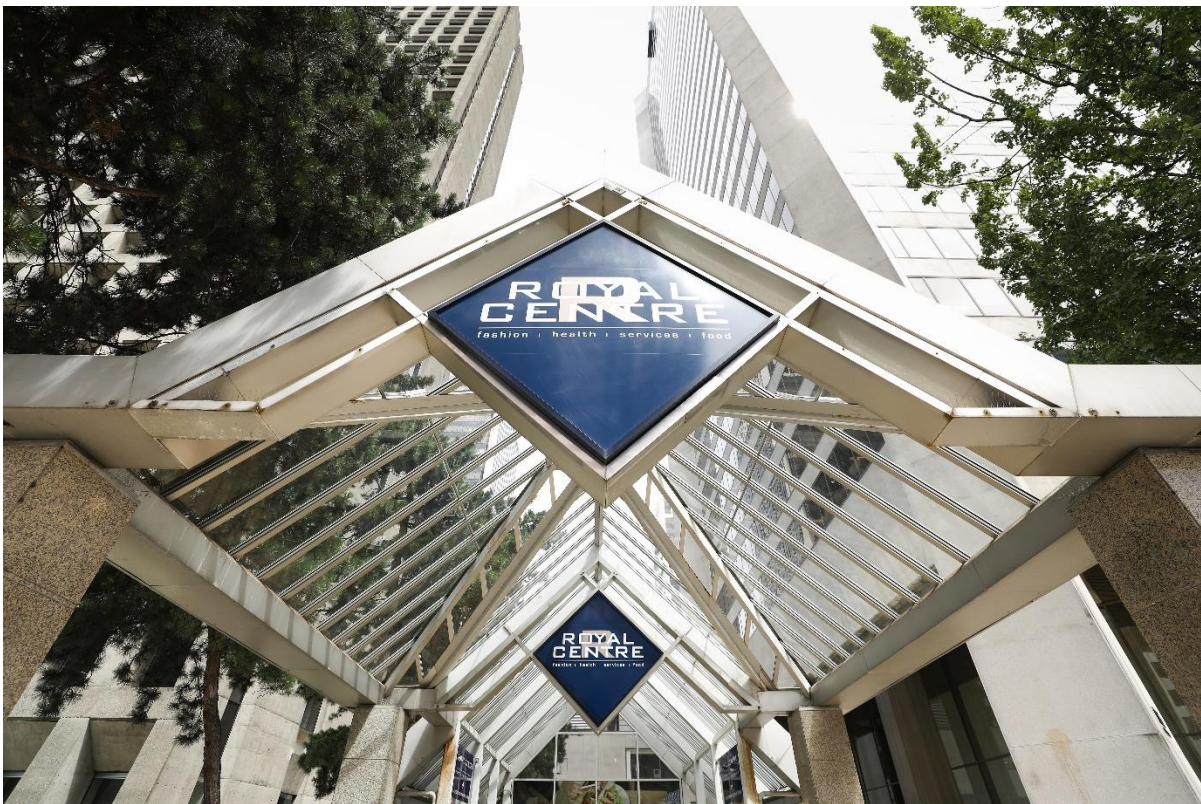


# ROYAL R CENTRE

## TENANT HANDBOOK



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## INTRODUCTION

### Welcome

Warrington PCI Management is pleased to provide this Tenant Information Guide for the exclusive use of Royal Centre office tenants. It will assist you in becoming familiar with the building's features, facilities and operating procedures, and with the staff who provide its services.

We at Warrington PCI Management consider our tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to *outstanding* service.

The information contained in this Guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Guide.

Please keep the Guide in a convenient location, perhaps at your reception area. The information contained in this Guide will be updated periodically to ensure that it remains accurate.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the Guide or about the building.

### Warrington PCI Management Privacy Statement

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

#### Our Privacy Principles

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Warrington PCI Management unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Warrington PCI Management's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

#### Information We May Collect

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

#### Information Disclosure

We share information about our transactions with you within Warrington PCI Management to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

#### Your Awareness and Permission

Being a customer of Warrington PCI Management, you provide us with your consent to the collection, use, and disclosure of certain personal information.

## Warrington PCI Management Protects Customer Information

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

## Management Office and Operations

### Management Office

As the managers of Royal Centre, we want you to know that every member of our team is here to serve you.

Should you have any questions or comments, please feel free to contact the property management office and we will be happy to assist you, where at all possible.

The Property Management Office is located on R-2 Level in Royal Centre and our mailing address is as follows:

**ROYAL CENTRE (KREC) INC.**  
**c/o Warrington PCI Management**  
Suite 219 Royal Centre  
1055 West Georgia Street, Box 11111  
Vancouver, B.C. V6E 3P3  
Website: [www.royalcentre.com](http://www.royalcentre.com)

Our office hours and telephone/fax numbers are:

**Monday to Friday ..... 8:00 a.m. to 4:30 p.m.**  
**Telephone No ..... (604) 689-1711**  
**Fax Number ..... (604) 685-1294**

### Management Directory

Vice President, Property Management  
Lorna Park  
Phone: (604) 331-5259  
Email: [lpark@warringtonpci.com](mailto:lpark@warringtonpci.com)

Property Manager  
David Basford  
Phone: (604) 602-4800  
Email: [dbasford@warringtonpci.com](mailto:dbasford@warringtonpci.com)

Manager, Operations  
Desmond McDonnell  
Phone: (604) 602-4805  
Email: [dmcdonnell@warringtonpci.com](mailto:dmcdonnell@warringtonpci.com)

Property Administrator  
Tess V. Paez  
Phone: (604) 602-4807  
Email: [tpaez@warringtonpci.com](mailto:tpaez@warringtonpci.com)

Manager, Accounting  
Edward Quon  
Phone: (604) 602-4806  
Email: [equon@warringtonpci.com](mailto:equon@warringtonpci.com)

Property Administrator/Operations  
Pamela Dimayuga  
Phone: (604) 602-4809  
Email: [pdimayuga@warringtonpci.com](mailto:pdimayuga@warringtonpci.com)

Administrative Assistant/Receptionist  
Phone: (604) 689-1711  
Email: [rcreception@warringtonpci.com](mailto:rcreception@warringtonpci.com)

Tenant Services Line  
Phone: (604) 689-1711  
Email: [rcservice@warringtonpci.com](mailto:rcservice@warringtonpci.com)

**Leasing:**

Leasing Director  
Sanjay Sudra  
Phone: (604) 331-5260  
Email: [ssudra@warringtonpci.com](mailto:ssudra@warringtonpci.com)

**Operations Directory**

**Engineers**

Dean Wilson  
Assistant Chief Engineer  
Phone: (604) 689-1711 x 808

Scott Martyn  
Assistant Shift Engineer  
Phone: (604) 689-1711 x 234

Jose Mari Ruiz  
Assistant Shift Engineer  
Phone: (604) 689-1711 x 234

Michael Curry  
Engineering Utility  
Phone: (604) 689-1711 x 234

Main Lobby Security  
Phone: (604) 689-1711 x 233

24 Hour Security Emergency  
Phone: (604) 669-0233

Tenant Service Line  
Phone: (604) 689-1711  
Email: [rcservice@warringtonpci.com](mailto:rcservice@warringtonpci.com)

**Resident Housekeeping**

Bee-Clean Building Maintenance  
 Phone: (604) 688-7197  
 Fax: (604) 688-7195

**Others**

Royal Centre Parkade  
 REEF/Impark  
 Phone: (604) 602-9644  
 Fax: (604) 689-9626  
 Website: [www.impark.com](http://www.impark.com)

**Mailing Address and Postal Code Information**

Post Office boxes are located on the R2 level in the building. Access is through the hallway between Mango Junction Pizza and Fast Iron Cleaners. Assignment and issuance of keys for the mail boxes will be through the Property Management Office. The hours of operation are 8:00 a.m. - 10:30 a.m. however if you have been issued keys for your mailbox, you are able to collect your mail outside of these hours. You may also drop off mail in mail boxes at any time. Collection times are from 8:00 a.m. till 5:00 p.m.

There are several postal codes used in the building due to the size of some tenants however, the building’s main postal code is V6E 3P3.

**Hours of Business Operation**

Monday to Friday ..... 8:30 a.m. to 4:30 p.m.  
 After hours, weekends and holidays..... Restricted access (access cards only)

Tenants may operate their own extended hours by obtaining access using security pass cards. Additional charges are applicable should you require the HVAC systems to operate after normal business hours.

**Statutory Holidays**

Unless otherwise stipulated in your lease, the designated statutory holidays for the building are as follows:

New Year’s Day	Canada Day	Thanksgiving Day
Family Day	B.C. Day	Remembrance Day
Good Friday	Labour Day	Christmas Day
Victoria Day	National Day for Truth & Reconciliation	Boxing Day

Restricted access will be in effect for the above-mentioned holidays.

## Leasing Information

For information regarding additional office or retail space requirements, please contact our Leasing contact listed under the Management Directory. For information regarding available storage in the building, please contact the Management Office at (604) 689-1711 and we will provide you with applicable rates and space availability.

## Emergency Numbers

Emergency (Police/Fire/Ambulance)	911
St. Paul's Hospital	(604) 682-2344

## Medical Services

Loyal Medical Clinic (Walk in clinic)	(604) 428-8313
Sitka Physio & Wellness	(604) 558-2222
Royal Centre Dental Group	(604) 683-8100

Please advise Royal Centre Security at (604) 669-0233 after you have called 911 so we may assist emergency personnel as required.

## Local Business Directory

### Banks

RBC Financial (Royal Bank of Canada)	(604) 665-6991	1025 West Georgia St.
CIBC	(604) 665-1472	1036 West Georgia St.
TD Bank Financial Group, Bentall Centre	(604) 659-2070	1055 Dunsmuir St.

### Postal Services

Canada Post, Bentall Centre, Customer Service	(800) 267-1177	
Canada Post Mailing Room, Royal Centre	(604) 689-5934	1055 West Georgia

### Medical Services

Emergency	911
Poison Control	(604) 682-5050

In a medical emergency, first call 911, and then call Royal Centre Building Security Emergency Number **(604) 669-0233**, see Security & Life Safety for further information.

St. Paul's Hospital	(604) 682-2344	1081 Burrard St.
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### Pandemic

BC Centre for Disease Control	(604) 707-2400	644 West 12 <sup>th</sup> Ave <a href="http://www.bccdc.ca">www.bccdc.ca</a> E-mail: <a href="mailto:admininfo@bccdc.ca">admininfo@bccdc.ca</a>
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### Entertainment

The Centre in Vancouver for Performing Arts	(604) 602-0616	<a href="http://www.centreinvancouver.com">www.centreinvancouver.com</a>
Queen Elizabeth Theatre	(604) 665-3050	630 Hamilton
Vancouver Playhouse Theatre	(604) 873-3311	Hamilton at Dunsmuir
CN Imax	(604) 682-4629	Canada Place

### Hotels

Hyatt Regency Vancouver	(604) 683-1234	655 Burrard
The Fairmont Hotels	(604) 684-3131	900 West Georgia

### Restaurants

McDonald's Restaurant	(604) 718-1115
Mango Junction Pizza	(604) 379-4003
Tim Hortons	(604) 687-0348
Phat Restaurant	(604) 559-6744
Victoria Chinese Restaurant	(604) 669-8383

### Transportation - Getting Around Vancouver

TransLink Information Centre	(604) 953-3333	<a href="http://www.translink.bc.ca">www.translink.bc.ca</a>
Yellow Cab	(604) 681-1111	
Vancouver Taxi	(604) 871-1111	

### Shopping

Royal Centre	(604) 689-1711	<a href="http://www.royalcentre.com">www.royalcentre.com</a>
Pacific Centre	(604) 688-7235	<a href="http://www.cfcshops.com">www.cfcshops.com</a>
Granville Island	(604) 666-5784	<a href="http://www.granvilleisland.com">www.granvilleisland.com</a>
Lonsdale Quay Market & Shops	(604) 985-6261	<a href="http://www.lonsdalequay.com">www.lonsdalequay.com</a>
Oakridge Centre	(604) 261-2511	<a href="http://www.oakridgecentre.com">www.oakridgecentre.com</a>
Park Royal	(604) 925-9576	<a href="http://www.parkroyal.ca">www.parkroyal.ca</a>
Metropolis at Metrotown	(604) 438-4715	<a href="http://www.metropolismetrotown.com">www.metropolismetrotown.com</a>

### Attractions & Adventure

H.R. Macmillan Space Centre	(604) 738-7827	<a href="http://www.hmacmillanspacecentre.com">www.hmacmillanspacecentre.com</a>
Vancouver Museum	(604) 736-4431	<a href="http://www.vanmuseum.bc.ca">www.vanmuseum.bc.ca</a>
Vancouver Aquarium Marine Science Centre	(604) 659-3474	<a href="http://www.vanaqua.org">www.vanaqua.org</a>
Grouse Mountain	(604) 980-9311	<a href="http://www.grousemountain.com">www.grousemountain.com</a>
Science World	(604) 443-7443	<a href="http://www.sciencework.bc.ca">www.sciencework.bc.ca</a>
Capilano Suspension Bridge	(604) 985-7474	<a href="http://www.capbridge.com">www.capbridge.com</a>
Stanley Park	(604) 257-8400	<a href="http://www.vancouverparks.ca">www.vancouverparks.ca</a>
Harbour Cruises Ltd.	(604) 688-7246	<a href="http://www.boatcruises.com">www.boatcruises.com</a>
Museum of Anthropology (University of BC)	(604) 822-3825	<a href="http://www.moa.ubc.ca">www.moa.ubc.ca</a>
Bloedel Floral Conservatory	(604) 257-8570	<a href="http://www.city.vancouver.bc.ca/parks">www.city.vancouver.bc.ca/parks</a>
Downtown Vancouver Business Improvement (DVBIA) Ambassadors at your service	(604) 685-7811	<a href="http://www.downtownvancouver.net">www.downtownvancouver.net</a>

