14 x 11 x 7" high
Deskside saddle bins	7.5 x 5.5 x 6.75" high

* Compost bin size is dependant upon the size of the tenant's space.

For questions about Bentall Centre's recycling services, please inquire through the online tenant request system, Angus AnyWhere, at www.bentallcentre.com.

10.1.1 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 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, which should still support our program. Please remember to flatten containers whenever possible.

Each office tenant is provided with a cardboard mixed paper bin, for their copy or stationery 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.



Deskside Bins



Mixed Paper Bin

The janitorial staff empties the deskside bins, organics, and landfill waste bins nightly. Tenants should not store documents, valuables, or personal items in the deskside bins. The owner, the management company, and the janitorial company are not responsible for recovering items removed from these deskside bins.

It is strongly recommended that sensitive information be shredded before it is placed in recycling containers. Shredded paper should be bagged prior to being placed in the bin, and the bag must be a clear plastic bag.

10.1.2 Glass, Plastic & Metal

Bentall Centre has a glass, plastic & metal recycling program in place. Tenants are provided with a blue plastic recycling container that is emptied weekly by the janitorial staff. This mixed containers collection will also take refundables, disposable coffee cups, tetra packs, plastic milk jugs and milk cartons, water bottles, and more.

For special events that require an additional recycling pickup, please request this service through the online tenant request system, Angus AnyWhere, at www.bentallcentre.com. Additional bins are also available upon request.

10.1.3 Organics

Composting organics is an integral part of Bentall Centre's waste program. Office tenants are provided with standard green composting bins and signage to facilitate the waste diversion program. The organics program will also compost paper towels, bamboo chopsticks, wooden stir-sticks, and wooden cutlery.

10.1.4 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 (request type: Lighting).

10.1.5 Batteries

Tenants are provided with standard brown battery recycling bins. The number of bins provided is dependent on the size of the tenancy. Please place a request for pickup by logging into the online tenant request system, Angus AnyWhere, at www.bentallcentre.com once the bin is full. Janitorial staff will be dispatched to collect the batteries for recycling.

10.1.6 Electronic Waste

Small office electronic equipment can be dropped off in the e-waste recycling bin located in the One Bentall Centre Loading Bay. The recycling cage can be accessed through the tenant's access card.

10.1.7 Printer and Photocopier Cartridges

Printer and photocopier cartridges can be recycled through the company providing the cartridges. Please contact your service provider for details.

10.1.8 Coffee Machine Pods

Coffee pods from Keurig machines or other similar hot drink dispensers can usually be recycled via the service provider. Please contact your coffee supplier for further details.

10.1.9 Grease – Retail Tenants

Bentall Centre recycles used grease through Redux. The grease bins are located in the loading bays in One and Four Bentall Centre.

10.1.10 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. Cans must be rinsed clean. Labels do not have to be removed.

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

Paper/Cardboard Recycling: Corrugated cardboard is to be flattened and stacked beside the mixed paper recycling bins. Non-corrugated cardboard is to be flattened and placed inside the mixed paper recycling bins. Coated paper items, such as milk cartons and coffee cups, are recyclable in the mixed containers bins.

Soft Plastics: All **stretchable** plastic such as plastic wrap, sandwich bags, shrink wrap, bubble wrap, and foam wrap are recyclable. All items must be clean and can be dropped off in the soft plastics bin in the recycling cage located in One Bentall Centre Loading Bay or sorted bag-in-bag in the office blue bins. Plastic shopping bags are banned by Bentall Centre.

Small Appliances: Toasters, kettles, microwaves, and other small appliances can be dropped off in the blue bin marked "Small Appliances" located at the One Bentall Centre Loading Bay.

Styrofoam: 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. Small amounts can be put in clear bags and placed in office blue bins.

Polystyrene: All polystyrene cups and food containers are banned from Bentall Centre. Any Polystyrene brought in from external supplies is to be put into landfill waste.

Furniture Recycling: Bentall Centre provides furniture recycling twice annually, usually in April and October, in the Four Bentall Centre Loading Bay. It is the tenant’s responsibility to bring items to the loading bay for recycling. Outside of these two days in the year, it is the tenant’s responsibility to arrange for disposal of furniture. Appliances, large or small, do not qualify as furniture in this case.

Landfill 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 that tenants are expected to follow, only small garbage receptacles are required.

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, at www.bentallcentre.com.

