



THE
EXCHANGE

Tenant Services Manual

475 Howe Street
Vancouver | British Columbia
Prepared by Colliers

Introduction	4
Welcome to The Exchange	4
Building History	4
Property Management & Building Operations	5
Administration Office Location and Mailing Address	6
Hours of Business Operation	6
Statutory Holidays	7
Tenant Services	8
Tenant Service Requests	8
Building Website and Tenant App	10
Parking	11
Charging Stations for Electric Vehicles	11
Accessibility	11
Tenant Receptions/Events	11
Mail Service	11
Signage	12
Electronic Directories	12
Repairs & Maintenance (new)	12
Deliveries/Freight Elevator	13
Lost and Found	14
Building Amenities	15
Bicycle Lockers	15
Fitness Centre	15
Changerooms and Shower Facilities	15
4 th Floor Amenity Area/Green Spaces	15
Banking	15
Digital Media Screen Advertising	16
Security	17
Building Security	17
Security Tips	17
Doors/Locks	17
Card Access System	17
Access for Deliveries, Visitors (daily/ongoing)	18
Access for Staff and Visitors – After-Hours	18
Contractor Access	18
Safe Walk Program	18
Emergencies or Special Deliveries	19
Solicitation	19
Power Failure	19
Bomb Threats	19
Life Safety	21
Fire Safety	21

Fire Alarm Systems.....	21
Fire Drills and Floor Wardens	22
Fire Emergencies.....	22
Medical Emergencies.....	23
Flammable Materials.....	24
Natural Gas Leak	24
Elevator Emergency Procedures	24
Criminal Activity	24
Earthquake.....	25
Housekeeping	26
Janitorial services	26
Waste and Recycling	27
Green Cleaning.....	28
Bulky Waste	28
Building Services.....	29
Environmental Commitment.....	29
Heating, ventilation and air conditioning (HVAC)	29
Passenger Elevators	30
Renovations and Construction	30
Building Uniformity	30
Utility Service/Riser Closet Access	31
Tenant Insurance	31
Financial Administration	31
Building Rules and Regulations	32
APPENDICES	34

Introduction

Welcome to The Exchange

This manual has been prepared by Colliers for the tenants at The Exchange to provide a full understanding of the building's facilities, services, security and emergency procedures. For the full Emergency Procedure guide, please see the separate document.

Our goal is to ensure your organization receives prompt, courteous, and quality service during your tenancy. We look forward to a long and mutually beneficial relationship.

This manual should not be duplicated or distributed without authorization from Colliers.

We welcome comments or suggestions regarding any facet of the building services and operations.

Building History

The Stock Exchange Building, which was also known as the Crown Trust Building, first opened in 1929. The Modernist/Gothic exterior that has been retained can also be seen in the barrel vault lobby, featuring heraldry and other symbols of medieval England.

The building opened during a golden age for Vancouver in the roaring twenties, just months before the Wall Street stock-market crash in October 1929. The Vancouver Stock Exchange operated out of the Howe Street address until 1947, but the connection lingered over the decades, despite the short-lived VSE occupancy.



Source: City of Vancouver Archives



The building is listed on the Vancouver Heritage Register in the A Category for “its contribution to the development of downtown Vancouver, its architectural expression, the role of its prominent designers and its representation of the business community in the city.”

The Pinstripe Principle defines the newly designed portion of The Exchange. The pinstripes themselves are aluminum louvres – beginning at the ground level of the new building and stretching skywards above the original Edwardian building – creating a seamless integration of the two structures. The building is Vancouver’s first LEED Platinum heritage conversion, which was a collaboration between Iredale Group Architecture and Harry Gugger Studio.

"The Old Stock Exchange Building is a refined and handsomely crafted building," Mr. Gugger said. "The new tower will not look to compete with this prominent original building but rather to successfully work with it to provide a composition that at once looks to Vancouver's future without obscuring its past."

The new design conserves the best of the old structure — while bringing standards of sustainability, efficiency, and comfort into the 21st century.

Property Management & Building Operations

Property Management Telephone Directory

Colliers		
Property Manager	Kelly Moore	604-662-2620
Property Administrator	Sean Dundon	604-260-7450
24-Hour Service Centre	Service Requests	1-877-255-5888

The Exchange		
Building Security	Paladin	604-631-3986
The Exchange Fitness & Wellness Centre	Curtis Health	604-669-2752
Parking	Indigo	604-669-7275
Leasing Inquiries	Mark Chambers, JLL	604-998-6005

After Hours Emergency		
Building Security	Security Desk	604-631-3986
24-Hour Service Centre	Service Requests	1-877-255-5888

Other Important Telephone Numbers		
Fire/ Ambulance/Police		911
Vancouver Police	Non-Emergency Line	604-717-3321
RCMP	Non-Emergency Line	604-224-1322
City of Vancouver		311
Nearest Medical Walk-In Clinic	Ultima Medicentre 1055 Dunsmuir Street	604-683-8138
Poison Control BC	1-800-567-8911	604-682-5050
Nearest Hospital	St. Paul's Hospital 1081 Burrard Street	604-682-2344

Administration Office Location and Mailing Address

The office is located on the 15th floor (suite 1550) of The Exchange. The mailing address is:

Credit Suisse Real Estate Fund International (Canada) Inc.
The Exchange C/O Colliers
1550 – 475 Howe Street
Vancouver B.C V6C 2B3

Hours of Business Operation

The Exchange's business hours are 6:00 a.m. to 6:00 p.m. on weekdays. Tenants have access to the building at any time during these hours. Tenants require security cards to access the building beyond these hours.

Building departments provide the following hours of service:

Service	Hours of Operation
Parking	24 hours - 7 days/week
Main lobby security desk	24 hours - 7 days/week
Loading dock	6:00 am to 6:00 pm - Monday to Friday
Office tower	6:00 am to 6:00 pm - Monday to Friday
Administration office	8:30 am to 4:30 pm - Monday to Friday
Fitness Centre	6:00 am to 9:00 pm - Monday to Friday
4 th Floor Amenity Area	8:00 am to 5:00 pm – Monday to Friday (Bookings available)

Statutory Holidays

The following holidays are observed:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- British Columbia Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

On holidays, The Exchange operates under weekend security procedures. Waste removal and cleaning services resume on the next business day. Tenants can advise the Administration Office should their holiday schedule differ from the building, as HVAC services are turned off during holidays and weekends. Security and the Service Centre continue to provide service on holidays. 48 hours advance notice for weekend or holiday programming is required.

