

# Property Information Guide 2024

Waterfront  
Properties  
Office



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# INTRODUCTION





## Welcome to Waterfront Properties

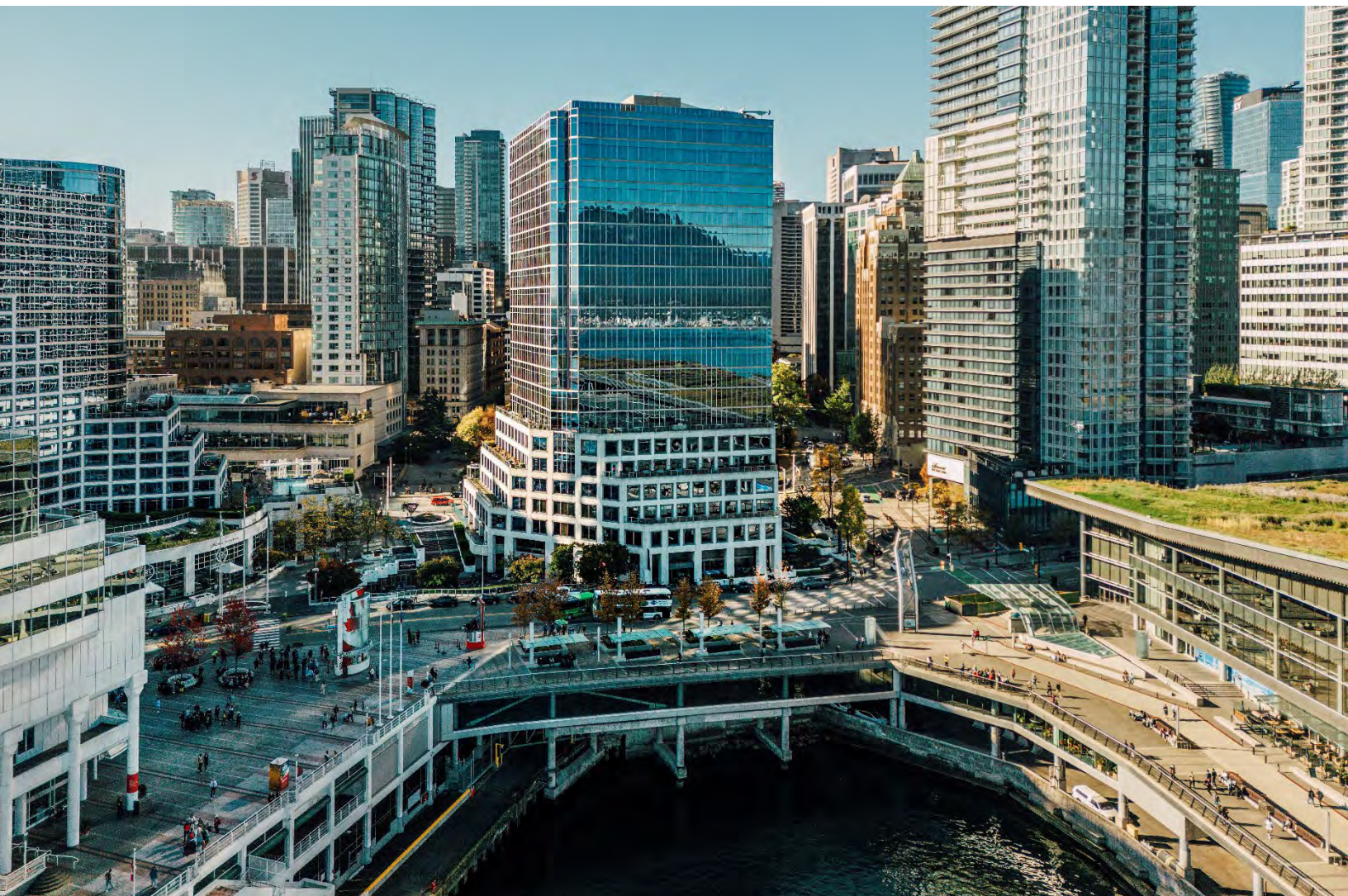
On behalf of Cadillac Fairview, we welcome you to Waterfront Properties. We are pleased to provide you with this Property Information Guide to assist you in becoming familiar with the buildings' features, facilities, operating procedures, and the staff who manage and maintain it.

We are proud that you have chosen Waterfront Properties as your workplace and look forward to a long and mutually beneficial relationship. Cadillac Fairview has an enthusiastic desire to provide you with a professional and comfortable business environment. We are committed to anticipating and meeting your needs and ensuring your tenancy is a satisfying experience.

We encourage you and your staff to familiarize yourself with the services and operations of Waterfront Properties, and we hope you find this guide helpful and informative. Please note that the information contained in this guide is general in nature and may differ from your Lease. In all cases, the Lease takes precedence over this guide.

Our property management team will be pleased to answer and clarify any questions you may have regarding the information contained in the guide or about the building. We welcome your comments and suggestions as to how we may improve our services.

This guide, as well as a copy of the Construction & Improvements Guide, can be found on our [website](#).