10.2 Single-Use Items Ban

Bentall Centre is proud to align with and expand upon the City of Vancouver’s initiative, **Single-Use Item Reduction Strategy**, effective June 2019. Our intent is to build upon the City’s initiative to reduce and/or eliminate the volume of single-use items going to landfill. Single-use items that will be restricted or banned in 2019 across the City of Vancouver include:

- Plastic straws
- Plastic bags
- Plastic utensils
- Plastic take-out containers
- Disposable cups

Bentall Centre is leading the waste reduction campaign and recommends that tenants comply. Eliminating single-use containers will require businesses and customers to think ahead and embrace alternative container options.

Banned Items & Alternatives:

Banned	Preferred Alternative	Secondary Alternative
Plastic drinking straws	Reusable straw or no straw	Paper or BPI certified compostable straw
Plastic shopping bags	Reusable bag or no bag	Paper or BPI certified compostable bag
Plastic stir sticks	No stir stick	Wooden stir stick
Plastic-wrapped cutlery & chopsticks	Reusable cutlery & chopsticks	Unwrapped or paper-wrapped cutlery & chopsticks
Puffed plastic / polystyrene cups & take-out containers	Reusable cups & containers	BPI certified compostable cups & containers

For more information on the City of Vancouver's plan, please visit <https://vancouver.ca/green-vancouver/single-use-items.aspx>.

11. 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.

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

11.1 Furniture Moving Guidelines

11.1.1 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 and statutory holidays). Please ensure that the Tenant Services Coordinator is made aware of any intended moves (including large furniture moves); otherwise 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 or hallway.

No item should be left unattended in the common area hallways or on the loading bay. Common area hallways must not be used as staging areas.

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

11.1.2 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.

11.1.3 Building Entry

Movers are to use one of the two loading bays for all unloading and loading. Any exceptions must be authorized by Bentall Centre. Tenants should make arrangements for moves 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.

11.1.4 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.

11.1.5 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.

11.1.6 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.**

11.1.7 Safety/Security

It is the responsibility of the mover/tenant to perform the move in the safest manner possible, avoiding blocking of building corridors, 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.

11.2 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.

11.3 Insurance – Movers

The mover shall, at its sole cost and expense, obtain, maintain and keep in full force and effect, insurance as per the requirements detailed below:

Description of Operations/Contract – please include all towers

- Tower 1 – 505 Burrard Street
- Tower 2 – 555 Burrard Street
- Tower 3 – 595 Burrard Street
- Tower 4 – 1055 Dunsmuir Street
Vancouver, BC

Certificate Holder – must include all names:

Canderel Pacific Management Inc. as agent for
Maple Red Financial Management Canada Inc.,
9751254 Canada Inc., 9751319 Canada Inc., and 9751327 Canada Inc.
505 Burrard Street
Suite 1580, Box 226
Vancouver, BC V7X 1M5

Named Insured – your Company Name and Address

Additional Insured – must be exactly the same as listed below:

Maple Red Financial Management Canada Inc., 9751254 Canada Inc., 9751319 Canada Inc., 9751327
Canada Inc. and Canderel Pacific Management Inc.

Coverage Required –

General Liability insurance in an amount no less than \$5,000,000.00. (no exceptions).

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.

11.4 Move Checklists

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

11.4.1 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.

Bentall Centre Tenant Move-In Checklist

Contacts: Bentall Centre Reception: BentallCentreReception@canderel.com | 778-328-5960
Tenant Services Coordinator, Shalini Tandon: standon@canderel.com | 778-328-5984
Director, Building Projects & Construction, Brian Young: byoung@canderel.com | 778-328-5978
Bentall Centre Security: bentallcentresecurity@canderel.com | 778-328-5990
Security Site Director, Amin Shiba: ashiba@paladinsecurity.com | 778-328-5973
Facilities Coordinator, Rose Tearii: rtearii@canderel.com | 778-328-5977

Manuals & Forms: Available from <http://www.bentallcentre.com/tenant-services/manuals-forms/>.

