

December 2022

Tenant Information Guide

Renfrew Centre

2889 East 12th Ave
Vancouver, BC V5M 4T5

Epic

Welcome to Renfrew Centre

On behalf of Epic Investment Services Inc., we welcome you to Renfrew Centre. This Tenant Information Manual is to assist you and your employees in becoming familiar with the building's features, amenities, operating procedures and the staff who provide these services for you.

Epic Investment Services, which includes its wholly owned subsidiary MDC Realty Advisors in the United States, is a fully integrated North American real estate platform. Having \$16.5 billion in assets and 35 million square feet of property under management; Epic operates from offices in Toronto, Montreal, Ottawa, Calgary, Edmonton and Vancouver. Epic is always alert to opportunities that add value to our tenants' experiences by working to beat industry benchmarks for performance, service and sustainability.

Renfrew Centre is a landmark of 170,000 square feet, 7 storey "AAA" office building, located in the center of Metro Vancouver. With LEED® Gold designation, it incorporates the latest developments in environmental sustainability. Adjacent to the Renfrew SkyTrain Station and Hwy 1, Renfrew Center offers easy access by car and transit from all local municipalities, and it is only a 12-minute ride from the downtown core. With 425 parking stalls, the property offers a ratio of 2.49 stalls per 1,000 square feet.

Renfrew Centre will meet and exceed the requirements of today's office users, and the design and finishes have been selected with an emphasis on aesthetics and tenant comfort, including the use of a light colour palette, and floor-plates that maximize natural light. The design of the building combines contemporary architecture with uncompromising efficiencies – a perfect blend of form and function.

Epic is committed to providing the best services throughout your tenancy and the Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the manual or regarding the building.

Craig Coleman, CPA, CA
Chief Executive Officer

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310-EPIC Service Request

310-Epic is a call centre which operates 24 hours a day, 365 days a year. All requests for services and maintenance (including heating, cooling, cleaning, lighting, electrical, plumbing, locksmith services, general maintenance and building services) can be placed by calling **310-EPIC (3742)** or through our online tenant service request system, www.310epic.com.

To register for an account please call **310-EPIC** or email the Property Manager with your contact information and building address. Once an account has been created you will receive an automated email with your login information to access the tenant service system.

Any billable work will require authorization by the appropriate individual within your company. Each lease will contain specific information about services to be provided. If there are any questions with these services, please contact the Property Manager.

*You may be required to dial the area code.

Tenant Representatives

Tenants are required to designate at least two employees (a primary and secondary) on the client contact form to liaise with Renfrew Centre Building management staff on specific areas of building operations. These Tenant contacts are a link between the Tenant and building management.

Depending on the number of Tenant contacts the Tenant has, each person can be accountable for one or all of the different types of contact.

The different areas of contact responsibility are as follows:

- Coordinating access requests into Tenant spaces
- Coordinating Tenant 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 at Renfrew Centre

Management Team and Office

Our team of dedicated real estate professionals pride themselves on ensuring that your needs are met in a manner that consistently exceeds expectations. At Epic, we are 'Always On', seamlessly taking care of facilities, enabling you to focus exclusively on your core business.

Our team is always happy to help:

Epic Investment Services (BC) Inc.

1085 Homer Street, Suite 340
Vancouver, BC V6B 5X6

Our office hours and telephone numbers are below:

Monday to Friday	8:30 am to 4:30 pm
Telephone Number	604-678-0239
Service Requests:	310-EPIC (3742)

Property Management Team

Danielle Diotte, Property Manager

Telephone Number: 236-521-6455
Email: ddiotte@epicinvestmentservices.com

Slavica Kosmajac, Director Real Estate Management (BC)

Telephone Number: 604-678-0239
Email: skosmajac@epicinvestmentservices.com

Security Desk

Telephone Number: 778-988-7691

Fusion Security (24/7)

Telephone Number: 778-371-7376

Sean Jeffares, Building Operator

Telephone Number: 310-EPIC

*When calling Fusion Security after hours, please inform them that you are a **TENANT** and the password is **2889**.

General Information

Renfrew Centre Business Hours:

Monday to Friday	7:00 am – 6:00 pm
After Hours, Weekends and Holidays	Restricted Access (Access cards only)

Main Floor Retail Tenants:

Business Operates on their own implemented hours.

Statutory Holidays

Operations and Management Office is closed the following days:

(WITH ON CALL EMERGENCY SERVICE)

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
BC Day
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

Full cleaning services will resume on the next workday following a Statutory holiday. Please advise the Property Administrator if your company's schedule is different from the building and if you will not require service on days other than STAT holidays (Boxing Day, additional closed days during the Holiday season, flex days during summer etc.).

Tenants may operate Statutory Holidays or extended hours by obtaining access through their access cards. If HVAC systems are needed to operate after normal business hours, additional charges will be applicable, to arrange for this please call 310-Epic and provide a minimum of 24 hours' notice.