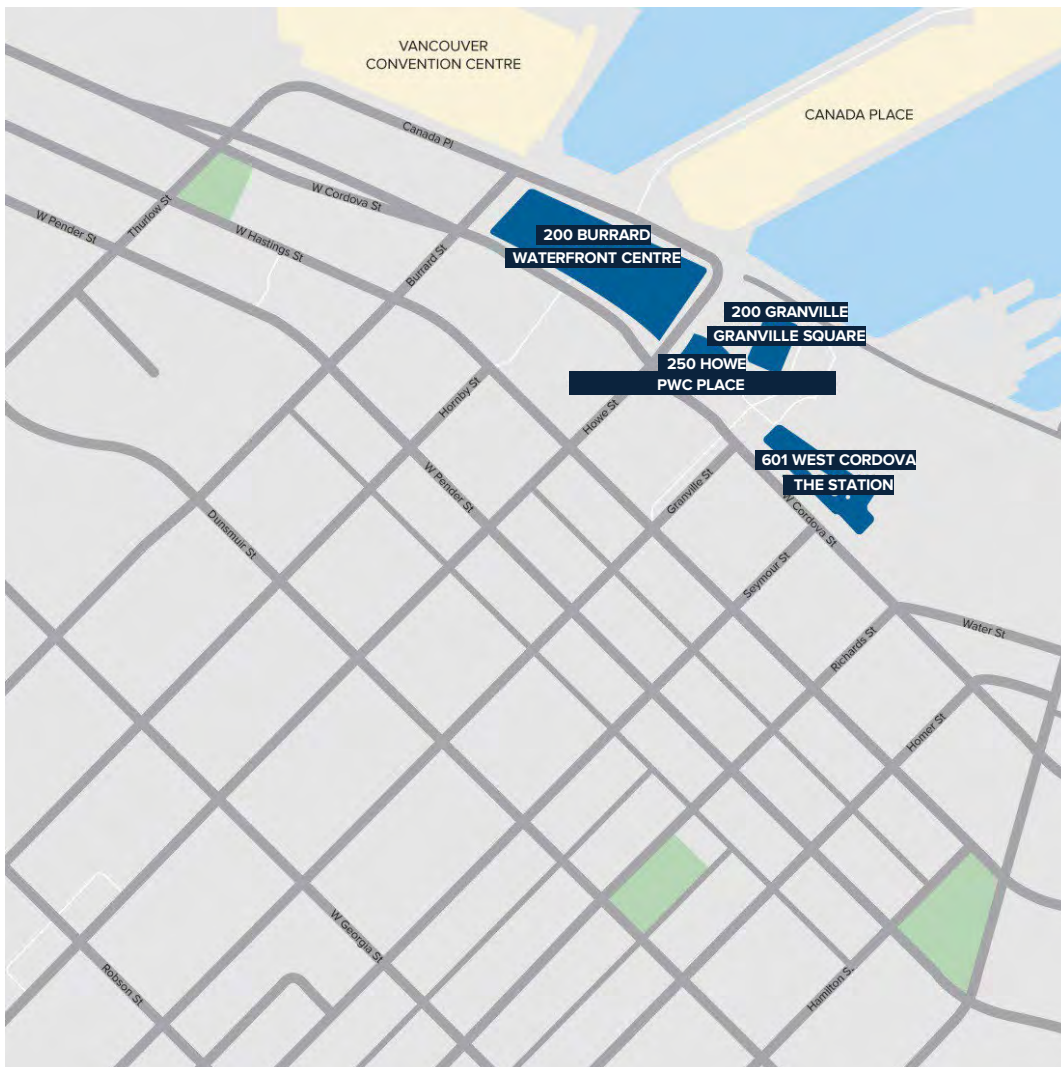


## About Waterfront Properties

Located on Vancouver's scenic waterfront, downtown business and shopping core, adjacent to the Vancouver Convention Centre, Waterfront Properties is located at Vancouver's gateway to the world. Waterfront Properties enjoys a direct connection to Vancouver's transit hub, including all major public transit systems such as the Canada Line (connecting downtown to the Vancouver Airport), SkyTrain, West Coast Express, SeaBus, all major bus routes, HeliJet, and float planes.

- Waterfront Centre - 200 Burrard
- PwC Place - 250 Howe
- Granville Square - 200 Granville
- The Station - 601 West Cordova

Waterfront Properties also offers direct underground connectors to Canada Place, the Vancouver Convention and Exhibition Centre, Pan Pacific Hotel, and the Cruise Ship Terminal. As well, conveniently located only blocks away is CF Pacific Centre, Vancouver's top-tier shopping centre, several major hotels, the Vancouver Art Gallery, an extensive list of popular restaurants, Robson Street, and Rogers Arena, home to the Vancouver Canucks.





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# MANAGEMENT TEAM



As a Cadillac Fairview Tenant, you expect and deserve the very best. As building managers, we do everything possible to live up to those expectations and provide an environment of the highest quality and standards. Our focus is on creating the most predictably efficient, comfortable, and professional environment possible.

As a management team, it is our job to make sure that everything operates effectively. If you do notice that something is not up to our usual standards or you have a question, please do not hesitate to contact us.

## **Management Office**

The Cadillac Fairview Corporation Limited

Suite 350, 200 Burrard Street Vancouver, BC V6C 3L6

T: 604.646.8020

F: 604.646.8025

W: <https://www.cadillacfairview.com/office/search/vancouver/?size=all>

## **Contact Numbers and Information**

Security Operations Centre

24 Hours/7 Days a week

T: 604.646.8037

E: [watsecurity@cadillacfairview.com](mailto:watsecurity@cadillacfairview.com)

CF CONNECT

T: 1.800.665.1000

E: [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)



# BUILDING SERVICES



## Communications

Tenant communications, include e-bulletins as well as newsletters, manuals, website, signage, digital elevator screen bulletins, etc. that provide you with pertinent information regarding the property and its operation.

### E-Bulletins

Cadillac Fairview sends Tenant bulletins via email to each office's Tenant Representative(s). Tenant Representatives are responsible to ensure that Cadillac Fairview e-bulletins are distributed to the appropriate person(s) in their office. It is expected that Tenant Representatives make arrangements to forward e-bulletins to a colleague who can cover for the Tenant Representative while they are on vacation or away from the office.

### Website

A comprehensive list of information on leasing, property operations, amenities, services, buildings' history, and accessibility can be found on the property website:

<https://www.cadillacfairview.com/office/search/vancouver/?size=all>

### Digital Elevator Screens

Digital elevator screens are located in the Waterfront Properties office elevator cabs and communicate interesting and valuable content from around the world throughout the day, while at the same time providing building management with the ability to focus messages specifically on property related issues.

For advertising opportunities on elevator screens at Waterfront Properties, please visit: [www.captivate.ca](http://www.captivate.ca).

## Lobby Representative Desks

The Lobby Representatives are available Monday to Friday as follows:

Building	Hours
Waterfront Centre - 200 Burrard	6:00 a.m. - 9:00 p.m.
PwC Place - 250 Howe	7:00 a.m. - 9:00 a.m. 11:30 a.m. - 1:00 p.m. 4:00 p.m. - 6:00 p.m.
Granville Square - 200 Granville	7:00 a.m. - 9:00 a.m. 11:30a.m. - 1:00 p.m. 4:00 p.m. - 6:00 p.m.
The Station - 601 West Cordova	Patrolling guards on duty 24/7



## Building Hours

The office tower lobby doors are open Monday through Friday as follows:

Building	Hours
Waterfront Centre - 200 Burrard	6:00 a.m. - 9:00 p.m.
PwC Place - 250 Howe	6:00 a.m. - 6:00 p.m.
Granville Square - 200 Granville	6:00 a.m. - 6:00 p.m.
The Station - 601 West Cordova	5:30 a.m. - 1:30 a.m., Monday to Saturday 7:30 a.m. - 12:30 a.m., Sundays and holidays

*Note: Lobby hours are subject to change.*

## Statutory Holidays

The following statutory holidays are observed throughout the calendar year at Waterfront Properties. All systems including lighting, HVAC, security, and elevators will operate on an after-hours schedule. Some building departments will be closed on statutory holidays. Engineering and security staff will operate on a holiday schedule.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- National Day for Truth & Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day

## CF CONNECT

CF CONNECT is an important part of our comprehensive tenant service package and a valuable connection with our Tenants. CF CONNECT is an immediate, personal link, and connection to a representative trained to answer your questions and/or steer you in the right direction.