### Libraries

Vancouver Public Library		<a href="http://www.vpl.vancouver.bc.ca">www.vpl.vancouver.bc.ca</a>
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## Local Business Directory (continued)

### Retail Services & Specialty Shops

Choice Flowers	(604) 689-1801	<a href="http://www.choiceflowers.ca">www.choiceflowers.ca</a>
Fast Iron Cleaners	(604) 669-1944	<a href="http://www.fastironcleaners.com">www.fastironcleaners.com</a>
Joe's Shoe Shine	(604) 683-1234	
Lottery Centre	(604) 688-7441	
Loyal Medical Clinic	(604) 428-8313	<a href="http://www.loyalmedicalclinic.com">www.loyalmedicalclinic.com</a>
Mayfair News	(604) 687-8951	
Only Deals	(604) 696-0748	
Royal Centre Shoe Doctor	(604) 689-3386	
Rexall Drugs Store	(604) 684-8204	<a href="http://www.rexall.ca">www.rexall.ca</a>
Royal Centre Dental Group	(604) 683-8100	<a href="http://www.royalcentredentalgroup.ca">www.royalcentredentalgroup.ca</a>
Sitka Physio & Wellness	(604) 558-2222	<a href="http://www.sitkaphysio.com">www.sitkaphysio.com</a>
Vancouver Corporate Yoga	(604) 267-9642	<a href="http://www.vancouvercorporateyoga.com">www.vancouvercorporateyoga.com</a>

### Fashion & Accessories

Bellissima Fashion	(604) 685-1768	<a href="http://www.bellissima.com">www.bellissima.com</a>
Royal Treasures	(604) 681-3168	<a href="http://www.royaltreasures.ca">www.royaltreasures.ca</a>

### Food

Bubble Waffle Café	(604) 620-4444	<a href="http://www.bubblewafflecafe.ca">www.bubblewafflecafe.ca</a>
Valendine Café	(778) 636-0666	<a href="http://www.valendine.ca">www.valendine.ca</a>
Cookies by George	(604) 685-8867	<a href="http://www.cookiesbygeorge.com">www.cookiesbygeorge.com</a>
Field & Social	(778) 379-6500	<a href="http://www.fieldandsocial.com">www.fieldandsocial.com</a>
Mango Junction Pizza	(604) 379-4003	
LeViet Cuisine	(604) 336-1411	<a href="http://www.levietcuisine.com">www.levietcuisine.com</a>
McDonald's	(778) 987-7889	<a href="http://www.mcdonalds.com">www.mcdonalds.com</a>
Momo Sushi	(778) 863-0240	<a href="http://www.momosushiroyalcenter.com">www.momosushiroyalcenter.com</a>
Mr. Steak	(778) 238-8986	
Phat Restaurant	(604) 559-6744	
Rice 'N Spice	(604) 683-3143	<a href="http://www.ricenspice.ca">www.ricenspice.ca</a>
Taco Time	(604) 800-9815	<a href="http://www.tacotimecanada.com">www.tacotimecanada.com</a>
Teriyaki Experience (Made in Japan)	(604) 689-4366	<a href="http://www.teriyakiexperience.com">www.teriyakiexperience.com</a>
Tim Hortons (R1 - Upper Level)	(604) 687-0348	<a href="http://www.timhortons.ca">www.timhortons.ca</a>
Tim Hortons (Skytrain Tunnel)	(604) 669-0348	
Victoria Chinese Restaurant	(604) 669-8383	<a href="http://www.victoriachineserestaurant.com">www.victoriachineserestaurant.com</a>

*\*Most food tenants service deliveries are available on Uber Eats, Door Dash and Skip the Dishes*

### Motor Vehicle Services

Insurance Corp of British Columbia (ICBC)	(800) 950-1498	<a href="http://www.icbc.com">www.icbc.com</a>
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### Car Wash Services

Sparks Car Wash & Detailing	(604) 723-2714	
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### Car Rental

Access Rent-A-Car	(604) 723-2714	<a href="http://www.accessrac.com">www.accessrac.com</a>
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### Retail Mall Hours

#### Mall Hours are as follows:

Monday - Friday	7:00 a.m. - 7:00 p.m.
Saturdays	9:00 a.m. - 5:00 p.m.
Sundays & Statutory Holidays	CLOSED

*\* Retail hours for some restaurants and business services may vary. Please visit stores' website.*

## Tenant and Building Services

### Environmental Initiatives Corporate Environmental Profile

Warrington PCI Management is firmly committed to the continuous improvement of energy performance and the sustainability profile of its portfolio, both in new developments and within existing buildings. The company continues to expand and enhance the features, systems and programs at each of its properties that foster energy efficiency, water efficiency, and reduce landfill waste, as well as enhance the wellness and safety of its tenants, employees and the community. Each of Warrington PCI Management's managed properties undergoes routine, comprehensive environmental reviews and upgrades, and its environmental footprint is closely monitored through Greenhouse Gas emissions and energy intensity metrics.

In addition to developing new buildings and operating existing ones in environmentally friendly ways, Warrington PCI Management also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Warrington PCI Management is a member of the Canada Green Building Council (CaGBC) in relation to its pursuit of various LEED® green building certifications, and works with the Building Owners and Managers Association (BOMA) in Canada on the BOMA BEST Environmental program.

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at [www.royalcentre.com](http://www.royalcentre.com).

### Tenant Service Requests



In keeping with our commitment to customer service, and to further enhance the delivery of the highest quality of services to our Tenants at Royal Centre, Warrington PCI Management has chosen **"MRI Angus"** secure tenant services system to facilitate tenant service requests for all tenants at Royal Centre.

**"MRI Angus"** Tenant Service Request is a fully web enabled service management solution, password-protected, specifically designed for commercial real estate allowing tenants to submit Service Requests, view Request Status reports, and ensure that the information that you enter remains confidential. By now, you would have received your **user ID** and **password** to log on to **"MRI Angus"** system. You can also access the system by visiting the following website at:

<http://royalcentre.com/tenant-services/>

It's easy, once logged in, just click **"New Request"**, fill in the info required: (*"Floor"*, *"Suite"*, *"Request Type"*, *"Priority"* and *"Details"*), and **"Submit Request"**. On the Home page you may also click on the **"Online Help"** or take a moment to watch the **"Introduction"** and **"Tenant Request"** videos on how to use the system.

Service Requests are received by the building maintenance group via blackberry devices providing details on the service or maintenance required to be performed. The **"MRI Angus"** allows our management and the service providers up-to-date status on each request.

We encourage that all employees of your company or through your Tenant Contact Representative, be allowed to log in **"MRI Angus"** to ensure that services are provided on a more timely basis and to assist in our quality assurance follow ups.

If you have any questions regarding your company set up into the **"MRI Angus"** system, please contact our **"MRI Angus"** Administrator [tpaez@warringtonpci.com](mailto:tpaez@warringtonpci.com) for more information.

Any billable work will require advance authorization by the appropriate individual in your company.

**Tenant Services**

Warrington PCI Management's goal is to provide outstanding tenant service at all times. This means:

- Courteous, timely, efficient, high-quality responses to tenant requests.
- A follow up review to confirm that the Tenant is satisfied with the response.
- Clear and accurate invoicing when there is a charge for the service.

Each Lease contains specific information about services to be provided, including complimentary and chargeable services. Your Property Manager is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Warrington PCI Management staff or by outside contractors hired by Warrington PCI Management. Tenant representatives can submit requests for routine maintenance using the Service Portal located on the royalcentre.com website or our Tenant Service Line.

**Tenant Insurance Requirements**

In accordance with your Lease, tenants are required to provide the Landlord with a current Certificate of Insurance for the Leased Premises. The required coverage is outlined in your Lease (please refer to your Lease for details). **Please refer to the building information below in regards to frequently asked questions inquired by the tenant Insurers/brokers.**

<b>ROYAL CENTRE BUILDING INFORMATION</b>	
<i>Tenant Insurance - Insurer Frequently Asked Questions</i>	
<b>LOCATION ADDRESS:</b>	1055 West Georgia Street, Vancouver, B.C. V6E 3P3
<b>CONSTRUCTION:</b>	
Year Built:	1973
No. of Stories:	37
Building Square Footage:	855,000 square feet
Construction:	Concrete
Roof Style (flat/peak/slanted, etc.):	Flat
Roof Material (asphalt/tar & gravel, etc.):	Asphalt
Electrical (breakers/fuses, etc.):	Copper
Plumbing (copper, etc.):	Copper
Heating (forced air/electric, etc.):	Type: VAV/Forced air
Year of Updates:	Plumbing: 2007/DCW, 2010 DHW
	Heating: Original
	Electrical: Original
	Roof: 2010
	AC/HVAC: 2000 / 2004
	Elevators: 2012
<b>PROTECTION:</b>	
Security:	24/7 Onsite Security Contract with Paladin. Tenant space Not currently alarmed. Buildings fire panel is monitored by onsite security contractor and offsite monitoring company
Sprinklered:	Yes, building is fully sprinkled with wet system
Distance to Hydrant:	At building corner of West Georgia & Burrard Street.
Distance to Fire Hall:	.03 km - Vancouver Fire Hall No. 7 1090 Haro St., Vancouver, BC V6E 3V8

A certificate of insurance, verifying your coverage as required under the lease, must be delivered to the Property Management Office before assuming tenancy at the building. A new certificate must be forwarded to the Property Management Office at least thirty days prior to the expiry of the policy. Please note that both the Owner and Landlord, **Kuehne Real Estate Canada Ltd., Royal Centre (KREC) Inc.**, and the Manager of the Building, **Warrington PCI Management**, must be named as additional insured. Your property insurance is now required to include business interruption on a form equivalent to the Insurance Bureau of Canada's standard extra expense and gross profits forms providing coverage on an "all risk" basis. This policy must provide coverage for a period of not less than twenty-four (24) months and afford law and ordinance coverage.

## Signage

A building standard sign program has been established for the main lobby, elevator lobbies and at your premises entrance, which must be adhered to. Please complete the Sign Request Form located in the Building Forms section of this guide and return it to the Property Management Office.

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the tenant's expense (refer to the Financial Requirements section for details). Please contact the Property Management Office for further details and costs applicable.

Please note that no signs or lettering shall be inscribed, placed or affixed in the leased premises or the building which are visible from the exterior of the building or common areas unless authorized by the Landlord.

**Retail tenants** are not permitted to display merchandise or place signage outside of their Lease lines. It is also prohibited by the City of Vancouver to place advertising signage or sandwich boards outside the mall or on the City property, to ensure safety and adequate pedestrian clearance, and to prevent unnecessary congestion at mall entrances, and on the sidewalks adjacent to the property.

## Posting of paper signage is prohibited in common areas and elevator lobbies.

To facilitate fundraising efforts and special events, we realize that temporary signage is sometimes required. The Property Management Office reserves the right to decide if the signage is appropriate prior to installation in any area visible by the public.

General guidelines with respect to paper signage are as follows:

- all temporary signs and banners must be professionally prepared and be approved by the Property Management Office prior to being placed on easels;
- signs cannot be glued, taped or tacked onto any surface, including elevator lobbies where it may be visible by people other than the respective tenants employees.

Please contact the Property Management Office for additional information and clarification prior to the installation of any signage.

## Smoking Policy

Smoking is not permitted in the Building or near any entrance area. Please instruct all employees that smoking and loitering in front of the building is prohibited.

## Moving and Delivery Guidelines

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move.

- Provide at least 48 hours written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by Property Management and are scheduled on a first come, first served basis.
- Office moves may only occur on the weekends or after 6 p.m. Monday through Friday.
- All moves and deliveries must be handled through the freight elevator only. The loading dock is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve the loading dock area by phoning the Property Management office for any moves or deliveries.
- The moving contractor must provide a Certificate of Insurance prior to the actual move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
- Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
  - pad or otherwise protect all entrances, doorways, and walls affected by the move,
  - cover all floors traversed during the move with appropriate material.
- Your moving contractor is responsible for removing all garbage and bulky packing cartons.
- Our building has a strict "No Smoking" policy - the Moving crews are not permitted to smoke in any area of the building.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway - do not park moving vehicles in marked Fire Lanes.

## Freight Elevator

Royal Centre is equipped with one freight elevator in the Low Rise Office Tower and one freight elevator in the High Rise Office Tower. Royal Centre is also equipped with one elevator in the Retail mall that can be accessed from the Loading Dock.

The dimensions and weight restrictions are as follows:

		Low Rise	High Rise	Retail
<b>Door</b>				
	Height	6' 11 ¾"	6' 11"	7' 11"
	Width	3' 6"	3' 6"	6' 8"
<b>Cab</b>				
	Height	8' 5" / 11' 4"	8' 5" / 10' 6"	8' 1"
	Width	7' 3"	6' 11"	6' 7"
	Depth	4' 7"	4' 7"	6' 9"
	Diagonal	11' 0" / 13' 6"	10' 11" / 12' 9"	12' 6"
	Weight Allowance	1,587 kgs	1,587 kgs	1,820 kgs

## Loading Dock

### Location, Hours of Operation and Deliveries

The Royal Centre Loading Dock is located in the laneway off Melville Street, between Burrard Street and Thurlow Street. The loading dock has 6 bays with a height restriction of 10 ft. The Hyatt Regency loading dock which is also attached to our property has a 2 bay dock with a height restriction of 15 feet.