- Submit a copy of the Certificate of Insurance (COI) for the leased premises.**
Must adhere to our requirements as per the Office Tenant Manual (Section 4.1, page 16). Please submit to Tenant Services Coordinator.
- Inform Director, Building Projects & Construction, of all work being performed on the premises.**
Read the Construction Manual for policies and procedures regarding work on premises.
- Inform Tenant Services Coordinator of move date & movers. Submit the mover's COI and a WAF.**
Submit a copy of the mover's Certificate of Insurance (COI) to the Tenant Services Coordinator (must adhere to our requirements as per above, Section 11.3). Complete a Work Authorization Form (WAF) and submit it to the Tenant Services Coordinator for approval.
- Reserve the freight elevator.**
The freight elevator can be booked from 6:00 PM to 6:00 AM, Monday through Friday, or 24 hours on weekends and holidays. Availability is on a first-come, first-served basis, and the freight elevator must be used for all large deliveries. Bookings requests should be sent to Bentall Centre Security via email.
- Book a security officer.**
A security officer must be onsite during after-hours activity as building entries cannot be left unsecured without a security officer present. Please contact the Security Site Director to book a security officer.
- Submit the Tenant Reference Form (TRF).**
Please submit to Bentall Centre Reception.
- Schedule a date for suite rekeying with Tenant Services Coordinator.**
Suite should be rekeyed once construction in the suite has been completed. Two (2) keys will be provided for the main entry lock into the premises. TRF must be submitted prior to keys being received.
- Forward employee list to Tenant Services Coordinator for access card approval.**
All employees must have a building access card. Pictures can be taken between 9:00am and 10:00am, Monday through Friday, in the Operations Centre, located on the retail level of Two Bentall Centre.
- Submit Signage Request Form.**
Email Signage Request Form to the Facilities Coordinator. Estimated 2-3 weeks delivery from order date.

11.4.2 Move-Out Checklist

Bentall Centre Tenant Move-Out Checklist

Contacts: Tenant Services Coordinator, Shalini Tandon: standon@canderel.com | 778-328-5984
Bentall Centre Security: bentallcentresecurity@canderel.com | 778-328-5990
Senior Property Manager, Leanne Reynolds: lreynolds@canderel.com | 778-328-5979
WestPark: [bentallcentre@westpark.com](http://www.bentallcentre@westpark.com) | 604-449-5951

Angus AnyWhere: Accessible via www.bentallcentre.com.

Manuals & Forms: Available from <http://www.bentallcentre.com/tenant-services/manuals-forms/>.

- Inform Tenant Services Coordinator of move date & movers. Submit the mover's COI and a WAF.**
Submit a copy of the mover's Certificate of Insurance (COI) to the Tenant Services Coordinator (must adhere to our requirements as per as per above, Section 11.3). Complete a Work Authorization Form (WAF) and submit it via Angus AnyWhere.
- Reserve the freight elevator.**
The freight elevator can be booked from 6:00 PM to 6:00 AM, Monday through Friday, or 24 hours on weekends and holidays. Availability is on a first-come, first-served basis, and the freight elevator must be used for all large deliveries. Bookings requests should be sent via Angus AnyWhere (request type, 'Book Freight').
- Book a security officer.**
A security officer must be onsite during after-hours activity as building entries cannot be left unsecured without a security officer present. Requests should be made via Angus AnyWhere (request type, 'Book Security').
- Email Tenant Services Coordinator your forwarding address.**
- Change mailing address.**
Submit a Change of Address request to Canada Post, and change your address for newspaper deliveries.
- Cancel storage.**
Written notice of at least one (1) full calendar month, sent to the Senior Property Manager, is required to cancel monthly storage.
- Cancel monthly parking.**
30-days' notice is required to cancel monthly parking. Contact WestPark to notify them of your cancellation. Parking transponders should be returned to WestPark. A fee of \$50.00 will apply to each transponder not returned.
- Ensure account is in good standing.**

Return the following items:

- **Access cards**
 - Return all access cards issued to your office personnel to the Bentall Centre Security Desk in the main lobby of Four Bentall Centre. A fee of \$25.00 will apply to each access card not returned.
- **Office keys (exterior suite doors) & PO box keys**
 - Office keys & PO box keys must be returned to the Bentall Centre Security Desk in the main lobby of Four Bentall Centre.

12. POSTAL AND COURIER SERVICES

12.1 Postal Station

For Bentall Centre tenant convenience, there is 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 to the left 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.

12.2 Courier Drop Boxes

Federal Express and UPS have drop boxes located in the mall for overnight courier services. The boxes are located on the retail mall level, across the hall from the stairs leading 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.

12.3 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:

Building	Mailbox Location
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 & Four Bentall Centre	Behind 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 at the Canada Post counter located behind the Canada Post retail outlet in the retail mall.

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

12.4 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.

12.4.1 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:

Company Name	Company Name
One Bentall Centre	Two Bentall Centre
505 Burrard Street	555 Burrard Street
Suite #####, Box ###	Suite #####, 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.

12.4.2 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:

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

Since mail is available only through the post office box, **using the PO 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.

13. PARKING

13.1 Parkades

The Pender and Thurlow Parkades adjoin Bentall Centre and provide parking for 1,044 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.

For questions concerning parking, please contact WestPark at 604-449-5951 or by email at 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.