To reach one of our CF CONNECT Representatives, call 1.800.665.1000 or send an email to [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

What	Time	Who takes the call?
CF CONNECT Operating Hours	4:00 a.m. - 7:00 p.m. (PST) Monday to Friday, excluding holidays.	CF CONNECT will be open from 4:00 a.m. - 5:00 p.m. (PST)
After-hours	7:00 p.m. - 4:00 a.m. (PST) Monday to Friday, weekends, and holidays.	<p>After-hours service provider.</p> <p>During this time any requests submitted after-hours will be dispatched and resolved during operating hours between 7:00 a.m. - 5:00 p.m. (PST), Monday to Friday, excluding holidays.</p> <p>Tenants with urgent requests should contact CF CONNECT by calling 1.800.665.1000. Requests requiring immediate attention will be transferred to Security.</p>

### What Is a Service Request?

Any maintenance-related item, such as:

- Lights burnt out
- Office temperature too hot/too cold
- Special request cleaning
- Washroom supply replenishment
- Water leaks
- Freight elevator bookings

Most service requests are included as part of normal rent, but some requests may be billable, such as special cleaning requests. In these cases, Tenant authorization is required in advance of the work being completed. Please refer to the **Rate Card** on our property website for a listing of services and associated rates.

We aim to complete all service requests in a timely manner. If we are not able to complete your service request on the same day that we receive it, we will provide you with an estimated date of completion within one business day. You will receive an email confirmation acknowledging that CF CONNECT has received your Service Request.



## CF CONNECT Web Portal

The CF CONNECT web portal is an online program that will facilitate a more effective and efficient inputting and status tracking of Service Requests. The web portal will allow tenants to log in and:

- Submit service and access requests
- Make requests for elevator bookings
- Communicate with the CF CONNECT team and ask any questions
- View all work orders and track their status from submission to completion

When inputting a service request - the more details included in the service work order will allow for a quicker response.

Always include:

- Location: (for example - SW, perimeter office, John Smith)
- Condition: (for example - too hot)
- Access Details: (for example - sign in at reception required)

In order to access the CF CONNECT web portal, Tenants will be required to sign up and generate an account. Please email [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com) to sign up.

Access requests can be sent to CF CONNECT by phone at 1.800.665.1000 or email [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

A quick reference guide with instructions and information about the CF CONNECT web portal can also be obtained by contacting **CF CONNECT**.

## Tenant Representatives

Tenants are requested to designate at least two employees (a primary and secondary) on the CF Client Contact Form to liaise with Waterfront Properties management staff on specific areas of building operations. These contacts are a link between the Tenant and building management. Depending on the number of contacts, each person can be accountable for one or all of the different types of contact. The different areas of contact responsibility are as follows:

### Primary and Secondary Contact

Day to-day operations including:

- Coordinating service requests
- Coordinating special services and requests
- Communicating e-bulletin information to company staff and management on a daily basis
- Other general administrative items related to occupancy in Waterfront Properties

### Security and Life Safety

Primary responsibility for security and life safety including:

- Providing a prioritized list of telephone numbers for daytime and after-hours emergencies
- Coordinating security related operations
- Emergency Warden program
- Coordinating life safety operations, including fire drills and emergency procedures
- Obtaining security access cards and keys
- Manage activation and deactivation of access cards
- Approving after-hours access requests

### Senior Executive Contact

Primary responsibility for decisions and consideration related to the Lease.

### Accounting Contact

Financial information, including rent letters and invoices, will be sent to the accounting contact.

*Note: Tenant contact information is required to be updated semi-annually to ensure the accuracy of the information.*



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# FINANCIAL REQUIREMENTS



## Rent Payments

For all fixed charges including rent, operating costs, and property taxes you will receive a Rental Notification letter at the beginning of your lease year. This is the amount that you must pay monthly. You will not receive a monthly invoice. Should your rental charges change during the year, you will receive a revised Rental Notification Letter indicating the changes and your new monthly rental charges.

Rental payments are due on or before the first day of each month, as per the Lease. Our clients will have the option to pay rent via pre-authorized debit (PAD) or electronic funds transfer (EFT) payment methods. For further information on your rental payment, please contact the Waterfront Properties Management Office at 604.646.8020.

Adjustments to operating costs and realty tax prepayments are implemented annually, and tenants will be notified in advance, so that monthly rental payment can be adjusted manually accordingly

## Building Services Payments

You will receive a separate invoice for additional billable services and requests on a monthly basis. Please ensure that a remittance copy is sent with your payment.

## Parking Invoices

Monthly parking charge invoices will be sent by Impark as applicable and are payable to the appropriate company.

## Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e. door and lock repair, plumbing, or electrical work) if coordinated through the Waterfront Properties Management Office.

## Standard Additional Service Rates

Cadillac Fairview offers various services to Tenants for an additional fee. A full list of additional services can be found on the Waterfront Properties [Rate Card](#), which can also be found on the property [website](#). Please note that taxes, if applicable, are extra. Prices are subject to change.



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# INSURANCE REQUIREMENTS



At the commencement of your lease and the beginning of each new insurance period, we require written confirmation that insurance coverage is in place according to your lease agreement. Please have your insurance company issue a certificate of insurance to our Waterfront Properties Management Office. The certificate should include the following requirements (please refer to your lease agreement for the insurance requirements specific to your Lease):

- \$5 million per occurrence of comprehensive general liability insurance
- All risks property insurance in an amount equal to one hundred percent (100%) of the full replacement cost insuring all property owned by the Tenant, or for which the Tenant is legally liable, including Tenant's inventory, furniture, and movable equipment
- Business interruption insurance;
- Thirty days written notice of cancellation, termination or adverse material change in the coverage
- Policy must contain a cross-liability and severability of interests clause
- Address of The Cadillac Fairview Corporation Limited listed as 200 Burrard Street, Suite 350, Vancouver, BC V6C 3L6
- The following parties are additional insureds:

Additional Insureds:

- Ontrea Inc.
- VanCordova LP
- VanCordova GP Ltd.
- VanCordova Property Ltd.
- The Cadillac Fairview Corporation Limited

For further information on office insurance, please contact the Waterfront Properties Management Office at 604.646.8020.



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# BUILDING FACILITIES



# Parking

## Locations

Waterfront Properties has the following parking facilities that are all managed by Impark/Reef Parking.

### Waterfront Centre Parkade:

A four-level parkade beneath Waterfront Centre. There is a public entrance, located off of Burrard Street and another entrance off of Waterfront Road. Monthly and daily parking rates are available.

### Waterfront Tunnel Extension Parkade:

One-level, gated, underground parkade west of The Station Tunnel parking lot. The entrance to this parkade is down the ramp off of West Cordova Street. Monthly parking only.

### Granville Square Parkade:

A two-level parkade beneath Granville Square and PwC Place. The entrance is located off of Granville and Cordova Street. Monthly and daily parking rates are available in this parkade.

### The Station East Surface Parking Lot:

A one-level, open parking facility beside The Station. The entrance to this lot is off of West Cordova Street. Daily parking rates are available.

