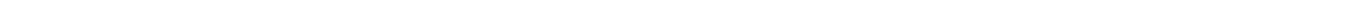


WATERFRONT PROPERTIES TENANT MANUAL

FEBRUARY 2011



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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 Waterfront Properties Tenant Manual to assist you in becoming familiar with the buildings, their features, facilities, and operating procedures, and the staff who manage and maintain them.

We are proud 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 in our property is a satisfying experience.

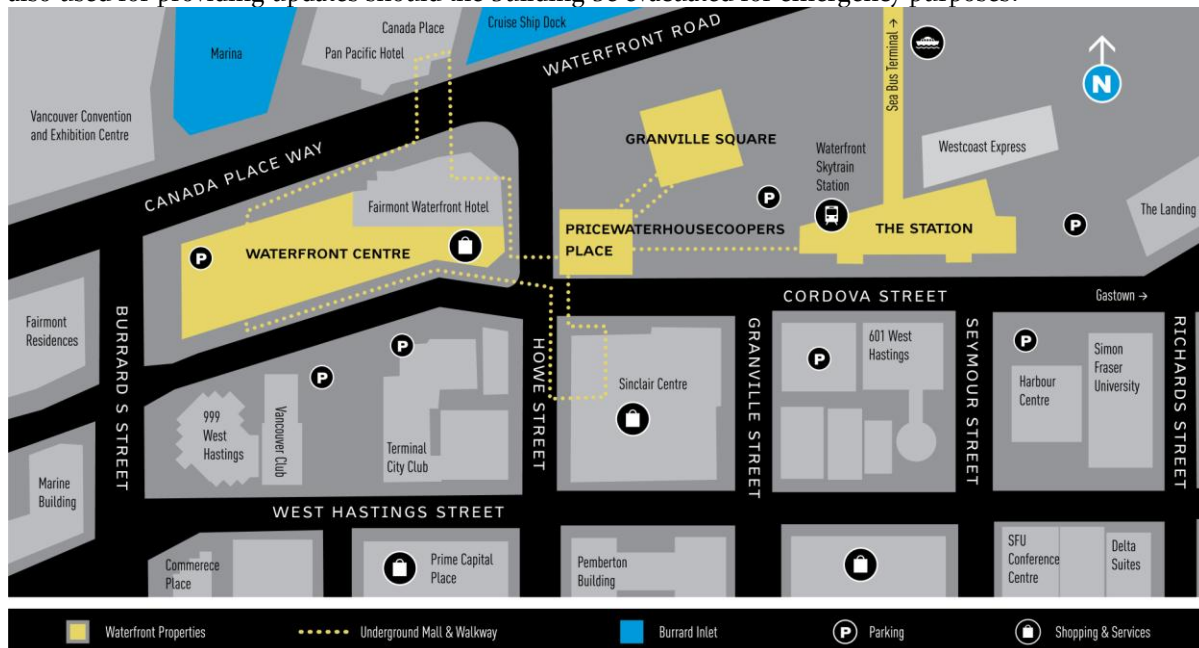
We strongly encourage you and your staff to familiarize yourself with the services and operations of Waterfront Properties, and we hope you find this manual helpful and informative. Please retain this manual for future reference as it will be amended and updated from time to time. Please note that the information contained in this manual is general in nature and may differ from your lease. In all cases, the lease takes precedence over the manual.

Our property management team will be pleased to answer and clarify any questions you may have concerning the information contained in the manual or about the building you occupy. We welcome your comments and encourage you to discuss with us any suggestions as to how we may improve our services.

About Waterfront Properties

Waterfront Properties is owned by Ontrea Inc. (which is wholly owned by the Ontario Teachers Pension Plan Board), and managed by Cadillac Fairview Management Services. Waterfront Properties consists of four office towers—Waterfront Centre, Granville Square, PricewaterhouseCoopers Place, and The Station—as well as the Waterfront Centre retail complex. All four buildings are situated near Vancouver’s waterfront within a two block radius. There are over 100 office and retail tenants with over 4000 employees that occupy the Waterfront Properties complex.

For more information about Waterfront Properties, including a management directory, tenant directory, and information about building maintenance, meeting room facilities, tenant services, security and leasing, visit www.thewaterfrontproperties.ca. The website contains everything you need to know about the properties. The website is also used for providing updates should the building be evacuated for emergency purposes.



Waterfront Properties Accessibility

Waterfront Properties is located next to the Waterfront Station transportation hub in the downtown core.

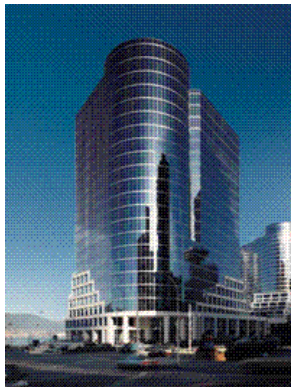
Access to SkyTrain, Westcoast Express, and SeaBus terminals are located in The Station at 601 West Cordova Street. The Millennium and Expo Line SkyTrains connect to Burnaby, Coquitlam, New Westminster, and Surrey. The new Canada Line SkyTrain opened in September 2009 and connects downtown to Richmond. The SeaBus connects the downtown to North Vancouver. The Westcoast Express connects the downtown to Port Moody, Port Coquitlam, Pitt Meadows, Maple Ridge and Mission. Bus routes linking Vancouver’s many municipalities also make connections on Cordova, Hastings, Pender and Howe Streets. For BC Transit scheduling and rates information, please visit www.translink.bc.ca.

Also, please note that near to Waterfront Properties in the harbour, seaplanes and helijets depart regularly for outlying destinations.

Waterfront Properties Facts

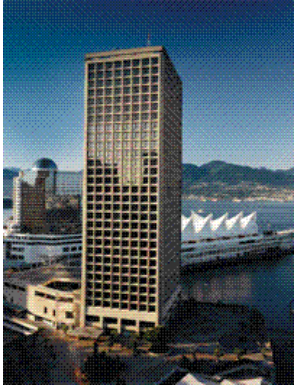
| | |
|---|--|
| Gross Leasable Area: | 1,130,000 square feet |
| Number of Retail Stores and Services: | 45 |
| Number of Office Tenancies: | 84 |
| Number of Office and Retail Tenant Employees: | Approximately 4,000 |
| Property Background: | <ul style="list-style-type: none"> • Waterfront Centre – built in 1990. • Granville Square – built in 1973. • PricewaterhouseCoopers Place – built in 2002. • The Station – built in 1912. |
| Ownership: | Ontrea Inc. |
| Manager: | Cadillac Fairview Management Services Inc. |

Waterfront Centre



- Located at 200 Burrard Street.
- Class AAA building.
- Built in 1990.
- A Vancouver landmark consisting of 21 floors of prime office space.
- Impressive grand lobby, reflecting the highest standards of finishes.
- Fitness facility with showers and change rooms for the exclusive use of Waterfront Centre tenants.
- Beautifully landscaped plaza.
- Convenient restaurant, food court, and shops on the concourse level under the building with a wide variety of services.
- Spacious tenant meeting and conference room and employee lunchroom.
- High ratio of parking availability of one stall per 1,100 square feet leased.
- 4 elevators servicing the low rise and 5 elevators servicing the high rise separately and 2 freight elevators (one serving retail; one serving office).
- 24-hour Service Centre, and on-site building engineering staff.
- States of the art HVAC system including a Central Plant – VAV with interior areas supplied by constant volume reheat units.
- 24-hour manned security, video security monitoring, and fully programmable encoded card access system.
- Fibre optics services available from a number of providers.
- Building rentable area: 395,021 square feet.
- Typical floor plate area: 17,700 square feet.

Granville Square



- Located at 200 Granville Street.
 - Class A building.
 - Built in 1973.
 - 28 floors of top quality office space with functional column free floorplates.
 - Fitness facility with showers and change rooms for exclusive use of Cadillac Fairview tenants located in the adjoining PricewaterhouseCoopers Place building.
 - Cardio studio featuring yoga, Pilates, etc. classes located in the lobby level of the building.
 - Beautifully landscaped plaza.
 - Convenient variety of food services located in the lobby including Aqua Riva, a full service restaurant.
 - Access to spacious tenant meeting and conference rooms.
 - High ratio of parking availability of one stall per 1,100 square feet leased.
- 9 high speed elevators (4 service the low rise and 5 service the high rise) and 2 freight elevators.
 - 24-hour Service Centre and on-site building engineering staff.
 - Storage space available.
 - Central HVAC system consists of perimeter induction units providing supplementary heating and cooling. Interior areas supplied by constant volume units.
 - 24-hour manned security, video security monitoring, and fully programmable encoded card access system.
 - Fibre optics services available from a variety of providers.
 - Building rentable area: 398,089 square feet.
 - Typical floor plate area: 12,650 square feet.

PricewaterhouseCoopers Place



- Located at 250 Howe Street.
 - Class AAA building.
 - Built in 2002.
 - 20 floors situated above a grand lobby, reflecting the highest standards of finishes.
 - Tenants have exclusive access to amenities including state of the art fitness facilities with showers and change rooms, bike cage, and spacious conference facilities.
 - Beautifully landscaped 2 acre plaza with outdoor terrace and water features.
 - Convenient restaurant, food court and shops on the concourse level under the building with a wide variety of services.
 - Spacious tenant meeting and conference room and employee lunchroom.
 - Parking available in the below grade parking areas at a ratio of one stall per 1,100 square feet leased.
 - Six elevators, traveling at 700 feet per minute and 1 freight elevator.
- 24-hour Service Centre and on-site building engineering staff.
 - HVAC Service – four pipe fan coil system.
 - 24-hour manned security, video security monitoring, and fully programmable encoded card access system.
 - Fibre optics services available from a number of providers.
 - Building rentable area: 240,660 square feet.
 - Typical floor plate area: 13,555 square feet.