Tenants should specifically instruct their carriers that all deliveries or shipments, other than those hand held, are taken to or from the tenant's door via the Loading Dock. The Landlord assumes no responsibility for breakage, damage, theft or personal injury, however caused.

Wheeled dolly and hand cart access is to be solely via the Loading Dock. Tenants and their delivery firms are required to supply their own dollies, hand carts and pallet trucks or jacks. These pieces of equipment need to have rubber wheels and not metal wheels.

If tenants desire special services before or after regular Loading Dock hours (e.g. carpet care, courier delivery, office functions), special prior arrangements regarding access must be made through the Property Management Office.

### Regulations

In order to provide efficient, expedient service in the Loading Dock, the following rules apply:

- drivers are not permitted to leave their vehicle motors running;
- keys are not to be left in the vehicle;
- drivers must remain with their vehicles during deliveries or must leave their keys with Security - they are also required to sign in and out at the Security desk;
- the maximum time permitted to be in the dock area is 20 minutes during normal hours - if additional time is required, the delivery vehicle must be removed and parked outside the complex;
- parking in the Loading Dock for any purpose other than loading or unloading is prohibited;
- courier parking is available in the Parking Garage.

## Parking

### Location, Operation Hours and Charges

Royal Centre Parkade is now managed by REEF/Imperial Parking (REEF/IMPARK). Parkade entrances to the underground garage are located on both Burrard Street and Melville Street. Parkade consists of 680 spaces on 3 levels. To gain access to the Parkade.

Spaces are limited to the number entitled under your lease. However, should additional spaces be available, they will be on a month to month basis with a one month cancellation notice provision.

For all Parking Inquiries and further information on Daily, Monthly Reserved and Unreserved Rates, please contact REEF/Impark at (604) 602-9669 or (604) 602-9644 reference Lot 1777 or contact Impark Monthly Parking Department at (1-877-909-6199), or at Royal Centre at (604-602-9669), or visit their website at <https://impark.myparkingworld.com/default.aspx>.



### Regulations:

- A valid permit must be visibly displayed at all times with the "bar code" facing the windshield supplied by Royal Centre Parkade must be displayed from your rear view mirror at all times while utilizing the Parkade - there is a fee for replacing lost or stolen cards (refer to the Financial Requirements section of this Guide for details) (Monthly Parkers Only).
- Illegally parked vehicles will be ticketed - any vehicles parked in the designated fire route will also be ticketed.
- Vehicles parked in the garage are entirely at the risk of the vehicle owner - the Landlord and/or Property Management shall not be responsible for any loss or damage to vehicles parked in the garage or the contents however caused or incurred.
- Thirty days written notice is required for cancellation of any/all spaces. Any cancellation notices received on the 8<sup>th</sup> of the month or later will be effective at the end of the following month
- No washing or repairing of vehicles is allowed in the garage, except by the authorized car wash company (refer to the Car Wash Services section for details).
- The storage of vehicles beyond 72 hours is prohibited.
- Any additional terms and conditions displayed on all signage at the parking facility must be observed at all times.

For your own safety, please remember to lock all doors and close all windows after you have parked your vehicle in the garage. Valuables and cellular phones should be stored and locked in the trunk, where at all possible.

### Lost and Found

Lost and found items can be turned in or claimed at the Security Desk in the main lobby of the Building.

### Secure Bicycle Parking

The Bicycle Parking facility is located in the parking garage on level one (P1) and is free exclusively for **tenants only** of the Royal Centre building. Tenants will be required to sign a Bike Storage Agreement with Imperial Parking and access is via security access card. The Landlord and Property Management shall not be responsible for any loss or damage to bicycles however caused or incurred. Please note that bicycles are not permitted in the office tower or other common areas of the building and must be walked down the parking garage ramp to level one.

The use of the Bicycle cage facility is in great demand especially with the summer weather. As there are a limited number of spaces available, the bike racks are intended exclusively for tenant's DAY use only and are NOT intended for long-term storage. In an effort to free up spaces for daily bicycle commuters, Security staff will be monitoring and tagging all bikes that are left for long-term storage or abandoned. **A bike that has been identified as potentially being abandoned will be tagged with a notice giving its owner 72 hours for removal, after which time, Security will remove the bicycle. Upon removal, owners will then have to contact Security at 604.669.0233 to reclaim the bicycle. Any unclaimed bicycle will be donated to charity or to non-profit organizations. Tenants are required to remove their bicycles on a daily basis and that anyone who are using the Bicycle cage facility as a storage, should find alternative arrangements and remove their bicycles.**

Please contact the Management Office at **604.689.1711** to obtain Bike Storage Agreement and a security access card.



## Car Wash Services

Car wash services are available to monthly parkers through **Sparks Car Wash and Auto Detailing**.

**Sparks Car Wash and Auto Detailing** is located in the underground parking garage on level three (P3). This service is provided on a first come first served basis. For booking or car wash rate information, please contact 604-723-2714 or visit them on the P-3 level.

## Courtesy Umbrellas

For your convenience, courtesy umbrellas are available by visiting the main lobby security desk. Please leave your proximity access card and return the umbrella when returning to the building.

## Shower Facilities

For your convenience, shower facilities are now available exclusively for Office tenants' use on a first come first serve basis. The Male and Female, shower facilities are located on the lower Retail level (R2) and offer two shower stalls each, a towel service and lockers that are available while using the facilities. There is no associated fee for their use.

## Royal Centre Fitness Centre (RCFC)

Royal Centre Fitness Centre ("RCFC") is available exclusively to **Office Tower tenants** at Royal Centre. The fitness centre is located on the R2 lower level of the Royal Centre mall, beside ICBC Driver's License office.

RCFC is fully equipped with state-of-the-art equipment, and is provided for the exclusive use of the Royal Centre office tenants only. The RCFC will be unsupervised, so it is necessary for each tenant to complete and sign an Exclusion and Waiver of Liability and Assumption of Risk form to acknowledge agreement and to comply with the "Rules and Regulations" prior to being provided access to the fitness centre.

The fitness centre includes change rooms, shower stalls, towel service and lockers that are available on a first come first serve basis while using the facilities. The fitness centre has a maximum occupancy of 45 people. Currently there are no associated fees for the use. The hours for the fitness centre are from **6AM to 8PM, Mondays through Fridays**.

For more information or to sign-up for the use of the new Royal Centre Fitness Centre, please contact the Property Management office at 604.689.1711 to make arrangements or go to [www.royalcentre.com](http://www.royalcentre.com).

## Warrington PCI Management Online Concierge

VTS Activate app is a digital app a unique and exclusive concierge service provided to the employees of tenants at Royal Centre.



In October 2020, eServus concierge service for Royal Centre was acquired by Lane Technologies, now *VTS Activate*, a workplace experience platform that addresses the needs of the entire office ecosystem - from room bookings and access management to data and communications, delivering great deals, savings and offers - in a word, *perks*.



**Royal Centre on VTS Activate** is here.

You now have access to the following all from your mobile device:

- **Building Guides and Handbooks**
- **Updates on COVID-19 precautions and procedures**
- **Perks and Rewards Exclusive**
- **News & Events**
- **VTS Activate**

## Here's how to download

1. **Visit your app store and search Lane**
2. **Download the app**
3. **Choose your building and company**
4. **Head over to the homepage and read our welcome email**

**For further info, or if you have any issues or questions on sign up, please contact:**  
[info@activate.vts.com](mailto:info@activate.vts.com)

We are excited to improve your tenant experience!

### **Additional Services/Building Amenities**

Please watch for exciting news & events happening at Royal Centre through our Royal Centre website "**Events/Promos**" section. Visit [www.royalcentre.com](http://www.royalcentre.com) and find out more under Tenant Resources.

## Canine Policy

**Royal Centre** recognizes the important role that dogs play in the lives of many people.

The [Guide Dog and Service Dog Act of British Columbia](#) states, "A guide dog team, service dog team or dog-in-training team may, in the same manner as would an individual who is not a member of any of those teams, enter and use any place, accommodation, building or conveyance to which the public is invited or has access" and therefore shall be allowed access to all spaces in the workplace. The dogs used for this purpose must have a valid Guide or Service Dog Certificate.

Beyond the requirements of the Guide Dog and Service Dog Act, **Royal Centre** permits trained and obedient dogs within the common area of **Royal Centre** and Tenant Leased Premises, subject to the following conditions:

1. No other type of animal will be considered for entry to **Royal Centre** common area or Tenant Leased Premises.
2. Tenant is responsible for developing its own Canine Policy for their employees to follow within their Leased Premises. Tenant will provide a copy of its Canine Policy to the Landlord before it allows employees to bring dogs into **Royal Centre** and the Tenant's Leased Premises. All rules and regulations listed in this document must be followed by all tenants, and where the policies differ the rules and regulations outlined in this document shall prevail.
3. All employees bringing a dog into **Royal Centre** must receive a copy of this policy and provide to the Landlord the required information listed at the end of this document.
4. All dogs must be one year of age or older and must weigh no more than 70 pounds at full growth. All dogs must be an approved breed. All dogs must be spayed or neutered and shall be licensed and vaccinated in accordance with all applicable laws. The following breeds, or similar breeds/mixes, are not allowed within **Royal Centre** or the Tenant's Leased Premises:

Akita	Pit Family	Bloodhound	Great Dane
Presa Canario	Bulldog	Rottweiler	Saint Bernard
Elkhound	Doberman	Mastiff	

5. The maximum number of dogs per floor within the Tenants Leased Premises shall be five (5).
6. Dogs shall never be left unattended in the **Royal Centre** Common Area, kenneled, or otherwise remain in the Tenant's Leased Premises for periods longer than twelve (11) hours in any twenty-four (24) hour period. No dog shall create noise or disturb other occupants of **Royal Centre**. Dogs may not be bathed or groomed within the **Royal Centre** common area or the Tenant's Leased Premises. No pet food or water may be left outside of the Tenant's Leased Premises.
7. Dogs are not permitted to be walked or remain in the Common Area, except for purposes of ingress and egress to and from the Tenant's Leased Premises. No more than one dog per elevator. If requested by a person using the elevator, the dog owner will wait until the next free elevator to transport the dog to and from Tenant's Leased Premises. Dogs must remain on leash when not within the Tenant's Leased Premises. Dogs must be taken to the perimeter of **Royal Centre** for their toilet purposes.

8. In no event shall any toilet boxes, "pee pads" or dog waste of any kind remain in the **Royal Centre** common area or the Tenant's Leased Premises. All dog waste is to be removed immediately, sealed in plastic bags, and disposed of in an exterior trash can. Dog waste may not be disposed in a Tenant or common area sink or toilet.
9. Tenant shall be charged, without the necessity of prior notice from Landlord, for any extra maintenance, janitorial or similar costs that are incurred by Landlord in connection with dogs within the Leased Premises or **Royal Centre**, including but not limited to enhanced carpet cleaning, excrement removal, painting, wall repair, floor care, and landscape repair/replacement. Tenant's indemnity obligation as set forth in the Lease shall include any claims, suits, liabilities, judgments, costs, demands, causes of action and expenses including, without limitation, reasonable attorneys' fees, costs, and disbursements arising from the presence of dogs in or about the **Royal Centre** common area, the Tenant's Leased Premises, the actions of any dogs, or any failure of Tenant or its employees to control such dogs.
10. Tenant shall abide by any additional rules and regulations established by the Landlord.
11. Landlord may withdraw permission for any or all dogs immediately upon notice following any breach of the foregoing conditions, if Landlord determines that any such dog(s) are bothersome in any way or a nuisance to other occupants of, or visitors to, **Royal Centre**, or if revocation of permission is otherwise considered necessary by Landlord for the welfare of other occupants of, or visitors to, **Royal Centre**. A dog will not be permitted in **Royal Centre** if the dog exhibits any aggressive or disruptive tendencies towards other dogs or people and/or is involved in an altercation with another dog or person. Tenant is responsible for ensuring the dog(s) in question are not permitted into **Royal Centre** or Tenant's Leased Premises.
12. This policy allows for dogs to enter the Building and Tenant's Leased Premises only and does not include additional rights or services. Neither the Landlord nor the Landlord's Agents shall be liable for: (i) loss or damage to personal property located upon or within the Tenant's Leased Premises whether pursuant to this license or any other cause whatsoever; or (ii) injury to or death of any person in, about or around the Project or the Leased Premises any other cause whatsoever; and Tenant hereby waives any claim for or in respect to the above and against all claims or liabilities arising out of loss or damage to property or injury to or death of persons, or both, relating to any of the foregoing. Tenant shall not assign any of its rights hereunder.

Dog owners will email the following information to security at [rcsecurity@warringtonpci.com](mailto:rcsecurity@warringtonpci.com) before they bring their dog into **Royal Centre**. Failure to do so will require the Tenant to immediately ensure the removal of the dog from **Royal Centre**.

Name of Dog Owner:	_____
Tenancy that dog will be brought to:	_____
Name of dog:	_____
Breed of dog:	_____
Attest that dog is fully vaccinated:	From: _____
	To: _____

Please remember that bringing a dog to work is not a right it is a privilege that requires accepting responsibilities.

## Security and Life Safety

### Building Security

The security and safety of the tenants of Royal Centre is one of our highest management priorities. With this interest for your safety in mind, this section should be distributed to all employees within your organization.

#### Security Officer Coverage

Warrington PCI Management have retained Paladin Security Group to provide Security services for Royal Centre. Paladin Security provides trained personnel to meet the needs of the building. Coverage is 24 hours per day, every day.

For any security emergency, please contact: **604.669.0233**

### CARD ACCESS SYSTEM

#### Base Building System

Access to the offices is restricted to authorized persons only from 6:00 p.m. until 6:00 a.m. weekdays and from 6:00 p.m. Friday until 6:00 a.m., the first regular working day of the next week, as well as on holidays.