Emergency Numbers

Fire (Emergency)	911
Police (Emergency)	911
Police (Non-Emergency)	604-717-3321
Ambulance (Emergency)	911

Poison Centre (Emergency)	604-682-5050
Fortis Gas (Emergency)	1-800-663-9911
City of Vancouver Sewers	604-326-4680
City of Vancouver Water	604-326-4800
Fusion Security	778-988-7691 778-371-7376
Building Operations	310.EPIC (4732)
Epic Investment Service (BC) Ltd.	604-678-0242

Nearby Amenities:

NEARBY AMENITIES
ALL WITHIN WALKING DISTANCE / STEPS TO RAPID TRANSIT EXPO & MILLENNIUM LINES

RESTAURANTS

- 1 Freshii
- 2 Sushi Royal House
- 3 McDonalds
- 4 Subway
- 5 Boston Pizza
- 6 Prince Seafood
- 7 La Piazza Dario
- 8 Vallarta's Mexican Restaurant

COFFEE

- 9 Starbucks
- 10 Crème de la Crumb

GROCERY/LIQUOR

- 11 Real Canadian Superstore
- 12 Save-On Foods
- 13 BC Liquor Store

BANKS

- 14 HSBC
- 15 CIBC
- 16 BMO
- 17 TD

DAYCARES

- 18 Westcoast Child Care Resource Centre
- 19 Wind & Tide Preschools Ltd
- 20 Westside Montessori Academy

FITNESS

- 21 BTC Fitness
- 22 YMCA of Greater Vancouver

RETAIL

- 23 Canadian Tire

Tenant and Building Services

Renfrew Centre offers a wide variety of amenities and building features for the exclusive use of our tenants listed and outlined below.

Parkade

The entrance to the underground parking is located on the west side of the building and can be accessed from the lane just before Bradfield Court. The parkade consists of 432 spaces on 5 levels and is operated under a pay by stall system. Monthly and daily office employee parkers are to park in the secured area, past the secondary gate. Parking on P1 is for visitors and clients only. Monthly parkers are required to register their license plate(s) with the Property Management Office through our online tenant service request system, www.310epic.com, at the start of their contract. Each registered office building employee can have one primary registered vehicle and one alternate registered vehicle. Please ensure that only one vehicle is parked at any given time or both vehicles will be ticketed.

Transient parkers will be required to enter their license plate number into the pay station and/or validation system within a pre-set time allotment to pay for their parking. The pay stations are located in the parkade shuttle lobbies on P1 and P2.

It is the tenant parking coordinator's responsibility to advise the Property Management Office by submitting a request through our online tenant service request system, www.310epic.com, at least 24 hours in advance for any additions, deletions, alternate vehicles, and/or license plate number changes to the parking system. Monthly parking spaces are limited to the number of stalls entitled under your lease. However, should additional spaces be available, they will be on a month-to-month basis with a one calendar month's cancellation notice provision.

The Renfrew Centre parking facility is patrolled by Imperial Parking (REEF Parking Network). The parking enforcement contractor also adds an additional level of security to the parking facility by observing and reporting any suspicious activity to our security team.

Parking Regulations

- Illegally parked vehicles will be subject to ticketing and/or towing at the Owner's expense.
- Vehicles parked in the designated fire route will be immediately ticketed and removed at the Owner's expense.
- Vehicles parked in the garage are entirely at the risk of the vehicle owner - the Landlord and/or Property Management Office will not be responsible for any loss or damage to vehicles, or their contents, parked in the garage however caused or incurred.
- One calendar month's written notice is required for cancellation of any/all spaces.
- No washing or repairing of vehicles is allowed in the garage.

For your own safety, please remember to lock all doors and close all windows when parking your vehicle in the garage. Valuables and cellular phones should not be left in a visible location.

Remember that our security officers are available to provide a late-night security escort to your vehicle, or any time that you feel you require this service (6:00 am – 10:00 pm Monday to Friday and 2:00 pm – 10:00 pm Saturday and Sunday – 778-988-7691, 10:00 pm-6:00 am Monday to Friday, and 10:00 pm – 2:00 pm Saturday and Sunday – 778-371-7376).

Note: All rates are subject to change.

Electric Vehicle Charging Stations

Electric vehicle charging stations are available for use in stalls 343 to 346 on P4. Once the vehicle is fully charged it must be removed within 30 minutes to allow for another vehicle to use the charging station. The usage rate is \$1.00/hour, in addition to the cost of parking. Users can download the mobile FLO app and create a personal account to monitor their usage and payments. FLO offers 24/7 support to its users, with all stations being remotely monitored by FLO's national operations centre.

Bike Room and Bike Racks

End of trip facilities (showers and washrooms) and bicycle storage lock up areas are located in the parking garage on level P1 and are for tenants of the building only. The Bike Storage and the End of Trip facility is furnished with a secured card reader. Tenants who want to access this area need to register with the Property Management Office by submitting a request through our online tenant service request system, www.310epic.com, accompanied by a signed Renfrew Bike Room, Locker Room and Shower Form. Please ensure that bicycles are securely fastened to the racks provided and all items are securely locked up. The Landlord and Property Management Office shall not be responsible for any loss or damage to bicycles or equipment however caused or incurred. Please note that bicycles are not permitted in the office building or other common areas of the building and must be walked down to the parking garage ramp to level P1. There are lockers available within the Bicycle Parking room and items shall not be left in the lockers overnight. Any items left in the lockers will be discarded by management after 24 hours.