The Station



- Located at 601 W. Cordova Street.
 - Class B building.
 - Built in 1912.
 - Vancouver heritage building (former Canadian Pacific Railway Station) consisting of 4 floors of office space and ground level retail.
 - Used as the station for SkyTrain, Westcoast Express, and SeaBus.
 - Impressive character and heritage appeal.
 - Fitness facility with showers and change rooms for exclusive use of Cadillac Fairview's tenants available in adjacent PricewaterhouseCoopers Place building.
 - Convenient food services located in the lobby of the building.
 - Access to spacious tenant meeting and conference rooms.
 - Excellent parking availability of one stall per 1,100 square feet leased.
- 2 passenger elevators and 1 freight elevator.
 - 24-hour Service Centre and on-site building engineering staff.
 - Storage space available.
 - 24-hour per day manned security, video security monitoring, and fully programmable encoded card access system.
 - Fibre optics services available from a variety of providers.
 - Building rentable area: 95,362 square feet.
 - Typical floor plate area: 20,000 square feet.

Cadillac Fairview

Cadillac Fairview is one of North America's largest investors, owners, and managers of commercial real estate. For over 50 years Cadillac Fairview has been leading the way in commercial real estate with innovative design, development, and management.

An enthusiastic desire to understand and meet the needs of our retail and office tenants drives the Cadillac Fairview team to create exciting shopping venues and professional business environments. A continued focus on anticipating and satisfying the evolving needs of our retail and office customers defines the Cadillac Fairview approach to delivering relationships.

Cadillac Fairview focuses on high quality retail centres and office properties in Canada and the United States, and also oversees equity investments in real estate companies and international investment funds. With a portfolio valued at approximately \$16 billion, Cadillac Fairview and its affiliates own and manage 84 properties, including some of Canada's landmark developments such as the Toronto Eaton Centre, Sherway Gardens, Toronto-Dominion Centre, Carrefour Laval, Chinook Centre and Pacific Centre. Cadillac Fairview is wholly owned by the Ontario Teachers' Pension Plan Board, which invests to secure the retirement income of 284,000 active and retired teachers in Ontario.

Waterfront Properties Awards and Accomplishments

NAFA Clean Air Award - 2009

Granville Square received the Clean Air Award from the National Air Filtration Association (NAFA) in 2009. This NAFA award was given for the high standard of air filtration that the building has achieved. Cadillac Fairview is very proud of this award, as it further exemplifies our GREEN AT WORK™ initiatives.

Building Owners and Managers Association (BOMA) BEST Certification - 2008

Waterfront Properties received BOMA BEST certification in 2008. This is the newest evolution of the Building Owners and Managers Association of Canada's (BOMA) Go Green and Go Green Plus programs that have been rolled into one comprehensive environmental certification. BOMA BEST is a national environmental certification program for the real estate industry. The Go Green designation is awarded to buildings demonstrating compliance with key measures of good practice in resource consumption, waste reduction and recycling, building materials, interior environment, and tenant awareness. Waterfront Properties management is very proud of its BOMA BEST certification, as it signifies Cadillac Fairview's dedication to the environment.

NAFA Clean Air Award - 2008

Waterfront Centre received the Clean Air Award from the National Air Filtration Association (NAFA) in 2008. This NAFA award was given for the high standard of air filtration that the building has achieved. Cadillac Fairview is very proud of this award, as it further exemplifies our GREEN AT WORK™ initiatives.

Building Owners and Managers Association (BOMA) International TOBY Award – 2008

PricewaterhouseCoopers Place received The Office Building of the Year (TOBY) award in the 100,000 – 249,999 square feet category from the Building Owners and Managers Association (BOMA) International in June 2008. The TOBY award recognizes office buildings that show excellence in the areas of management, operations, design, tenant relations, and community impact. The Cadillac Fairview management team is very proud of its TOBY award for PricewaterhouseCoopers Place, as the BOMA awards program is recognized as the most prestigious and comprehensive program in the international commercial real estate industry.

MANAGEMENT TEAM

Our management staff is a team of professionals who strive to exceed your service expectations and meet the needs of all our business partners and tenants. To continually provide exceptional service to you, our tenants, each member of the team has been carefully selected for his or her experience and expertise in areas such as customer service, tenant relations, marketing, and property operations.

Feel free to call anytime with any questions, routine service request, or special project. We look forward to working with you to accommodate any needs you may have.

Management Office

The Waterfront Properties Management Office is conveniently located within the Waterfront Properties complex. You can reach the Waterfront Properties Management Office as follows:

Suite 1020, 200 Granville Street
 Vancouver, BC, V6C 1S4
 Tel: 604.646.8020 · Fax: 604.646.8025
 Website: www.thewaterfrontproperties.ca

Management Team and Contact Numbers

We would encourage you to call the Service Centre to talk to our Service Centre Representatives. However, there may be times when you may need to contact other Cadillac Fairview staff directly to answer questions you may have. A current telephone listing and brief description of personnel and their responsibilities follows:

| | Telephone | Fax | E-Mail |
|--|--------------|--------------|---------------------------------|
| Security Operations Centre (24 Hours) Emergencies, lost and found, security response, etc. | 604.646.8037 | 604.646.8025 | watsecops@cadillacfairview.com |
| Service Centre All maintenance calls, general operational inquiries, and after hours HVAC and suite access requests. | 604.688.7282 | 604.646.8025 | vanservice@cadillacfairview.com |

| Department | Position/Duties | Name | Telephone/Fax/E-Mail |
|--------------------|--|--------------------|--|
| General Management | General Manager Oversees entire Waterfront Properties office and retail complex. | Lesley Heieis | T: 604.646.8021 F: 604.646.8025 E: lesley.heieis@cadillacfairview.com |
| | Tenant Relations Manager Manages tenant relations. Also oversees Service Centre and housekeeping/waste management contracts. | Julie Lauzon | T: 604.646.8039 F: 604.646.8025 E: lauzonj@cadillacfairview.com |
| Administration | Office Administrator Assists General Manager and Operations department. Maintains tenant records. | Carole Graydon | T: 604.646.8022 F: 604.646.8025 E: carole.graydon@cadillacfairview.com |
| | Administrative Assistant/ Receptionist Assists the Office Administrator, covers reception and responsible for property meeting room reservations. | Evangelina Gelanti | T: 604.646.8020 F: 604.646.8025 E: evangelina.gelanti@cadillacfairview.com |
| Operations | Senior Operations Manager Manages property operations and construction. | Richard Morley | T: 604.646.8035 F: 604.646.8025 E: richard.morley@cadillacfairview.com |
| | Operations Manager Manages contract maintenance staff | Brent Hultman | T: 604.646.8047 F: 604.646.8025 E: brent.hultman@cadillacfairview.com |

WATERFRONT PROPERTIES TENANT MANUAL

| Department | Position/Duties | Name | Telephone/Fax/E-Mail |
|--------------------------|--|--|--|
| | Energy Management Specialist Assists with energy management and sustainability programs. | Alison Kirk-Owen | T: 604.630.5320 F: 604.688.0394 E: alison.kirk-owen@cadillacfairview.com |
| Security and Life Safety | Senior Manager, Security and Life Safety, Oversees life safety and security team for Vancouver Properties. | Max Chalmers | T: 604.630.5316 F: 604.688.0394 E: max.chalmers@cadillacfairview.com |
| | Manager of Fire and Life Safety Coordinates fire and life safety programs for the Vancouver Properties. | Victor Smart | T: 604.638.3362 F: 604.688.0394 E: victor.smart@cadillacfairview.com |
| | Security Manager Oversees the day to day operations of the Security Department and tenant security issues. | Depinder Minhas | T: 604.646.8031 F: 604.646.8025 E: depinder.minhas@cadillacfairview.com |
| Marketing | Senior Marketing Director Oversees advertising, promotions, and public relations for BC properties. | Sandi Green | T: 604.630.5311 F: 604.688.0394 E: greens@cadillacfairview.com |
| | Marketing Coordinator, Coordinates marketing for complex including tenant events, programs, and communications for Vancouver Office Properties, and Waterfront Centre retail marketing. | Michael Chan | T: 604.630.5309 F: 604.688.0394 E: michael.chan@cadillacfairview.com |
| Accounting | Sr. Property Accountant Manages Accounting department. | Elizabeth Espinosa | T: 604.646.8027 F: 604.646.8027 E: elizabeth.espinosa@cadillacfairview.com |
| | Revenue Coordinator Processes and coordinates tenant rent. | Elva Valdez | T: 604.646.8026 F: 604.646.8025 E: elva.valdez@cadillacfairview.com |
| | Jr. Property Accountant Processes accounts payable and assists Property Accountant. | Yana Pelipeychenko | T: 604.646.8032 F: 604.646.8025 E: yana.pelipeychenko@cadillacfairview.com |
| Leasing | Director of Leasing Leases office space. | Lou Ficocelli | T: 604.630.5307 F: 604.630.5323 E: ficocellil@cadillacfairview.com |
| | Office Leasing Coordinator Assists Office Leasing Department. | Carmen Zimmer | T: 604.630.5314 F: 604.630.5323 E: carmen.zimmer@cadillacfairview.com |
| | Retail Leasing Executive Leases retail space. | Marcia Grant | T: 403.247.5931 F: E: marcia.grant@cadillacfairview.com |
| Fitness | Fitness Coordinator Oversees fitness facilities | Bev McClelland, (dba BFit) | T: 604.646.8038 F: 604.646.8025 E: mcclellandb@cadillacfairview.com |
| Service Centre | Service Centre Supervisor Supervises the Service Centre. | Karyn Dirks | T: 604.646.8043 F: 604.646.8025 E: karyn.dirks@cadillacfairview.com |
| | Service Centre Representatives Coordinates tenant service requests. | Kevin Chan, Shaun Cowen, Erin-Marie Hutchinson | T: 604.688.7282 F: 604.646.8025 E: vanservice@cadillacfairview.com |

GENERAL INFORMATION

Tenant Representatives

Tenants are requested to designate an employee(s) to liaise with Waterfront Properties 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:

Office Facility

Day-to-day operations including:

- Coordinating tenant service requests.
- Coordinating special services and requests.
- Communicating e-bulletin information to company staff and management on a daily basis.
- Coordinating tenant moves, construction, and renovations.
- 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 4 to 6 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.