13.2 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.

13.3 Types of Parking

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

13.3.1 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 and 7:00 AM-7 :00 PM, Monday to Friday unreserved stalls are available in the parkades. Random parkers can park in any non-reserved parking stall.

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

13.3.2 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.

13.4 Parking Rates

For detailed information on parking rates, please contact bentallcentre@westpark.com or 604-449-5951.

13.5 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.

13.6 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, and 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.

13.7 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 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 to have the door released. Bentall Centre Security are on-site 24 hours per day, 7 days a week and can assist after-hours parkers.

For Thurlow Parkade:

From within The Shops at Bentall Centre: 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, to have the door released.

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.

13.8 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.

13.9 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 contacting Closed Loop directly at 778-823-1649 or visiting www.closedloopoil.ca.

13.10 Vehicles Security

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.

13.11 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 the Bentall Centre Security Desk at 778-328-5990.

13.12 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.

14. 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 on entry doors, which is requested through the online tenant request system, Angus AnyWhere, at 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 doors, elevator lobby doors or elevator walls. We appreciate tenant cooperation in maintaining the professional image of Bentall Centre.

14.1 Main Floor Directory Board Listing

Signage strips for the directory board on the main floor lobby of One Bentall Centre are available at the cost of the tenant.

Company name and suite number appear 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 ²
Two Bentall Centre:	electronic directory, no limit
Three Bentall Centre:	electronic directory, no limit
Four Bentall Centre:	electronic directory, no limit

Signage for the Two, Three, and Four Bentall Centre main floor lobbies is free-of-charge as these lobbies are equipped with electronic directories.

Requests for new or additional main floor lobby signage should be made through the online tenant request system, Angus Anywhere, at www.bentallcentre.com by submitting a Signage Request Form, available here: <https://www.bentallcentre.com/tenant-services/manuals-forms/>.

14.2 Common Lobby Directory Signage – Office Tenants

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. Signage strips for the common lobby directory on the office floor are available at the cost of the tenant.

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 ²
Two Bentall Centre:	1 strip per 1,000 sq. ft./ 93 m ²
Three Bentall Centre:	1 strip per 1,600 sq. ft./ 148 m ²
Four Bentall Centre:	1 strip per 1,700 sq. ft./ 158 m ²

Requests for new or additional common lobby signage should be made through the online tenant request system, Angus Anywhere, at www.bentallcentre.com by submitting a Signage Request Form, available here: <https://www.bentallcentre.com/tenant-services/manuals-forms/>.

14.3 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 Bentall Centre. Sample drawings of the sign program are available in the [Bentall Centre Construction Manual](#).

14.3.1 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 the tenant's cost. 'Push/Pull' medallions in polished chrome are also available for an additional cost.

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

Requests for new or additional entrance door signage should be made through the online tenant request system, Angus Anywhere, at www.bentallcentre.com by submitting a Signage Request Form, available here: <https://www.bentallcentre.com/tenant-services/manuals-forms/>.

14.3.2 Single Glass Doors

For tenants with glass entrance doors, 3 1/4" / 8.25 cm suite number in polished chrome will be provided by Bentall Centre at the tenant's cost. 'Push/Pull' medallions in polished chrome are also available for an additional cost.

A background frosted etch mark vinyl mounted to the reverse side of the glass and tenant names in black surface applied vinyl will be supplied and installed by Bentall Centre at the tenant's cost.

Requests for new or additional entrance door signage should be made through the online tenant request system, Angus Anywhere, at www.bentallcentre.com by submitting a Signage Request Form, available here: <https://www.bentallcentre.com/tenant-services/manuals-forms/>.

14.3.3 Single Glass Doors with Sidelights or Double Glass Doors

Signage is the same as for single glass doors (Section 14.3.3), but a frosted etch mark vinyl will be applied to the glass sidelight or the double glass door by Bentall Centre, at the tenant's cost.

14.3.4 Glass Doors – Internal Suite Signage

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.

14.4 Suite Signage

Office and retail tenants are responsible for their own in-suite signage. Please note that Bentall Centre Management retains the right to final approval on any signage installed in Bentall Centre.

14.5 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.

14.6 In-store Signage & Advertising – Retail Tenants

Signage is an important method of portraying image and identity. Bentall Centre has a standard signage program in place to ensure the first-class appearance of the complex.

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

14.6.1 The Shops at Bentall Centre Directory Board Listing

Name strips for each of the four directory boards located on the concourse level will be supplied and installed by Bentall Centre at the tenant's cost. Your operating name together with your location reference will appear in the directory.