The locations of the base building card readers are:

- West Georgia Street lobby entrance
- Melville Street entrance
- Burrard Street entrance
- R1 - West Georgia Street entrance
- Loading Dock Entrance in R1 Level
- R2 Corridor by Rice 'N Spice entrance
- R2 Corridor that leads to Melville Street entrance

Tenants, upon leasing space, are requested to contact the Property Management Office and arrange for the necessary proximity access cards for all employees who may require access. There is a fee for replacing lost or stolen cards (refer to Financial Requirements of this Guide for details). Once a card has been issued, it is the tenants' responsibility for the safekeeping and control. If a card is lost it must be reported immediately to the Property Management Office or Security.

Any required security card additions and/or deletions must be done through the Property Management Office by completing the Security Card Access Change Form located in the Building Forms of this Guide.

Visitors requiring access to your premises after hours must be met in the lobby.

It is strongly recommended that tenants advise the Property Management Office of visitors working after hours to avoid the potential for unnecessary embarrassment. Arrangements also need to be made to confirm there is an authorized contact already in the building able to be contacted by telephone and able to come to the lobby.

## **Card Access System (Continued)**

No trades people will be permitted access or permitted to work during off-hours without the prior approval of the Property Management Office or designated onsite personnel. All tower elevator movements from the lobby upwards or from floor to floor will be controlled by the pre-programmed data on the access card. Security Guards or building staff will not, under any circumstances, open doors or permit access to any building areas except for pre-authorized trades people limited to a specific area.

Please provide us with names and telephone numbers (home and/or office) of those individuals who may authorize access to your suites during off-hours. All individuals will be denied access during off-hours if they do not have an appropriate access card.

The security officer will not under any circumstances utilize his/her access card unless he/she has received authorization by telephoning an individual on your list.

## **Locksmith Services**

All locks on both entrance and interior office doors must be keyed to the master key system of the building. The system, while giving each tenant the option of having different keying arrangements within its offices, provides access for building staff in case of emergency and for cleaning purposes. All locks must be arranged and approved by the Engineering Dept. using the approved base building locksmith, providing at least two weeks' notice wherever possible.

## **Additional Security Services**

### **Security Escorts**

Security escorts are provided free of charge 24 hours per day during weekdays and 24 hours per day on the weekends and holidays to tenants who have vehicles parked in the underground parking garage. When requesting an escort, please proceed to the Security Desk or call **604.669.0233**.

Working alone after business hours? Advise the Security Officer on duty and he will check on you periodically.

### **Theft**

Report any suspected theft, no matter how small, to Property Management at 604.689.1711 or 604.669.0233 immediately. You may also notify the Police Department; they may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively. The insurance policy of the building does not cover the theft of tenants' personal belongings. Personal property insurance is the responsibility of each tenant.

### **Incident Reports**

To record the details of any accident, theft, or injury that occurs on the property, incident reports must be filed. Please notify Property Management at 604.689.1711 or Security at 604.669.0233 as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your co-operation in answering any questions the building staff may have pertaining to the incident.

### **Solicitation**

Solicitation is not allowed in the building or on the building premises. Please notify building management immediately if you notice someone soliciting within the building. Report as much specific information about the person's appearance and behaviour as you can. Building staff will locate the person as quickly as possible and escort him/her off the premises.

## Suite Security Measures

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

- When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door once the receptionist has left, even if people are working late elsewhere in the office.
- Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle 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. Small articles, left in plain view, are easy targets for thieves.
- Laptop computers should be locked away when not in use and consideration should be made to securely fasten them to the desk.
- Keep all vault or safe combinations in a locked desk drawer.
- Notify the Property Management Office or Building Security immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- 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, resetting any safe or vault combinations they may have been entrusted with, and canceling security access cards.
- Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect your mail and papers. A stack of newspapers outside your suite door is a clear signal that the premises are not occupied.
- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.
- Report any lost access cards immediately to prevent use by unauthorized persons.

## Power Failure

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. Royal Centre has been designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with an emergency power generator providing power to the life safety equipment (i.e. exit signs, elevators, emergency lights and main fire equipment).

## Elevators

Once emergency power is restored each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. A reduced number of elevators will operate until full power is restored.

## Lights

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored.

In the event of an electrical failure, please observe the following guidelines:

- contact the Property Management office;

- open draperies and raise blinds to let in outside light;
- if you are instructed to evacuate the building, lock all areas of your premises and remember to take your key;
- do not congregate in the lobby areas or in the street;
- if you are trapped in an elevator during a power failure, do not panic -wait for assistance - your elevator will cease operation, but will not fail; do not attempt to force the doors open or escape through the roof hatch - use the elevator telephone to contact security to notify them of your location;
- building management will notify you as soon as possible when power will be restored.

## **Bomb Threat**

Statistics have shown that Canada is a relatively safe country, where the vast majority of threats and acts of terrorism are hoaxes. However, as the potential injury to persons and damage to property is great, all situations must be dealt with as if they are real. If you receive a bomb threat, take it seriously.

If you receive a Bomb Threat by Phone:

- 1) The person receiving the call should be prepared to obtain precise information including:
  - Time of the call
  - Exact wording of the threat
  - Any distinguishing characteristics of the caller such as the voice or background noises.
- 2) **Call 911** to notify police.  
Call the Property Management Office and/or Building Security.

A search of tenant premises cannot be performed effectively by police or Warrington PCI Management personnel as they are unfamiliar with the environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search. It is recommended that your Fire Safety Team utilize employee volunteers to assist with the search. They will be assisted by Warrington PCI Management Staff, Building Security and/or police.

During the search procedure remember this rule: Look for something that doesn't belong, that is out of the ordinary, or out of place. Conduct the search quickly but thoroughly, keeping the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, **DO NOT TOUCH IT**.

In the event that a suspicious object is found, local police or Warrington PCI Management Staff and Building Security may recommend a partial or complete evacuation.

The search of common areas is the responsibility of Warrington PCI Management Staff and Building Security.

For further information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills or Bomb Threat Procedures, please contact Royal Centre Emergency Phone No. at (604) 669-0233 or the Property Management Office at (604) 689-1711.

## **Fire Alarm Systems**

This section is to familiarize both tenant and employees with the Life Safety policies and procedures should a fire alarm occur in the building. To date, most fire alarms in the building have not involved an actual fire, however for the safety of all occupants; all fire alarms should be treated as a real emergency when bells or announcement are sounding.

The fire alarm system consists of the following equipment:



- Alarm tone and voice communication throughout the common and tenant areas.
- Manual Pull Stations are at each exit stairwell and on both sides of any door equipped with magnetic locking devices.
- Sprinkler System
- Heat and Smoke Detectors.
- Central Control Station located behind the Security Front Desk in the building lobby
- Fire Hose Cabinets and Extinguishers.
- Fire Exit Stairwells.
- Emergency Power System.

### **If you Discover Fire or Smoke**

- Remain calm. Leave the fire area, closing doors behind you.
- Activate the nearest fire alarm pull station. To operate, pull down the fingertip lever. This will activate the fire alarm system.
- When safe to do so, call 911. Provide your name, building address, and the location of the fire.
- Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Safety Team. Do not use elevators.
- Do not return until it is declared by a Fire Official or Warrington PCI Management Properties personnel that the alarm conditions has been cleared.

### **If a Fire Alarm is Heard**

Royal Centre is equipped with a two-staged fire alarm system. It has two (2) separate and distinct tones:

- The **Evacuation Tone** is recognized by a continuous siren-like tone.
- The **Alert Tone** is recognized by an intermittent siren-like tone.

When an alarm is activated from any floor, the floor where the alarm originates, and the floor above and below will receive the **Evacuation Tone**. The remainder of the floors in that rise will receive **Alert Tone**.

### **The Evacuation Tone is Heard**

- Do not wait for announcements. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you (take your suite key). Before opening the door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
- Follow the directions of your Fire Safety Team.
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. There are unlocked doors on "cross-over" floors in the stairwells, which are as follows. Low Rise: Floors 20<sup>th</sup>, 17<sup>th</sup>, 11<sup>th</sup>, 6<sup>th</sup>, 4<sup>th</sup>, 3<sup>rd</sup>-south side and Mezzanine. High Rise: Floors 35<sup>th</sup>, 33<sup>rd</sup>, 28<sup>th</sup>, 27<sup>th</sup> and 22<sup>nd</sup>. These "cross-over" floors allow you to switch stairwells, should you encounter smoke in the one you are in.
- Do not use the elevators, as they will automatically home to the ground floor during an alarm and will typically be unavailable.
- Do not return until a Fire Official or Warrington PCI Management personnel has announced that the alarm condition has been cleared.

### **The Alert Tone Sounds**

- This tone indicates a potential fire condition exists somewhere in the building. Remain at your workstation but be prepared to leave the building if it becomes necessary.
- Listen to announcements and instructions via the voice communication system and follow the instructions of your Tenant Fire Safety Team.

## **Evacuating Endangered Occupants**

If you cannot leave your area, or have to return to it because of heavy smoke or fire, remain calm and:

- Close the Door
- Unlock the door in the event fire fighters may need to enter the area.
- Seal all cracks where smoke may get in (e.g. under the door, air conditioning and heating vents)
- If you require assistance for evacuation, dial 911 and tell the VANCOUVER FIRE DEPARTMENT where you are.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room.
- Remain calm and wait to be rescued. Do not consider jumping.

## **Life Safety Team**

The primary responsibility for the safety of employees rests with each Tenant. Tenants are encouraged to appoint responsible and dependable employees to act as Fire Wardens and Fire Warden Assistants forming your Life Safety Team. The responsibility of the team is:

- Compile a list of employees who require assistance to evacuate the building.
- Attend Meetings on emergency procedures
- Have a detailed knowledge of the floor and location of each stairwell and crossover floors.
- Organize evacuation at the nearest exit during a fire alarm.
- Ensure all employees have evacuated your office.
- Provide training to all employees on evacuation procedures.
- Participate in annual building fire drills.

Please complete and forward to the Property Management Office, your Life Safety Team and Persons Requiring Assistance forms located in this Guide. Revised forms must be provided once any changes occur in order that our respective lists are current.

## **Fire Drills**

Warrington PCI Management conducts an annual fire drill to familiarize building occupants with alarm tones, evacuation routes and procedures. At the time of the drill, the alarm tones will be activated. All tenants are urged to participate in the drill, following the directions of their Fire Safety Team and Warrington PCI Management personnel. Under the city fire code all tenants are responsible for fielding their own fire safety team.

## **Medical Emergencies**

If there is someone in your office in need of medical assistance due to illness or injury, please follow these steps:

- Call 911 - Provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.
- Call our Property Management Office and/or Building Security who will provide interim assistance, and will arrange for emergency personnel to arrive at your location as quickly as possible.
- Post one person at the elevator lobby on your floor to lead medical personnel to the person in distress.

## Housekeeping

### Nightly Services

Office areas are provided with housekeeping services five days a week, excluding holidays.

Nightly service includes:

- Emptying all trash receptacles and replacing all liners as necessary;
- Removing all collected trash to a designated area;
- Dusting and spot cleaning all furniture, fixtures, equipment and accessories;
- Spot cleaning all horizontal and vertical surfaces;
- Spot cleaning the carpeted areas as necessary;
- Spot cleaning all partition doors;
- Spot cleaning all walls, light switches and doors;
- Dust mopping all hard surface floors with a treated mop;
- Wet mopping of all hard surface floors;
- Vacuuming all carpeted traffic lane areas.

### Scheduled Housekeeping Services

Additional housekeeping services will be provided in accordance with the following schedule:

- High and low dusting (picture, clocks, partition tops, etc.) weekly;
- Carpets vacuumed wall to wall weekly;
- All office furniture vacuumed monthly;
- All trash containers washed using a germicidal detergent monthly;
- All hard surface floor areas "machine spray buffed" monthly;
- All hard surface floor areas scrubbed, polished monthly and buffed weekly;
- Stripping, refinishing and polishing of all hard surface floors quarterly.

### Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, interior glass cleaning and deep cleaning of specific upholstered or carpeted areas, is available by calling the Property Management Office. Special cleaning services are quoted and contracted directly to tenants on a user-fee-basis.

### Window Cleaning

Window exteriors will be cleaned two times a year, or as required and weather permitting. Window interiors will also be cleaned once per year. Tenants will be notified in writing before interior window cleaning, so that areas around the windows can be cleared.

### Recycling Program

In an effort to conserve the earth's limited natural resources, Warrington PCI Management has instituted a recycling program at the building. All tenants are encouraged to participate in this program, which not only serves to protect our environment, but also helps reduce operating costs.

## How the Recycling Program Works

### PAPER

Each workstation and/or desk will be supplied with a recycling container where the paper products noted below must be deposited.

Glossy Paper	Brown Kraft Paper	Coloured Paper
Computer Paper	Photocopy Paper	Envelopes (all)
Fax Paper	Gummed Paper	File Folders
Magazines	Newspaper	Paper hand towels (used to clean hands only)
Telephone Books	NCR Paper	Clean paper food bags
Directories	Sugar and tea wrappers	Cardboard boxboard (ie. cereal boxes)

Each office will also be provided with one or more large recycling boxes to be placed in areas that generate large volumes of recyclable paper. The small individual boxes are the responsibility of the tenants (usually the individual working in that area) to empty into the large central boxes for disposal.

### BOTTLES, CANS & PLASTICS

Royal Centre participates in a recycling program for bottles, pop cans and plastics. Each office will be supplied with a blue recyclable container where the products noted below must be deposited.