Tenant Services

Tenant Service Requests

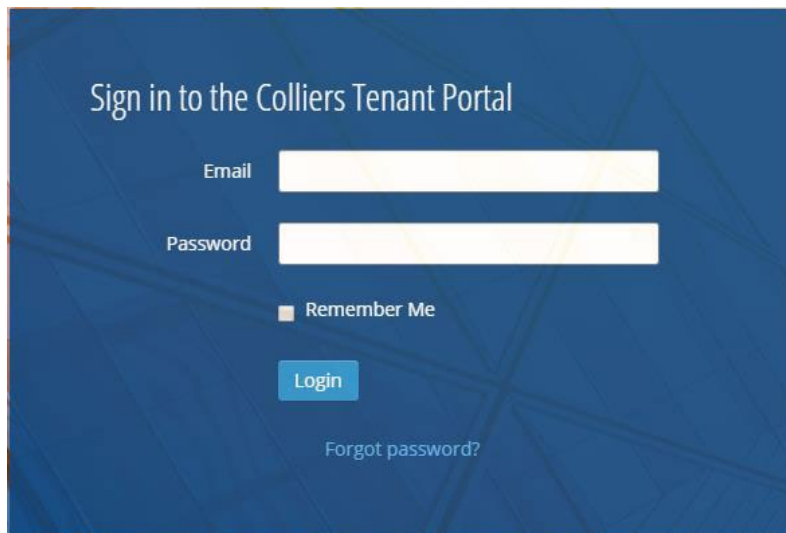
Colliers is committed to providing and rendering you with a worry-free, efficient office environment. Contacting the Service Centre enables building management to track the progression of tenant requests. Requests are dealt with quickly and remain a priority until completed.

The 24-Hour Service Centre is the first point of contact for tenant requests or concerns relating to the building. Tenants can relay their concerns **24 hours a day, 7 days a week** by calling **1-877-255-5888**. Tenants can also email non-urgent requests (weekdays) through to servicecentre@colliers.com, or sign up to the Colliers Tenant Portal [click here](#).

To submit a tenant service request:

1. log into the portal

<https://commercialcafe.securecafe3.com/tenantportal/login.aspx?companyid=1239>

The image shows a login page for the Colliers Tenant Portal. The background is dark blue with a subtle geometric pattern. At the top, the text "Sign in to the Colliers Tenant Portal" is displayed in white. Below this, there are two white input fields: "Email" and "Password". To the right of the "Password" field is a checkbox labeled "Remember Me". Below the input fields is a blue "Login" button. At the bottom, there is a link that says "Forgot password?" in a lighter blue color.

2. Upon logging in, click on "Submit Maintenance Request" and the following window will display. Add a new request for your suite under the "Add New Request" tab.

505010 British Columbia Ltd.
1075 West Georgia Ltd., Vancouver

Maintenance Requests

If you are reporting a building emergency, please do not use this form, and call the Colliers Service Centre at 1-877-255-5888 instead.

[Add New Request](#)
[Add New Common Area Request](#)
[Maintenance Request History](#)

Unit*
 Priority*
 Category*
 Brief Description*
 Details
 Access Instructions
 Attachment No file chosen

See notes below.

Note: Images or voice memos can also be uploaded up to 2 MB. The following file types are allowed, .gif, .jpeg, .png, .jpg, pjprg, .bmp, .x-png, .wav, .aif, .wmv, .m4a, .mp4.

Unit – this field defaults to your suite number. If you occupy more than one suite, select the appropriate unit from the drop-down menu.

Category – select the category that applies to your request

Brief Description – enter a brief description of the request. This field is limited to 35 characters.

Details – you may optionally add more details in this field to further describe your request.

Access instructions – if applicable, enter in any special instructions that the Building Operator will require to access your suite and/or the area noted in the request.

Access Instructions – if applicable, enter in any special instructions that the Building Operator will require to access your suite and/or the area noted in the request.

Permission to Enter – Select “Yes” or “No” to notify the Building Operators if they are permitted to enter your suite with/without notice. Selecting “No” may delay the resolution of your request.

- Fill in all the required fields with the asterisk (*). Once the form has been completed, click “Submit”.
- Once the request has been submitted a confirmation email titled “Service Request Summary” notifies you of the work number that has been created for your request.

5. A Building Operator will then be assigned to your request as soon as possible. You will receive an email notification in two instances:
 - a. If it is pending a part that needs to be ordered by the Building Operator
 - b. When the work order is completed

To submit a common area request

Tenants can submit a maintenance request for the common areas (i.e. lobby, parking garage, etc.) by clicking on the **Add New Common Area Request tab**.

In the case of a common area request, the Suite field is replaced by a Location field. Pick the location that best matches the request.

Checking maintenance request history

Tenants can also check the status of their requests by logging back into the Tenant Portal and clicking on “Maintenance Request History”. This tab shows the Service Requests entered. Tenants can click on the work order number to view the details.

505010 British Columbia Ltd.
1075 West Georgia Ltd., Vancouver

If you are reporting a building emergency, please do not use this form, and call the Colliers Service Centre at 1-877-255-5888 instead.

Add New Request Add New Common Area Request **Maintenance Request History**

From: DD/MM/YYYY To: DD/MM/YYYY Status: All Submit

No Maintenance Requests on file.

Colliers Service Centre | 200 Granville Street | Vancouver, BC V6C 2B6 | Terms | Privacy Policy

Building Website

The Exchange website is <https://theexchangevancouver.com/>

Parking

Monthly reserved or non-reserved parking is allocated based on a tenant's lease. To arrange for additional parking and for all other parking inquiries, please contact the building's parking service partner, Indigo at (604) 669-7275 or guestservices.bc@group-indigo.com

The entrance to the underground parkade is off Howe Street just south of West Hastings Street. For monthly parkers, the parking facility is accessible 24 hours a day, 7 days a week by using a security access pass.

Vehicles left in the parkade over three days that have not been reported to security or any cars found illegally parked in accessible or reserved stalls will be tagged and/or towed at the owner's expense. Indigo enforces parking by-laws and regulations.

There are two (2) elevators and one (1) stairwell that provide access from all levels of the parkade to the main lobby.

The parkade is cleaned on a regular basis. Waste receptacles that are placed near the entrances are to accommodate the disposal of small items only.

Please observe the posted speed of 15 km/h and directional signage.

Please note that occasional repairs to the parkade (e.g. surfaces or equipment) are necessary and although we aim to give adequate notice, there are times we will require alternative parking or restricted access to the parkade. If this is the case, no refunds or offsets are provided.

Charging Stations for Electric Vehicles

EV charging stations for Teslas and other electric vehicles are in the parkade on levels P1-P4.

Accessibility

There are accessible parking stalls throughout the parkade, accessible washrooms on every level of the building, safety/tactile markings where required for the visually impaired, and accessible pathways, doorways, and lifts to assist with mobility issues.

Tenant Receptions/Events

If tenants plan for an onsite event, reception, open house, etc., please contact the Administration Office in advance by emailing TheExchange@colliers.com. This allows security, janitorial, and operations the ability to provide assistance so that tenants and their guests have an enjoyable experience. Booking the amenity space requires acceptance of conditions noted in the building amenity agreement & waiver.

Mail Service

The mailroom is located on the ground floor of the building, past the security desk. Please contact the Administration Office by emailing TheExchange@colliers.com for mailbox numbers and mail keys as needed. These mailboxes are not to be confused as Post Office Boxes. They are set up

exclusively for the delivery of non-bulk outside mail. Tenants are responsible for the delivery and collection of their own mail.