### The Station Tunnel Parkade:

A one-level parkade running beneath The Station. The entrance is located down the ramp off of West Cordova Street. Monthly parking only.



## Electric Charging Station

There are 2 electric car charging stations located within the Granville Square and PwC Place parkade, on the P2 level. At Waterfront Centre, there are 4 electric car charging stations on the P2 level and a Tesla Supercharger facility located on the P3 level.

## Car Share Services

There are car share services available to Tenants on the P2 level of Granville Square and PwC Place parkade.

## Hours of Operation and Access

All parking facilities are open to Tenants 24 hours per day, 7 days a week, with public metered parking available as well. All Waterfront Properties buildings have elevators connecting to the parking facilities, except The Station East Surface Parking Lot and the Waterfront Extension Parkade. A parking remote control unit is required to access the Waterfront Extension Parkade.

## Parking Contacts

For monthly parking and parking rates, please contact:

Impark Monthly Parking Call Centre  
T: 604.909.6199  
E: [mp.customersupport@reefparking.com](mailto:mp.customersupport@reefparking.com)

## Accessibility

Barrier free access is available to all buildings and parkades. Washrooms on the majority of floors are designed to accommodate special accessibility requirements. Listed below are assisted entrance routes to each tower.

Office Tower	Access Point
Waterfront Centre	Main Lobby – Access to office tower from Main Lobby or from the Waterfront Centre parkade on the P2 and P4 levels
Granville Square	Access to office tower from Main Lobby or via PwC Place lobby and passenger elevator to Granville Square Main Lobby
PwC Place	Main Lobby – Access to office tower
The Station	Main Lobby – Access through retail concourse

## Loading Dock Facilities

Office Tower	Loading Dock / Loading Zone
Waterfront Centre	The loading dock for the office tower is located on the P4 level of Waterfront Centre and accessed from Waterfront Road, and is equipped with load levelers. The height clearance at the Waterfront Centre office tower loading dock is a maximum of twelve feet, five inches.
Granville Square and PwC Place	A shared loading dock at Granville Square, accessed via Waterfront Road. The loading dock is equipped with load levelers for trucks, and there is no height restriction.
The Station	The loading zone is on the track level of The Station (accessible via the north end of Cambie Street near Water Street). The height clearance for The Station loading zone is a maximum of twelve feet.

- There is a 20 minute parking restriction in all loading zones.
- Vehicles parked for more than 20 minutes will be towed at the vehicle owner's expense.
- All Tenant deliveries must be coordinated with their courier companies directly.
- The maximum length and height of vehicles that can access the loading docks will vary depending on the type of vehicle requiring access; the clearance will need to be verified on site by those companies making deliveries.

## Incoming and Outgoing Packages

It is the Tenant's responsibility to arrange for the pick-up of all outgoing packages with your freight company. All dollies or carts used in the Waterfront Properties complex must be equipped with non-marking rubber or plastic wheels, and must not create excessive noise. The use of pallet jacks is strictly prohibited in the buildings.



## Postal Facilities

Mail is delivered by Canada Post to the mail rooms and sorted into Tenant mailboxes as noted below.

Office Tower	Mail Room Location
Waterfront Centre	Located adjacent to the food court on the Waterfront Centre retail level.
Granville Square	Located on the P1 level of Granville Square by the south entrance.
PwC Place	Located on the P1 level of PwC Place, adjacent to the parking elevator.
The Station	Located on the track level of The Station.

Tenants are responsible for retrieving their own mail from the mailboxes. For more information regarding your mailbox, please contact the Administrative Assistant at 604.646.8022.

### Mailbox

When moving into Waterfront Properties each Tenant is allocated a post office box number and is given a mailbox key by the Administrative Assistant, who can be reached at 604.646.8022.

### Mailing Address

Please consult the Canada Post website for addressing guidelines found here: <https://www.canadapost-postescanada.ca/cpc/en/support/articles/addressing-guidelines/overview.page?>

## Freight Elevators and Deliveries

Every building is equipped with a designated freight elevator. The freight elevators are to be used for Tenant move ins and outs, and delivery of large parcels and equipment.

All moving or delivery arrangements must be coordinated and scheduled through CF CONNECT at 1.800.665.1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com) and are subject to a first-come, first-served basis. Should an emergency arise whereby you require the elevator without having made a booking, we will endeavor to assist you as much as possible. However, there may be days when it will not be possible to accommodate your request.

Please note, large and cumbersome deliveries including construction materials, office furniture, photocopiers, and the like are not permitted through the tower lobbies or in the passenger elevators. Anyone found bringing these types of materials through the lobby will be stopped and instructed to make arrangements to use the freight elevator/loading dock facilities.

In the case of moves, your moving contractor will be responsible for any damage to the building incurred during the move. To avoid any 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.
- Do not block any fire exit corridors, firefighting equipment, exit doors, elevators, lobbies, or hallways with any materials.

## Freight Elevator Specifications

Office Tower	Freight Elevators
Waterfront Centre	Quantity: 1 Load Capacity: 4000 lbs. Entrance Door: 84"x56" Interior Cab: 73.5"Wx74"Dx144"H
Granville Square	Quantity: 2 Load Capacity: 2500 lbs. Entrance Door: 84"x42" Interior Cab: 72"W x 56"D x 94"H
PwC Place	Quantity: 1 Load Capacity: 4000 lbs. Entrance Door: 84"x47" Interior Cab: 89"W x 55"D x 109"H
The Station	Quantity: 1 Load Capacity: 2000 lbs. Entrance Door: 36"x84" Interior Cab: 52"W x 51"D x 91"H

*Note: The specifications above are approximate and should be verified on site.*

## Freight Elevator Availability - Reservations

Monday to Friday	Before 6:00 a.m. and after 6:00 p.m.
Saturdays, Sundays, and Holidays	All Day

*Note: Reservations should be made in advance , as they are subject to a first-come, first-served basis.*



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# AMENITIES





## Meeting Rooms

Waterfront Properties has three meeting rooms that will suit your needs.