Coffee Cup Lids	Plastic Food Containers (incl. microwave dinner trays)
Pop Cans & Food Tins	Yogurt Containers (foil lid to garbage)
Plastic Bags	Plastic Creamer Cups (foil lid to garbage)
Plastic Cutlery & Stir Sticks	Plastic & Glass Bottles/ Jars labeled <b>PLEASE INSERT RECYCLING LABELS 1-7</b>
Tetra Paks / Drink Cartons	

### ORGANICS

Royal Centre participates in a recycling program for organics. Each office will be provided with one or more green Eco-Caddy's to be placed in Lunch Rooms where the products noted below must be deposited.

All Food Waste	Fruits & Vegetables
Meat, Fish & Bones	Pasta, Bread & Cereal
Dairy Products, Egg Shells	Coffee Grounds, Filters & Tea Bags
Candies, Cookies, Cakes	Wooden Chopsticks & Stir Sticks
Salt, Pepper & Sugar Packets	Compostable Food Containers & Cutlery
Waxed, Greasy & Food Spoiled Paper Towels, Napkins & Cardboard (i.e. pizza boxes)	

### ELECTRONIC RECYCLING (E-WASTE)

Royal Centre participates in a recycling program for electronic waste. Please email: [rcservice@warringtonpci.com](mailto:rcservice@warringtonpci.com) or log in to your MRI Angus account to schedule an e-waste pick up. Hard Drives, DVD's and CD's require shredding at additional costs, please contact the Management Office for further information at 604-689-1711. Housekeeping staff will not remove Hard Drives, DVD's and CD's without prior confirmation from the Management Office.

Cell Phones/Pagers	Cables & Cords
Computers & Laptops	Copiers, Fax Machines
Printers/Scanners	Gaming Consoles
Keyboards & Monitors	Stereo & Video Equipment
Shredders	TV's, VCR & DVD Players
Hard Drives	DVD's & CD's

## NON-RECYCLABLES

The following items should not be deposited in the recycling containers and must be placed in waste receptacles:

Plastics not labeled <b>PLEASE INSERT RECYCLING LABELS 1-7</b>	Aluminum Foil
Courier Bags (unless labeled <b>PLEASE INSERT RECYCLING LABELS 1-7</b> )	Clothing
Foil Lid Containers (yogurt & creamers)	Rubber/ Foam
Snack Bags & Candy Wrappers	Facial Kleenex
Styrofoam, Polystyrene Cups & Containers - <b>Banned</b>	Gum

The Housekeeping Staff will remove the contents from the large recycling and waste containers each night; when ¾ full or upon tenants request. **Please also note, Styrofoam/polystyrene is no longer accepted under Royal Centre's waste/recycling program and must be disposed of directly by the Tenant by contacting:**



**Allan Russell** Account Sustainability Manager- BC  
CASCADES RECOVERY+  
8325 Main Street  
Vancouver, British Columbia, Canada V5X 3M3  
Tel.: 604-327-5272 EXT.: 66109 Cell: 604-690-3733

Please contact the Property Management Office to obtain initial or additional recycling containers.

## Pest Control

Integrated Pest Management Program is provided by an independent contractor. The service is done after normal business hours and is included in the operating costs of the building. Pest control service schedule are as follows:

- Weekly pest control in the mall food court
- Retail tenant units as requested
- Once per month to the common areas and back corridors
- Once per month service for loading bays and storage lockers
- Once per month for office tower
- Other floors as requested

## Central Building Services

### Heating, Ventilating and Air Conditioning (HVAC) Central Operations

The Landlord will provide heating and air conditioning normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday. To ensure your premises are comfortable, the systems are in operation well in advance before the start of each day.

### Temperature Control

Requests for temperature adjustments within your premises should be directed to the Property Management Office and an operator will be advised immediately.

### After Hours Requests

Requests for after-hours air conditioning must be in writing and authorized by the Tenant Representative (see Building Forms section). Charges will be invoiced for service hours beyond those provided for in your Lease. Refer to the Financial Requirements section of this guide for applicable hourly rate charges.

### Suggestions to Improve Comfort Levels

- Keep furniture at least six inches from perimeter heating units.
- Ensure air balancing is completed after changes in occupancy, partitioning and the addition of heat generating equipment.
- Close window blinds to restrict sun loads.

### Elevators

The office tower is serviced by 12 elevators, 6 in the low rise and 6 in the high rise. The low rise and high rise elevators are split as follows:

- The low-rise 6 elevators service floors Lobby - 20;
- The high-rise 6 elevators service floors Lobby & 21 - 37.

The low rise and high rise each have one freight elevator that services all floors. All elevators are equipped with security card readers providing access after normal business hours.

There are also two (2) shuttle elevators that service the retail levels and the parkade.

### Emergency Intercom

Each elevator is equipped with an emergency intercom, which automatically rings the main lobby security desk when the alarm button is depressed. When security answers provide them with the elevator number where you are located; they will contact the building staff and elevator contractor to provide assistance. Remain calm. Help will arrive shortly.

### Fire Alarms and Power Failure

During a fire alarm condition the elevators will home to the ground floor and the doors will remain in the opened position once they reach this floor. Remember that the elevators must *not* be used during a fire alarm condition and are for the fire department use only.

## **Elevators (Continued)**

Emergency power is supplied to each elevator during a power failure. In the event of power failure each home to the ground floor one at a time to allow the occupants to disembark.

## **Lighting Control**

The Landlord will provide lighting normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday. The floor lighting control switch is located outside of the men's washroom. This switch overrides all individual light controls on the floor.

## **Light and Ballast Replacements**

Building standard fluorescent tubes and ballasts are replaced at no charge, as this expense is included in the Operating Costs.

## **Specialty Lighting**

Non-standard lights and ballasts can be purchased at the tenants cost and stored by the Property Management for the individual tenant. There will be labour charged for the replacement of non-standard lights. The operations group will stock every known bulb and ballast that is used in the building.

As part of the buildings Energy Management Program, tenants are requested to turn off office lights, computers and copiers when not open for business.

## **Electrical Systems**

Power is distributed throughout the office floors using an overhead system at 208/120 volts. All wiring is to be in cable tray/conduit and in conformance with applicable codes. It is required that tenants arrange to have all equipment fitted with three-prong plugs to make use of the buildings grounding facility. No tenant equipment installation and no regular access is permitted to the buildings telephone, mechanical or electrical rooms.

## **Utility Service Access**

Access to a floors mechanical, electrical or telephone rooms is not available except by prior arrangement and then only for specific authorized purposes.

## **Telephone, Internet and Cable TV**

As a result of the deregulation of the telecommunications industry (initiated by the CRTC), there are many competitors in the marketplace for fibre optics, high-speed data, local telephone and long distance services and any other related services. Currently, the building has authorized the following companies to provide these types of services.

- AT&T
- Bell
- Primus
- Rogers
- Shaw
- Telus Communications

## Telephone, Internet and Cable TV (Continued)

As you may well imagine, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Before formalizing any agreement with any of these types of service providers, please contact the Property Management Office for further direction.

## Financial Requirements

### Monthly Rent Schedule

A monthly rent schedule will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e. Operating Costs and Realty Taxes) for the upcoming year. In addition, a revised monthly rent schedule will be issued should there be a change in your rent (i.e. increase in basic rent or adjustment to the current years actual property tax received from the City of Vancouver in July).

The information on the schedule will include the tenants name, suite number, and rental amount due (broken down by charge and the applicable taxes). Please note that a monthly invoice will not be issued, unless specified under the lease.

Warrington PCI Management offers Electronic Fund Transfer (EFT) Method of Payment for Monthly Rent Charges. With EFT, funds are withdrawn automatically from your bank account on the first of each month. This will eliminate the need for you to write a cheque and incur the associate costs of postage, paper and time. Please refer to the Building Forms section of this Guide for a copy of the Pre-Authorized Enrollment Form.

### Parking

Parking charges may be included with your monthly rent payment or submitted separately. Monthly parking invoices are provided by Impark.

### Building Services

Invoices will be issued for all Tenant Service/Maintenance Requests on a monthly basis. Please ensure that the remittance copy is sent with your payment.

### Other Invoices

A separate invoice will be issued for metered utilities and miscellaneous services provided by outside suppliers (i.e. door and lock repair, plumbing, or electrical work) if coordinated through the Property Management Office. Again, please ensure that the remittance copy is included with your payment.

### Payment

All **payments for rent other invoices** must be addressed and made payable to:

**Kuehne Real Estate Canada Ltd.  
c/o Warrington PCI Management  
P.O. Box 11111  
Suite 219, 1055 West Georgia  
St., Vancouver, BC V6E 3P3**



For further information regarding rent payment and other general invoicing for chargeable services, please address any enquiries to:

**Attention: Accounts Receivable**  
**Royal Centre (KREC) Inc.**  
**c/o Warrington PCI Management**  
**P.O. Box 11111**  
**Suite 219, 1055 West Georgia St.,**  
**Vancouver, BC V6E 3P3**  
**Phone: 604-689-1711**

**Standard Additional Service Rates Warrington**

**PCI Management Special Services**

- Picture Hanging \$30.00/hour
- Furniture Repair \$30.00/hour
- Small Moves \$30.00/hour

**Signs\***

- Main Lobby Directory
- Elevator Lobby Directory
- Tenant Premises

\*Please contact the Management Office for the cost of signs.

**After Hours HVAC and Lights**

- HVAC \$70.00/hour

**Other**

- Security Access Card Replacements \$25.00/card
- Parking
  - Deco \$25.00/card
  - Transponder \$25.00

**Labour\***

- Housekeeping Staff (Regular Hours)
- Housekeeping Staff (Overtime Hours)

\* Please contact the Management Office for Housekeeping rate information.

## Building Rules and Regulations

### Building Rules and Regulations Purpose

The following Rules and Regulations have been adopted for the safety, benefit and convenience of all tenants and other persons in the Building. The Tenant shall at all times comply with, the Rules and Regulations that are currently in effect.

### Rules and Regulations

- The tenants shall not permit in the Premises any cooking or the use of any apparatus for the preparation of food or beverages (except for the use of coffee makers, kettles, microwave ovens or refrigerators or where the Landlord has approved of the installation of cooking facilities as part of the Tenant's Leasehold Improvements) nor the use of any electrical apparatus likely to cause an overloading of electrical circuits.
- The sidewalks, entries, passages, corridors, lobbies, elevators and staircase shall not be obstructed or used by the tenants, their agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the offices. The Landlord reserves entire control of the Common Area and all parts of the Building and the Land employed for the common benefit of the tenants.
- The tenants, their agents, servants, contractors, invitees or employees, shall not bring in or take out, position, construct, install or move any safe, business machine or other heavy office equipment without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms to distribute the weight thereof. All damage done to the Building by moving or using any such heavy equipment or other office equipment or furniture shall be repaid at the expense of the tenant.
- The moving of all heavy equipment or other office equipment or furniture shall occur between 6:00 p.m. and 8:00 a.m. or any other time consented to by the Landlord and the persons employed to move the same in and out of the Building must be acceptable to the Landlord. Safes and other heavy office equipment will be moved through the halls and corridors only upon steel bearing plates. No deliveries requiring the use of an elevator for freight purposes will be received into the Building or carried in the elevators, except during hours approved by and scheduled through the Landlord. Only elevators so designated by the Landlord shall be used for deliveries of workmen and materials, furniture and other freight. The tenants shall pay, as Additional Rents, any costs incurred by the Landlord in connection with the moving of the tenant's equipment, furniture, etc.
- All persons entering and leaving the Building at any time other than during Normal Business Hours shall register in the books kept by the Landlord at or near the entrance or entrances and the Landlord will have the right to prevent any person from entering or leaving the Building unless provided with a key to the premises to which such person seeks entrance and a pass in a form to be approved by the Landlord and provided at the tenant's expense. Any persons found in the Building at such times without such keys or passes will be subject to the surveillance of the employees and agents of the Landlord. The Landlord shall be under no responsibility for failure to enforce this rule.
- The tenants shall not place or cause to be placed any additional locks upon any doors of the Premises without the approval of the Landlord, which approval shall not be unreasonably withheld, and subject to any conditions imposed by the Landlord. Additional keys may be obtained from the Landlord at the cost of the tenant.

## Rules and Regulations (Continued)

- The water closets and other water apparatus shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes or other substances shall be thrown therein. Any damage resulting from misuse shall be repaired at the cost of the tenant by whom or by whose agents, servants or employees the same is caused. Tenants shall not let the water run unless it is in actual use, and shall not deface or mark any part of the Building, or drive nails, spikes, hooks or screws into the walls or woodwork of the Building.
- No one shall use the Premises for sleeping apartments or residential purposes, or for any illegal purpose, or for the storage of personal effects or articles other than those required for business purposes.
- Canvassing, soliciting and peddling in the Building or Common Areas are prohibited.
- Any hand trucks, carry-alls, or similar appliances used in the Building shall be equipped with rubber tires, side guards and such other safeguards as the Landlord shall require.
- The tenants shall not install or permit the installation or use of any machine dispensing goods for sale in the Premises or the Building or permit the delivery of any food or beverages to the Premises without the approval of the Landlord or in contravention of any regulations made by the Landlord. Only persons authorized by the Landlord shall be permitted to deliver or to use the elevators in the Building for the purpose of delivering food or beverages to the Premises. The Landlord acknowledges that the tenants, acting reasonably, will be permitted to have small quantities of food and beverages delivered to the Premises provided such delivery does not interfere with traffic flow to the Building and with Building operation.
- The tenants shall not perform any acts or carry on any practice which may damage the Building or the Common Areas or be a nuisance to any tenant in the Building.
- The tenants shall keep all mechanical apparatus free of vibration and noise which may be transmitted beyond the Premises.
- The tenants shall not use or permit the use of any objectionable advertising medium such as without limitation, loud speakers, stereos, public address systems, sound amplifiers, radio broadcast or television apparatus within the Building which is in any manner audible or visible outside of the Premises.
- The tenants shall not mark, drill into, bore or cut or in any way, damage or deface the walls, ceilings, or floors of the Premises. No wires, pipes, conduits, telephonic, telegraphic, electronic wire service or other connections shall be installed in the Premises without the prior written approval of the Landlord.
- The tenants shall not, except with the prior written consent of the Landlord, install any blinds, drapes, curtains or other window coverings in the Building and shall not remove, add to or change the blinds, curtains, drapes or other window coverings installed by the Landlord from time to time. So that the Building may have a uniform appearance from the outside, the tenants shall co-operate with the Landlord in keeping window coverings open or closed at various times as the Landlord may reasonably, from time to time, direct.
- The tenants shall not use any janitor, telephone or electrical closets for anything other than their originally intended purposes.
- The tenants shall abide and be bound by the Security Services in force in the Building from time to time. For the purpose of this clause, the term "Security Services" shall mean all aspects of security for the Building and the Lands, including equipment, procedures, rules and regulations pertaining to such security.
- No public or private auction or other similar type of sale of any goods, wares or merchandise shall be conducted in or from the Premises.