Requests for new or additional concourse directory board signage should be made through the online tenant request system, Angus Anywhere, at www.bentallcentre.com by submitting a Signage Request Form, available here: <https://www.bentallcentre.com/tenant-services/manuals-forms/>.

14.6.2 In-Store Advertising

Advertising signage is a powerful selling tool, and effective advertising can increase sales. The most effective advertising signs are those that feature product information alongside prices and savings. Advertising should be legible, professional, and should reflect your store image.

Advertising increases impulse buys because they show customers why they need the product. It also increases incidences of multiple sales and does the suggestive selling for you. Most of all, advertising influences customers to buy now.

General Rules:

- Signage and advertising must be professionally prepared.
- No hand-written signs permitted.
- Signage must be displayed in a stand or sign card holder; no signage is to be taped to store or building fixtures.
- Signage taped to windows is strictly prohibited.
- Sign stands must be behind your lease line.

It is imperative that a professional image be maintained within your store to coincide with the professional image of the building. Posters and materials used for advertising, promotion or otherwise, must not be fixed to the storefront glass area or on the drywall surrounding the store (i.e. no tape/no handwritten signs). A professional sign holder must be used to display all signage.

15. 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 for non-emergency requests.
- 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.
- Login to the online tenant request system, Angus Anywhere, at 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).

15.1 Security Services Manager

Bentall Centre's full-time Manager, Security, Fire & Life Safety, is onsite to oversee and coordinate security and life safety services for Bentall Centre tenants. The Manager, Security, Fire & Life Safety, is responsible for overseeing our Security Team, all security system requests, and tenant security issues. They are also available to meet to discuss security matters relating to individual office premises, and can be contacted directly at 778-328-5981 or by logging into the online tenant request system, Angus AnyWhere, at www.bentallcentre.com.

15.2 Security Procedures – Office Tenants

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.

15.3 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 completed Tenant Reference Form (see section 15.4) must be submitted to BentallCentreReception@canderel.com 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 occurring 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.

15.4 Tenant Reference Form

This form allows property management personnel to contact tenants in case of emergency. It also assists with authorizing tenants to have keys cut.

Please submit the completed Tenant Reference Form, available at <https://www.bentallcentre.com/tenant-services/manuals-forms/>, to BentallCentreReception@canderel.com or in person to Canderel Pacific Management Inc. in One Bentall Centre, Suite 1580.

15.5 Solicitation

Bentall Centre has a "No Solicitation" policy in place. Solicitation is not allowed on the property. 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.

15.6 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.**

15.7 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.

15.8 Lost and Found

Report 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.

15.9 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, laptops, 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 778-328-5990 or email 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. Full-floor tenants can secure their floor to allow only authorized elevator access to that floor.

15.10 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.

15.11 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.

16. EMERGENCY PROCEDURES

16.1 Emergency Telephone Numbers

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

16.2 Fire & Life Safety Procedures

Bentall Centre has Fire & Life Safety procedures in place to ensure the safety of tenants. The life safety program is coordinated by the Manager, Security, Fire & Life Safety, who can be reached directly at 778-328-5981 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.

16.3 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. Additional Emergency Warden Training Sessions are hosted throughout the year. You can also request the Floor Warden Manual for your building by placing an Angus AnyWhere request via www.bentallcentre.com (request type: Miscellaneous).

16.4 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 <https://www.bentallcentre.com/tenant-services/security-fire-life-safety/>.

16.5 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 the 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 do not work, signal the Fire Department with a flashlight or wave a piece of clothing at the window overlooking Burrard Street.

16.6 Bomb Threats

All bomb threats must be taken seriously.

16.6.1 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 and provide 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.

16.6.2 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 and provide 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.

16.7 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.

16.8 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 in the Operations Centre, located on the retail level of Two Bentall Centre.

All security staff have an Occupational First Aid Level 2 certification and are available 24 hours a day, 7 days a week. Trauma kits including oxygen units and Automated External Defibrillators are strategically placed throughout the complex for use during medical emergencies. These are only available for use by Security's first aid attendants, and not to the public or our tenants.

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 WorkSafeBC regulations.

16.9 Earthquakes

16.9.1 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, and turn your face away from these areas.
- Keep clear of bookcases, shelves and storage cupboards.

16.9.2 When the shaking stops

First, count to sixty (60) before you move from under cover to ensure no aftershocks begin. 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 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. If evacuation becomes necessary, the Emergency Wardens are to follow regular evacuation procedures.
- 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 Centre Management for safety of the occupants.

16.9.3 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 or 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.

16.10 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 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.