### PwC Place

- PwC Place Meeting Room (approx. 2224 sf.)
- Mezzanine Level – 250 Howe
- View of the Granville Square Plaza
- Includes an adjoining kitchen facility

#### Rental Rates

\$360 / day + GST



PwC Place Meeting Room





Granville Square  
Meeting Room

## Granville Square

- Granville Square Meeting Room (Approx. 995 sf.)
- Main Lobby – 200 Granville
- Hosts breathtaking views of Coal Harbour, the North Shore Mountains and Canada Place

**Rental Rates**  
**\$325 / day + GST**



## Waterfront Centre

- Waterfront Centre Meeting Room (approx. 1494 sf.)
- Suite 260 – 200 Burrard

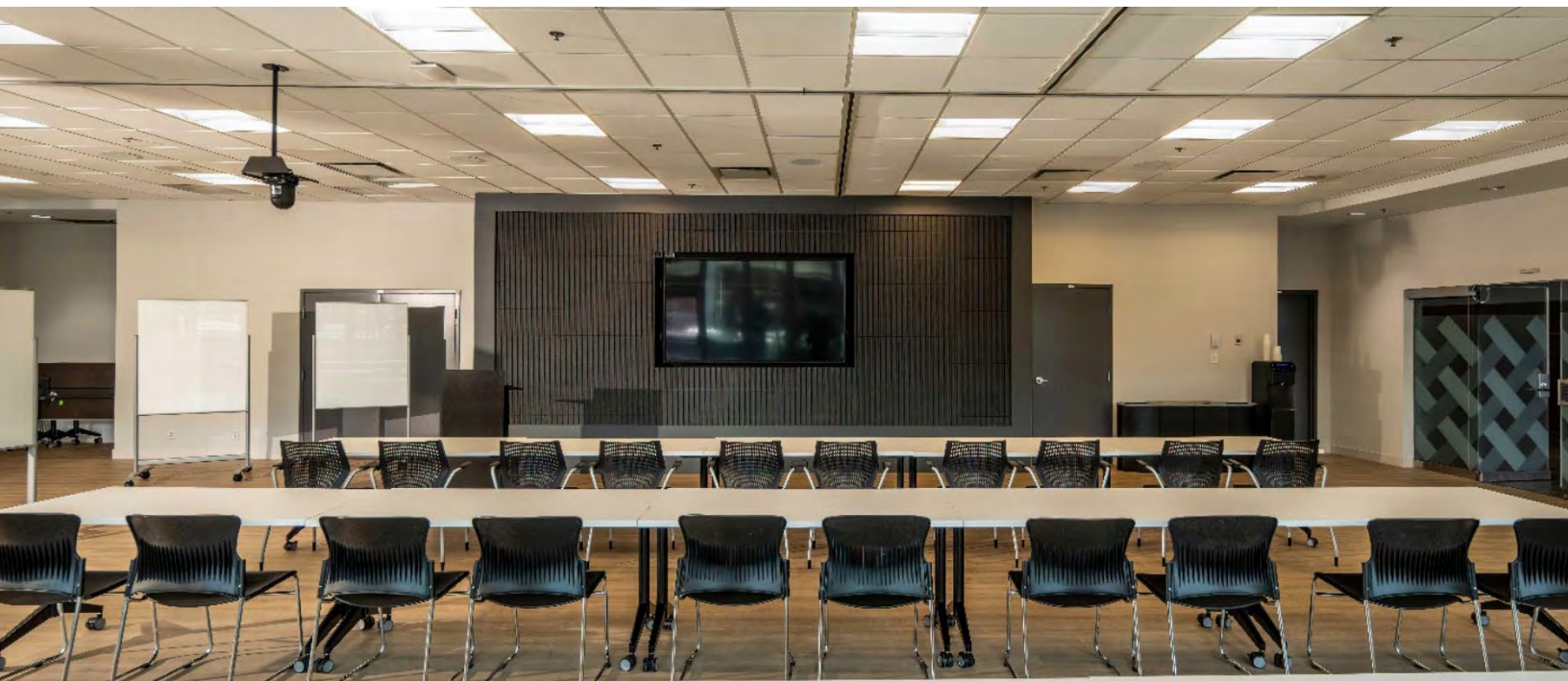
### Rental Rates

**\$360 / day + GST**

- \* Rental rates include price of meeting space and audio visual equipment. The room also comes with podium, laptop plugin and internet access.
- \* Meeting Room capacity may change and vary depending on the room set-up and configuration.
- \* Meetings booked outside the period Monday to Friday, 6:00am to 6:00 p.m. are subject to after-hours HVAC charges.
- \* All meeting materials including catering supplies must be removed from the meeting room prior to 6:00 p.m. Cadillac Fairview reserves the right to apply a clean-up fee at the conclusion of the function, if required.

If you are interested in booking a meeting room, please contact the Waterfront Properties Management Office at 604.646.8020.

*Note: The Waterfront Properties Meeting Rooms are for the exclusive use of Waterfront Properties Tenants.*



PwC Place Meeting Room



## Storage Rooms

Storage rooms of various sizes are available for short or long term lease at Waterfront Properties. Please contact the Waterfront Properties Management Office at 604.646.8020 for availability and rates.

## Fitness Facilities

Waterfront Properties has two fully equipped fitness facilities – one located at Waterfront Centre for tenants of Waterfront Centre only, and one located at PwC Place for tenants of Granville Square, PwC Place, and The Station.

A beautiful CF Fitness Studio, located in the lobby level of Granville Square, offers group fitness classes and specialty programs such as yoga, pilates, and conditioning classes to all Tenants of Waterfront Properties at very reasonable rates.

Membership forms, rates and inquiries for the fitness facilities may be obtained through the Fitness Coordinator at the PwC Place Fitness Centre at 604.646.8038 or [pwcfitness@cadillacfairview.com](mailto:pwcfitness@cadillacfairview.com).



PwC Place Fitness Centre



Change Room  
and Shower  
Facilities

## Change Rooms and Shower Facilities

Waterfront Properties has three shower facilities – one located at Waterfront Centre for tenants of Waterfront Centre only, one located at Granville Square for tenants of Granville Square only, and one located at PwC Place for tenants of PwC Place, Granville Square and The Station.

The use of the change rooms and shower facilities are complimentary, although an access card is required for access and a registration form must be completed. Forms may be obtained by contacting the Fitness Coordinator at 604.646.8038 or [pwcfitness@cadillacfairview.com](mailto:pwcfitness@cadillacfairview.com).

## Bicycle Cages

If you plan to ride your bicycle to Waterfront Properties, please note that bicycles are not permitted in the office towers. Alternatively, we provide secure, dry, and accessible cages in Waterfront Centre, Granville Square, and PwC Place buildings for your daily use.

The use of the bicycle cages is complimentary, although an access card is required for access and a registration form must be completed. Registration forms may be obtained by contacting a Fitness Coordinator at 604.646.8038 or [pwcfitness@cadillacfairview.com](mailto:pwcfitness@cadillacfairview.com). Although the outer doors to the cages are kept locked at all times, we recommend you keep your bicycle locked as well.

There are bike racks located outside the buildings for short-term use (20 minutes only).