Renfrew Centre is equipped with bicycle parking racks in the front of the building for tenant and visitor use. The bike stalls are not monitored or secured and the building, its owner, employees, agents and contractors assume no responsibility for lost or stolen property, or damage to the property. It should be noted that these bicycles racks are subject to the same perils as all unsecured bike parking in the city and users of such take full responsibility for incidents surrounding the decisions to park their bicycle there.

Fitness Centre

Renfrew Centre contains a Fitness Centre available for Authorized Tenant's use. The Fitness Centre is located on the First (1st) Floor and equipped with basic cardiovascular machines and strength stations. There are men's, women's and universal change and shower facilities with lockers available for day use only while utilizing the fitness area.

Hours of Operations:

Monday to Friday	6:00 am to 10:00 pm
Weekends/ Holidays	8:00 am.to 8:00 pm

The Property Management Office reserves the right to restrict access to the Fitness Centre from time to time on a temporary basis and will endeavor to provide reasonable notice to members of such closures.

The rules governing the use of Renfrew Centre fitness center are as follows:

- The Fitness Centre is for the use of **AUTHORIZED TENANTS ONLY**. Friends and relatives are **NOT** permitted in this facility. Authorized Tenants are defined as those who have submitted a waiver to the Renfrew Centre Security and have Renfrew Centre Fitness Centre included on their card access. **NO OUTSIDE TRAINERS OR INSTRUCTORS ARE PERMITTED TO PROVIDE SERVICES IN THE FITNESS CENTRE.**
- Each Tenant is responsible for controlling and monitoring access to the facility. Access cards are issued to the employees in the Renfrew Centre building only and they are not permitted to lend those access cards to non-employees. Please report any lost or stolen cards immediately.
- All persons using the fitness equipment must wipe it clean when finished using it with cleaning supplies provided. All equipment must be returned to the original rack(s) or area after each use.
- Proper and clean gym attire (athletic shirt, shorts/pants, and closed toe athletic shoes) must be worn at all times in the Fitness area. No outside shoes are permitted.
- Food, glass containers and alcoholic beverages are not permitted in the Fitness area or change / shower rooms.
- Smoking is not permitted in in the Fitness area.
- The lockers are intended to be used by individuals while using the Fitness Centre.
- All personal radios and other music equipment must be used with headphones.
- Use of mobile devices is strictly prohibited in the locker rooms. Mobile devices can be utilized on the Fitness Centre floor.
- Image capturing is not permitted in any location of the Fitness Centre.
- The Landlord and Property Management provider reserves the right to add, change or delete any rule or regulation herein contained and to change the method of operation to ensure maximum enjoyment of the Fitness Centre.

The Fitness Centre is for the enjoyment of all authorized Renfrew Centre Tenants and their employees. Please assist us in maintaining these facilities' cleanliness by disposing of all trash in the receptacles provided.

Please report any problems via Tenant Services www.310epic.com.

Anyone found to be in violation of any of these rules and regulations is subjected to have their fitness privileges revoked.

Honey Bee Hives

As of June 2020, Renfrew Centre is home to two honeybee hives. Epic Investment has partnered with Alvéole, an urban beekeeping company whose bee hives and educational services are helping companies, organizations, schools and individuals appreciate the impact honey bees have on our environment and the interconnectedness of our ecosystem. More info is available at: <https://myhive.alvele.buzz/epic-investment-services-renfrew-centre.com>.

Public Transportation

Conveniently located on the northwest corner of Renfrew Street and East 12th Avenue, Renfrew Centre is easily accessible to tenants and visitors. Easy access to adjacent Renfrew SkyTrain Station and Central Valley Greenway bike path. Numerous Transit bus stops are also located within a short walk. For specific route information please visit www.translink.ca/Schedules-and-Maps.aspx.

Sign and Premises Identification Requests

A building standard sign program has been established for the main lobby, elevator lobby and at your premise entrance, which must be adhered to. Please complete the Sign Request Form located in this guide and return it to the Property Management Office through our online tenant service request system, www.310epic.com.

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 5-6 weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the tenant's expense (refer to the Financial Requirements section of this guide). Please contact the Property Management Office through our online tenant service request system, www.310epic.com for further details.

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

Renfrew Centre Interactive Directory Board:

All tenants at Renfrew Centre have their business and floor number identified on our interactive directory board located in the main lobby. The tenant shall not have the right to have additional names placed on the directory except at the tenant's expense and with the Landlord's prior written consent. The tenant shall reimburse the Landlord for the cost of any subsequent amendments that the tenant may from time-to-time request, and that are approved by the Landlord.

Retail Signage

Signage can be installed at the front of the retail premises to identify the business. This signage must comply with the building standard and will be the tenant's expense. All signage must be approved by the Landlord through the Property Manager prior to installation work. The signage must also comply with all by-laws, regulations and any governing authority and must be maintained by the tenant.

Tenants are not allowed to affix names, advertisements, sale signs or decals to the window or door of the retail premises. Special posters of sale signs professionally prepared and displayed in proper signage holders may be permitted if approved by the Landlord through the Property Management Office.