### Rules and Regulations (Continued)

- Nothing shall be placed on the outside of window sills or projections of the Premises, nor shall the tenants place any air-conditioning unit or any other equipment or projection so that it will project out from the Premises. The tenants may not install air-conditioning equipment of any kind in any part of the Premises without the prior written consent of the Landlord.
- All glass and trimmings in, upon or about the doors and windows of the Premises shall be kept whole, and whenever any part thereof shall become broken, the same shall be immediately replaced or repaired under the direction and to the satisfaction of the Landlord and shall be paid for by the tenant as Additional Rents.
- No bicycles or other vehicles shall be brought within the Building except as specifically designated by the Landlord.
- No inflammable oils or other inflammable, dangerous or explosive materials shall be brought into the Building or kept or permitted to be kept in the Premises.
- In the event the Premises are used for restaurant or food handling purposes, the tenants shall, at its expense:
  - carry out at least monthly a roach spraying program, and provide evidence thereof to the Landlord, and
  - clean all exhaust ducts at least twice yearly, and provide evidence thereof to the Landlord.
- Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in the Province where the Premises are located) in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with a certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's non-compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.

## **Building Documents**

## **Building Documents (Continued)**

### **Floor Plans**











## **Building Documents (Continued)**

### **Building Forms**

To view all building related forms, please click on the following link:

**[BUILDING FORMS](#)**

## **ANNEX A - Policies**

## **Sustainable Purchasing Policy**

## **SUSTAINABLE PURCHASING POLICY**

### **1. Scope**

Royal Centre, c/o Warrington PCI Management, has created the following Sustainable Purchasing Policy to reduce the negative environmental and indoor air quality impacts of purchased materials and products, through purchasing products that are less toxic and that use materials more wisely than conventional products. All practices shall comply with applicable local regulatory requirements. This policy will be consulted prior to purchasing materials. The policy has been written to meet the LEED® Canada EB: O&M requirements, should the property intend to pursue LEED certification.

The following boundaries apply to this Policy:

**Physical Boundaries:** Royal Centre's exterior, site, building hardscape features, and all interior areas, including tenant spaces.

**Programmatic Boundaries:** This Policy will affect all base building purchases at Royal Centre for ongoing consumables and lamps that are within Warrington PCI Management's control and applies to Royal Centre.

#### **Ongoing Consumables**

Sustainable purchasing must be encouraged or required, if feasible, for ongoing consumables, including but not limited to paper, toner cartridges, binders, batteries and desk accessories. Purchases are considered to be sustainable if they meet one or more of the criteria listed below:

- Contain at least 10% post-consumer and/or 20% post-industrial recycled content material;
- Contain at least 50% rapidly renewable materials;
- Contain at least 50% materials that satisfy the regional purchasing requirements listed below:
  - o The final manufacturing location is within 800km of the project site; and
  - o The product did not leave the 800km radius surrounding the final manufacturing location (2,400km if shipped by rail or water). This includes all extraction, harvesting, recovery, and processing.
- Consist of 50% Forest Stewardship Council-certified paper products.
- All batteries purchased at the building are rechargeable.

#### **Mercury-Containing Light Bulbs/Lamps**

The average of all purchased lamps must be below 90 picograms per lumen hour (pg/lumen-hr). Manufacturer data of all lamps must be reviewed prior to purchase to confirm that they meet the specified pg/lumen hour limit. The rated technical specifications for all lamp data must meet the following criteria:

- Life of lamp - 3 hours 'on' for every 20 minutes 'off' for fluorescent lamps; 11 hours 'on' for HID lamps.
- Light output of lamp - fluorescent lamps measured with an instant-start ballast having a ballast factor of 1.0 (Exception: T5 lamps are measured using program-start ballasts), as measured at 40% of lamp life

- Mercury content of lamp - if the manufacturer or supplier documentation shows a range in milligrams, use the highest value in the range.
- Mercury free lamps (e.g. LEDs) shall only be included in the calculations if they have energy efficiency levels (lamp lumens per watt) that are equal to or greater than those of comparable mercury-containing lamps.

The following resources and guidelines can be used to assist in procuring lamps that meet the requirements of this Policy:

- National Electrical Manufacturers Association (NEMA). [www.nema.org](http://www.nema.org)
- LampRecycle is an online resource from NEMA which provides information on recycling spent mercury-containing lamps, including links to regulations and recycling service providers. [www.nema.org/lamprecycle/](http://www.nema.org/lamprecycle/)
- The ENERGY STAR website provides resources designed to assist procurement officials in making smart purchasing decisions. [www.energystar.gov/index.cfm?c=bulk\\_purchasing.bus\\_purchasing](http://www.energystar.gov/index.cfm?c=bulk_purchasing.bus_purchasing)
- This site provides information on mercury in fluorescent lamps, purchasing programs for low-mercury-content lamps, and related topics. [http://www.informinc.org/factP3mercury\\_lamps.php](http://www.informinc.org/factP3mercury_lamps.php)
- Refer to Warrington PCI's Solid Waste Management Policy for procedures for recycling spent lamps.

## 2. Goals

Royal Centre, c/o Warrington PCI Management, shall evaluate its needs and make ongoing consumables and mercury containing lamps purchases meet the goals below.

For ongoing consumables, 60% of purchases by cost meet sustainability criteria.

For mercury containing lamps, 90% of lamps by quantity have 60 picograms of mercury per lumen-hour or less.

## 3. Resources for Implementation: Procedures, Strategies & Performance Measurement

Royal Centre, c/o Warrington PCI Management, shall adopt and enforce the Sustainable Purchasing Policy and ensure the minimum amount purchased is sustainable. Warrington PCI Management shall work with vendors and tenants to identify environmentally preferable products that meet the needs of the building.

Items purchased for the Royal Centre shall be recorded and evaluated on a monthly basis. Warrington PCI Management shall continuously identify opportunities for more environmentally friendly alternatives, and establish a policy to purchase these alternatives, where feasible. Invoices of all applicable materials shall be submitted to Warrington PCI Management on a monthly basis for review.

Percentages of sustainable purchases shall be calculated on a cost or quantity basis. Materials meeting two separate criteria shall count twice toward the total.

**PERFORMANCE MEASUREMENT:**

For ongoing consumables, the following information shall be provided monthly:

- Invoices of all ongoing consumables purchased should be kept on file and documented.
- Documentation from product manufacturers or suppliers that verify the products compliance with the specific sustainability criteria.

For mercury containing lamps, the following information shall be provided monthly:

- Invoices for all lamps purchased kept on record and documented.
- Manufacturer and model number of each lamp.
- The Material Safety Data Sheet or product data sheet for each product showing either the pg/lumen-hr or all of:
  - o mercury content (mg/lamp),
  - o mean light output (lumens), and
  - o rated life (hours).

Note: These values must be derived according to industry standards. Mercury values generated by toxicity characteristic leaching procedure (TCLP) tests do not provide the required mercury information to meet the requirements of this policy and cannot be used in the calculation.

**4. Responsible Party**

Teams and individuals involved in activities pertaining to the Plan include the following:

Name / Position	Responsibilities
David Basford Property Manager Warrington PCI Management Tel: 604-602-4800 Email: <a href="mailto:dbasford@warringtonpci.com">dbasford@warringtonpci.com</a>	Adopt / enforce policy; Ensure that contractors that purchasing products for the building are aware of the procedures outlined in this plan; and Ensure that the appropriate individuals are informed of the updates.

**5. Time Period**

This plan has been developed for the Warrington PCI Management portfolio as a part of the corporate sustainable effort and shall be reviewed annually.

This plan will be in effect for the duration of building operations until amended and/or replaced by a subsequent sustainable purchasing policy.

**6. Quality Assurance/Quality Control Processes**

Royal Centre, c/o Warrington PCI Management, will evaluate the purchasing activity on a quarterly basis to evaluate progress towards the implementation goals. If any purchases are not being recorded properly, the responsible party will inform the appropriate individuals to ensure that activities are recorded moving forward. If any implementation goals are not being met, Warrington PCI Management will investigate the situation and will work with the individuals purchasing materials to resolve the issue. The responsible party will evaluate whether updates are necessary to the policy or the purchasing processes in order to achieve the implementation goals.



## **Green Cleaning Policy**

## **GREEN CLEANING POLICY**

### **1. Scope**

This policy aims to reduce building occupants and maintenance personnel's exposure to potentially hazardous chemical, biological, and particle contaminants, which adversely affect air quality, human health, building finishes, building systems, and the environment. The policy has been written to meet the LEED® Canada EB: O&M requirements, should the property intend to pursue LEED certification.

The following boundaries apply to this policy:

Physical boundaries: Royal Centre exterior, site, and base building areas.

Programmatic boundaries: This policy includes the following in all regularly occupied areas:

#### **High Performance Cleaning**

Applies to purchase, use, maintenance, and disposal of all cleaning materials and equipment used within the building. Requires strategies for safe handling and storage of cleaning chemicals, strategies for promoting hand hygiene, maintenance staff training, and provisions for collecting occupant feedback and continuous improvement of green cleaning practices.

#### **Cleaning Products and Materials Purchases**

Applies to all cleaning products and materials used and purchased for use within the building.

#### **Cleaning Equipment**

Applies to all powered cleaning equipment used and purchased for use within the building

### **2. Goals**

Warrington PCI Management's goal is as follows.

- 100% (by cost) of all disposable janitorial paper and trash bags products
- 30% (by cost) of the total annual purchases of these cleaning and maintenance products, excluding janitorial paper products;
- 100% disinfectants, metal polish, floor finishes, strippers or other products not covered above;
- 100% hand cleaners and soaps.
- 20% (by quantity) of the janitorial equipment used will satisfy the requirements outlined in this document; and all future purchases will comply with these requirements.

### **Resources for Implementation: Procedures, Strategies & Performance Measurement**

#### **High Performance Cleaning**

Potentially harmful or irritating chemical use should be reduced or eliminated to reduce impact on indoor air quality and occupant health and safety.

Ensure that Material Safety Data Sheets (MSDSs) for all cleaning products are available to cleaning staff and stored with cleaning products. Proper storage and handling of cleaning chemicals is required and protective equipment should be worn when these products are used. The following outlines the procedures to be maintained.

### Cleanliness Standard

Warrington PCI Management requires that all facilities it manages shall achieve and maintain a score of 3 or less, following the Association of Physical Plant Administrator's (APPA) Custodial Staffing Guidelines.

The APPA Guidelines have 5 levels of cleanliness, with levels 1 – 3 outlining the acceptable levels of cleanliness:

- o Level 1: orderly spotlessness
- o Level 2: ordinary tidiness
- o Level 3: casual inattention

APPA uses visual inspections to evaluate cleaning performance. Warrington PCI Management shall work with the Cleaning Contractor to determine the acceptable audit procedures.

### Guidance for Cleaning Product and Equipment Use

For all cleaning products, materials, and equipment, the cleaning contractor will submit product details and/or MSDSs to Warrington PCI Management for review and approval before using the product. These submissions will be kept on site.

When applicable, the following guidelines and requirements for using cleaning products and materials will be followed:

- Maintenance staff is required to clean as necessary to increase the life of flooring surfaces.
- Use concentrated products with appropriate dilution controls. Where chemicals are necessary, ensure they are dispensed from portion-controlled, closed dilution systems.
- Use floor coating products which are free of zinc, wherever possible.
- Cleaning solutions and by-products (e.g. floor stripping waste, empty chemical containers) should be disposed of according to details specified in product literature and according to relevant laws and regulations.
- When appropriate and hygienic, reuse wipes and towels used to clean surfaces.
- Prior to beginning any janitorial activities using mechanized equipment (e.g. floor cleaners, buffers, wax strippers) verify the equipment is operating properly. This will increase the device's efficiency and ensure the building surfaces are not damaged by faulty equipment.

The following are not required, but are recommended measures:

- Use core-less paper products.
- Use equipment that can be cleaned with water only, thereby reducing cleaning chemicals and packaging.
- Use floor buffing pads that eliminate the use of chemical stripping agents when preparing a floor for refinishing.

The cleaning contractor, in cooperation with Warrington PCI Management, will be responsible for ensuring all the cleaning staff are aware of and comply with these guidelines.

### **Storage and Handling of Cleaning Chemicals**

Cleaning products and materials purchasing standards can be found in this policy. Rubber gloves, masks and other required protective equipment shall be available for individuals using these products regularly.