Signage

A Tenant directory is located near the main building entrance to the right of the security desk. On multi-tenant floors, a building standard identification sign is provided, upon occupancy, by the Landlord for each Tenant's leased space. Any changes to the original signage issued are at the Tenant's expense.

All other custom-made signage must be approved by Property Management and are at the tenant's expense.

Posting of temporary or non-building standard signs is not permitted.

Updates to tenant signage are the responsibility of the tenant. These changes can be made by contacting the Administration Office at TheExchange@colliers.com.

Electronic Directories

Signage or directory listing changes can be made by contacting the Administration Office at TheExchange@colliers.com.

Repairs & Maintenance

The building staff are available to perform small repairs and maintenance jobs (up to 20 minutes) on a best-efforts basis, time-permitting, as follows:

Hang a picture	\$60
Small move	\$60 - maximum 50 lbs (23 kg)
Adjust a door	\$60
Install keyboard tray	\$60
Adjust a blind	\$60

These charges are plus applicable taxes and 15% admin fee. Should tenants require additional services, we are pleased to recommend the following general contractors who specialize in small jobs:

Kern Building Services Group	604-251-3766	info@kernbsg.com
Nikls One Call Property Services	604-598-8414	Service@niklsonecall.com
Hearts of Oak Contracting	604-771-8625	admin@heartsofoakltd.com

Deliveries/Freight Elevator

Deliveries must be shipped through the loading area and the designated freight elevator. Freight must not be moved through the lobby areas or through passenger elevators. No Powered Pallet Jacks are permitted in the Freight Elevator or within the building.

The loading dock operates on a first-come, first-served basis, with a 20-minute maximum time limit for parked vehicle unless prior arrangements are made with Property Management.

There are no receiving personnel onsite, so driver assistance is required. The loading dock accommodates delivery trucks up to 9'10" (3m) wide, 27'10" long (8.4m) and 15' (4.5m) high.

The clear height for the east loading bay is 13'6" (4.1m) and the clear height for the west loading bay is 13'4" (4m).

The Landlord reserves the right to inspect freight brought into the building and exclude from the building all freight which violates any lease terms.

Any damage to the elevator and/or building caused by the tenant or its contractors, couriers, delivery, or moving services, will be at the Tenant's expense.

The loading dock is not raised so delivery trucks should have a platform to raise and lower items to and from the ground. Moving equipment such as moving carts and dollies are not provided by the building.

To call the freight elevator and for loading area access, press "RL" from any call pad in the building. To call the freight elevator from the lobby level, press

"Restricted"

"Freight"

"666"

To avoid elevator service disruption to tenants and visitors, the freight elevator is available for deliveries or moving of freight, furniture, or heavy and large items as follows:

Available for deliveries, but will not be reserved/locked off:

Monday to Friday

6:00 a.m. to 12:00 p.m.

1:30 p.m. to 6:00 p.m.

We request tenants' cooperation for no deliveries from 12:00 p.m. to 1:30 p.m.

Freight Elevator available to be reserved/locked off with prior permission/service request.

Reserving the freight elevator

Bookings for the freight elevator are required 24 hours in advance. Please complete the 'Work Permit Request' form and email the completed form to TheExchange@colliers.com, or attach it as a file to the online tenant request system.

Prior notice must be provided by tenants to the Administration Office to move unusually heavy or bulky freight. Freight must not exceed the rated capacity of the freight elevator of 4,500 pounds (2,040 kg).

NOTE: Powered Pallet Jacks are **NOT PERMITTED**. A manual pallet jack is available for use when required. Please enquire at Security desk, or by calling Service Centre.

Lost and Found

Lost and found items can be turned in or claimed at the Security Desk located in the building lobby.

Building Amenities

Bicycle Rooms

For the convenience of tenants who cycle to work, there are secure bicycle and shower facilities located on the P1 level. Please do not bring e-scooters, bicycles, skateboards or rollerblades into other areas of the building. To register, please contact the fitness centre service partner, Curtis Health at exchange@curtishealth.com.

Fitness Centre

The Exchange Fitness Centre is located on level P1 and is managed by the fitness centre service partner, Curtis Health. The use of this state-of-the-art facility is exclusively for people working in the building and guests of The Exchange Hotel.

The fitness centre features treadmills, bikes, assorted workout equipment, free weights, ropes, resistance equipment, mats, and steps. The facility also includes a Yoga/exercise studio.

Hours of operation are 6:00 am to 9:00 pm, seven days a week, including holidays. On-site staff are available Monday-Friday (excluding holidays). Staffing schedule is posted at the entrance to Fitness Centre.

More information about membership options and pricing is available at www.curtishealth.com/exchange or by emailing exchange@curtishealth.com

Changerooms and Shower Facilities

Changeroom and shower facilities are located on level P1 and are available for The Exchange Fitness Centre members and tenants. Towel service and day use lockers are included. A user agreement/liability waiver is required for each person.

Limited locker rental is also available.

Please contact exchange@curtishealth.com for details.

4th Floor Amenity Area/Green Spaces

Located on the 4th floor, this area provides a comfortable, naturally lit, relaxing area and an open-air terrace, Foosball table, big-screen TV, ample seating and complimentary WIFI. It is available from 8:00 a.m. to 5:00 p.m. Monday - Friday and can be reserved for private tenant events.

Please contact theexchange@colliers.com for booking enquiries.

Banking

The National Bank features on-site corporate and personal banking as well as two ATMs.

Digital Media Screen Advertising

The Exchange tower elevators feature digital screens. The Exchange's service partner, Pattison, offers advertising opportunities. Contact Pattison Outdoor Advertising at www.pattisonoutdoor.com/contact-sales for more information.

Security

Building Security

The building has a 24-hour security program that includes 24-hour front desk security personnel, an access control system and CCTV throughout the property.

Security Tips

The following are some recommendations and measures to safeguard tenants and their property:

- Keep suite doors closed at all times. The doors provide a fire/smoke separation and keep unauthorized people from gaining easy access to tenant premises.
- Report thefts, threats and suspicious activity to Security immediately.
- Check to see ID or the request order form from service personnel on your floor.
- Report lost or stolen keys and/or access cards to Security (or the Administration Office) immediately so they can be voided.
- Ensure that suite entry doors are locked when no one is present. Assign individuals to lock doors at the end of the day.
- Discourage persons from soliciting or canvassing for business. Contact Security if any canvassers are seen in the building. If spotted, call Security immediately at 604-631-3986. Often these persons are scanning the premises for later thefts.
- Encourage a clean desk policy in your office. Lock up all valuables before leaving.
- Do not allow persons to follow into your office if entering via keyscan. Direct them to your reception area.

Doors/Locks

No additional locks or bolts are to be placed upon any of the doors or windows, nor shall any changes be made to existing locks or mechanisms without prior written authorization from Property Management. Lock cylinders and keys are to be changed by the Landlord at the Tenants' expense upon receipt of written request from the Tenant.