Removal of Equipment from your Premise

To prevent unauthorized removal of material or equipment from the building please ensure that the Property Removal Authorization form is completed by the authorized tenant representative and provided to the authorized individual who will be removing the material or equipment. Security personal will request this form when materials or equipment is being removed from the building outside normal business hours.

Smoking Regulations:

Renfrew Centre is a non-smoking building and property. The City of Vancouver Bylaw does not permit smoking in public places. Smoking is not permitted within a 6-meter radius of any doorways, windows and air intakes of buildings and patios, on a patio or bus stops.

Pets/Animals

Pets of any kind are not permitted within the building premises unless the pet is a qualified service dog.

Lost and Found

Lost and Found items can be turned in or claimed at the Security Desk in the main lobby of Renfrew Centre. These items will be periodically donated or disposed of by the Property Management Office if not claimed within a certain period.

Tenant Receptions and Events:

Each premise is unique and designed to hold a maximum number of occupants based upon the size of the premises. The Building Management will ensure your event is in accordance with not only the building rules and regulations, but also local fire code guidelines.

If you are interested in hosting a company function within your suite such as large client reception, holiday party, or open house events etc. please review the checklist below.

- Provide a minimum of 48 hours notice prior to the Property Manager for all after hours tenant functions where food and drinks will be consumed to obtain Landlord approval through the Property Management Office.
- Written notice should include, event date, type, guidelines, time, security requirements and number of attendees. This will allow the Property Manger to make the security, cleaning and operations department aware of your gathering. The Landlord reserves the right to ensure that all events conform within the lease agreement.
- Tenant's must coordinate attendee escorts for afterhours access (6pm onwards) as the elevators will be on secure mode (access card required).
- Housekeeping services will need to be advised of your event as normal evening services may be impacted. Additional billable service requests may be required to clean up following your event.
- A service request must be placed via **310-EPIC** to coordinate your afterhours lighting and HVAC requirements. Charges may be incurred.

- Serving alcohol at your event must be requested in advance by contacting the Property Manager. You must have a liquor license for private special events through BCLC at applying for liquor licences for private or special events. The permit holder is responsible for the safety and sobriety of people attending the event, as well as compliance with the act and regulations.

Mail Services

Mail is delivered by Canada Post to the mail room, located adjacent to the parkade elevators in the lobby level. Large volume mail delivery that does not fit into the mailbox may be delivered directly to the tenant by Canada Post as arranged by Canada Post.

Alternative arrangements can be made directly with Canada Post regarding deliveries. For more information, please visit www.canadapost.com.

For information on mail delivery, please call Canada Post at 1-800-267-1177.

Courier and Package Deliveries

Couriers may deliver packages to your suite within normal business hours provided the package can be delivered by hand. Oversized packages that require dollies and/or carts must be delivered outside of building hours. Arrangements can be made with the Property Management Office through our online tenant service request system, www.310epic.com.

Deliveries and Loading Dock Information

Hours of operation are as follows:

Monday to Friday 7:00 am – 6:00 pm

- The loading dock accommodates shipping and receiving for tenants at the Renfrew Centre. Should you have any questions regarding access, please contact security at 778-988-7691 between 7:00 am and 6:00 pm
- All deliveries must be received by the Tenant and moved directly to their premises or storage area. **NO DELIVERIES ARE TO REMAIN ON THE DOCK**
- Absolutely NO pallet jacks are to be used inside the building.
- Pallets must not be left in the loading dock area; charges to remove will become a tenant chargeback.
- Delivery vehicles may park on the dock for a maximum of 20 minutes unless otherwise approved by security.

Freight Elevator Bookings

Elevator #3 has been designated as freight elevator. The freight elevator is closed for deliveries from 12:00 pm to 1:30 pm daily and is reserved for the busy lunch hour passengers.

For more information on deliveries, moves and usage of the service elevator go to Moving and Delivery Guidelines section of the manual.

Dimensions of the freight elevator are as follows:

- Door – 84” x 42”
- Elevator Height – 108” (9ft)
- Depth – 57”
- Width – 43”
- Capacity – 3,000 lb

Sustainability

Epic Investment Services believes that a commitment to sustainability is good for the environment, good for our tenants and good for our communities. Our goal is to help reduce environmental impacts, increase tenant comfort / satisfaction and reduce utility costs which translate into cost saving for tenants.

Our National Program focuses on six (6) core areas:



Energy and GHG Emissions

Epic is constantly working to improve energy efficiency, reduce operational costs and greenhouse gas emissions. We conduct regular energy audits, optimize energy usage, conduct preventative maintenance, and upgrade our systems to more energy efficient ones; such as, LED lighting.



Waste

Epic conduct's annual waste audits and collect information on waste to landfill vs. recycle materials to help increase waste diversion at the property. Recycling program includes compost, battery, lamp, e-waste, and pallet recycling. All tenants are provided base bins upon moving in and our up-to-date bin signage.



Green Certifications

Epic has a strong history of leading in Green Certifications. By the end of 2019 100% of our commercial office properties will have LEED and/ or Boma Best certifications. Green certifications help us manage all our key sustainability priorities to ensure our properties operate at optimal performance.



Water

Epic strives to reduce the amount of water used in our buildings. We are working to use water efficient technologies such as low flow fixtures, sensors, optimize cooling towers, and design an exterior landscape that uses drought-resistant plants and low flow irrigation systems.