## Executive Bike Lockers

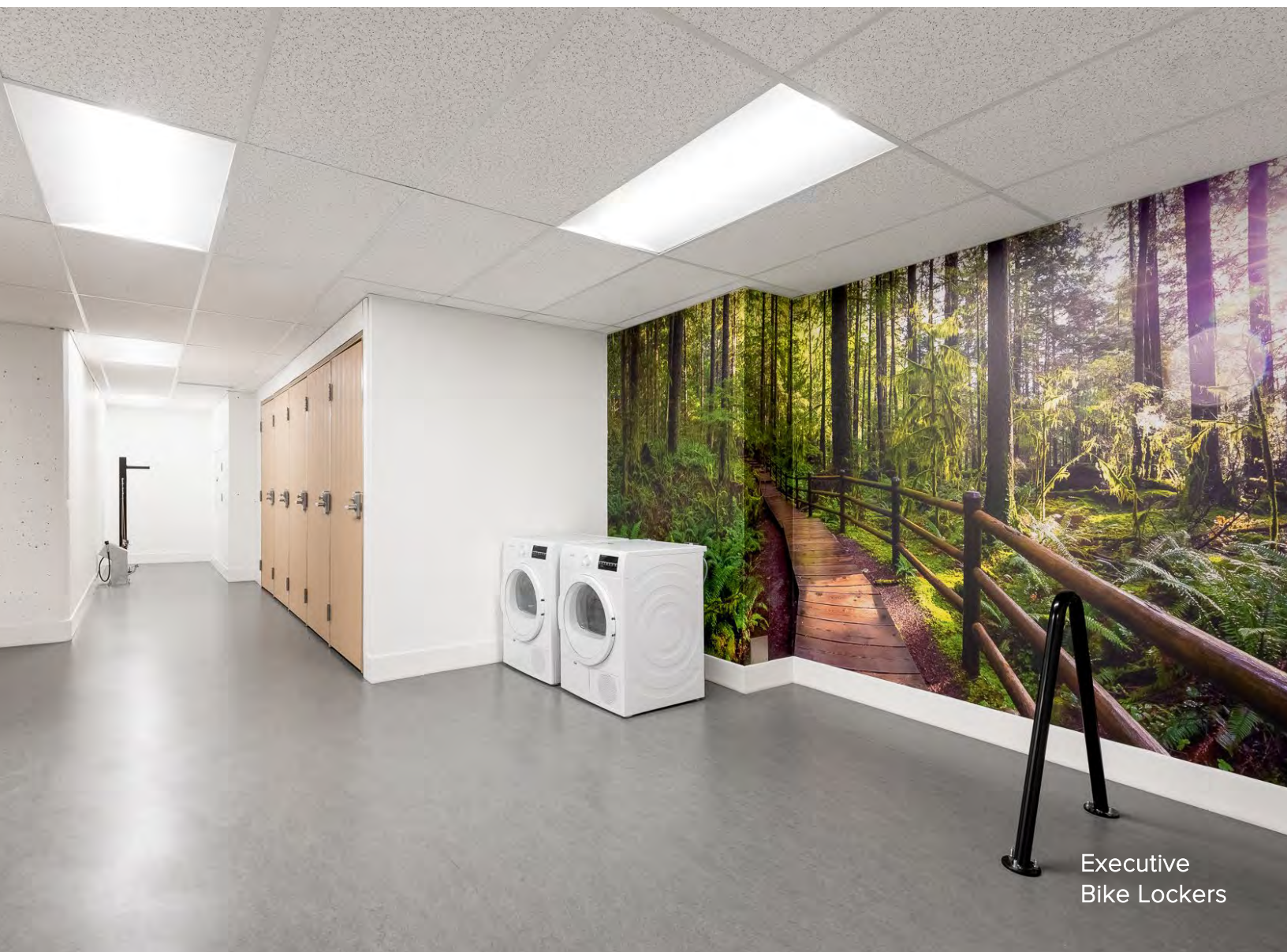
Located at 200 Granville, on P1 Level, we have our Executive Bike Lockers for rent. The individual lockers facilitate the storage of one bike, have a valet to hang gear and each are accessible with a unique passcode.

The bike room facility also contains clothing dryers to dry your gear, a repair stand with high-quality tools, and a robust commercial bike pump.

Please contact a Fitness Coordinator at 604.646.8038 or [pwcfitness@cadillacfairview.com](mailto:pwcfitness@cadillacfairview.com) to obtain more details, including rates and access.

## Car Wash Service

Car wash services are available on the P1 level of the Waterfront Centre Parkade, operated by VIP Auto Detailers, a professionally managed, year-round, full-service, hand wash and detail shop. This service is provided on a first- come first-served basis, and appointments can be made by contacting VIP Auto Detailers at 604.801.6887.



Executive  
Bike Lockers



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# OPERATIONS





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

Heating, ventilation, and air conditioning (HVAC) is provided during building hours as follows:

Tower	Hours
Waterfront Centre - 200 Burrard	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays
Granville Square - 200 Granville	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays
PwC Place - 250 Howe	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays
The Station - 601 West Cordova	6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays

All temperature and air controls in the building have been pre-set according to American Society of Heating and Air-Conditioning Engineers (ASHRAE) guidelines. The ASHRAE optimal temperature for summer is between 23 and 26°C and for winter between 20 and 23°C. Should you experience any problems with respect to temperature or air quality, please report them immediately to CF CONNECT at 1.800.665.1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com).

*Note: for your safety and the safety of others, the use of space heaters in the office towers is strictly prohibited.*

After-hours air conditioning is available upon request by emailing CF CONNECT at [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). All requests for after-hours HVAC must be received prior to 3:00 p.m. the day of the requested service. The cost for after-hours HVAC is available from CF CONNECT at 1.800.665.1000 or refer to the **Rate Card**.

## Lighting

### Control

Lighting is provided normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday, in the office towers. The floor lighting control switch is located on each floor. This switch overrides all individual light controls on the floor. Some areas have switches for operating the lights inside Tenant premises.

Each building is equipped with efficient long-life fluorescent or LED lighting. The standard lighting fixtures are combined with air conditioning circulation vents, are maintained by building staff and should be adjusted only by authorized personnel.

Energy savings are achieved with the lighting control system by means of a building automation system that will automatically turn the majority of lights off in the building after regular business hours. If you are working late and the lights are turned off by the computerized control system, you can turn the lights back on within your premises by simply using the light switch on your floor or within your offices.

Electricians and building operators are available upon request to assist Tenants who have questions about the lighting systems. For further information or to activate lights after standard buildings hours, please contact **CF CONNECT**.

## Light Replacement

Burnt out lights should be reported to **CF CONNECT**, who will arrange for the replacement of lamps and tubes by our building staff. There is a charge for the replacement of non-building standard lamps and tubes.

## Removing Lights

Tenants wishing to have lights removed to accommodate special requirements should contact **CF CONNECT** to arrange for authorized personnel to disconnect the fixture and properly tag it.

## Plumbing

Although our maintenance staff conduct regular inspections of common area facilities, incorporated with checks by contract cleaners and security personnel, we may not be aware of plumbing problems within leased premises unless they are reported to us. Please report plumbing problems within your leased premises, including those in private washrooms, to CF CONNECT at 1.800.665.1000. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled trades.

## Electrical

Electrical power is distributed throughout office floors 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 building's grounding facility.

Although our maintenance staff conduct regular inspections of common area facilities, incorporated with checks by contract cleaners and security personnel, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems within your leased premises to CF CONNECT at 1.800.665.1000. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled trades.