Card Access System

Upon initial occupancy, two (2) sets of keys and employee access cards (1 per person) are issued free of charge. Additional sets of keys are at the tenant's expense and can be requested through the Colliers online tenant request system.

Lost keys: \$50.00 per key + 15% Admin Fee

Access cards: \$30.00 per card + 15% Admin Fee

Rekey lock: Cost + 15% Admin Fee

Authorized contract cleaners are provided with an access card to all offices unless specific instructions are arranged with Property Management.

Only authorized tenant representatives can request, change or cancel access cards for employees of their company through the Colliers online tenant request system.

All staff/occupants are issued a photo security access key, which is programmed as per Tenants' requirements including lobby/entrance, elevator, parking and suite access.

Fees for restocking, lost or replacement cards apply.

E.g., If an employee is terminated, the Tenant is required to return their access card to Building management or Security desk as soon as possible. If the card is not returned within 30 days, it will be deemed as lost and a replacement fee will apply.

Access for Deliveries, Visitors (daily/ongoing)

For tenants whose floors are locked off, Security will allow deliveries and visitors up to that floor upon receipt of written authorization. Please email theexchange@colliers.com with instructions.

Access for Staff and Visitors – After-Hours

After regular business hours, tenant office doors will not be opened unless Security receives written authorization from a principal of the company. If employees without access cards, clients and/or visitors are expected after business hours, tenants should notify the administration office by emailing theexchange@colliers.com with instructions. Without this authorization, access will be denied.

If Security has not been notified in advance, they will attempt to contact the tenant representative to obtain authorization for entry. Once authorization has been received, the person(s) will be allowed to sign in and proceed to the tenant's floor. Photo ID will be requested at all times. If authorization cannot be obtained, access will be denied.

Authorized employees of the tenant can sign in co-workers. In so doing, they assume responsibility for co-workers' activities while on-site.

Contractor Access

Access for services/contractor work in tenant premises can be arranged by completing a 'Work Permit Request' form and submitting it to TheExchange@colliers.com or through the online tenant request system. Please see the Appendices for a copy of this form.

Safe Walk Program

Security is available to accompany tenants to and from their vehicles when parked in The Exchange parkade. Requests can be made by contacting Security in person at the main lobby or by calling (604) 631-3986.

Emergencies or Special Deliveries

Emergency or special after-hours deliveries should be arranged through the Administration Office by emailing TheExchange@colliers.com. The tenant representative should forward a list of those suppliers who should be allowed access to the building after hours.

This list is retained by Security and is effective for one (1) year.

Solicitation

For the privacy and security of tenants, solicitation and hand delivery of flyers is not permitted. If tenants encounter an unwanted visitor:

- Ask them to have a seat while you contact the appropriate member of your staff.
- Call Security at 604-631-3986 from an adjoining office to request assistance.
- A Security Officer will be immediately dispatched to provide support.

If the unwanted visitor leaves prior to the arrival of Security, please note their general description, approximate age, height, weight, heritage, and clothing, as this information assists Security in their investigation to prevent reoccurrence.

Power Failure

The building is equipped with an emergency back-up diesel generator that supplies emergency power in the event of a power failure. Emergency power feeds critical equipment such as elevators, emergency lighting, fire protection, and life safety systems only.

In the event of a power failure, there is a short delay until the generator starts. Building evacuation is not mandatory unless directed by the Administration Office. Please listen carefully to announcements for further instructions.

Bomb Threats

Every bomb threat or threatening call should be taken seriously.

Telephone Bomb Threat

1. Be calm and courteous.
2. Keep the caller on the line as long as possible.
3. Record all the details of the call.
4. Immediately report the call to the Security desk and give the following information:
 - (a) COMPANY NAME AND LOCATION.
 - (b) FLOOR NUMBER WHERE CALL IS BEING/HAS BEEN RECEIVED.
 - (c) YOUR NAME AND TELEPHONE NUMBER.
5. Obtain as much information as possible.
6. Notify your immediate Supervisor or Manager.
7. Complete a Bomb Threat Report Form (attached in Appendices section) for investigation purposes.

Upon discovering a suspicious looking object:

1. DO NOT TOUCH THE OBJECT.
2. Notify your immediate Supervisor or Manager.
3. Clear persons from the immediate area of the object and prevent their re-entry.
4. Notify Vancouver Police at 911 and Security at 604-631-3986 providing the following information:
 - Company name and location.
 - Floor number and area where the object is located.
 - Description of the object and why you consider it to be suspicious.
 - Your name and telephone number
5. Standby to point out the location to the Emergency Personnel.

Life Safety

Colliers is committed to the safety of the building's occupants.

Tenants should have a copy of the Tenant Floor Warden Procedures Manual. Each tenant is required to take responsibility for their employees' safety and to designate Fire Wardens and Deputy Wardens to coordinate safety planning.

Tenants are requested to keep the Floor Warden list up to date with the Administration Office.

Occupants will also receive access to WPS Life safety app tailored for The Exchange.

Fire Safety

For the safety of occupants and according to the Fire Code Regulations, sidewalks, entrances, lobbies, corridors, elevators, vestibules and stairways in and about the building must not be obstructed or encumbered by any tenant or used for any purpose other than ingress to or egress from the premises.

Fire exit doors shall not be obstructed.

Fire Alarm Systems

For more detailed information, please refer to the Tenant Floor Warden Procedures Manual. The Exchange has a Simplex 4100 two-stage supervised fire alarm system, equipped with a central alarm and control facility. The fire alarm incorporates the following features:

- Automatic detection
- Zone indication
- Manual activation
- Sprinkler flow detection
- Communications interface
- Manual second stage activation
- Smoke control interface

Each floor within the office building contains the following equipment:

- Multiple pull stations
- Multiple automatic detectors
- Multiple public address speakers
- Multiple alarm signal appliances
- Multiple firefighters' telephones

Upon alarm activation, an alert alarm will sound throughout the entire building for 60 seconds. After 60 seconds, the alarm will stop ringing until a general alarm is manually activated or timed

in automatically. When the alarm is activated, the following devices will send the fire alarm system into full general evacuation alarm:

- Sprinkler flow switches
- Pull stations
- Smoke detectors
- Heat detectors

If an alert alarm is not acknowledged within 5 minutes, the fire alarm system will sound a full general evacuation alarm. An alert alarm signal sound is 20 tones per minute. A full general evacuation alarm signal sound is a temporal tone. The alarm system is monitored by an alarm monitoring company, who notify the Fire Department.

Fire Drills and Floor Wardens

In accordance with the BC Fire Code, The Exchange is required to hold annual fire drills for the safety education of tenants and building staff. One full evacuation fire drill is held each year. Written notification is sent to tenants, along with a form requesting;

- Updated Fire Warden information
- Names of non-ambulatory persons requiring assistance.

In accordance with the BC Fire Code, the building is required to hold Floor Warden Meetings for the fire and life safety education of tenants.