Green Cleaning

Epic only use green cleaning suppliers and products to reduce environmental and health impacts.



Sustainability Data

Epic uses the EPL Stream Platform to capture this important information, such as energy, water, waste and GHG performance, which helps to increase operational efficiency and improve our sustainability performance. If you require this data for your own corporate reporting, let us know as we can help.

How To Get Involved

Create a green team with your employees to have a greater impact on overall environmental performance. By gathering a group of self-directed employees to take ownership of your local green team, you can make a big difference in incorporating the principles of sustainability across all your operations.

Sustainability-Focused Tenant Engagement

We're working hard to reduce our environmental impacts, improve health and well-being, and save on costs. In addition to hosting several "green" events and green team activities, we share with our tenants an electronic newsletter three times per year with different monthly themes to help you be #AlwaysSustainable at work and at home!

Ask your property manager for last editions to share with the employees or email as@epicinvestmentservices.com.



Tenant Obligations

Rent Payment

Rental payments are due and payable, without demand on the 1st of each month.

By using EFT (Pre-authorized Electronic Funds Transfer Program), all rent payments due under the Lease are made automatically on time. The EFT is an established process with recognized, chartered banks. It provides flexibility to you and is a secure way to ensure that the Landlord receives payments. If you wish to be set up on Electronic Fund Transfer, please contact apbc@epicinvestmentservices.com.

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 Renfrew Centre Management Office.

Tenant Insurance Requirement

Your lease includes a provision requiring that you take out and keep varying types of insurance for your premises in the building (please refer to your lease for details). At the beginning of your lease, you will be asked to provide proof of your insurance certificate to the Property Management Office. This certificate must be provided after each renewal to keep our records current. The insurance certificate should be sent to the Property Administrator listed under the Management Directory.

The Landlord and the Property Management must be listed as additional insured on all policies as shown below.

Renfrew Properties Ltd.

Epic Investment Services (BC) Ltd.
1085 Homer Street, Suite 340
Vancouver, BC V6B1J4

Building and Operating Systems

HVAC - Heating, Ventilation and Air Conditioning

Please also note that the building's current design assists in providing a comfortable working temperature for a certain amount of time after HVAC systems have been turned off (Energy Efficient Glazing, Lighting Occupancy Sensors, High Efficiency Roofing). There are however a few pre-existing conditions that affect the buildings ability to maintain comfortable temperatures without HVAC systems being operational as such but not limited to:

- Orientation to the sun
- Outside air temperatures
- Wind conditions
- Relative humidity
- Floor plate occupancy
- Heat emitting equipment within the occupied space
- Building design and efficiency

The building's heating: ventilation and air conditioning systems are operational from 7:00 am to 6:00 pm, Monday through Friday, and Saturdays 8:00 am - 3:00 pm except Statutory Holidays. HVAC outside of these hours will be subject to a charge of \$65.00 per hour (subject to change), plus a 15% administration fee + GST and will require written authorization from the tenant contact, via tenant services, at least 24 hours before your request is needed. This allows time for the engineering staff to program the HVAC system.

With respect to the Tenants who require additional HVAC services outside of business hours, we ask that you consider the following to help offset additional energy consumption for the site:

- Which business units or departments are expected to be regular users of after-hours HVAC service?
- How many employees in those groups work the extra hours?
- Do the operating hours of the departments typically overlap?
- Is there an opportunity to reduce the after-hours activity without jeopardizing your operation?
- Is the service required, in consideration of the expected weather conditions, and for the amount of time employees are expected to be within the premise outside of business hours?

Our ultimate goal as your Landlord is to be able to perform at an efficient level with respect to energy use at the site. This goes hand in hand with our sustainable goals and commitments in reducing our overall carbon footprint.

Lighting

Regular lighting hours are 7:00 am to 7:00 pm Monday to Friday. The typical floor fluorescent lighting is controlled via low voltage lighting control system, which allows for control of lighting usage and therefore, conserves energy. A temporary master switch is located in the elevator lobby controlling relays within a floor relay panel. All relays are connected through to a central lighting controller which will allow time and central control of all fluorescent lighting. The lighting in a tenant's premises may be controlled in two different ways:

- A master low voltage (line voltage) light switch(s) is installed in the tenant's premises. The
- switch controls either all office lights, or for a larger tenant, the lights in a particular area of the office. The tenant can manually control the lights in the specified area by using the switch(s).
- Alternatively, the tenant can entirely rely on the lighting relay or a combination of the lighting controller and the switch(s). The tenant must submit a request through the online tenant service request system, www.310epic.com, of the time at which they wish to have their lights turned off by the lighting controller. If the last person leaving the office forgets to manually turn off the lights, the lighting controller will automatically turn off the lights at the programmed "off time" or every two hours from 7:00 pm onwards.

We ask that whenever possible, lights are turned off for additional energy conservation. Note that Emergency lighting will function in a general power failure.

Light Repairs / Replacement

Building standard light fixtures are replaced at no charge, as this expense is included in the Operating Costs.