Accounting

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

Service Centre

We encourage you to direct all service requests, inquiries, or concerns regarding building/property maintenance to our Service Centre at 604.688.7282. This single contact system was designed with tenants in mind to simplify and expedite response to tenant requests. This includes quick response times to service requests and maintaining open communication with our tenants to apprise them of any necessary details. Our goal is to respond to your needs within 24 hours. If we are not able to complete your service request within a 24 hour period, we will provide you with an estimated date and time of completion. Our Service Centre Representatives are in constant contact with the operations staff. On weekends and after hours, our 24-hour security staff is available to answer your calls.

Our Service Centre can be contacted by:

Telephone: 604.688.7282

Fax: 604.646.8025

E-Mail: vanservice@cadillacfairview.com

For service requests or general information, one of our Service Centre Representatives would be happy to assist you during business hours. Business hours are currently 7:30 a.m. to 5:00 p.m., Monday to Friday, holidays excluded. After business hours, the Service Centre telephone line is forwarded to our Security Operations Centre, which is staffed by knowledgeable staff members. Please note that service requests received after 4:00 p.m. cannot be guaranteed completion the same day.

What Is a Service Request?

Any maintenance related item, such as:

- Burnt out lights.
- Too hot/cold office temperature.
- Special request cleaning.
- Washroom supply replenishment.
- Water leaks.
- General inquiries.

Most service requests are included as part of normal rent, but some requests may be billable. In these cases, written tenant authorization is required in advance of the work being completed. Also, if you are dissatisfied with any aspect of our operations or have suggestions for new services or amenities, please contact the Service Centre Supervisor at 604.646.8043. We welcome the opportunity to improve our service.

Communications

Cadillac Fairview has a comprehensive communications program for its tenants. Tenant communications pieces include e-bulletins as well as newsletters, manuals, website, signage, digital elevator screen bulletins, etc. that provide you with pertinent information regarding the building and its operation.

E-Bulletins

In order to be GREEN AT WORK™, reduce waste, and promote green practices in the workplace, Cadillac Fairview sends daily tenant bulletins via e-mail to each office's tenant representative(s) instead of delivering paper copies to each tenancy*. When e-bulletins are sent by the Cadillac Fairview Service Centre to tenant representatives, they are identified as an "all employee bulletin" (intended for all employees of an office) or as a "tenant representative bulletin" (intended for the tenant representative only). Tenant representatives are responsible to ensure that Cadillac Fairview e-bulletins are distributed to the appropriate person(s) in each office. It is expected that tenant representatives make arrangements to forward e-bulletins to a colleague who can cover for the tenant representative while he/she is on vacation. Similar arrangements are also to be made for times that the tenant representative is away from the office due to sickness.

Website

Please visit us on the internet at www.thewaterfrontproperties.ca. There, you will find information on leasing, property operations, and learn about the buildings' history or services. There is also a complete list of tenants included on the website. The website is also used to communicate information to tenants during an extended building evacuation due to an emergency situation.

CF Review

The CF Review is an interesting and informative newsletter that is published four times per year specifically for Cadillac Fairview tenants. It features articles on Cadillac Fairview retail and office tenants, events, programs, operations, and entertainment and community events.

Digital Elevator Screens

Digital elevator screens are located in the elevator cabs and communicate interesting and valuable content from the outside world throughout the day, while at the same time providing building management with the ability to focus messages specifically on property related issues. Screen content ranges from real time news, weather and traffic reports, to entertainment and trivia. Information is specifically tailored to the local market, with national and international news as well.

Tenant events with event proceeds benefiting non-profit groups may be advertised free of charge on the digital screens via Cadillac Fairview; please contact the Marketing Manager, Vancouver Office Properties at 604.646.8040 for more information about this service. For all other advertising, an advertising fee applies; please contact Kevin Golding, General Manager, Place Based Media, Pattison Outdoor Advertising, T: 905.465.0114 ext 505, E: KGolding@PattisonOutdoor.com.

Building Hours of Operation

Heating, Ventilation, and Air Conditioning (HVAC)

Normal hours of operation for heating, ventilation and air conditioning (HVAC) for the buildings are:

| Tower | Hours |
|------------------------------|---|
| Waterfront Centre | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays |
| Granville Square | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays |
| PricewaterhouseCoopers Place | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays 8:00 a.m. - 1:00 p.m. Saturday |
| The Station | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays |

Please see the HVAC section of this manual for more details on obtaining after hours' HVAC services.

Office Building Entrances

The office tower lobby doors are open as follows:

| Tower | Hours |
|------------------------------|---|
| Waterfront Centre | Open 24 hours/day, 7 days per week |
| Granville Square | 6:00 a.m. - 6:00 p.m., Monday to Friday |
| PricewaterhouseCoopers Place | 6:00 a.m. - 6:00 p.m., Monday to Friday |
| The Station | 5:30 a.m. - 1:30 a.m., Monday to Saturday 7:30 a.m. - 12:30 a.m., Sundays and holidays |

Office towers are generally closed during holidays. Access to an office after hours or on holidays is only possible with an access card.

Office Building Security Desks

The Security Desks in the office lobbies are typically manned as follows (although guards may not be in attendance if handling security matters elsewhere in the building):

| | |
|------------------------------|---|
| Waterfront Centre | 24 hours/day, 7 days per week |
| Granville Square | 8:00 a.m.- 9:00 a.m. and 12:00 p.m. - 1:00 p.m. Monday - Friday |
| PricewaterhouseCoopers Place | 6:00 a.m. - 10:30 p.m., Monday to Friday |
| The Station | N/A - Patrolling guards on duty |

Office Tower Holidays

The following statutory holidays are observed throughout the year in the Waterfront Properties office buildings. 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.

| Month | Holiday |
|-------------------|--------------------------|
| April 22, 2011 | Good Friday |
| May 23, 2011 | Victoria Day |
| July 1, 2011 | Canada Day |
| August 1, 2011 | BC Day |
| September 5, 2011 | Labour Day |
| October 10, 2011 | Thanksgiving Day |
| November 11, 2011 | Remembrance Day |
| December 25, 2011 | Christmas Day |
| December 27, 2011 | In Lieu of Christmas Day |
| December 28, 2011 | In Lieu of Boxing Day |
| January 1, 2011 | New Year's Day |

Retail

Waterfront Centre stores and services are open from 9:30 a.m. to 5:30 p.m., Monday through Saturday, and from 12:00 p.m. to 5:00 p.m., Sundays. The mall will operate the following holiday hours in 2010/2011:

| Month | Holiday | Hours |
|-------------------|------------------|------------------------|
| April 2, 2010 | Good Friday | 12:00 pm. – 5:00 p.m. |
| April 5, 2010 | Easter Monday | 12:00 p.m. – 5:00 p.m. |
| May 24, 2010 | Victoria Day | 12:00 pm. – 5:00 p.m. |
| July 1, 2010 | Canada Day | 9:30 a.m. – 7:00 p.m. |
| August 2, 2010 | BC Day | 12:00 pm. – 5:00 p.m. |
| September 6, 2010 | Labour Day | 12:00 pm. – 5:00 p.m. |
| October 11, 2010 | Thanksgiving Day | 12:00 pm. – 5:00 p.m. |
| November 11, 2010 | Remembrance Day | 12:00 pm. – 5:00 p.m. |
| December 25, 2010 | Christmas Day | Closed |
| December 26, 2010 | Boxing Day | Closed |
| January 1, 2011 | New Year's Day | Closed |

*Some retailers open additional extended hours.

Retailers in Granville Square, PricewaterhouseCoopers Place, and The Station generally operate office building tower hours of operation.

Management Office

The Management Office is typically open from 8:30 a.m. to 4:30 p.m., Monday to Friday, holidays excluded. After hours emergencies can be directed to Security at 604.646.8037. In addition to being closed on weekends and evenings, the Management Office will operate on holiday hours as noted below.

| Month | Holiday | Hours |
|-------------------|-----------------------|----------------------|
| April 2, 2010 | Good Friday | Closed |
| May 24, 2010 | Victoria Day | Closed |
| July 1, 2010 | Canada Day | Closed |
| August 2, 2010 | BC Day | Closed |
| September 6, 2010 | Labour Day | Closed |
| October 11, 2010 | Thanksgiving Day | Closed |
| November 11, 2010 | Remembrance Day | Closed |
| December 24, 2010 | Christmas Eve | Closed at 12:00 p.m. |
| December 25, 2010 | Christmas Day | Closed |
| December 27, 2010 | In Lieu of Boxing Day | Closed |
| December 31, 2010 | New Year's Eve | Closed at 2:00 p.m. |
| January 1, 2011 | New Year's Day | Closed |

Security Operations Centre

The Security Operations Centre is staffed 24 hours a day, 7 days per week, and can be contacted at 604.646.8037.

Financial Requirements

Rent Payments

For all fixed charges including rent, operating costs, and property taxes you will receive a Rental Notification letter at the commencement of your lease term. 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 agreement. We strongly recommend that all tenants provide post-dated cheques, or more conveniently, utilize electronic transfer of funds. All payments should be made payable to: "Ontrea Inc.". For further information on rental payment, please call the Revenue Coordinator, at 604-646-8026.

WATERFRONT PROPERTIES TENANT MANUAL

Annual adjustments to operating costs and realty tax pre-payments are implemented on November 1st of each year. You will be notified by mail in advance of these adjustments, so you may process your monthly rental payment accordingly.

Subsequent to the October 31st year end, a final reconciliation is prepared for both operating costs and realty taxes, which is sent out to tenants.

Building Services Payments

You will receive a separate invoice for tenant maintenance 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 Imperial Parking as applicable and are payable to Imperial Parking.

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. Again, please ensure that the remittance copy is included with your payment.