Additional on-line training for Floor Wardens and fire safety volunteers is provided by the emergency service partner, “eplan”. The Administration Office coordinates access for fire safety volunteers throughout the year.

During the fire drill, tenants are expected to evacuate the building and follow evacuation procedures.

Fire Emergencies

In Case of Fire:

- Remain calm.
- Leave the fire area immediately.
- Close all doors behind you.
- Sound the nearest fire alarm pull station.
- **Call 911.** Give the building name and address.
- **DO NOT USE ELEVATORS.** Use stairwells and emergency exits only.
- If caught in heavy smoke, take short breaths, breathe through your nose and crawl to escape on your knees, if necessary, as there is less smoke at the floor level.
- Go to your assigned marshaled area and report to your Fire Wardens.
- Do not return to the building until it is declared safe to do so by the Fire Department.



Fire Evacuation Procedures:

- Walk. Do not run, shut all doors behind you and proceed along corridors and stairwells in a quiet, orderly manner. Do not push or jostle. If smoke is heavily concentrated in the exit, do not attempt to exit by that means of egress, but proceed to an alternate exit. Once outside, move away from the building to avoid falling debris and to allow the Fire Department unobstructed access.
- Proceed to the designated assembly area along the south side of West Hastings Street, near the Hornby Street intersection or as directed by building staff or the fire department.

Medical Emergencies

In the event of an accident or illness of an employee or visitor:

- **DO NOT MOVE** the person. Administer first aid **only** if you have the proper training.
- Call 911 and tell them the building name, address, floor, suite number and nature of medical emergency. You may be asked to describe the condition of the victim.
- Call Security and advise them of the situation. They will hold an elevator ready for the emergency medical team.
- Post one person at the elevator lobby on your floor to lead the medical team to the person in distress.
- While waiting for the medical team, keep the person warm and comfortable.
- Direct the ambulance or paramedics to the front entrance of The Exchange, then call Security regarding the nature and location of the emergency.
- Have someone wait in the elevator lobby on the floor of the emergency so that Security will be able to quickly escort the emergency services to the emergency site.

Flammable Materials

Dangerous, explosive, corrosive materials, fluids, batteries or other goods containing dangerous, explosive materials or fluids are not permitted. Flammable, combustible fluids or other materials of that nature are to be limited to quantities necessary for the operation or maintenance of office equipment. Any hazardous situation should be brought to the attention of the Administration Office immediately.

Tenants must not, without the Landlord's prior written approval, use any method of heating or air-conditioning other than that supplied or approved by the Landlord. WHIMIS legislation requires the Tenant to keep SDS sheets on all hazardous goods. Tenants are also asked to provide copies of the SDS sheets to the Administration Office.

Natural Gas Leak

Licensed natural gas service personnel perform repairs to natural gas supply equipment. If there is the slightest suspicion of a gas odour (like rotten eggs) or a hissing sound of escaping gas, the following procedures should be taken:

- Contact Fortis immediately 1-800-663-9911
- Open all doors.
- Do not operate electrical switches or equipment.
- Keep the area clear and barricade where necessary.

The Fire Department, Fortis, and the Police will be called by Security depending on the situation. An evacuation may be necessary if there is a possibility of fire, explosion or other safety hazards.

Elevator Emergency Procedures

In the unlikely event of an elevator entrapment:

- Do not panic. Try to remain calm.
- Push the red alarm button on the panel. It will be connected to the monitoring centre who will alert Security.
- Inform Security of any medical condition and if emergency personnel are required.
- Security will then contact the elevator service company and maintain communication with the entrapped occupant(s).
- Do not attempt to pry the doors open. Only a licensed elevator technician is qualified to free an entrapped individual.

Criminal Activity

Security and Colliers' staff make every effort to deter and detect activity that may impact the building's day-to-day operations.

Proper preventative measures can reduce or even eliminate the chances of a crime occurring. Tenants can assist in the prevention of these activities by:

- Reporting any dimly lit corridors, stairwells, washrooms, and other areas
- Reporting doors that do not lock properly
- Reporting any flickering or burnt-out lights
- Reporting broken windows
- Confront unknown individuals in their premises

In the event that suspicious or criminal activity is experienced or witnessed:

- Call 911
- Report the crime to Security at 604-631-3986
- Remain calm
- Stay away from the potentially dangerous situation and do not attempt to block the escape of an assailant or thief

If possible, give a full description of the individual such as height, weight, age, sex, hair colour, distinguishing features, type of clothing, type of vehicle used, colour, and license plate number.

Earthquake

- After the earthquake, remain calm. Do not rush to exits as surging crowds in stairwells and exit points are just as dangerous as the quake itself
- Wait for an “all clear” announcement from the Building Management as aftershocks may occur
- Turn off appliances such as computers, dishwashers, copiers, etc. as soon as possible. Do not turn light switches on or off. A spark may ignite any leaking gas fumes. Use flashlights only – no matches or candles.

Housekeeping

Janitorial services

Cleaning services are provided by the Landlord. BeeClean Building Maintenance, an independent janitorial company, is the building's janitorial service provider.

Only authorized cleaners are permitted to perform janitorial services in the building. Frequent inspections of tenant areas are made by Colliers and BeeClean, to monitor the quality of the janitorial service. Management meets regularly with the contract cleaning supervisors to assess performance and ensure quality standards are maintained.

The janitorial services provider services all tenant premises and common areas, Monday through Friday, except holidays. Tenant premises include all areas unless specifically secured and requested to be omitted. Common areas include washrooms, elevator lobbies, corridors, stairwells, and public areas.

Janitorial staff are instructed to lock suite entrance doors and not to open these doors for any person. They have also been advised to leave internal doors as they find them.

Should tenants require additional services above the building standard provisions (e.g. special functions), please contact the Administration Office at TheExchange@colliers.com.

Some of the basic services provided are as follows:

Nightly Services

Tenant Office Areas

- Floors are swept and mopped
- Carpets and soiled areas are vacuumed
- Waste is removed
- Telephone handsets are disinfected

Kitchen/Lunchroom Areas

- Spot cleaning
- Waste is removed
- Tables, counters and sinks cleaned
- Exterior of appliances wiped clean
- Ledges, sills cleaned
- Floors swept and mopped

Periodic Services

- Office furnishings and other horizontal surfaces are dusted weekly
- Filing cabinets and other office fixtures are cleaned of fingermarks etc. monthly
- Garbage and waste containers are disinfected weekly
- Sills and ledges are dusted
- Vertical surfaces, filing cabinets, and other office fixtures are wiped down monthly

Window Cleaning

Interior windows are cleaned annually. Tenants are notified in writing prior to interior window cleaning so that areas around the windows can be cleared. Tenants shall permit window cleaners to clean the windows in the premises **both** during regular business hours and at other pre-scheduled times. Every attempt will be made to clean the interior windows with minimal disruption.

Tenants are requested not to obstruct the windows with large equipment such as photocopiers, printers and other heavy furniture by the windowsills, so window cleaners have full access to perform window cleaning.