## Telecommunications

If you need access to the office riser rooms, please contact CF CONNECT at 1.800.665.1000 or **[cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)** and they will provide you with the correct form to be filled out.

Tenants or contractors are required to provide a minimum of 48 hours' notice to gain access to the riser facilities. Major installations may require in-depth third party review with associated costs. The Tenant or contractor is responsible for all security escort fees associated with the work.



## Tenant Construction and Improvement Projects

The Construction & Improvements Guide is available to Tenants and contains general information, procedures, and requirements that have been established to assist Tenants and their contractors in the design and construction of their improvements within their leased premises and to notify them of the basic design specifications for the building.

A copy of the guide can be found [here](#).

*Please note: There is a possible presence of asbestos containing materials (ACMs) within the building in which your leased premises are located. Prior to any repair or renovation work (or any other activity which may impact base building systems or areas) being conducted, we require you to submit plans and specifications for our approval in accordance with your lease. Please refer to Section 18 of the Construction & Improvements Guide for process specifications.*





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# HOUSEKEEPING





GDI Services (Canada) L.P. provides cleaning services for the office premises, and all common areas of Waterfront Properties including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas. For specific cleaning information and schedules, please contact CF CONNECT at 1.800.665.1000.

## **Additional Janitorial Services**

Our cleaning contractors can provide your office with a wide range of additional cleaning those above and beyond the regular cleaning services provided by Cadillac Fairview. These services are available periodically or can be scheduled for regular maintenance at the Tenant's cost. Please contact CF CONNECT for more information on additional janitorial services.

For open ceiling plans: The standard janitorial scope of work does not cover dusting or other cleaning of fixtures, fitting, services, etc. that are suspended from above the premises, nor does it cover cleaning of the ceiling, building structure, or any falling debris. Should the Tenant require cleaning of these items or areas they will be treated as Additional Janitorial Services at the Tenant's cost.

## **Window Cleaning**

The building's exterior perimeter windows are cleaned periodically throughout the year, weather permitting. The interior perimeter windows and interior partition glass are cleaned semi-annually, after-hours.

## **GREEN Cleaning**

Waterfront Properties is committed to the environment and has implemented a comprehensive Green Cleaning Policy. The goals of this policy are to reduce exposure of building occupants, maintenance personnel and the general public to potentially hazardous chemical, biological, and particulate contaminants. This policy focuses on low environmental impact cleaning products, sustainable cleaning equipment, standard operating procedures, hand hygiene, safe handling and storage of cleaning chemicals, occupant feedback and continuous improvement.

We also require that all cleaning staff be trained in these areas to ensure the proper implementation of our Green Cleaning Policy.

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# GREEN AT WORK





## Recycling

Office waste is removed by our cleaning staff nightly, Monday through Friday (statutory holidays excluded) provided that the proper bins have been used or the material has been clearly labeled for removal.

Our goal is to simplify recycling and make it easy for staff to STOP AND SORT in their office, with the four main streams of our Recycling Program: Organics, Mixed Containers, Garbage, and Mixed Paper/Cardboard Recycling. The Tenant is required to provide their own bins for their Mixed Containers, Garbage and Organics. Cadillac Fairview will provide you with paper recycling boxes at no charge, as well as the appropriate labels for each stream.

Here is a further breakdown of items accepted in each category:



Category	Mixed Containers	Garbage	Organics	Mixed Paper and Cardboard
Collection Point	Blue Bins	Black Bins	Green Bins	Desk Side Cardboard Boxes
Acceptable Items	<ul style="list-style-type: none"> <li>• clean rigid plastic containers</li> <li>• pop cans</li> <li>• plastic bottle</li> <li>• glass bottles</li> <li>• tetra packs</li> <li>• coffee cup lids</li> <li>• milk cartons</li> </ul>	<ul style="list-style-type: none"> <li>• Styrofoam containers/cups</li> <li>• straws</li> <li>• condiment packets</li> <li>• plastic wrap/ clingwrap</li> <li>• foil bags</li> </ul>	<ul style="list-style-type: none"> <li>• food scraps</li> <li>• napkins/ paper towel</li> <li>• chopsticks</li> <li>• paper food packaging</li> <li>• compostable food ware</li> <li>• coffee grounds filters, tea bags</li> <li>• plants and flowers</li> </ul>	<ul style="list-style-type: none"> <li>• newspaper</li> <li>• magazines</li> <li>• post-its</li> <li>• envelopes</li> <li>• office paper</li> <li>• receipts</li> <li>• cardboard</li> </ul>

If you have items that are too large to be placed in any of the appropriate bins, please attach a category specific label to the item and the cleaners will remove it. Labels can be obtained by calling CF CONNECT at 1.800.665.1000. Garbage and recycling material is not permitted to be placed outside your suite or anywhere in the common area lobby or corridors. Please keep these materials within your suite for removal by the cleaners.

## Additional Recycling Information

<b>Batteries/broken glass/electronic waste</b>	<ul style="list-style-type: none"> <li>• Labels are available to clearly identify batteries, broken glass and electronics waste. These labels can be obtained by contacting CF CONNECT.</li> </ul>
<b>Furniture</b>	<ul style="list-style-type: none"> <li>• Tenant is responsible for the removal of these items.</li> <li>• CF CONNECT can provide a list of contractors who can assist with removal/recycling.</li> </ul>
<b>Hazardous materials</b>	<ul style="list-style-type: none"> <li>• Tenant is responsible for the removal of these items from their suite.</li> <li>• This includes the removal of toner cartridges.</li> <li>• Contact CF CONNECT to determine disposal procedure for any other items.</li> </ul>
<b>Major or minor contractor work (i.e. office moves, minor renovations, etc.)</b>	<ul style="list-style-type: none"> <li>• Any contractors working in your premises will be responsible for the removal of construction debris. Where a separate disposal/garbage bin is specifically required for removal of construction debris, arrangements for parking/removal of it must be made through the Operations Department at 604.646.8020.</li> </ul>
<b>Oversize garbage and recycling</b>	<ul style="list-style-type: none"> <li>• Labels are available to clearly identify large items for garbage and recycling, and can be obtained by contacting CF CONNECT.</li> <li>• The cleaners will not remove large boxes or packing crates except by special arrangement, and Tenants should contact CF CONNECT to make arrangements for disposal.</li> </ul>

## Waste Bin Identification & Usage

We see a significant variety of waste and storage bins in use across office spaces. In many cases, how these bins need to be handled by our cleaning services provider can vary from office to office and sometimes from desk to desk within the same office. In an effort to improve consistency and clarity with respect to waste removal, Tenants are asked to clearly identify bins that need to be left in place as is and not to be emptied by our cleaning team members.