Specialty Lighting

Non-standard lights and ballasts (tenant supplied) can be purchased at the tenant's cost and stored by the Property Management Office for the individual tenant. There will be labour charged for the replacement of non-standard lights. The Operations Department will endeavor to stock every known bulb and ballast that is used in the building. Please supply information to the Property Management Office through our online tenant service request system, www.310epic.com.

Telecommunications

Any and all access by the tenant or the tenant's contractors to any portion of the building other than the premises for the purpose of installing, operating or maintaining telecommunications or other equipment, will be subject to the prior written approval of the Property Management Office, which approval may be given or withheld in the sole and absolute discretion of the Landlord. Any such approval by the Landlord may be subject to such conditions as the Landlord deems advisable including, without limitation, conditions as to timing of any work, the nature of the equipment to be installed and the contractors who will undertake the work. The tenant will be responsible for all costs associated with any such installation, operation and maintenance including, without limitation, any and all related security costs. The tenant will, if requested to do so by the Property Manager, promptly execute and deliver to the Landlord as a condition of the installation, operation or maintenance of any equipment which the tenant may be permitted to install a license agreement in the standard form then used by the Landlord for the building.

Garbage and Recycling Disposal - Office Tower

Epic Investment Services will ensure high standards with the current recycling program in the Centre. The program includes mixed recycling, cardboards, organics and electronic waste (spring and fall) E-drives. Each tenant identifies one employee to be the recycling champion and information regarding programs, updates, etc. is funneled to all employees through the recycling champion. All tenants are encouraged to participate in the program as it not only helps the environment, but also helps reduce operating costs and overhead.

Removal of garbage from tenant premises will be carried out daily Monday to Friday by our contracted janitorial staff. All waste receptacles from desks, lunchrooms, coffee stations, etc., will be emptied daily and brought down to the garbage room.

For routine removal of delivery boxes, please ensure all corrugated cardboard is flattened and bundled for disposal and either placed in the cardboard recycling bin in the garbage room main level or left in your premises clearly marked cardboard recycling.

For the mixed recycling program tenants and their employees are required to regularly transfer recyclable products to the larger zone recycling box placed in designated areas within each office as a central collection center for the individual recycling.

Paper that is deemed “confidential” is **excluded** from the general paper recycling program. It is the tenants’ responsibility to contact a separate confidential shredding / recycling / secured document storage contractor to manage their confidential recycling requirements.

A secondary option for the handling of confidential documents is to purchase personal or office size shredding units. The shredded material can then be incorporated directly into the general paper-recycling stream.

Mixed recycling and Organics recycling is mandated by the City of Vancouver and Renfrew Centre is equipped to handle these recyclable items. Tenants must provide central stations usually in kitchen / coffee areas whereby assigned receptacle.

Should your particular container not accommodate waste or recycling materials on any given day please place items next to appropriate containers and use a label to identify items as “garbage” or “recycling”.

Some Tenants wish to keep their refundable bottles. These items can be kept in red / orange coloured bag which alerts our janitorial to not remove these recyclables.

For further information on the recycling program or any additional recycling questions please contact Tenant Services at www.310epic.com.

Garbage and Recycling Disposal – Main Level

Tenants on the main level, while adhering to our garbage and recycling requirements, are responsible to dispose of such themselves or by their own custodial companies into appropriate bins in our garbage room on the main floor.

Batteries and Lamp Waste

All tenants are encouraged to visit www.310epic.com to notify Building Operations to pick up non-rechargeable batteries and all non-base building lamps which will be stored and delivered to appropriate waste disposal center on a quarterly basis. (Tenants are required to track these items on waste tracking form).

Waste Tracking Submission Requirements:

Some Tenants have programs whereby they contract for regular disposal of certain items, which Renfrew Centre would like to incorporate as part of building waste diversion program. In adherence with the LEED: Existing Building’s Certification Requirements, the Landlord would like to have a record of these different

waste streams., therefore Building Management will send requests for this information on a quarterly basis (Please see section “Forms” for an example of this form)

These items may include the following:

- Batteries
- Lamps – non base building
- Pens
- Secure Paper Shredding
- Beverage Containers
- Printer & Toner Cartridges
- Coffee Pods
- Miscellaneous Electronic Recycling not recycled during Landlord scheduled “E-Waste Recycling” events.
- Furniture
- Appliances
- Other -including Tenant renovation and fit outs (Please see section “Forms” for an example of this form which can be requested via email at abradshaw@epicinvestmentservices.com when construction activities occur within your premise.

For further information on our paper recycling program or any additional recycling questions please contact Tenant Services at www.310epic.com.

Cleaning Services

Frequent inspections of tenant areas are made by Epic Investment Services to monitor the quality of janitorial service. Management meets regularly with the contract-cleaning supervisors to assess performance and ensure our quality standards are maintained. If you have any comments or concerns regarding cleaning, please contact the Property Management. If you have an emergency clean or spill, contact us at www.310epic.com and the day porter will rapidly respond to address your concern.

Should you require any additional services above our building standard provision (for example, dishwashing, and special functions) please contact Property Management and we will endeavor to help with your concern (applicable charges may be assessed).