Janitorial closets are not to be used for mixing or storing harmful chemicals. Harmful chemicals shall be kept in a well-ventilated area where such chemicals are clearly present. Employees working in this area are to wear appropriate safety attire when accessing chemicals and should ensure that all areas are wiped down before and after chemical use to avoid cross contamination. Non-harmful chemicals are to be stored in janitorial closets in a manner that limits opportunities for accidental spills or leaks. All chemical storage containers shall be checked for leaks or other imperfections before use. Containers should be stored at accessible heights, and where containers must be stored above shoulder height, a step ladder shall be used to reach the container.

Appropriately plumbed containment drains or other means shall be used for proper disposal of hazardous wastes; cleaning staff are expected to use these appropriately.

In the event of a hazardous spill or mishandling incident, the cleaning contractor must:

- Read MSDS for warnings, disposal guidelines and emergency procedures for specific chemicals. A copy of all MSDS shall be provided to the Operations Manager for future reference and use.
- Contact trained senior management if necessary.
- Use recommended Personal Protective Equipment.
- Extract pollutants through appropriate cleaning to prevent harm to occupants.
- Dispose of spilled waste in properly labeled containers.
- Ensure timely and safe pick-up of hazardous waste.

### Hand Hygiene

Warrington PCI Management promotes hand hygiene and is committed to implement following measures:

- Development of an effective communication plan to inform tenants of the importance of hand hygiene (e.g. signage, newsletters, emails, etc.)
- Appropriate placement of hands-free, waterless hand sanitizer dispensers at strategic locations throughout the building (e.g. elevator lobbies)
- Use of hands free dispensers for janitorial paper products, compared to levers and cranks that can promote the spread of germs
- Installation of hands free faucets in washrooms and other kitchen areas

Hand soaps shall not contain antimicrobial agents, except where required by health codes and other regulations.

### Staffing

An appropriate staffing level and division of responsibilities will be developed by the cleaning contractor in coordination with Warrington PCI Management. Staffing should be allocated to ensure that the Association of Physical Plant Administrator's (APPA) Custodial Staffing Guidelines cleanliness score is maintained, including more frequent and intensive cleaning of areas that accumulate greater amounts of contaminants, including building entryways, bathrooms, food preparation and dining areas.

## **Training and Retraining**

The cleaning contractor will be responsible for initial and ongoing cleaning and janitorial staff training to maintain knowledge of correct procedures for their expected tasks, the intended cleaning materials and equipment, and on safety, tools, techniques, and pertinent environmental standards.

New hires, being employed with the cleaning contractor for less than one year, shall receive at least 12 hours of training within two months of initial employment, followed by 24 hours of in-service training, continuing education, and/or professional development opportunities.

Senior employees, employed with the cleaning contractor for more than one year, shall have at least 24 hours of in-service training and/or education on an annual basis.

All cleaning chemical, materials, and equipment suppliers must provide training materials on their products' hazards and proper use. These documents are made available to all staff using them.

Training will include, but is not limited to:

green cleaning techniques and details on proper handling, use and storage of products

- environmental and health issues of the products and equipment being used
- requirements for proper product (and associated packaging) disposal
- dispensing equipment and packaging
- minimizing exposure and impacts when managing hazardous spills and similar incidents
- addressing custodial staff turnover and rotation
- cleaning by outsourced services

Retraining of facilities personnel should cover all elements above as required.

Training and retraining shall be documented by the cleaning contractor and reviewed by Warrington PCI Management.

## **Standard Operating Procedures (SOPs)**

The cleaning contractor is required to maintain Standard Operating Procedures (SOPs) that form the basis for training and cleaning, which Warrington PCI Management will review and approve.

These SOPs should address effective cleaning, hard floor maintenance, and carpet maintenance implementation, management and auditing.

Overall, the SOPs should reflect Warrington PCI Management's green cleaning principles, Which include:

- Reduced or no use of potentially harmful and irritating chemicals.
- The removal or elimination of dirt, dust, and other contaminants.
- The protection and preservation of surfaces during cleaning (particularly hard floors and carpets).
- Proactive strategies to reduce contaminant infiltration at source (walk-off mats or grates that are at least 3 meters long are installed at all public building entrances).

The procedures should provide guidance on how the cleaning contractor will meet each section

of this policy.

### **Occupant Feedback**

Warrington PCI Management in coordination with the cleaning contractor shall collect building occupant's feedback on overall building cleanliness, hygiene, product use, and overall performance of custodial services.

PERFORMANCE MEASUREMENT: The cleaning contractor is responsible for documenting compliance with Warrington PCI Management's Green Cleaning Policy and the aforementioned strategies and procedures. The following documents shall be completed and provided:

- Audits  
Warrington PCI Management will conduct random audits to ensure that the compliant low environmental impact cleaning products and materials, that have been purchased, are being used. These random inspections will include verification that MSDS sheets are provided in janitorial closets, as well as to confirm proper cleaning products are being purchased and used.
- Task Frequency and Staffing Plan  
The overall building cleanliness is to be reviewed quarterly by Warrington PCI Management. The staffing plan and task frequency should be revised based on the results of this review.
- Contracted Cleaning Staff Training and Retraining  
The cleaning contractor shall be responsible for documenting annual cleaning staff training (property and contracted cleaning staff), within two months of initial hire, and on introduction of new products or equipment.

### **Cleaning Products and Materials Purchases**

All cleaning products, materials and equipment including chemical dilution systems shall comply with the purchasing standards and guidelines outlined below.

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes
- UL 2792 (formerly CCD 110), for cleaning and degreasing compounds
- UL 2759 (formerly CCD 146), for hard-surface cleaners
- UL 2795 (formerly CCD 148), for carpet and upholstery care

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- Green Seal GS-40, for industrial and institutional floor care products
- UL 2798 (formerly CCD 112), for digestion additives for cleaning and odor control
- UL 2791 (formerly CCD 113), for drain or grease trap additives
- UL 2796 (formerly CCD 115/107), for odor control additives
- UL 2777 (formerly CCD 147), for hard-floor care
- California Code of Regulations maximum allowable VOC levels for the specific product category

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- US EPA comprehensive procurement guidelines, for janitorial paper and plastic trash can

liners

- Green Seal GS-09, for paper towels and napkins
- Green Seal GS-01, for tissue paper
- UL 175 (formerly CCD-082 and CCD-086), for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers

Hand soaps and hand sanitizers must meet one or more of the following standards:

- no antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements)
- Green Seal GS-41, for industrial and institutional hand cleaners
- UL 2784 (formerly CCD-104), for hand cleaners and hand soaps

The standards referenced within this Plan can be found at the following websites:

- Green Cleaning Network - [www.greencleaningnetwork.org](http://www.greencleaningnetwork.org)
- Green Seal - [www.greenseal.org](http://www.greenseal.org)
- International Sanitary Supply Association - [www.issa.com](http://www.issa.com)
- U.S. EPA Environmentally Preferable Purchasing (EPP) - [www.epa.gov/epp/](http://www.epa.gov/epp/)

PERFORMANCE MEASUREMENT: Warrington PCI Management is responsible for adopting purchasing policy for sustainable cleaning products and providing ongoing documentation of enforcement.

Warrington PCI Management will document and review relevant information for all cleaning products and materials purchases, including purchasing invoices and product specification sheets, on a monthly basis.

### **Cleaning Equipment**

All cleaning equipment will comply with the standards outlined below.

- Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of less than 70 dBA.
- Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval testing program for Deep Cleaning Extractors.
- Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a sound level of less than 70 dBA.
- Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of less than 90 dBA.
- Automated scrubbing machines must be equipped with variable-speed feed pumps and must be either equipped with on-board chemical metering to optimize the use of cleaning fluids or use only tap water with no added cleaning products.
- Battery-powered equipment equipped with environmentally preferable gel batteries.
  
- Powered equipment ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment designed with safeguards, such as rollers or rubber bumpers, to reduce potential

- damage to building surfaces.
- Equipment that employs steam as the main cleaning agent.

Existing equipment will be used until the end of its useful life. The standards given in this policy will apply to any new equipment.

The manufacturer or the cleaning contractor shall regularly maintain janitorial equipment to ensure optimal performance during its lifetime. Equipment is to be checked before use to prevent damage to building surfaces that can occur from malfunctions.

A log will be kept for all powered housekeeping equipment to document details for equipment purchases, and all repair and maintenance activities associated with it.

PERFORMANCE MEASUREMENT: Cleaning equipment purchasing, repair and maintenance will be documented and logged. The documentation will be reviewed monthly by the cleaning supervisor to determine if improvements can be made.

Warrington PCI Management will review cleaning equipment purchasing documentation, repair and maintenance logs quarterly and verify that the strategies in this policy are being applied. Warrington PCI Management will advise their contractors of required changes to comply with the standards outlined above. Records and documentation for all guidelines, training, occupant feedback, and other strategies will be maintained with the assistance of cleaning contractors.

#### 4. Responsible Party

Team and individual involved in activities pertaining to the policy:

Name / Position	Responsibilities
David Basford Property Manager Warrington PCI Management Tel: 604-602-4800 Email: <a href="mailto:dbasford@warringtonpci.com">dbasford@warringtonpci.com</a>	Review the plan annually; ensure staff review and follow Green Cleaning Policy; and ensure that the appropriate individuals are informed of the updates.
Ashley Kennis Property Administrator Warrington PCI Management Tel: 604 602 4809 Email: <a href="mailto:akennis@warringtonpci.com">akennis@warringtonpci.com</a>	Provide documentation for cleaning products and materials purchases and cut sheet.
Gordie Sangha Director, Client Services Bee-Clean Building Maintenance Tel: 604-230-2206 Email: <a href="mailto:gordie.sangha@beeclean.net">gordie.sangha@beeclean.net</a>	Provide documentation for powered cleaning equipment purchases and cut sheet; provide cleaning equipment maintenance/repair records.



## **5. Time Period**

This policy has been developed for the Warrington PCI Management portfolio as a part of the corporate sustainable effort. This policy shall be reviewed annually.

This policy will be in effect for the duration of building operations until amended and/or replaced by a subsequent green cleaning policy.

## **6. Quality Assurance/Quality Control Processes**

Warrington PCI Management will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, Warrington PCI Management will inform the appropriate individuals to ensure that activities are recorded moving forward. Warrington PCI Management will evaluate the results of the cleaning audits to determine whether the building is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, Warrington PCI Management will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, Warrington PCI Management will investigate the situation and will work with the individuals purchasing the materials and equipment or using the equipment. Warrington PCI Management will evaluate whether updates are necessary in order to achieve the implementation goals.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.

# **Integrated Pest Management, Erosion Control and Landscape Management Plan**

## 1. Scope

Warrington PCI Management has created this integrated pest and landscape management strategy to preserve ecological integrity, enhance natural diversity and protect wildlife while supporting high-performance building operations and integration into the surrounding landscape.

This Plan aims to eliminate or minimize the potential negative health impacts associated with Pest Control inspections and prevention/elimination activities, Erosion Control and Landscape Management.

All practices shall comply with applicable local regulatory requirements. The following boundaries apply to this plan:

Physical boundaries: Royal Centre's exterior, site, tenant spaces and base building areas.

Programmatic boundaries: This plan affects all Royal Centre personnel, vendors, contractors, and tenants who work at Royal Centre and addresses the following site issues:

- Outdoor Integrated Pest Management (Invasive plants and fungi are considered outdoor pests and should be addressed in the plan)
- Indoor Integrated Pest Management
- Landscape Waste
- Chemical Fertilizer
- Erosion and Sedimentation Control (as Warrington PCI Management does not have any uncontained natural landscaping on site, erosion control is limited to construction activities within the scope of this management strategy)

## 2. Goals

The program has been designed to LEED® Canada EB:O&M credit SSc3 Integrated Pest Management, Erosion Control, and Landscape Management Plan, and EQc3.6 Indoor Integrated Pest Management, should the property intend to pursue LEED certification. The Plan aims to eliminate or minimize the potential negative health impacts associated with pest control inspections and prevention/elimination activities.

## 3. Resources for Implementation: Procedures, Strategies & Performance Measurement

### Outdoor and Indoor Integrated Pest Management

Warrington PCI Management will employ preventative measures, such as optimal building cleanliness, removal of landscape features that may house pests, using appropriate biological controls and regular inspections and discussions to manage infiltration of pests. Traps, mechanical means and other LEED-compliant control strategies will be used before considering the use of pesticides. When necessary, use only species-specific and least toxic pesticides with required notification periods for tenants, per this Plan.

Warrington PCI Management and its pest control contractor shall employ low impact preventative pest management practices, including:

- Regular inspections and monitoring for the presence of pests and effectiveness of current preventative measures.
- Improved sanitation and management of pest attractants.
- Removal of landscape features that may harbor pests.
- Managing pest attractants, monitoring pest populations and controlling noxious weeds and invasive plants.
- Use of appropriate biological controls.
- Use of humane insect and rodent traps (adhesive tape, baited cages, etc.) throughout the building.
- Regular inspection of exterior hardscape and building envelope to identify cracks or crevices through which pests may enter the building.
- Ensuring food-service areas and break rooms are kept clean and waste kept in airtight containers.
- Promptly fixing dripping faucets or leaking pipes.
- Rinsing or isolating empty beverage containers to deter sugar-loving pests.
- Cleaning all spills promptly and eliminating clutter to simplify cleaning and minimize hiding places for pests.
- Educating occupants to clean recycled containers before putting them into the blue box.