Standard Additional Service Rates

Cadillac Fairview offers various services to tenants for an additional fee (subject to change). Please note that taxes, if applicable, are extra.

| | |
|---|--|
| Housekeeping – SerVantage Services Corp. Additional services available such as fridge cleaning, carpet and furniture shampooing, dishwashing, garbage removal, and weekend cleaning. | Quotations provided based on individual tenant requirements. Please contact the Service Centre at 604.688.7282. |
| Security Suite keys – requests must be written on company letterhead or from office e-mail security contact and authorized by Security management. Lock changes – requests must be written on company letterhead and authorized by the Office Manager. Access Cards – charge is for replacement cards or cards not returned by contractors. | \$8.00 per key, including HST. \$100.00 per cylinder + HST. \$25.00 + HST. |
| Signage Main lobby directory board changes/additions. Standard door signage. Multi-tenant floors – common lobby directional signage. | Based on tenant requirement. Based on tenant requirement. Based on tenant requirement. |
| Heating, Ventilation, and Air Conditioning After hours air conditioning is available after normal building hours. Prices vary by tower due to the nature of the mechanical systems and the varying floor plate sizes in each tower. | Waterfront Centre: \$35.00/hour. Granville Square: \$60.00/hour. PricewaterhouseCoopers Place: \$20.00/hour. The Station: \$19.00/hour. |
| Repairs Ceiling tiles (damaged by tenant) or carpentry services/hanging pictures, shelving. | Quotation provided. Please contact the Service Centre at 604.688.7282. |
| Painting Walls and doors of leased premises. | Quotation provided based upon requirement. Please contact the Service Centre at 604.688.7282. |

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.
- Ontrea Inc., Cadillac Fairview Management Services Inc., and The Cadillac Fairview Corporation Limited must be added as additional insured (The correct spelling of these names is crucial).

For further information on office insurance, please contact the Office Administrator at 604.646.8022.

BUILDING FEATURES AND FACILITIES

Parking

Parking for office tenants is available based upon the total square footage of the leased premises. The allocation is typically one unreserved parking stall per 1,100 square feet of space leased. Extra stalls may be available upon request for the regular fee. Any extra parking spaces above the amount allocated by the leased area are subject to recall on 30 days' notice. As a monthly parking customer, you may cancel your parking on 30 days' notice if given prior to the first day of the month.

Locations

Waterfront Properties has five parking facilities that are all managed by Imperial Parking Canada:

- **Waterfront Centre Parkade:** A four level parkade located beneath Waterfront Centre with 606 stalls and 9 handicap stalls. There is a public entrance to the parkade, located off Burrard Street, and another entrance for monthly parkers only off Waterfront Road. There is a Jack Bell Ride Share car space and a Zip Car space located at this parkade. Monthly and daily parking rates are available in this parkade.
- **Granville Square Parkade:** A two level parkade beneath Granville Square and PricewaterhouseCoopers Place with 460 stalls and 5 handicap stalls. The entrance to the parkade is located off Granville Street or Cordova Street. There is a Zip Car parking space in this parkade. Monthly and daily parking rates are available in this parkade.
- **Granville Square Loading Zone:** Located on the exterior of Granville Square. The entrance is off Waterfront Road.
- **Station East Surface Parking Lot:** A one level, open parking facility beside The Station with 71 stalls and 1 handicap stall. The entrance to this lot is off Cordova Street. Daily parking rates are available in this parkade.
- **Station Tunnel Parkade:** A one level parkade running beneath The Station with 167 stalls (no handicap stalls). The entrance to this parkade is located off the ramp off W. Cordova Street. Monthly parking rates are available in this parkade.
- **Waterfront Extension Parkade:** One level, gated, underground parkade west of Station Tunnel lot with 39 stalls (no handicap stalls). The entrance to this parkade is off the ramp off W. Cordova Street. Monthly parking rates are available in this parkade.

Hours of Operation and Access

All parking facilities are open to tenants 24 hours per day, 7 days a week. The Waterfront Centre Parkade operates with an attendant until 12:30 a.m. and the Granville Square Parkade operates with an attendant until 10:00 p.m. during weekdays, with metered parking on weekends.

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. The Waterfront Centre and Granville Square Parkades require a transponder.

Parking Rates

There are a variety of parking and pricing rates available for your convenience including reserved and non-reserved (random) monthly parking spaces. Please see the following page for rates.

Hourly, Daily, and Monthly Parking Rates

| Parkade | Daily (Monday-Friday) | Evenings (Monday-Friday) | Weekends/Holidays | Monthly |
|-------------------------------|---|--|--|--|
| Waterfront Centre Parkade | \$3.75 per 1/2 hour \$23.00 max (6:00 a.m.-6:00 p.m.) | \$3.75 per 1/2 hour \$8.00 max (6:00 p.m.-6:00 a.m.) | Days: \$3.75 per 1/2 hour \$8.00 max (6:00 a.m.-6:00 p.m.) Evenings: \$3.75 per 1/2 hour \$8.00 max (6:00 p.m.-6:00 a.m.) | Random: \$250.00 Reserved: \$350.00 |
| Granville Square Parkade | \$3.50 per 1/2 hour \$21.00 max (6:00 a.m.-6:00 p.m.) | \$3.50 per 1/2 hour \$8.00 max (6:00 p.m.-6:00 a.m.) | \$3.50 per hour \$9.50 max (6:00 a.m.-6:00 p.m.) Evenings: \$6.00 flat rate | Random: \$250.00 Reserved: \$350.00 |
| Granville Square Loading Zone | N/A | N/A | N/A | Random: \$185.00 Reserved: \$250.00 |
| Station East Surface Lot | \$3.50 per 1/2 hour; \$23.00 max (6:00 a.m.-6:00 p.m.) | \$3.00 per hour (6:00 p.m.-6:00 a.m.) | \$3.50 per hour (6:00 a.m.-6:00 p.m.) | N/A |
| Station Tunnel Parkade | N/A | N/A | N/A | Reserved: \$200.00 |
| Waterfront Extension Parkade | N/A | N/A | N/A | Reserved: \$185.00 |

*Rates as of July 2010. Rates subject to change.

For monthly parking information, please contact:
Leah Carlson
Monthly Parking Department
Imperial Parking Canada
Telephone: 604.331.7294
Fax: 604.685.9563
E-Mail: lcarlson@impark.com

For general parking information, please contact:
Gregory Pinch
District Manager
Imperial Parking Canada
Office: 604.331.7242
Fax: 604.331.7276
E-Mail: GPinch@impark.com

Car Wash Service

Car wash services are available to parkade customers. Operated by VIP Auto Detail, the car wash is located on the P1 level of the Waterfront Centre Parkade. VIP Auto Detail is a professionally managed, year-round, full service hand wash and detail shop. VIP Auto Detail is pleased to offer a wide variety of washing, waxing and detailing options. This service is provided on a first come first served basis, and appointments can be made by contacting VIP Auto Detail at 604.801.6887. Payment methods include cash or cheque. Please visit the VIP Auto Detail website at www.vipautodetail.com for more information.

Postal Facilities

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

| Tower | Mail Room Location |
|--|---|
| Waterfront Centre Mail Room | Located adjacent to the food court on the Waterfront Centre retail level. |
| Granville Square Mail Room | Located on the P1 level of Granville Square by the south entrance. |
| PricewaterhouseCoopers Place Mail Room | Located adjacent to the parking shuttle elevator in PricewaterhouseCoopers Place. |
| 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 Security Manager at 604.646.8031.

Mailbox

When moving into the Waterfront Properties each tenant is allocated a post office box number and is given a mailbox key by the Security Manager, who can be reached at 604.646.8031.

Mailing Address

The following format is recommended for tenant mail addressing of stationery:

- Tenant company name
- Street address, Suite Number
- Vancouver, BC, postal code

Full Service Postal Facility

There is a full service postal outlet located in Carlton Cards at Waterfront Centre.

Courier Drop Boxes

A Federal Express courier drop box is located adjacent to the food court in Waterfront Centre for use by tenants of Waterfront Properties.

A Purolator Courier drop box is also located adjacent to the food court in Waterfront Centre and the P1 level of Granville Square.

Elevators

The following is a list of elevators by building at Waterfront Properties:

| Tower | Passenger Elevators | Freight Elevators | Parking Shuttles |
|-------------------------------|--|---|---|
| Waterfront Centre | Quantity: 9 passenger, 1 retail, and 1 tower, and 2 parking elevators Load Capacity: 2000 lbs Entrance Door: 84" x 42" Interior Cab: 81"W x 65.25"D x 108.5"H | Office: Quantity: 1 Load Capacity: 4000 lbs Entrance Door: 84" x 56" Interior Cab: 73.5" W x 74"D x 144" H Retail: Quantity: 1 Load Capacity: 4031 lbs Entrance Door: 84" x 48" Interior Cab: 69.5" W x 73.25" D x 96" H | Quantity: 1 Load Capacity: 2666 lbs Entrance Door: 84" x 42" Interior Cab: 82" W x 52" D x 90" H |
| Granville Square | Quantity: 9 Load Capacity: 3025 lbs Entrance Door: 84" x 42" Interior Cab: 72" W x 56" D x 89" H | Quantity: 2 Load Capacity: 2500 lbs Entrance Door: 84" x 42" Interior Cab: 72" W x 56" D x 94" H | Quantity: 1 Load Capacity: 3500 lbs Entrance Door: 84" x 54" |
| Pricewaterhouse-Coopers Place | Quantity: 5 Load Capacity: 3000 lbs Entrance Door: 84" x 41" Interior Cab: 49" W x 79" D x 100" H | Quantity: 1 Load Capacity: 4000 lbs Entrance Door: 84" x 47" Interior Cab: 89" W x 55" D x 109" H | Quantity: 1 Load Capacity: 3067 lbs Entrance Door: 84" x 54" Interior Cab: 78" W x 54" D x 89" H |
| The Station | Quantity: 2 Load Capacity: 2720 lbs Entrance Door: 41" x 84" Interior Cab: 56" W x 79" D x 97" H | Quantity: 1 Load Capacity: 2000 lbs Entrance Door: 36" x 84" Interior Cab: 52" W x 51" D x 91" H | N/A |

Passenger Elevators

All elevators are controlled by security card access after normal business hours. Passenger elevators are not to be used to transport heavy goods or bicycles.

Freight Elevators

It is advisable to make a freight elevator booking at least one week in advance. Please contact the Service Centre at 604.688.7282 for more details.

Please note that 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 type materials through the lobby will be stopped by the Lobby Representative and instructed 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 corridor, exit door, elevator, lobby, or hallway with any materials.