Exterior windows are cleaned twice a year, weather permitting.

Waste and Recycling

The Exchange operates a comprehensive recycling program and aims to achieve a high waste diversion rate (the amount of waste that is diverted from the landfill into recycling and composting). Tenants are required to participate in compliance with Metro Vancouver bylaws and LEED standards.

It is the responsibility of the Tenant to provide suitable recycling containers. The following materials are collected from tenant premises for recycling:

- Mixed paper & cardboard (small pieces)
- Mixed recyclable containers, including refundables (plastic, metal, and glass)
- Organics, including food waste and compostables.
- Batteries (in the dedicated battery container)

Additional materials that can be recycled on site include:

- Styrofoam
- Electronic waste

Appropriate signage can be provided – please contact the 24-Hour Service Centre for additional signage. Please note the following policies and procedures regarding waste disposal and recycling:

- Janitorial staff is instructed not to remove anything unless it is in or on a waste receptacle or else packaged and clearly marked "garbage" or "recycling"
- Waste and recycling containers should be accessible to the janitorial staff.
- Contractors are not permitted to dispose of waste building materials in the building waste or recycling containers
- Please note that this is not a secured / shredding program

The following items are the responsibility of the tenant for disposal and are prohibited from disposal into waste/recycling receptacles:

- Pharmaceuticals
- Gypsum drywall
- Furniture
- Other construction waste
- Paints, solvents, flammable liquids, gasoline, pesticides, and other hazardous waste
- Vehicle tires

Green Cleaning

A Green Cleaning program emphasizes the use of environmentally friendly cleaning products, equipment, and methods, with the goal of preserving human health and environmental quality.

Cleaning products used at The Exchange are UL Eco Logo, GreenGuard or Green Seal certified as appropriate – third party certifications which ensure that they meet sustainability standards.

The Green Cleaning program addresses:

- Purchasing cleaning equipment and products;
- Standard operating procedures (SOPs) for using, managing and auditing the cleaning processes;
- Strategies to promote hand hygiene (washing and sanitizing);
- Safe handling, storage and clean up (spills and accidents) of cleaning chemicals;
- Staffing and training requirements; and
- Continuous feedback and improvement of procedures and processes

Bulky Waste

Tenants can identify bulky waste or recycling (i.e. a large cardboard box) by stickers marked "garbage" or "recycling". To obtain additional stickers, please make a request through the online tenant request system or contact the Tenant Service Centre.

Building Services

Environmental Commitment

The Exchange is committed to providing a safe, healthy and environmentally responsible workplace for tenants. To that end, it conducts business in an environmentally responsible and sustainable manner. The Exchange is one of Vancouver's greenest buildings. From its stormwater retention and reuse and highly efficient hydronic heating and cooling to its integrated geo-exchange thermal regulators and solar thermal panels, The Exchange sets a new standard in green building innovation.

The Exchange was built to LEED® Platinum standards, which has many benefits.

- ✓ 60% less energy than an office tower of comparable size
- ✓ 85% lower carbon dioxide emissions than comparable-sized buildings
- ✓ 100% outside air intake and filtered circulation.
- ✓ low flow fixtures
- ✓ tripled glazed curtain wall envelope with solar shade louvres.

The cooperation and participation of tenants and service partners are important to achieve the following goals:

- proactively manage utilities by monitoring energy and water consumption and sourcing opportunities to reduce usage
- minimize waste and reduce landfill loading by using products with recycled and recyclable materials and by ensuring that waste is reused and recycled wherever opportunities exist
- minimize greenhouse gas emissions (GHGs) by using products and/or services with low GWP (global warming potential)
- prioritize sustainable options when making procurement decisions, focusing efforts on products and equipment with high energy efficiency, low GHG emissions, and low environmental impact
- favour services and suppliers who demonstrate compliance with environmental regulation and leadership in sustainability
- balance procurement decisions with long term financial and social responsibility planning
- using only green cleaning products, ensuring no exposure to tenants, visitors and service suppliers to potentially harmful chemicals
- open communication with tenants regarding environmental policies and procedures and any environmental legislation which affects or could affect the workplace
- continuous education on environmental conservation and sustainability practices

Heating, ventilation and air conditioning (HVAC)

The building's heating, ventilation, and air conditioning systems are operational during business hours (6 am to 6 pm) Monday to Friday, except for holidays.

When HVAC is required outside of the standard hours mentioned above, your request must be made through the online tenant request system before 1:00 p.m. on the day of the request.

The cost per hour for HVAC is \$60 per hour/per floor + a 15% administration fee + applicable taxes.

Passenger Elevators

Elevator service is available 24 hours a day.

The building is equipped with fully automatic, high-speed electric elevators with the Compass destination dispatch system.

To optimize elevator service, each passenger should call an elevator (i.e. press the button and/or swipe in. “Piggy-backing” with colleagues can cause overcrowding.

The elevators are organized as follows:

Elevator	Services Floors
Low Rise Elevators A, B, C	Ground Floor to 11 th floors
High Rise Elevators D, E, F, G	Ground Floor and 12 th -31 st floors
Freight Elevator H	Ground Floor to 31 st floors
Parking Elevators I & J	P7 to Ground Floor

Renovations and Construction

Renovations and construction in tenant premises must be requested in writing for the Property Manager’s approval. Please refer to the Tenant Design and Construction Guide for full instructions. If you don’t have a copy, you may request a copy of this manual from the Administration Office.

The building requires all pressurized water lines to tenant appliances to be braided metal. This is a mandatory requirement. All devices must be serviced in accordance with manufacturer requirements, and service reports must be available to building management upon request.

Building Uniformity

To maintain a professional image, the Landlord desires to retain uniformity of appearance from the exterior of the building. File cabinets, boxes, containers or similar items should be kept clear of any exterior windows so that they are not visible from the exterior. This also maximizes HVAC efficiency and allows the cleaners to access to the windows.

Utility Service/Riser Closet Access

Access to a floor's mechanical, electrical or telephone rooms are not available except by prior arrangement and only for specific authorized purposes. No dedicated tenant equipment is permitted in these rooms without prior written approval from Property Management.

Tenant Insurance

Tenants are required to provide the Landlord with an up-to-date Certificate of Insurance, per their lease. Credit Suisse Real Estate Fund International (Canada) Leaseholds Inc. and Colliers Macaulay Nicolls Inc. are each to be named as "Additional Insured". Tenants' insurers can provide this to tenants upon request. Tenants are requested to review their lease document prior to contacting their insurer for the certificate so they can advise them of the required coverage per the lease.

Financial Administration

Monthly rent schedule

A rental advice notice is issued prior to the commencement of a lease and as well as at the end of each calendar year to indicate changes in additional rent (i.e. operating costs and property taxes) for the upcoming year.

As per the Lease, rent charges are due on the first day of the month without prior written notice or invoice.