This practice approach aims to avoid unnecessary pesticide use. Integrated pest management should incorporate:

- Preferred use of non-chemical methods.
- Integrated methods to inspect and control pest populations.
- Specification of the circumstances under which an emergency application of pesticides is required, including a definition of emergency conditions.
- Requirement for universal notification of at least 72 hours under normal conditions and 24 hours in emergencies before a pesticide other than a least-toxic pesticide is administered.

Pesticide product that meets San Francisco's Tier 3 hazard criteria

([http://sfenvironment.org/sites/default/files/fliers/files/sfe\\_th\\_pesticides\\_reviewed\\_091313.pdf](http://sfenvironment.org/sites/default/files/fliers/files/sfe_th_pesticides_reviewed_091313.pdf))

is considered a least toxic pesticide. Non-rodent pesticides are also considered least toxic if they exceed the Tier 3 criteria but are used in self-contained baits and placed in inaccessible locations; rodent baits are not considered least toxic under any circumstance because of their high toxicity. Rodent baits shall only be used as solid blocks located in locked, inaccessible outdoor dispensers which will not harm other wildlife.

All applications of pesticides shall be tracked with the log or similar means. Pesticide application logs shall note the targeted pest, the date and location of application, the individual responsible, and the type and amount of the pesticide applied. Also note the date and form of occupant notification procedures, and retain copies of all notices.

When a pest problem is identified, Warrington PCI Management's pest control contractor will investigate existing preventive measures for gaps or shortfalls. An acceptable threshold for each pest population shall be determined by the pest management contractor. After visually confirming that this threshold has been exceeded, various means of managing the pests are considered. The pest management contractor shall minimize the use of pesticides wherever possible by trying to physically remove pests before resorting to pesticide use. Removal options

include: sanitation, structural repairs, mechanical and living biological controls, other non-chemical methods and, if non-toxic options are unreasonable and have been exhausted, a least toxic pesticide.

In the case that least toxic pesticides are required, the chemicals should be used minimally and only in target locations specifically for targeted species. See [Appendix A](#) for a list of pesticides that are considered least toxic.

Under extreme conditions, use of pesticides that do not meet the definition of least toxic may be necessary. More toxic products may be used to control or destroy a health hazard. Pesticides that are not classified as least-toxic shall only be permitted during:

- Emergencies when there is a threat to human life;
- Times when application is necessary to eliminate a health hazard; and
- To manage termites or property damage caused by an infestation.

If a pesticide other than a least toxic pesticide or self-contained non-rodent bait is required to be used in an extreme circumstance (ie. Conditions are not able to be controlled by traps or exclusion), notification to all facility occupants shall be provided at least 72 hours before application under normal conditions, and within 24 hours after application in emergency conditions. Notify occupants in appropriate ways so that the notice reaches all potentially affected occupants and staff per the Communication Plan.

**Communication Plan:**

*Tenant notification of the pest management control program will be through a Universal Notification Letter issued annually or as part of the Pest Management Service Schedule.*

*If a non-least toxic pesticide applications are required, per above, tenants shall be notified at least 72 hours in advance of any potential application through an Emergency Service Notification Letter. This letter must include the pesticide product name, active ingredient, product label signal word (e.g., "caution", "danger"), the time and location of the application, and contact information for persons seeking more information. This template will be developed by Warrington PCI Management and their pest control service provider, and used to support this plan's notification guidelines.*

*Any non-scheduled visits that occur are considered emergency conditions. Email notifications are sent to tenant representatives when this occurs. The notification informs that the pest management service providers will be on-site within 24hours from the issuance time of the notification. If the cause for concern requires pesticide application, they will be applied no sooner than 24 hours, and no later than 48 hours, from the issuance time of the notification. This provides tenants advance notice (24 hours) of potential application.*

PERFORMANCE MEASUREMENT: Environmentally preferred practices will be used 100% of the time for the above conditions. Pest management logs will be submitted to the building management on a monthly basis for review. When toxic chemicals are required, all building occupants in affected areas are notified per the requirements above 100% of the time.

## **Landscape Waste**

The approved landscaping vendor will be responsible for diverting 95% landscape waste materials collected from the Royal Centre site via mulching, composting, or other low impact means. The landscaping contractor is responsible for removing all organic matter that cannot be broken down on site and bringing it to a local composting facility.

The amount of landscape waste sent to landfill shall be documented either by weight or volume.

PERFORMANCE MEASUREMENT: 95% of landscape waste shall be diverted from the waste stream via mulching, composting or other low impact means.

## **Chemical Fertilizers**

Fertilizers listed as prohibited in the Society for Organic Urban Land Care's Organic Land Care Standard, Seventh Edition, 2017 (or newer), List 1 shall not to be used on site. The standard can viewed through the link below:

<https://organiclandcare.ca/resources/Documents/Standard/SOUL-Standards-7Edition-Final.pdf>

Strategies include landscaping with native or adapted plants, using organic or natural fertilizers (e.g., compost, grass clippings), and maintaining soil health to limit the need for chemical fertilizers. If fertilizers are necessary, the following best practices will be considered:

- Use fertilizers based on need, as determined by soil testing and other indicators, and not by calendar.
- Use fertilizers only during times of plant uptake and not when heavy rain is expected.
- Keep at least 7.6m (25 feet) from any waterway.
- Use organic and natural materials to the greatest extent possible.
- Slow-release formulations shall be used. "Weed and feed" products will not be used.

Alternatives to chemical fertilizers will be specified. Application protocols will be defined that mitigate the possibility of pollution through over-application or inappropriate timing.

Periodic soil testing will be considered for identifying any nutrient deficiency and developing targeted fertilizer treatments.

Where possible, practices will be tracked to quantify and estimate the extent to which chemical fertilizer use is reduced. MSDS of fertilizers shall be reviewed and documented before the fertilizers being applied.

PERFORMANCE MEASUREMENT: Environmentally preferred practices will be used 100% of the time for the above conditions.

## **Erosion and Sedimentation Control**

Warrington PCI Management and its landscaping contractor shall employ strategies that prevent erosion during both normal operation and construction and will seek to minimize transported sediments from leaving the site.

Royal Centre does not have any uncontained natural landscaping on site. The site has underground parking and there are no exposed soils except for the above-ground planters

surrounding the building. Further, there are no receiving waters in the vicinity of the site. As such, there is not a risk of environmental impacts from erosion due to normal operations at Royal Centre.

Erosion and sedimentation control activities shall conform to the erosion and sedimentation requirements of the 2003 U.S. EPA Construction General Permit or local ESC standards and codes (<http://cfpub.epa.gov/npdes/stormwater/cgp.cfm>), whichever is more stringent.

Further, construction materials categorized as prohibited in the Society for Organic Urban Land Care's Organic Land Care Standard, Seventh Edition, 2017 (or newer), List 3 (<https://organiclandcare.ca/resources/Documents/Standard/SOUL-Standards-7Edition-Final.pdf>) are not to be used in projects on site.

In the event of a construction activity that disturbs the site, soil stabilization by temporary seeding, mulching, tarping, or other similar methods shall be employed. In the event of excavation of soil in the planters for replanting or rewater proofing, soil stabilization shall be employed by stockpiling soil on top of an impermeable material and surrounded with permeable dams.

To slow down runoff flowing across the site during site disturbing construction, Interceptor dikes and swales shall be used.

To ensure dust control during construction on site, concrete and other dust producing materials will be wetted before it is cut, removed, or demolished.

To prevent sediment from being washed away, area drains, trench drains, and any municipal drains in the vicinity of work will be protected using at least one of the following methods:

- For drain inlets below, or less than 150 mm above the drainage plane: Firmly anchor geotextile fabric over the drain inlet and cover with crushed stone. Inspect and clean the fabric regularly to prevent clogging and ensure no tears develop.
- Install a water-permeable dam around each drain to slow water velocity and trap sediment before it reaches the drain. Inspect regularly to ensure proper performance.

#### 4. Responsible Party

Name of Person / Position	Responsibilities
David Basford Property Manager Warrington PCI Management Tel: 604-602-4800 Email: <a href="mailto:dbasford@warringtonpci.com">dbasford@warringtonpci.com</a>	Review the plan annually; ensure staff review and follow Integrated Pest and Landscape Management Plan.
Tim Stone President Florenco Tel: 604-328-7922 Email: <a href="mailto:tim@florenco.ca">tim@florenco.ca</a>	Maintain landscape; track all landscape waste generated on site; provide landscape waste tracking logs monthly.
Gustavo Gabaldon Route Manager Abell Pest Control Tel: 604-395-8115 Email: <a href="mailto:GGabaldon@abellgroup.com">GGabaldon@abellgroup.com</a>	Perform pest control inspection; Provide tracking logs for pest control activities on site

#### 5. Time Period

This plan has been developed for the Warrington PCI Management portfolio as a part of the corporate sustainable effort and shall be reviewed annually.

This plan will be in effect for the duration of building operations until amended and/or replaced by a subsequent integrated pest, erosion control and landscape management policy.

#### 6. Quality Assurance / Quality Control Process

At least once a month, service providers shall provide an up-to-date tracking log of their activities. Warrington PCI Management will then review these logs to identify any deficiencies and issue corrective actions. Warrington PCI Management shall review this Plan annually to identify any activities and contracts that did not meet their requirements. Improvements will be included into service contracts, where applicable.



## **Environmental Tobacco Smoke Control Policy**

## **LEED Gold OEM Policy - Effective April 2018**

### **1. Scope**

Warrington PCI Management has created this Environmental Tobacco Smoke Control policy to prevent or minimize exposure of building occupants, indoor surfaces and systems to environmental tobacco smoke (ETS).

The policy has been created to meet the requirements of LEED Credit Eqp2 - Environmental Tobacco Smoke Control.

The following boundaries apply to this policy:

Programmatic boundaries: This plan affects all Royal Centre personnel, vendors, visitors, contractors, and tenants who work at Royal Centre. Specifically:

- Smoking is prohibited within the building and enclosed areas located at Royal Centre. Designated smoking areas are prohibited anywhere within the building and the enclosed areas.
- Smoking is not permitted within 7.5 meters (25 feet) of building entrances, outdoor air intakes, and operable windows. There are no designated smoking areas throughout the exterior of the building.
- Royal Centre is required to comply with the Tobacco and Vapour Products Control Act [1996] Chapter 451 and B.C. Reg. 232/2007 Tobacco and Vapour Products Control Regulation. Please see "Legislation" for further details.
  - The use of cigarettes, cigars (commercially or self-rolled), pipes, hookahs, water pipes, electronic cigarettes, smokeless tobacco (e.g. snuff, snus, chew), and tobacco use including smoking, chewing, dipping, or any other use of tobacco products are not permitted onsite.

### **2. Goals**

The goal of this Environmental Tobacco Smoke Control Policy is 100% compliance.

### **3. Resources for Implementation: Procedures, Strategies & Performance Measurement**

Warrington PCI Management shall ensure that proper communication and signage exists within 7.5 meters of building entrances, outdoor air intakes, and operable windows that informs building occupants of the no smoking policy.

When violations are observed by property management, documentation of the time and location shall be made to determine if there is an ongoing issue with particular communications.

If ongoing violations do occur, at the discretion of property management, further communications such as signage will be developed, and emails sent out informing tenants of the requirements set forth in this policy.

PERFORMANCE MEASUREMENT: Violations with the policy will be tracked and reviewed quarterly to determine if improved communications need to be developed or improved upon. Security reports will detail any infractions.

#### 4. Responsible Party

Team and individual involved in activities pertaining to the policy.

Name of Person / Position	Responsibilities
David Basford Property Manager Warrington PCI Management Tel: 604-602-4800 <a href="mailto:dbasford@warringtonpci.com">Email: dbasford@warringtonpci.com</a>	Ensure that this policy is communicated to the building tenants and have in place provisions for enforcement; Review this plan for any significant changes on the interval; Ensure that the appropriate individuals are informed of the updates.

#### 5. Time Period

This policy has been developed for the Warrington PCI Management portfolio as a part of the corporate sustainable effort.

This policy will be in effect for the duration of building operations until amended and/or replaced by a subsequent green cleaning policy.

#### 6. Legislation

Tobacco and Vapour Products Control Act [1996] Chapter 451

##### 2.3 No tobacco or vapour product use in or on site

- (1) Subject to subsection (2), a person must not smoke tobacco, hold lighted tobacco, use an e-cigarette, or hold an activated e-cigarette
  - (a) In any building, structure, vehicle or any other place that is fully or substantially enclosed and
    - (i) is a place to which the public is ordinarily invited or permitted access, either expressly or by implication, whether or not a fee is charged for entry,
    - (ii) is a workplace, or
    - (iii) is a prescribed place, or
  - (b) Within a prescribed distance from a doorway, window or air intake of a place described in paragraph (a).
- (2) Subsection (1) does not apply to the ceremonial use of tobacco
  - (a) in relation to a traditional aboriginal cultural activity, or
  - (b) by a prescribed group for a prescribed purpose

- (3) Subject to subsection (5), if any person contravenes subsection (1) in respect of a place described under subsection (1)(a)(i) or (iii), each manager, owner and lessee of the place is deemed to have contravened that subsection and each is liable for the contravention.
- (4) Subject to subsection (5), if any person contravenes subsection (1) in respect of a workplace, the employer is deemed to have contravened that subsection and is liable for the contravention.
- (5) It is a defence to a charge under subsection (3) or (4) if the manager, owner, lessee or employer, as applicable, demonstrates that he or she exercised reasonable care and diligence to prevent the contravention.
- (6) Subsections (3) and (4) apply whether or not the person who smoked or held lighted tobacco or used or held an activated e-cigarette, as described in subsection (1), or any other person, is charged with contravening subsection (1).

[http://www.bclaws.ca/civix/document/id/complete/statreg/96451\\_01](http://www.bclaws.ca/civix/document/id/complete/statreg/96451_01)