Freight Elevator Availability

| | | | |
|-------------------------------|---------------------------------|------------------------|--|
| Waterfront Centre | Monday to Friday | 6:00 a.m. to 6:00 p.m. | Can be booked for all deliveries except for construction materials. Maximum 2 hours per day. |
| | Monday to Friday | 6:00 p.m. to 6:00 a.m. | Can be booked for any deliveries |
| | Saturday, Sundays, and Holidays | All Day | Can be booked for any deliveries |
| Granville Square | Monday to Friday | Before 6:00 a.m. | Can be booked for any deliveries |
| | | After 6:00 p.m. | Can be booked for any deliveries |
| | Saturday, Sundays, and Holidays | All Day | Can be booked for any deliveries |
| Pricewaterhouse Coopers Place | Monday to Friday | Before 6:00 a.m. | Can be booked for any deliveries |
| | | After 6:00 p.m. | Can be booked for any deliveries |
| | Saturday, Sundays, and Holidays | All Day | Can be booked for any deliveries |
| The Station | Monday to Friday | Before 6:00 a.m. | Can be booked for any deliveries |
| | | After 6:00 p.m. | Can be booked for any deliveries |
| | Saturday, Sundays, and Holidays | All Day | Can be booked for any deliveries |

Loading Docks/Zones




Loading docks /zones are conveniently located in each of the Waterfront Properties towers as follows:

| Tower | Loading Dock/Zone |
|---|---|
| Waterfront Centre | The loading dock for Waterfront Centre office tenants is located on the P4 level of Waterfront Centre and is accessible from Waterfront Road. The loading dock for Waterfront Centre retail tenants is located on the P4 level of Waterfront Centre and is accessible from Waterfront Road, beside the Fairmont Waterfront Hotel loading dock. The loading dock is equipped with load levellers for trucks. |
| Granville Square and PricewaterhouseCoopers Place | The loading dock for Granville Square and PricewaterhouseCoopers Place is located on the loading bay of Granville Square and accessible from Waterfront Road. After receiving a delivery, take the freight elevator up to P1 parking level and then follow the signs (through P1) to the PricewaterhouseCoopers Place freight elevator or Granville Square elevator which will take you up to your floors. The loading dock is equipped with load levellers for trucks. |
| The Station | The loading zone for the Station is located on the track level of The Station accessible via the north end of Cambie Street near Water Street. Please take notice that parking is prohibited in and around “the tunnel”. Short-term parking for deliveries is available for the convenience of our tenants. Please note “the tunnel” is continuously monitored to prevent abuse of this parking privilege. |

Please note that there is a 20-minute parking restriction in all loading zones/docks. Vehicles parked for more than 20 minutes will be towed at the vehicle owner’s expense. If you have loading requirements exceeding these time restrictions, please contact the Security and Life Safety Department at 604.646.8037, or pick up the loading dock telephone, which will connect you immediately with the Security Operations Centre.

Meeting Rooms

Waterfront Properties has several meeting rooms available for rent to all tenants at reasonable rates. To book the meeting rooms, please contact the Reception/Administrative Assistant at 604.646.8020.

| Facility | Waterfront Centre Meeting Room | Granville Square Meeting Room | PricewaterhouseCoopers Place Meeting Room |
|---------------|--|--|---|
| |  |  |  |
| Location | Suite 260, 200 Burrard | Suite 16, 200 Granville | Mezzanine Level, 250 Howe |
| Area | 2,487 square feet | 906 square feet | 2,224 square feet |
| Amenities | <ul style="list-style-type: none"> The meeting room, with views of Cordova Street, adjoins to a fully equipped lunchroom. | <ul style="list-style-type: none"> The meeting room is the perfect size for smaller meetings. | <ul style="list-style-type: none"> The large meeting space can be configured into 3 smaller conference rooms. There is a fully equipped adjacent kitchen. |
| Equipment | <ul style="list-style-type: none"> 28 Tables 97 Chairs TV/DVD/VCR 3 Screens LCD Projector 4 Overhead projectors 4 Flipcharts 6 Easels Podium Water cooler | <ul style="list-style-type: none"> 12 Tables 40 Chairs TV/DVD 4 Flipcharts 1 Screen LCD projector | <ul style="list-style-type: none"> 20 Tables 96 Chairs DVD/CD player 4 Flipcharts Conference phone 3 Microphones Podium 3 Screens 2 Overhead projectors LCD projector Water cooler |
| Set-Up Styles | <ul style="list-style-type: none"> U-Shape up to 27 attendees Boardroom up to 20 attendees Classroom up to 36 attendees Theatre up to 97 attendees | <ul style="list-style-type: none"> U-Shape up to 24 attendees Boardroom up to 20 attendees Classroom up to 20 attendees Theatre up to 40 attendees | <ul style="list-style-type: none"> Hollow square up to 36 attendees U-Shape up to 30 attendees Boardroom up to 20 attendees Classroom up to 60 attendees Theatre up to 96 attendees |
| Rental Fees | <ul style="list-style-type: none"> For rates, please contact the Administrative Assistant at 604.646.8020. | <ul style="list-style-type: none"> For rates, please contact the Administrative Assistant at 604.646.8020. | <ul style="list-style-type: none"> For rates, please contact the Administrative Assistant at 604.646.8020. |
| Catering | <ul style="list-style-type: none"> The meeting rooms provide you with the flexibility to use any caterer that you choose. The Waterfront Properties has an assortment of restaurants that would be happy to provide catering; please visit www.thewaterfrontproperties.ca for more information. | | |
| Notes | <p>Rental rates subject to change. Rental rates include price of meeting space and audiovisual equipment. Rental rates are daily rates from 6:00 a.m. to 6:00 p.m. or any portion thereof. Meetings booked outside the period Monday to Friday, 6:00 a.m. to 6:00 p.m. are subject to after hour HVAC charges as follows:</p> <ul style="list-style-type: none"> Granville Square Meeting Room, Conference Room, and Boardroom at \$60/hr, PricewaterhouseCoopers Place Meeting Room at \$20/hr, and Waterfront Centre Meeting Room at \$35/hr. | | |

Bicycle Cages and Shower Facilities

If you plan on riding your bicycle to Waterfront Properties, please note that bicycles are not permitted in the office towers. We provide secure, dry, and accessible cages in the Waterfront Centre, Granville Square, and PricewaterhouseCoopers Place buildings for your daily use. An access card is required to access these bicycle cages and a registration form may be obtained through the Fitness Coordinator at 604.646.8038 as noted below. Although the outer doors to the cages are kept locked at all times, we recommend that you keep your bicycle locked as well. There is no overnight bicycle parking in the cages.

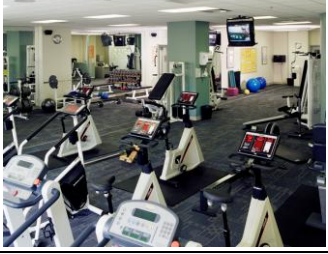

Registration forms (available from the Fitness Coordinator at 604.646.8038) must be completed and payment (by cheque only) must be made before access to the bike cages is granted. Please contact the Fitness Coordinator at 604.646.8038 for rates.

CF Studio

A beautiful Fitness Studio, located in the lobby level of Granville Square, offers group fitness classes and specialty programs such as yoga, pilates, and boot camp to all tenants of Waterfront Properties at very reasonable rates. Contact the Fitness Coordinator at 604.646.8038 for more information.

Fitness Centres

Waterfront Properties has two fully equipped fitness facilities – one located at Waterfront Centre and one located at PricewaterhouseCoopers Place. Tenants of Waterfront Centre (only) are eligible to use the Waterfront Centre Fitness Facility. Tenants at Granville Square, PricewaterhouseCoopers Place, and The Station (only) are eligible to use the PricewaterhouseCoopers Place Fitness Facility. Registration forms (available from the Fitness Coordinator at 604.646.8038) must be completed and payment (by cheque only) must be made before access to either of the Fitness Centres is granted.

| Facility | PricewaterhouseCoopers Place Fitness Centre | Waterfront Centre Fitness Centre |
|--------------------|--|--|
| |  |  |
| Location | <ul style="list-style-type: none"> • Mezzanine level, 250 Howe Street | <ul style="list-style-type: none"> • Pt level, 200 Burrard Street |
| Eligible use | <ul style="list-style-type: none"> • All tenants at Granville Square, The Station, and PricewaterhouseCoopers Place are eligible to use the PricewaterhouseCoopers Place Fitness Centre. Family members are not eligible for membership. All members must be 18 years of age. No guests are permitted in the Fitness Centre. | <ul style="list-style-type: none"> • All tenants at Waterfront Centre are eligible to use the Waterfront Centre Fitness Centre. Family members are not eligible for membership. All members must be 18 years of age. No guests are permitted in the Fitness Centre. |
| Access | <ul style="list-style-type: none"> • Entry into the Fitness Centre is by security card access only. • Outside Personal Trainers must be authorized and complete all necessary contract information to be on-site. Those found on-site without authority will be asked to leave immediately and the member will lose membership privileges. | <ul style="list-style-type: none"> • Entry into the Fitness Centre is by security card access only. • Outside Personal Trainers must be authorized and complete all necessary contract information to be on-site. Those found on-site without authority will be asked to leave immediately and the member will lose membership privileges. |
| Hours of Operation | <ul style="list-style-type: none"> • 5:00 a.m. – 11:00 p.m. Monday – Sunday. • An on-site Fitness Coordinator will be available to assist you throughout the day. Coordinator hours are posted on the front door. Please contact the Fitness Coordinator at 604.646.8038 if you wish to schedule an appointment. | <ul style="list-style-type: none"> • 5:00 a.m. – 11:00 p.m. Monday – Sunday. • A Fitness Coordinator will be able to assist you throughout the day; please contact the Fitness Coordinator at 604.646.8038 if you wish to schedule an appointment. • |
| Programs | <ul style="list-style-type: none"> • Facility orientations, body composition measuring, fitness challenges, events, and monthly information boards. | <ul style="list-style-type: none"> • Facility orientations, body composition measuring, and monthly information boards. |

| Facility | PricewaterhouseCoopers Place Fitness Centre | Waterfront Centre Fitness Centre |
|----------------|---|---|
| Equipment | <ul style="list-style-type: none"> • 4 stair climbers • 4 elliptical trainers • 3 stationary bikes • 3 treadmill running machines • 2 rowing machines • Wobble board • Bosu balance trainer • Exercise balls • Medicine balls • Free weights and benches • 14 weight stations • Steps with risers • Floor mats • Water cooler (no paper cups provided – tenants are encouraged to bring their own water bottles to be GREEN AT WORK™) | <ul style="list-style-type: none"> • 2 stair climbers • 2 elliptical trainers • 2 stationary bikes • 2 treadmill running machines • 2 rowing machines • Wobble board • Exercise balls • Medicine balls • Free weights and benches • 8 weight stations • Floor mats • Water cooler (no paper cups provided – tenants are encouraged to bring their own water bottles to be GREEN AT WORK™) |
| Other Features | <ul style="list-style-type: none"> • Locker rentals and day use lockers. • Change room facilities (change rooms include showers with soap dispensers in the showers, hairdryers and washroom facilities). | <ul style="list-style-type: none"> • Locker rentals and day use lockers. • Change room facilities (change rooms include showers with soap dispensers in the showers, hairdryers and washroom facilities). |
| Other Services | <ul style="list-style-type: none"> • Personal training and fitness/lifestyle appraisals. | <ul style="list-style-type: none"> • Personal training and fitness/lifestyle appraisals. |
| Annual Rate | Please contact the Fitness Coordinator at 604.646.8038 for rates. | |