Our cleaning contractor services all tenant offices and common areas. The Building operates an evening in-suite cleaning service, Monday through Friday, except Statutory Holidays. Tenant office premises include all areas unless specifically secured and requested to be omitted. Common areas include rest rooms, main floor lobby, elevator lobbies, and corridors, stairwells, and all public areas. We have day porter from 8:00 am – 4:00 pm to restock and refresh washrooms twice per day and to clean common areas and respond to emergency cleaning.

The Cleaning staff is instructed to lock all entrance doors and not to open these doors for any person. They have also been advised to leave internal doors as they find them.

If you have any comments or concerns regarding cleaning, please contact Tenant Services at www.310epic.com.

Window Cleaning

Exterior windows will be cleaned two times a year, weather permitting.

Security and Life Safety

Renfrew Centre Security Information

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

The building has a 24-hour security program that includes 16 hours of on-site security provided by Fusion Security. The building is manned 6:00 am to 10:00 pm Monday to Friday, and from 2:00 pm to 10:00pm Saturday and Sunday. The evenings are covered by mobile patrols. To contact security after hours, please call **310- EPIC** (there will be a fee charged outside 6:00 am to 10:00 pm Monday to Friday, and 2:00 pm and 10:00 pm Saturday and Sunday, if Fusion Security is dispatched).

Tenants who have separately monitored alarm systems are not advised to list the base building Security Company as the main contact call-out numbers in case of emergency.

Fusion Security and the Property Management Office (Epic Investment Services (BC) Inc. and the Landlord, Renfrew Properties Ltd.) will not be held responsible for attending to tenant alarms. We will respond to tenants who call security to advise us of an alarm and will make our best effort to assist in the emergency. Tenants will be charged for any false alarms Fusion Security is dispatched to the tenant premises.

Renfrew Centre's Security officers are trained to provide and/or respond to but are not limited to some of the following:

- Emergency Response
- Assisting Persons in Distress
- Loss Prevention
- Parkade Escorts
- Fire Alarms
- Undesirable Individuals
- General building Security
- Building Information and Directions
- Lost and Found
- Camera Monitoring
- Communication with Tenants
- Locking and Unlocking the Building
- Fire Prevention
- Lost and Found
- Mediate with Conflict Resolutions
- Tenant Alarm Response (first responder)

- Liaise with Police and Ambulance Departments

After Hours Access

Access to the building is restricted to authorized persons and tenants only from 6:00 pm until 7:00 am weekdays, Weekends and Statutory Holidays.

Please provide us with an after-hours contact list containing names and phone numbers of the individuals within your company who may authorize access to your suite after hours, and who can be contacted in case of emergencies and/or service outages after hours.

Building access cards are provided to tenants upon leasing space by contacting the Property Management Office. It is the tenant's responsibility to arrange for the necessary access cards for all employees who may require access. There is no initial fee for supplying access cards, however for any lost, stolen, damaged or additional cards a replacement fee of \$25.00 will apply subject to change.

Any required access card additions and/or deletions for the base building systems must be done by completing the Access Card Form and sending it to the Property Management Office.

Arrangements need to be made and approved by the Property Manager to allow tradesmen to access or work in off-hours. Security Guards or building staff will not under any circumstances, open doors or permit access to any building areas except for the pre-authorized tradesmen limited to a specific area.

If you are expecting visitors to your area after hours, you will be required to meet them on the ground floor and escort them to your office space. Please arrange to have all visitors meet you on the ground floor after business hours.

Loss of Keys/Access Cards

In the event that you lose a key or an access card, please inform the Property Management Office, however in the event of an after-hours emergency, **please call 310-EPIC immediately**. They can deactivate the access card and if necessary, a Locksmith can be called to re-key the lockset in question. Ensuring security is our prime concern. Unfortunately, if you lose your keys, security is unable to allow you access to your suite.

Duress/Panic Stations

Duress stations are located on every level of the under-ground parkade. These duress stations are to be pushed if an employee or visitor feels that they are in immediate danger. Security and the alarm system will be notified that the duress station has been pushed and will assist immediately and notify police if needed by calling 911.

Safe Walk

The Safe walk Program utilizes security officers to provide an escort for any customer or tenant on the property.

Security officers are available to walk you to your car or the Renfrew Skytrain Station. Security officers can be contacted at **778-988-7691** during the hours of 6:00 am to 10:00 pm Monday to Friday, and 2:00

pm to 10:00 pm Saturday and Sunday, and after hours at **778-371-7376** and will attend your location and walk you to your destination within the Property.

Tenant Emergency Contact Information

Please provide the Property Management Office with an after-hours contact list containing the names and telephone numbers of individuals within your company who may authorize access to your suite after hours, and who can be contacted in case of emergencies and/or service outages during the off-hours.

The form should be filled out and sent to the Property Management Office on an annual basis or whenever there are changes to keep records current.

Tenant Locks and Alarms

All locks on premises doors must be keyed to the building master key system. Tenants will be supplied with a reasonable number of keys upon move-in and any additional keys throughout the tenancy will be at the expense of the tenant. Additional locks or security systems on the entrance of the premises will require prior written approval by the Property Management Office. Tenants will need to provide any passcodes to building staff in case of emergency and for cleaning purposes.

