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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 buildings 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.



## **Warrington PCI Management Privacy Statement (Continued)**

### **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**  
**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

Ken Chu

Phone: (604) 331-5259

Email: [kchu@warringtonpci.com](mailto:kchu@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)

Administrative Assistant/Operations  
Ashley Kennis  
Phone: (604) 689-1711  
Email: [akennis@warringtonpci.com](mailto:akennis@warringtonpci.com)

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

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

**Leasing:**

Dan Turner, Executive Vice President  
Phone: (604)331-5260  
Email: [dturner@pci-group.com](mailto:dturner@pci-group.com)

Operations Directory

**Engineers**

Corey Brown  
Assistant Chief Engineer  
Phone: (604) 689-1711 x 808

Bernard Facundo  
Shift Engineer  
Phone: (604) 689-1711 x 234

\$PLU0DUYDVWL  
6KLIW(QJLQHHU  
3KRQH 04)689-1711 x234

Derrick Willms  
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

Imperial Parking

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 Flying Wedge and William and Sons. 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	Remembrance Day
Family Day	B.C. Day	Christmas Day
Good Friday	Labour Day	Boxing Day
Victoria Day	Thanksgiving 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

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.

### Entertainment

The Centre in Vancouver for Performing Arts: (604) 602-0616  
[www.centreinvancouver.com](http://www.centreinvancouver.com)  
Queen Elizabeth Theatre, (604) 665-3050 630 Hamilton  
Vancouver Playhouse Theatre (604) 873-3311 Hamilton at Dunsmuir  
(604) 665-3050  
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





## Local Business Directory (Continued)

### Restaurants

Victoria Chinese Restaurant (604) 669-8383  
Phat Restaurant (604) 559-6744

### Transportation – Getting Around Vancouver

Translink Information Centre (604) 953-3333  
[www.translink.bc.ca](http://www.translink.bc.ca)  
Yellow Cab (604) 681-1111  
Vancouver Taxi (604) 871-1111

### Shopping

Royal Centre (604) 689-1711  
[www.royalcentre.com](http://www.royalcentre.com)  
Pacific Centre (604) 688-7235  
Granville Island (604) 666-5784  
[www.granvilleisland.com](http://www.granvilleisland.com)  
Lonsdale Quay Market & Shops (604) 985-6261  
[www.lonsdalequay.com](http://www.lonsdalequay.com)  
Oakridge Centre,  
Park Royal (604) 261-2511  
(604) 925-9576  
Metropolis at Metrotown [www.metropolismetrotown.com](http://www.metropolismetrotown.com)

### Attractions & Adventure

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

### Libraries

Vancouver Public Library [www.vpl.vancouver.bc.ca](http://www.vpl.vancouver.bc.ca)



## Local Business Directory (Continued)

### Day Spas

Life Luxe Spa (604) 683-5433

### Retail Services & Specialty Shops

Choice Flowers (604) 689-1801  
Flight Centre (778) 328-6402  
Joe's Shoe Shine (604) 683-1234  
Life Luxe Spa (604) 683-5433  
Lottery Centre (604) 688-7441  
Mayfair News (604) 687-8951  
Only Deals (604) 696-0748  
RC Shoe Doctor (604) 689-3386  
Rexall Drugs Store (604) 684-8204  
Royal Centre Dental Group (604) 683-8100  
Staples (604) 678-4873  
Vancouver Corporate Yoga (604) 267-9642  
William & Son's Optical (604) 688-9395

### Fashion & Accessories

Bellissima Fashions (604) 685-1768  
Giorgio's Men's Wear (604) 682-2228  
MG Boutique (604) 669-6029  
Royal Treasures (604) 681-3168  
Valentini Shoes (604) 689-8378  
Vasanni Fashion (604) 681-6852

### Food

Bubble Waffle Café (604) 620-4444  
Camay Wok (604) 687-2668  
Cookies By George (604) 685-8867  
The Deli-Family Gourmet (604) 605-3354  
Flying Wedge Pizza (604) 681-1233  
Jugo Juice (604) 669-4568  
Le Viet Cuisine (604) 336-1411  
McDonald's (604) 718-1115  
Momo Sushi (604) 806-6258  
Kari Kitchen (604) 565-5274  
Phat Restaurant (604) 559-6744  
Phat Restaurant (604) 683-3143  
Rice 'N Spice (604) 662-8525  
Salad Loop (604) 685-5882  
Starbucks (604) 622-7789  
Subway (604) 558-0595  
Taco Time (604) 689-8330  
Teriyaki Experience (Made in Japan) (604) 687-0348  
Tim Hortons (604) 669-8383  
Victoria Chinese Restaurant (604) 565-4484  
Mr.Steak (604) 565-4484

### Motor Vehicle Services

Insurance Corp. of British Columbia (ICBC) (800) 950-1498

### Car Wash Services

911 Autoworks (604) 802-8384



## 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

All requests for service and maintenance (including heating, cooling, cleaning, lighting, electrical, plumbing, locksmith services, general maintenance and building services), should be directed to the Tenant Service Line or made thru the Service Portal thru the [royalcentre.com](http://royalcentre.com) website.

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](http://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).

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 Landlord Royal Centre (KREC) Inc., the Manager of the Building (Warrington PCI Management) and, Mortgagees (The Great-West Life Assurance Company) 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 tenants 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.

### **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 12 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 palette 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 Imperial Parking (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, a Transponder must be presented by monthly parkers at the entrance reader or a daily ticket used by random parkers if available.

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 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.

### **Secured Bicycle Parking**

Bicycle storage is located in the parking garage on level one (P1) and is free exclusively for tenants of the building only. 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.

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

### **Car Wash Services**

Car wash services are available to monthly parkers through **911 Autoworks**.

**911 Autoworks** 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 604-802-8384, via email: [derek@911autoworks.com](mailto:derek@911autoworks.com); website: [www.911autoworks.com](http://www.911autoworks.com) 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 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.

## Warrington PCI Management Online Concierge

The Concierge is a unique and exclusive service provided by **eservus.com** to the employees of tenants in Royal Centre.

The service offers exclusive savings or preferred seating on:

- **Concerts**
- **Hotels**
- **Cineplex Odeon & Landmark Cinemas**
- **Theatre**
- **Canucks**
- **IMAX**
- **Playland**
- **Whistler Lift Passes**
- **and much, much, more!**

### How to Order Tickets?

Tenants may contact the Concierge by:

- e-mail at: [request\\_vancouver@eservus.com](mailto:request_vancouver@eservus.com)
- or dial: **(604) 687-0744**

Indicate method of Payment: Visa, Mastercard, Cash or Cheque.

Tickets will be delivered to your office **the day after** you've made your payment. Please note that some event tickets will be delivered approximately one week prior to the event.

Watch for new and exciting offers every month through the monthly Concierge Newsletter provided by **eservus.com!**

## 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.





## 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.

### 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 689-1711.

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 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 the Building Office 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>, 16<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>, 22<sup>nd</sup> and 21<sup>st</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 three times a year, 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 contact our Angus AnyWhere service centre via email: [rcservice@warringtonpci.com](mailto:rcservice@warringtonpci.com) or log on to your Angus AnyWhere account or contact: 604-689-1711 for removal. 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	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 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.

- Group Telecom
- Telus
- AT&T
- Bell Intrigna



## **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 \$50.00/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.
- No animals or birds shall be brought into the Building.
- 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 an 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](#)**