Handicap Access

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 the entrance routes to each tower for the physically challenged.

| Office Tower | Handicapped Access |
|------------------------------|--|
| Waterfront Centre | Main Lobby – Access to office tower from street or from the Waterfront Centre parkade on the P2 and P4 levels. |
| Granville Square | Access to office tower via PricewaterhouseCoopers Place lobby and passenger elevator to Granville Square main lobby. |
| PricewaterhouseCoopers Place | Main Lobby – Access to office tower. |
| The Station | Main Lobby – Access through retail concourse. |

Animals and Birds

Please note that all animals and birds (except for seeing eye dogs, guide dogs for the hearing impaired, and working law enforcement dogs on official assignment) are not permitted in the buildings or on the exterior common areas.

Storage Rooms

A limited number of storage rooms of various sizes are available for short or long term lease at Waterfront Properties. If you require permanent or temporary storage, please contact the Office Administrator at 604.646.8022.

Lost and Found

Inquiries about lost and found items can be directed to the Security Operations Centre at 604.646.8037. Items found can be turned into the Security Operations Centre. Items are kept on site for 90 days and are then if not claimed, are disposed of, given to charity, or auctioned off with proceeds going to charity.

Telephones

Public telephones are located throughout Waterfront Properties as follows:

- Granville Square lobby level adjacent to E-Trans Finance.
- Waterfront Centre retail level adjacent to Ricky's Urban Diner Express and also adjacent to Oceanfront Dental Centre.
- Waterfront Centre lobby level.
- The Station concourse level adjacent to Canada Line entrance.

A courtesy telephone is available at the Granville Square security desk for local calls only.

OPERATIONS

Heating, Ventilation, and Air Conditioning (HVAC)

Normal hours of operation for heating, ventilation and air conditioning (HVAC) for the buildings are:

| Tower | Hours |
|------------------------------|---|
| Waterfront Centre | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays |
| Granville Square | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays |
| PricewaterhouseCoopers Place | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays 8:00 a.m. - 1:00 p.m. Saturday |
| The Station | 6:00 a.m. - 6:00 p.m., Monday to Friday, excluding holidays |

All temperature and air controls in the building are monitored via our building management systems to maintain your optimum comfort. Should you experience any problems with respect to temperature or air quality, please report them immediately to the Service Centre at 604.688.7282.

After hours air conditioning is available upon request by e-mailing the Service Centre at vanservice@cadillacfairview.com. All requests for after hours HVAC must be received prior to 4:00 p.m. The cost for after hours heating, ventilation and air conditioning is available from the Service Centre at 604.688.7282 or refer to the Standard Additional Service Rate section of this manual.

Suggestions to Improve Comfort Levels

The following are suggestions to improve your level of comfort in your premises.

- Keep furniture at least six inches from perimeter heating units.
- Ensure air balancing is completed after changes in occupancy, partitioning, and the addition of heat generating equipment.
- In the summer months, close window blinds to restrict sun loads.
- Business machines or lights not in use, should be shut off. They can generate a surprising amount of heat.

Tenant Air Conditioning Units

From time to time, Waterfront Properties Operations team requires that scheduled power outages and water shutdowns take place in order to maintain equipment. This type of work can place tenants' independent air conditioning unit(s), especially units in LAN rooms, at risk. It is important that your office provide the Operations Manager via fax at 604.646.8025 with the information noted below regarding your unit(s), in order to have one of our building engineers on site to assist in resetting your HVAC unit if requested:

- Location of A/C unit(s).
- Type of unit(s) (electrical or water).
- Unit(s) affected by domestic cold water shutdown.
- Key or card access to A/C unit(s).
- Is the unit alarmed at Waterfront Properties security?
- Reset procedure.
- Location of "breaker on" breaker panel.

Lighting

Control

Lighting is provided normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday in all 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.

Electricians and building operators are available upon request to assist tenants who have questions about the light systems. For further information or to activate lights after buildings standard hours, please contact the Service Centre at 604.688.7282.

Light Replacement

Burned-out lights should be reported to the Service Centre at 604.688.7282. The Service Centre will arrange for the replacement of lamps and tubes by our building staff. There will be a charge for replacement of non-building standard lamps and tubes.

Energy Conservation

We invite tenants to participate in our energy conservation program by turning off lights and small appliances that are not in use and by turning on only those lights necessary for after-hours work.

Eliminating Lights

Tenants wishing to have lights removed to accommodate special requirements should call the Service Centre at 604.688.7282 to arrange for authorized personnel to disconnect the fixture and properly tag it.

Plumbing

Although our maintenance staff makes regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of problems with plumbing within leased premises unless they are reported to us. Please report plumbing problems within your leased premises, including those in private washrooms to the Service Centre at 604.688.7282. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

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. No tenant equipment installation and no regular access is permitted to the building's telephone, mechanical, or electrical rooms.

Although our maintenance staff make 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 the Service Centre at 604.688.7282. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

Telecommunications

As a result of deregulation of the telecommunications industry (initiated by the CRTC), there are many competitors in the market place for fibre optics, high-speed data, local telephone and long distance service and any other related service. Subject to meeting pre-qualification requirements, Cadillac Fairview will permit tenants to use any company to provide these types of services. However, most installations require extensive base building space and equipment use, which the utility rooms of the building may not be able to accommodate. Rycom Inc. has been contracted by Cadillac Fairview to manage the Waterfront Properties utility rooms. Therefore, before formalizing any agreement with any service providers, please contact Rycom Inc. at 1.877.792.6687 or customer-care@rycom.ca.

Energy Management

Cadillac Fairview strives to reduce energy consumption, improve tenant comfort, and realize cost savings on behalf of tenants. Waterfront Properties was awarded BOMA Go Green certification in 2006 and BOMA BEST certification in 2008 from the Building Owners and Managers Association (BOMA) for its green efforts in the workplace. We continue to strive to be industry leaders in this area.

HOUSEKEEPING

Contractor Housekeeping

SerVantage Services Corp. provides housekeeping services for cleaning of office premises, and all common areas of Waterfront Properties, including lobbies and washrooms, as well as maintaining the cleanliness of the exterior plazas.

Cleaning Frequencies

The following are base building standard services:

Nightly Services

Tenant office suites are cleaned between 6:00 p.m. and 1:00 a.m., Monday to Friday (excluding holidays). If a tenant is working late, the cleaners will try to work around them, but once the office is cleaned, the cleaners will not return that night. Housekeeping services are not provided on weekends or holidays. Should you require services on weekends or statutory holidays, this can be arranged at a cost to the tenant.

Nightly service includes:

- Vacuum carpet in traffic areas (includes hallways and reception areas).
- Mop tile floor areas and spot clean carpets.
- Spot clean walls, doors and partition glass.
- Empty waste baskets and remove garbage.
- Empty recycle boxes when half full.

Desk Cleaning

- Janitorial staff will not dust desks covered with papers and will not move personal objects on a desk for cleaning. If dusting is required, please stack papers and objects to one side.

Computer Cleaning

- For insurance purposes, cleaning staff have been instructed not to touch computers or other electronic equipment.

Carpet Cleaning

- Janitorial staff will remove small carpet stains that can be eliminated easily. Any large stains or stains that are difficult to remove will be reported to the appropriate Tenant Representative. Full carpet cleaning and carpet maintenance programs are recommended and are the responsibility of the tenant. For quotes or assistance, please contact the Service Centre at 604.688.7282.

Weekly Services

- Vacuum carpets from wall to wall.
- Dust ledges, desks and office furniture.
- Dust all high and low areas.

Monthly Services

- Vacuum fabric office furniture including chairs and couches.
- Detail vacuum corners and edges.
- Machine scrub and buff all hard surface floors in office areas or as needed.

Daytime Services

- During the daytime hours of 7:00 a.m. to 5:00 p.m., cleaning staff clean and service washrooms and other common areas throughout the buildings. They are also available for incidental services such as special cleaning prior to an important meeting or immediate response to spills. For quotes or assistance, please contact the Service Centre at 604.688.7282.

Additional Janitorial Services

SerVantage can provide your office with a wide range of janitorial services in addition to 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 the Service Centre at 604.688.7282 for more information on additional janitorial services.

Window Cleaning

The building's exterior windows are cleaned three times annually. The interior windows are cleaned once a year. Interior partition glass is not part of this window cleaning; it is the tenant's responsibility to maintain these areas. For quotes, please contact the Service Centre at 604.688.7282.

Waste Management

Office garbage is removed nightly, Monday through Friday, holidays excluded, provided that proper receptacles have been used or the material has been clearly labelled as garbage. Pink garbage labels are available to clearly identify extra garbage. These labels can be obtained by calling the Service Centre at 604.688.7282. Similar labels are available to clearly identify recyclable materials.

The cleaners will not remove large boxes or packing crates unless broken down. Please contact the Service Centre at 604.688.7282 to make arrangements for the disposal of the items.