Best practices to ensure only the appropriate materials are removed by our cleaning staff:

- Do Reduce, Reuse, Recycle
- Do ensure your central collection areas are clearly labeled to support proper sorting.
- **Do encourage your office to remove desk side garbage bins and implement central collection areas.**
- Don't place any items into desk side bins that are not meant to be discarded.
- Don't use desk side garbage and recycling to temporarily store personal items.
- Don't use desk side recycling boxes for confidential shredding. Tenants are responsible for ensuring their confidential documents are handled, stored and destroyed in a manner that is in line with their own corporate policies.



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# SECURITY & LIFE SAFETY





## Security and Life Safety Services

The Security and Life Safety Team is responsible for overseeing all aspects of the security and life safety program and are dedicated to providing you with a safe and secure environment 24 hours per day, 7 days per week. Our Security Supervisors and Guards are contracted through Paladin Security, one of the leaders in the security industry.

The department's primary concern is to ensure the safety of everyone working in or visiting the complex. Any concerns can be raised through our Security Operations Centre, day or night. A member of the department will assist you or direct your call to the appropriate person or department.

Security and Life Safety Staff are responsible for the following:

- Security patrols
- Tenant emergency contact information
- Access cards - obtaining, amending, lost/stolen/terminated, and audit requests
- Tenant locks and keys
- Safe Walk Program
- Lost and found
- Emergency incident response

The Security Operations Centre for the complex is located on the P1 level of 200 Granville Street. Should you have any issues concerning security matters or notice any suspicious activity please call:

- |   |              |
|---|--------------|
| • Waterfront Properties Security (24/7) | 604.646.8037 |
| • Emergency, Police, Fire, Ambulance    | 911          |





## Access Cards and Keys

### Obtaining Access Cards

Access cards are required for after-hours access to the building, floor, suite, where applicable. New Tenants are provided access cards and keys for existing employees free of charge, up to 14 days after move-in. Beyond this point, each additional card is \$25.00 plus a 15% administration fee and tax. Tenant Representatives may request additional access cards and keys by contacting the Security Operations Centre at [watsecurity@cadillacfairview.com](mailto:watsecurity@cadillacfairview.com).

### Amending Access Cards

If access requirements are to be amended, please contact the Security Operations Centre at [watsecurity@cadillacfairview.com](mailto:watsecurity@cadillacfairview.com).

### Lost/Stolen/Terminated Access Cards

Please notify the Security Operations Centre immediately if an access card has been lost, stolen, or if an employee has left the organization. The access card will be deactivated immediately. Replacement cards are \$25.00 plus a 15% administration fee and tax.

*Note: All access card requests must be approved and sent by the designated Tenant Contact for each organization to the Security Operations Centre.*

*Access Card Authorization Forms need to be completed and submitted for all access cards issued, replaced and/or name change requests.*

### After-Hours Access Requests

Employees who have forgotten their access card or key will be granted access to their floor or office under the following protocol:

- The Tenant Security Contact provides authorization for the access
- Government issued Photo I.D. is shown

Employees who have forgotten their access card or keys will not be given access to their office until an Emergency Tenant Contact provides authorization. **In the event an Emergency-Tenant Contact is unavailable, the employee will be refused access.** In unusual situations, such as a threat to life or potential property damage, Security may elect to contact the Waterfront Properties Management Office to authorize access. Emergency Tenant Contacts are exempted from this procedure, upon production of a valid government issued ID, on site security will provide access. A report will be kept on file for each access granted.

## Tenant Door Hardware and Locks

Locks and electronic access mechanisms, controlling entry into Tenant premises, must be installed and programmed to Waterfront Properties standards. Please contact the Senior Manager, Security and Life Safety at [depinder.minhas@cadillacfairview.com](mailto:depinder.minhas@cadillacfairview.com) to discuss any related issues.

## Security and Life Safety Audits, Seminars, and Drills

The Security and Life Safety Department conducts an annual Office Tenant Safety Audit of each premises. The inspection ensures that all building occupants are compliant with relevant fire safety and health and safety regulations. A copy of the checklist used for the audit will be supplied to the Tenant Representative following the inspection. Advance notice will be given so that an appropriate time can be scheduled to minimize disruption to business operations.

As per the British Columbia fire code, Fire Wardens must be appointed by each Tenant and Cadillac Fairview provides free training for Fire Warden Personnel on an annual basis. Mandatory fire drills are conducted once annually, and Cadillac Fairview will offer annual seminars on emergency preparedness and related topics.

## First Aid

All accidents should be reported to the Security Operations Centre at 604.646.8037. Waterfront Properties security personnel are trained in First Aid and will provide assistance to the Tenant's First Aid Attendants when required. The following additional information will facilitate an efficient response:

- Name and address of the injured party
- Time and location of the accident
- Details of the accident including any action taken by those present
- Witness names and how they may be contacted

Security personnel will collect additional information as required. Please do not attempt to move anyone who has been seriously injured. If you have called 911 or any emergency service for any reason, advise Security at 604.646.8037, and they will provide support to responding emergency personnel as required.

## Theft

Immediately report any suspected theft of material/property, no matter how small, to the Security Operations Centre. You should also file a report with the Vancouver Police Department (reports can be made to the Vancouver Police online: <http://vancouver.ca/police/contact/report-a-crime.html>).

All information regarding thefts is important to assist in determining trends or patterns or identifying suspects in other crimes. Please remember to be diligent in keeping your personal items (wallets, purses, etc.) and general office items (laptops, etc.) secure at all times. For more general security tips, please contact the Senior Manager, Security and Life Safety.

## Solicitation/Suspicious Persons

Solicitation is not permitted in the building or on the building premises. Please notify the Security Operations Centre immediately if you notice someone soliciting or behaving suspiciously in the building. Report as much specific information about the person's appearance, behaviour and direction of travel, and Security will investigate.



## **Safe Walk Program**

Security offers a Safe Walk service to escort your staff members to their vehicles, transit stop or station, etc. within the immediate vicinity, 24 hours a day, 7 days a week. To take advantage of this service, contact the Security Operations Centre at 604.646.8037. Fifteen (15) minutes advance notice is typically required.

Please note, escorts are limited to locations and vehicles located on Waterfront Properties and does not include surrounding properties or parkades.

## **Additional Security**

You may arrange additional security for special events, construction projects, or other purposes by contacting the Security Operations Centre at [watsecurity@cadillacfairview.com](mailto:watsecurity@cadillacfairview.com) 72 hours' notice is required to obtain additional security services. Additional security can only be requested by tenants and not their contractors.

## **Emergency Procedures and Training**

Cadillac Fairview has prepared an Emergency Procedures Guide specifically designed for tenants. Please refer to the Emergency Procedures Guide for information on emergency procedures and training.

## **Lost and Found**

Inquiries about lost and found items can be directed to the Security Operations Centre at 604.646.8037.

## **Animals**

Please note that animals (except for certified guide dogs and/or service dogs) are NOT permitted in the buildings.

## **Propane Tanks and Barbecues**

Propane tanks and propane barbecues are not permitted to be transported within the building and/or stored and used on tenant patios.