Security Access Cards

For your convenience, the building's entrance doors are unlocked providing free access to the main lobby of the building during normal operating hours. At all other times, a building access card will be required to gain entry to the building and/or the desired floor.

The electronic access control system secures the building's perimeter doors, elevators and stairwells, permitting access to authorized access cardholders during non-business hours.

Building access cards may be obtained from the Property Management Office by submitting a request through our online tenant service request system, www.310epic.com, accompanied by a signed Access Card Request Form (see Forms). Each individual's access card can be programmed to allow different access capabilities. Please notify the Property Management Office through our online tenant service request system, www.310epic.com of any specific access requirements. If the access card is valid, the individual will be permitted entry and the transaction will be automatically recorded.

Fitness Centre, Bike Room and Shower/Change Rooms access requires special permissions discussed in separate sections of this Tenant Manual.

Between the hours of 6:00 pm and 6:59 am and at all times on weekends and statutory holidays, your Card Access card must be used for entry into the building.

Access Card Audit

It is the responsibility of each tenant to conduct an audit from time to time of access cards held by their employees. The Property Manager will assist by providing the tenant's office manager with a printout of all active access cards. The tenant's office manager should then verify that current employees are holding all active access cards. The tenant's office manager must notify the Property Manager, by submitting a request through our online tenant service request system, www.310epic.com of any necessary changes.

A tenant must collect the access card of any employee who leaves its employ and ensure that it notifies the Property Management Office through our online tenant service request system, www.310epic.com so that the access card can be deactivated. These access cards are to be returned to the Security Desk. If the tenant's employee does not return his / her access card to the tenant, this should be reported immediately to the Property Management Office through our online tenant service request system, www.310epic.com, so that the access card can be deactivated immediately.

Hazards and Risks (Safety Issue)

Tenants must keep all the exit areas (includes stairwells) clear. There should be no materials which will create obstacles in any exit area, as fire exits must be clear, as per Fire Code.

Premises Security Measures

Below are a few reminders to help avoid unnecessary loss and problems within your suite to keep your premises safe and secure.

- When securing your premises at the end of the business day, lock all doors and then verify that they are all properly locked. We recommend locking your suite entry door after 6:00pm even if people are working late.
- Do not leave wallets or handbags in clear view and coats should be hung in a coat closet.
- Laptop computers should be locked away when not in use and/or consideration should be made to securely fasten them to a desk.
- Keep all vault or safe combinations in a locked desk drawer.

Please notify Building Security and / or the Property Management Office if you notice a suspicious person loitering in or about your premises or if there are any security concerns within your premises.

Incident Reports:

To record the details of any accident, theft or injury that occurs on the property, incident reports must be filed. Please notify Building Security 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.

Theft

Please report any suspected theft to security personnel and the police department, no matter how small it may seem. The insurance policy of the building does not cover the theft of belongings for tenants, employees or visitors. Personal Property Insurance is the responsibility of each tenant.

Solicitation

Solicitation is not allowed in the building or on the building premises. Please notify Security immediately if you notice a solicitor within the building. Report as much specific information about the individual's personal appearance and behavior as you can. Building staff will locate the person as quickly as possible and escort them off the premises.

For information in the Emergency Response Guide regarding Fire Procedures, Fire Warden Teams, Fire Drills, Bomb Threat Procedures, Threatening Call, Natural Gas leak etc. please contact the Property Management Office.

Moves and Renovations

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 assist you with your move.

- Provide at least 48 business hours' notice through our online tenant service request system, www.310epic.com.
- All moving arrangements must be cleared by the Property Management Office and are scheduled on a first come, first served basis.
- Deliveries are on a first come, first serve basis. Any delivery expected to take more than 15 min must be done on weekends or Monday to Friday from 7:00 pm – 6:00 am or if the Property Management Office has given written consent.
- Office moves may only occur on the weekends or Monday through Friday from 7:00 pm – 7:00 am.
- All moves, and deliveries must be handled through the passenger / freight elevator only (elevator #3). The building operator will provide protective elevator pads.
- The loading dock is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve this area as well. The Property Management Office must authorize any exceptions to this entry point. If other areas of access are approved, the mover must protect floors, corners and walls with acceptable material to prevent damage.
- 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 packing cartons.

- Our building has a strict “No Smoking” policy. The moving crews are not permitted to smoke in any area of the building, or smoke / loiter on the property.
- BC Fire Codes prohibit the blocking of any fire corridor, exit door, elevator, lobby, or hallway.

Vehicles are not to park in marked Fire Lanes.

The freight elevator is closed for deliveries from 12:00 pm to 1:30 pm daily and is reserved for the busy lunch hour passengers.

The dimensions of the freight elevator (elevator #3) are 6’8” wide by 4’8” deep x 9’ high. The freight elevator entrance opening is 3’6” wide and 7’ high and has a 3,000 lb. weight capacity.

Renovations and Alterations:

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord through the Property Management Office prior to the commencement of construction.

Please review the Tenant Design & Construction Manual for further information regarding alterations and renovations. You can also contact the Property Manager under the ManagementDirectory with any questions.

*The information in this manual is general and may differ from your lease agreement. In all cases your lease agreement takes precedent over this guide. The Landlord reserves the right to change anything outlined within this manual at anytime.