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 Senior Operations Manager at 604.646.8035.

Garbage/recycling material should not be put outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal by the cleaners.

Items such as furniture and office fixtures are not considered garbage to be removed by the cleaners. The tenant is responsible for the removal of these items.

Recycling Services

Waterfront Properties operates a Zero Waste Program in partnership with WasteLess Environmental Services Inc. It is mandatory for all tenants to recycle as much as possible. The Zero Waste Program consists of three components;



NON-RECYCLABLES

(CONVERTED INTO ELECTRICITY)

YES:

Plastic packaging and take-out containers; Styrofoam; Plastic cutlery, lids, cups, bowls and straws; Plastic bags; Clothing; Rubber.

NO:

Food; Metal; Liquids; Glass.



RECYCLABLES

(CONVERTED INTO NEW PRODUCTS)

YES:

Beverage containers; Empty tin cans; Empty plastic and glass bottles; Plastic jugs.

NO:

Food; Liquids; Styrofoam; Broken glass; Plastic packaging, bags, cutlery, lids, cups, bowls and straws.



ORGANICS

(CONVERTED INTO COMPOST)

YES:

Food waste; Soiled paper, boxboard and cardboard products (waxed or not); Non-toxic liquids; Coffee and tea grounds; Plants and flowers; Biodegradable substitutes for plastics; Cellophane; Chopsticks; Paper towels.

NO:

Plastics; Metal; Styrofoam; Glass.

Recycling of Computers and Electronic Equipment

If you have computers or electronic equipment that are unusable, we encourage you to recycle it rather than disposing of it in a landfill. Cadillac Fairview, in partnership with Free Geek, has an Electronics Recycling Program and will provide tenants with free drop off location for removal and recycling of the following electronic equipment:

| | |
|--|--|
| <ul style="list-style-type: none">• Computers• Laptops• Printers• Scanners• Monitors• Keyboard and mice | <ul style="list-style-type: none">• Fax Machines• External Modems• Motherboards and accessory cards• Uninterruptible power supplies (UPS)• Computer cables• Cell phones |
|--|--|

To arrange for pickup of any of these electronic items from your office, please contact the Service Centre at 604.688.7282 or via email at vanservice@cadillacfairview.com. This electronic program is another example of Cadillac Fairview's dedication to protecting the environment.

Concerns

If you have any comments, questions, or concerns, it is important for you to let us know as soon as possible so that we can ensure you are provided with quality service. Calls should be made directly to the Service Centre at 604.688.7282.

SERVICES

Tenant Events

Throughout the year, Cadillac Fairview offers several events for office tower tenants such as holiday receptions, ice cream days, lunch-and-learn series, etc. Tenants are encouraged to join in these events and meet fellow tenants and partake in the fun. Watch for tenant notices regarding these events.



Cadillac Fairview shop! card® Gift Card

The Cadillac Fairview shop! card® gift card is available exclusively at Cadillac Fairview shopping centres. With the Cadillac Fairview shop! card®, you can give your employees and clients the gifts they've always wanted. The Cadillac Fairview shop! card® can be redeemed for just about anything at over 4,000 stores in over 29 of the most renowned shopping centres across Canada, including Pacific Centre and Waterfront Centre.

Some national store chains offer gift cards that can be redeemed at any of their locations across Canada. But, you can only shop at their stores. The Cadillac Fairview shop! card®, however, is Canada's first shopping centre-based gift card program. So you can shop at most of the stores located in any of our Cadillac Fairview shopping centres across Canada. No other gift card offers you this much flexibility. Your balance can be checked online at www.shops.ca or by phone at 1.800.755.8608.

Available in denominations from \$10 to \$500, the Cadillac Fairview shop! card® may be redeemed at one store or at many stores. After each purchase, the amount will be deducted from the balance. The Cadillac Fairview shop! card® can then be used at other retailers - even at other Cadillac Fairview shopping centres - until the entire balance has been spent.

The gift cards are available for purchase at the Pacific Centre Guest Services kiosk, located on the lower level across from Sony Style during shopping centre hours or at the Administration Office 8:30 a.m. to 5:00 p.m. Monday to Friday.

Benefits at a Glance

- **Security:** Unlike gift certificates, the Cadillac Fairview shop! card® comes with enhanced security features to guard against loss or theft.
- **Selection:** You may choose to purchase Cadillac Fairview shop! cards® with cash, debit card, Visa or MasterCard (for each card purchased, a processing fee of \$1.50 will be charged).
- **Surprise:** Every Cadillac Fairview shop! card® you purchase is presented in its own attractive cardholder package. It's a tasteful and classic way to give someone a thoughtful gift.

Bulk Purchasing

For bulk purchase customers, the Cadillac Fairview shop! card® makes an ideal gift for clients and a welcome incentive for employees. And the more cards you order, the lower the processing fee will be per card. Please note that the cash or debit card limit is \$1,000 per customer per day. The Visa, MasterCard, and certified corporate cheque limit is \$3,500 per customer per day. Customers wanting to purchase over \$3,500 worth of Cadillac Fairview shop! cards® should contact the Cadillac Fairview Administration Office at 604.688.7236.

Card Processing Fee

The more Cadillac Fairview shop! cards® you order, the lower the processing fee will be per card. All card processing fees are waived with any order over \$1000.

Cards Processing Purchased Costs

1 to 25 - \$1.50 per card, 26 to 50 - \$1.00 per card, 51 to 99 - \$0.75 per card

Redemption

The Cadillac Fairview shop! card® is redeemable at any of these fine shopping centres:

British Columbia

- Pacific Centre, Vancouver
- Waterfront Properties, Vancouver
- Richmond Centre, Richmond
- The Bay Centre, Victoria

Alberta

- Chinook Centre, Calgary
- Market Mall, Calgary

Manitoba

- Polo Park, Winnipeg

Ontario

- Toronto-Dominion Centre, Toronto
- Toronto Eaton Centre, Toronto
- Don Mills Shopping Centre, Toronto
- Fairview, Toronto
- Hillcrest Mall, Toronto
- The Promenade, Toronto
- Sherway Gardens, Toronto
- Markville Shopping Centre, Markham
- Erin Mills Town Centre, Mississauga
- Georgian Mall, Barrie
- Lime Ridge Mall, Hamilton
- Fairview Park, Kitchener
- Masonville Place, London
- Cataraqui Town Centre, Kingston

Quebec

- Fairview Pointe Claire, Pointe Claire
- Galeries d'Anjou, Montreal
- Promenades St-Bruno, St-Bruno
- Carrefour Laval, Laval
- Galeries Chagnon, Lévis

New Brunswick

- Champlain Place, Dieppe
- McAllister Place, Saint John
- Regent Mall, Fredericton

SECURITY AND LIFE SAFETY

Security and Life Safety Department

A team of highly trained security and life safety professionals are dedicated to providing you with a safe and secure environment 24 hours per day, 7 days per week. The Security and Life Safety Supervisor and Security Officers are contracted through Concord Security, one of the leaders in the security industry.

The Security and Life Safety Department consists of the following personnel:

- Cadillac Fairview Senior Manager, Security & Life Safety, Vancouver Properties (Monday - Friday)
- Cadillac Fairview Manager, Fire and Life Safety, Vancouver Properties (Monday – Friday)
- Cadillac Fairview Security Manager, Waterfront Properties (Monday – Friday)
- Security Site Supervisor (Monday - Friday)
- Security Shift Supervisors (24 hours/day, 7 days per week)
- Security Officers (24 hours/day, 7 days per week)

The Senior Manager, Security & Life Safety, Vancouver Properties, has the primary responsibility for the development of the department's strategic direction, long term goals, relationships, and objectives. The Manager, Fire and Life Safety, Vancouver Properties is responsible for managing the fire and life safety programs and policies at the property. The Security Manager is responsible for overseeing security systems, and the daily delivery of security services and supervision of the Security staff. The Cadillac Fairview team is available to meet with you to discuss security and safety matters relating to your premises in particular, or the Waterfront Properties in general.

As a minimum standard all Security Officers receive the following training prior to commencing work at Waterfront Properties:

- Basic Security Officer Training 1 (Regulations and Procedures).
- Basic Security Officer Training 2 (Conflict Resolution and Self Defense).
- First Aid Level 1.
- Customer Service Training.
- Site Orientation and Continuous Evaluations and Drills.

In addition to the above training every shift has:

- Occupational First Aid Level 2 Attendant with an Automatic External Defibrillator Certification.
- Fire Suppression and Systems trained personnel.

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 management and staff are responsible for the following:

- Security and life safety training for tenants.
- Security and life safety patrols.
- Tenant emergency contact information.
- Access cards - obtaining access cards, amending access cards, lost/stolen/terminated access cards, and audit requests.
- Tenant locks and alarms.
- Premises security tips.
- Theft prevention.
- Safe Walk program.
- Extra security (additional security for special events – minimum 48 hours notice required).
- Emergency response.
- Contractor access.

The Security Operations Centre for the complex is located on the P1 level of Granville Square. Should you have any issues concerning security matters or notice any suspicious activity please call: Waterfront Properties Security (24/7) at 604.646.8037 or 9-1-1.

Security Patrols

Security officers patrol Waterfront Properties 24 hours a day, 7 days a week, assist tenants as required, ensure safety standards are met, respond to property emergencies, and help deter criminal activity.

Tenant Emergency Contact Information

We request that each tenant provide the Security Department with the names and telephone numbers of responsible persons to call in the event of an afterhours emergency or request for after hours access. The Security and Life Safety Department should be informed of any changes to this Emergency Contact List to avoid any inconvenience and facilitate quick response.

Employees who have forgotten their keys or cards will not be given access to their office until an Emergency Contact provides authorization. In the event an Emergency 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 driver's license, passport, or other valid picture identification.

A report will be kept on file for each access granted.

Access Cards

Obtaining Access Cards

All office tenants require access cards. Applications are provided to the tenant's security contact prior to occupancy and are also available by contacting the Security Operations Centre at 604.646.8037. The applicable sections are to be completed by an authorized signatory and returned to the Security Operations Centre. New tenants are provided access cards free of charge up to 60 days after move-in. All access cards required after that time period cost \$25.00 per card.

Amending Access Cards

If access requirements are to be amended, please e-mail the Security Operations Centre at watsecops@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 resigned or been terminated. The access card will be deactivated immediately. Replacement cards are also \$25.00.

Tenant Locks and Alarms

Locks

Locks and electronic access mechanisms, controlling entry into tenant premises, must be installed and programmed to Waterfront Properties standards. Please contact the Security Manager at 604.646.8031, to discuss any related issues.

Alarms

If you are contemplating the installation of an alarm system, please discuss your needs with the Security Manager, in advance. The Security Manager will alert you of particular efficiencies which stem from Waterfront Properties operating an around the clock security team.

Premises Security Measures

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

- When you secure your premises at the end of the business day, if applicable, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door once the receptionist has left, even if people are working late elsewhere in the office.

- Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded for even a few minutes. Small articles, left in plain view are easy targets for thieves.
- Laptop computers should be locked away when not in use and consideration should be made to securely fasten them to a desk.
- Notify the Security Operations Centre immediately at 604.646.8037 if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during the start of business day, lunchtime, and right before closing. At these times, there is often a lot of movement and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider re-keying the lock if keys are not returned, resetting any safe or vault combinations they may have been entrusted with, and cancelling security access cards.
- Keys kept on a key ring should never have an identity tag. If they are lost, they may easily be used by thieves to access your property.
- Never leave your reception area unattended when your suite entry door is unlocked.
- Report any lost access cards or keys immediately to the Security Operations Centre to prevent use by unauthorized persons.

Security and Life Safety Audits

Security staff are available to complete physical security audits of tenants' premises and will provide suggestions to improve or enhance procedures.

Theft

Report any suspected theft of material/property, no matter how small to the Security Operations Centre immediately. You should also file a report with the Vancouver Police Department (reports can be made to the Vancouver Police online). All information regarding thefts is important to assist in determining trends or patterns or identifying suspects in other crimes. Please remember to be diligent at all times in keeping your personal items (wallets, purses, etc.) and general office items such as laptops secure either by keeping purses and wallets in a locked drawer, etc. and having laptops secured with a cable lock. For more general security tips, please contact the Security Manager.

Accidents

All accidents should be reported to the Security Operations Centre at 604.646.8037. Waterfront Properties security staff are trained in First Aid and will provide assistance 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.

Please do not attempt to move anyone who has been seriously injured.

If you have called the Fire Department or any emergency service for any reason, please advise the Security Operations Centre immediately. Security will ensure appropriate support action such as arranging the use of an elevator for the responding emergency personnel.

Solicitation/Suspicious Persons

Solicitation is not allowed in the building or on the building premises. Please notify the Security Operations Centre immediately if you notice someone soliciting or who does not appear legitimately in the building. Report as much specific information (appearance and clothing, direction of travel etc.) about the person's appearance and behaviour as you can and Security will investigate immediately.

Safe Walk Program

The Security and Life Safety department offers a Safe Walk service to escort your staff members to their vehicles and transit after-hours within a one block radius. To take advantage of this service, contact the Security Operations Centre at 604.646.8037.

Courtesy Umbrellas

For the convenience of tenants during rainy weather, building management has made available a supply of complimentary Cadillac Fairview umbrellas. Please contact the Lobby Representative at the lobby security desks, and an umbrella will be available to tenants with a valid security passcard.

Additional Security Coverage

You may arrange additional security for special events, construction projects, or other purposes by contacting the Security Operations Centre at 604.646.8037 or e-mail watsecops@cadillacfairview.com. 48 hours notice is required to obtain additional security services.

Emergency Procedures and Training

Cadillac Fairview has prepared an Office Tenant Emergency Preparedness Manual specifically designed for tenants. Please refer to the Emergency Procedures Manual for information on emergency procedures and training. Semi-annually, an Emergency Warden Workshop will be scheduled in order to train your staff on the emergency procedures at Waterfront Properties. Annually, an Emergency Preparedness Workshop is also held for all tenants during Emergency Preparedness Week (first week of May). The Manager, Fire and Life Safety, Vancouver Properties, can also conduct tailored training sessions for organizations upon request. Emergency evacuation and fire alarm system testing are also conducted annually to keep our tenants fluent in the evacuation procedures, in case of an emergency. Again, please refer to the Office Tenant Emergency Preparedness Manual for information on this.

MOVE INS/OUTS AND RENOVATIONS

Moving and Deliveries

Cadillac Fairview would like to ensure a safe and efficient move for you and your organization. Please refer to the section of this manual on freight elevators for more information on tenant move ins and outs.

Alterations and Remodelling

All contemplated changes to your premises must be reviewed and approved by the Waterfront Properties Management Office prior to the commencement of construction. Responsibilities and the procedures with respect to alterations or remodelling of your premises are detailed in the Tenant Leasehold Improvement Manual available from our Senior Operations Manager at 604.646.8035. A few key highlights from the manual are noted below.

Basic Requirements

Tenants are required to submit the following to the Senior Operations Manager:

- Complete drawing package, including architectural, mechanical, structural, and electrical drawings. These plans will be reviewed by the Senior Operations Manager and are subject to any restraints and/or modifications that may be required.
- Copy of the building permit application, with actual permit to follow.
- Certificate of insurance from the General Contractor, naming additional insured parties as specified in the Insurance Requirements section of this manual.
- WCB certification for the General Contractor and sub-trades.
- Project schedule.
- Name and telephone numbers of the design firm, General Contractor, and a list of all sub-trades. All contractors must have the approval of the Senior Operations Manager before being authorized to work at Waterfront Properties.

In addition:

- Suitable arrangements must be made for elevators, access, vehicles, storage, garbage removal, fire protection etc., prior to any work commencing.
- Work should be scheduled so as to minimize any inconvenience to other tenants or visitors to the complex.
- The Manager, Fire and Life Safety must clear any work or other activity, which might compromise life safety or affect any fire alarm/detection device, in advance.
- All debris and construction material is to be removed by your contractor.

Upon completion of the project, your contractor is required to submit as-built drawings in a CAD format and a HVAC balancing report.

Rules and Regulations

The following excerpt from the “Rules and Regulations During Construction” section of the Tenant Leasehold Improvement Manual outlines guidelines relating to noise, odours, and contractor access.

Noise

- Coring, drilling, and other noisy work (is not permitted during the period 6:00 a.m. to 6:00 p.m., Monday through Friday) or at times specified by the Senior Operations Manager. Repeated violation of this rule will result in the contractor being required to perform all work after 6:00 p.m.
- All demolition must be done after normal business hours.
- There will be no external noise from radios in construction areas.

Odours

WCB requires that the following materials, due to the odours they produce, may not be applied during normal business hours:

- Lacquers.
- Oil based paints.
- Enamel paints.

- Lacquer based contact cement.
- Carpet glues.
- Sealers.
- Burning equipment.
- Gas welders.
- Anything else that may produce noxious fumes.

Contractor Access

- Cadillac Fairview has security procedures in place to ensure that the security of the complex and individual tenant's premises are not compromised. Please be aware of the following guidelines regarding contractor access.
- The tenant will forward via e-mail to the Cadillac Fairview Service Centre at vanservice@cadillacfairview.com a scope of work and contractor access authorization authorizing a contractor to be on site to perform landlord approved work.
- Cadillac Fairview will authorize contractors performing work via an e-mail confirmation if required.
- Contractor personnel will deposit with security valid picture identification on receipt of access keys, cards, and Cadillac Fairview identification. Personal identification will be returned upon receipt of key(s) and/or cards at the end of their workday at Waterfront Properties. Acceptable identification would be a driver's license, BCID, Native status card, citizenship card, or valid company photo ID.
- Contractor personnel will wear the Waterfront Properties/Cadillac Fairview identification badge in a visible area at all times while working within Waterfront Properties.
- Contractors who require the involvement of sub-trades will be responsible to ensure the sub-trade personnel are aware of access policy and are in compliance.
- Key(s) and/or access card(s) required beyond the original assignee work day will require a second assignee to report to the security and have the key or access card signed over to him/her.
- Contractors who are responding to the Waterfront Properties in relation to an emergency or beyond normal operating hours will advise security at what entry point they will arrive at the complex so that Security may facilitate the response.
- All expenses resulting from keys and cards being misplaced or stolen will be charged to the General Contractor performing the services.

Supplies/Construction Materials

- Please refer to the Freight Elevator section for the policies relating to material delivery. After building hours, a security guard may be required, should delivery necessitate locked entrance doors being left open for an extended period of time. Should a guard be required for this purpose, there will be a minimum 4-hour charge.

Data and Communications

RYCOM TPM (Telecom Property Management) Inc. has been retained by Cadillac Fairview for Riser Management for Data and Communications requirements. RYCOM provides controlled secure access to the telecommunications area within the building; their areas include riser rooms, Main Telephone Room (MTR), POP Sites and roof tops. Any access to the above noted locations requires the notification and approval of RYCOM TPM. This can be arranged through RYCOM TPM Customer Care at 1.877.792.6678 or 1.877.TO.RYCOM select option 1, or e-mail @ customer care@rycom.ca, fax at 905.502.6612

Building security typically requires tenants or contractors to provide a minimum of 24 hours notice to gain access to the riser facilities, however, 48 hours notice is required for major infrastructure upgrades. The contractor is responsible for all security escort fees associated with work carried out.

An inspection fee from RYCOM (subject to Cadillac Fairview's administration fee) is typically charged to ensure installations have been performed correctly. Tenants are advised to discuss if this fee is applicable at the time of the application for access with RYCOM.

Signage and Directory Listings

A building standard signage program has been established for the main lobby, elevator lobbies, and at your premises entrance, which must be adhered to. Tenant names for signage are required to match the name on the tenant lease.

The Office Administrator will send you an authorization form for your new signage. Please ensure that the "To Read" section of the form is correct and that the wording and punctuation are exactly as you would like to see them on the sign. It

WATERFRONT PROPERTIES TENANT MANUAL

is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three weeks from the time the signs are ordered until they are delivered to the building. Please contact the Office Administrator at 604.646.8022 for further details and costs (if applicable).

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

Posting of paper signage is prohibited in (or visible from) common areas and elevator lobbies.