Rental payments

The Landlord utilizes a pre-authorized Electronic Fund Transfer (EFT) program which permits tenants to make rental payments by way of automatic debit from their bank accounts. The enrollment form can be found in the appendices section of this manual. It can be submitted to the Administration Office for activation in person or by email to TheExchange@colliers.com.

Building Rules and Regulations

Access to the roof is restricted to building staff only unless specified in a lease or authorized by Building Management.

The Tenant(s) premises shall be used to conduct business as outlined in the lease. Lodging, sleeping, manufacturing, storage of merchandise, the sale of merchandise, and consumption of alcohol without a permit are not permitted.

Business machines and other equipment shall be placed and maintained by the tenant at the tenant's expense in settings sufficient, in the Landlord's reasonable judgment, to absorb and prevent unreasonable vibration, in complying with maximum load limits prescribed and to prevent noise and annoyance.

Windows and doors that reflect or admit light and air into the halls, passageways or other public places in the building shall not be covered by tenants.

Parcels or other articles are not to be placed on the interior or exterior windowsills.

No animals or pets are permitted in the building, except for approved service animals.

For tenants with balconies, only heavy items that cannot be easily blown off by wind are permitted. Tenants must include two (2) working fire extinguishers if they have a barbecue with propane tanks. Tenants are not permitted to throw any items off the balcony or leave unweighted items that could blow off the patio.

Signs and other advertising material are not permitted on the inside and outside of all glass in the doors and windows.

Ground floor tenants must keep exterior storefront surfaces clean.

Tenants must replace, at their expense, any cracked or broken window glass inside their premises with a glass of like kind and quality.

Tenants must maintain their premises in a clean, orderly and sanitary condition and free of insects, rodents, vermin and other pests, and engage at its cost such pest extermination contractor as the Landlord directs and at such intervals as the Landlord requires in order to maintain satisfactory and uniform pest control throughout the property.

Tenants must keep waste in designated containers within the premises until removed.

Tenants must not generate vibrations and noise which may be transmitted beyond the premises.

Tenants shall not place or keep items in the common areas.

Tenants must not allow undue accumulations of garbage, or recycling within the premises. Tenants must recycle and conduct effective waste diversion processes.

Tenants must not permit or allow any odours, vapours, steam, water, vibrations, noises or other undesirable effects to emanate from their premises or any equipment or installation in the premises which are objectionable or cause any interference with the safety, comfort or convenience of the property or other tenants and visitors.

Flyers or other advertising are not permitted to be distributed to tenants.

Delivery vehicles must only be parked so they do not interfere with the use of the parkade or access to the receiving area.

Office tenants may not use their premises for sleeping or any illegal purpose.

Tenants must abide and enforce COVID-19 (or other pandemic) health & safety regulations and practices required issued by the building or applicable authorities.

No Smoking policy

The Exchange is a non-smoking building. Smoking is not permitted within 6ft (2m) of doorways, including rear doors.

No Pets policy

Pets are not permitted in the building. Certified assistance dogs are excluded from this rule.



THE
EXCHANGE

APPENDICES

Please see the following forms, attached:

- A. Pre-Authorized Electronic Funds Transfer Program Enrollment/Authorization Form
- B. Pre-Authorized Payments – Terms & Conditions
- C. Tenant Contact Information
- D. Bomb Threat Report Form
- E. Tenant Directory Form
- F. Work Permit Request Form
- G. Bike Storage
- H. Fitness Centre Form

Pre-Authorized Payment Application

Colliers Canada Real Estate Management Services

In our effort to use more reliable, secure, and environmentally friendly payment methods, we would like to offer Pre-Authorized Payment for your monthly rent payments.

Advantages of Pre-Authorized Payments:

**Secure**

Elimination of the threat of fraud, lost or stolen cheques

**Efficient**

Saves time on issuing, approving, and sending cheques

**Convenient**

Any credits on your account (i.e., due to recoveries) will be applied to the next month's rent automatically. No additional charges will be withdrawn without your approval

**Reliable**

Elimination of the threat of fraud, lost or stolen cheques

**Flexible**

You can always change and/or update your payment method

**Environmentally Friendly**

PAP is an electronic system that does not require paper

**Economical**

Save money on postage and cheque issue

To sign up for PAP

Simply fill out the below PAP form and send it to Revenue Accounting at BCREMSAR@colliers.com or via fax to +1 604-661-0849 along with the void cheque.

Tenant Name:	
Building Address:	
Suite or Unit Number:	
City, Province:	
Name of Financial Institution:	
Branch Number:	
Type of Account:	
Account Number:	

☐

Void cheque enclosed *I* attached.

PAD category:

Personal

☒

Business

☐

I/we hereby authorize **Colliers Macaulay Nicolls Inc.** as Agent for the Owner to debit my/our account indicated above on or after the **1st of each month** for all rental charges due to the Landlord.

I/we hereby waive any requirement for pre-notification of changes in the amounts and/or payment dates of Pre-Authorized Debits ("PAD") drawn against my/our Account at my/our Financial Institution in accordance with this authorization. I/we agree to the terms and conditions on the reverse of this authorization.

By signing this agreement, I/we acknowledge having received and read a copy of this agreement. I/we furthermore agree to be bound by the terms and conditions of this agreement. I/We warrant and guarantee that the person(s) whose signature(s) are required to sign on the account have signed the agreement.

Authorized Signature

Authorized Signature

Name

Name

Title

Title

Date

Date

For a joint account, all depositors must sign if more than one signature is required on cheques issued against the account. Please read and retain Terms and Conditions below for your records.

Please return to:

Colliers

Attn: REMS Revenue Accounting

1066 West Hastings St, Suite 2300 | Vancouver, BC V6E 3X1

or

Revenue Accounting by Fax: +1 604 661 0849 or E-mail to: BCREMSAR@colliers.com

Terms and Conditions

1. I/We authorize the Payee, in accordance with the terms of my/our account agreement with my/our Financial Institution, to debit or cause to be debited the Account for the purposes indicated in this Agreement.
2. I/We agree that the monthly debit amount will be all rental fees as outlined in the executed Agreement(s) (Lease, Offer to Lease, Temporary Occupancy Agreement, Parking Agreement, etc.) with the Landlord. I/we acknowledge that these fees include but are not limited to base rent, property taxes, operating costs, and additional rent. Signage and parking rent to be included if applicable.
3. I/We acknowledge that the monthly debit amount may be amended from time to time to reflect any periodic increase in base rent as stipulated in the executed Agreement(s) with the Landlord or stipulated in the annual tenant billing provided by the landlord outlining any increase or decrease in the additional rents such as property taxes and operating costs.
4. I/We acknowledge and understand that this agreement provides authorization to the Landlord and its agent, Colliers International to withdraw monthly rental amounts from the provided financial institution and that the Landlord and its agent will not make any additional withdrawals from the undersigned's account whether being any tenant chargeback or annual common area operating cost recovery or any other monies owing to the Landlord without first receiving written authorization from the undersigned.
5. I/We acknowledge that the duration of this payment plan shall coincide with the duration of the executed lease agreement, renewals and/or extensions, holdover periods, etc. unless cancelled in accordance with the terms and conditions.
6. A specimen cheque, if available for the Account, has been marked "VOID" and attached to this Authorization.
7. I/We undertake to inform the Payee, in writing, of any change in the Account information provided in this Authorization at least 15 days prior to the next due date of the PAD.
8. Revocation of this Authorization does not terminate any contract for goods or services or any Agreement(s) that exist between Landlord and me/us. This authorization applies only to the method of payment and does not otherwise have any bearing on the contract or Agreement(s).
9. I/We acknowledge that provision and any delivery of this Authorization to the Payee constitutes delivery by me to my/our Financial Institution.
10. Unless I/we have waived any and all requirements for pre-notification of debiting in the Waiver of Pre-Notification section of this Agreement, I/we acknowledge that I/we will receive written notice of the amount and payment date from the Payee at least 15 calendar days prior to the payment date:
 - a. For the first PAD when the amount is fixed for a Business or Personal PAD.
 - b. Anytime there is a change in the amount or payment date when the amount is fixed for a Business or Personal PAD.
 - c. For every PAD when the amount is variable and is a Business or Personal PAD.
 - d. For any change in the amount resulting from an increase in any applicable tax rate, a top-up, or any other adjustment for a Business, Personal or Funds Transferred PAD.
11. If this Authorization provides for PADs with sporadic frequency, I/we understand the Payee is required to obtain an authorization from me for each and every PAD prior to the PAD being exchanged and cleared. I/we agree that a password or security code or other signature equivalent will be issued and will constitute valid authorization for my/our Financial Institution to debit the Account.

12. I/we agree that my/our Financial Institution is not required to verify that any Personal PAD has been drawn in accordance with the Agreement, including the amount, frequency, and fulfillment of any purpose of any Personal PAD.
13. I/we acknowledge that, if this Authorization is for personal or business PADs, or for funds transfer PADs that have recourse through the clearing system, a PAD may be disputed but only under the following conditions:
 - a. The PAD was not drawn in accordance with this Authorization.
 - b. This Authorization was revoked; or
 - c. Pre-notification was required and was not received.
14. I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.payments.ca.
15. I/we acknowledge that any claim made after the periods set out above must be resolved solely between me and the Payee and there is no entitlement to reimbursement from my/our Financial Institution.
16. I/we agree that if this Authorization is for funds transfer PADs and the Payee does not provide recourse through the clearing system, then no recourse will be provided through the clearing system (that is, I/we will not receive automatic reimbursement or recourse from the Payee in the event a PAD is erroneously charged to the Account. To obtain more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.payments.ca.
17. I/we understand that I/we am participating in a PAD plan established by the Payee, I/we accept participation in the PAD plan upon the terms, and conditions set out herein.
18. I/we consent to the disclosure of any personal information that may be contained in the Authorization to the financial Institution that holds the account of the Payee to be credited with the PAD to the extent that such disclosure of personal information is directly related to and necessary for the proper application of Rule H1 of the Rules of the Canadian Payments Association.
19. Non-Sufficient Funds (NSF) fees may be applied to the account for returned payments. Fees are determined based on commercial NSF fees prescribed by either the Landlord or its agent's bank and payment processing service provider.
20. I/we may revoke my/our Authorization at any time, subject to providing a notice to Payee at least 10 days prior to the next due date of the PAD. I/we may obtain a sample cancellation form, or further information on my/our right to cancel a PAD Agreement, at their financial institution or by visiting www.payments.ca.

TENANT CONTACT INFORMATION

In order to update our building contact list, we request your assistance in providing the following information. All information will be kept confidential and personal phone numbers will only be used in the event of an emergency. Please complete the following and email to the TheExchange@colliers.com. Thank you!

PREMISES INFORMATION AND ON-SITE CONTACT

Company Name:		Is this Head Office? ☐ Yes ☐ No
Address:		Unit / Suite Number:
On-Site Contact Name:		Title:
Work Phone: ()	Fax Number: ()	Email:
Hours of Operation:		
Are your premises alarmed?	Security Company Name:	Phone Number: ()

RENTAL PAYMENT CONTACT

Contact Name:	Title:	
Work Phone: ()	Fax Number: ()	Email:
Address (If different then on-site):		

EMERGENCY CONTACT

Primary Emergency Contact	Secondary Emergency Contact	Third Emergency Contact
Name	Name	Name
Title:	Title:	Title:
Work Phone: ()	Work Phone: ()	Work Phone: ()
Cell Phone: ()	Cell Phone: ()	Cell Phone: ()
Home Phone: ()	Home Phone: ()	Home Phone: ()

HEAD OFFICE / LEASING CONTACT INFORMATION *(Head Office if different than On-Site information)*

Address:		
Contact Name:		Title:
Work Phone: ()	Fax Number: ()	Email:
If correspondence should be forwarded to above address please indicate: ☐ Yes ☐ No		



THE
EXCHANGE

BOMB THREAT REPORT FORM

- REMAIN CALM. DO NOT PANIC.
- LISTEN TO THE CALLER. DO NOT INTERRUPT.
- KEEP THE CALLER ON THE TELEPHONE FOR AS LONG AS POSSIBLE.

Date:	Time:
Location:	Duration:
Listen, do not interrupt the caller! Try and note the wording of the threat.	
Once the caller has finished telling you about the bomb threat, immediately ask the caller the following questions:	
a) Are you sure you are calling the right building?	
b) When will the bomb go off?	
c) Where is it?	
d) What floor?	
e) What side of the building?	
f) What does it look like?	
g) What sort of explosives were used?	
h) How powerful is the bomb?	
i) How was it placed?	
j) What is the reason for the bomb?	
k) What is the caller's name?	
PARTICULARS OF THE CALLER:	
CALLER'S GENDER:	APPROXIMATE AGE:
LANGUAGE:	ACCENT:
MANNERISMS:	SPEECH:
BACKGROUND NOISES:	OTHER:



THE EXCHANGE

TENANT DIRECTORY REQUEST FORM

INSTRUCTIONS:

Please complete the following form and return by email to TheExchange@colliers.com

TENANT NAME:		_____	
BUILDING:	_____ The Exchange _____	SUITE:	_____
DATE:	_____		
	Day / Month / Year		
REQUESTED BY:	_____	TELEPHONE:	_____ () _____
	Print Name		
EMAIL:	_____		
	Eg: Legal Entity or DBA Name		
EXACT WORDING DESIRED:	_____ _____ _____ _____		
TENANT AUTHORIZATION:	_____	_____	_____
	Print Name	Signature	
DATE:	_____		
	Day / Month / Year		

FOR OFFICE USE ONLY:	
Building Operator / Property Administrator:	_____
	Date: _____
	Approval Signature _____
	Day / Month / Year _____

WORK PERMIT REQUEST

TYPE OF PERMIT	GENERAL ☐	STANDING (for office use only) ☐
-----------------------	---	--

TENANT INFORMATION		Date	
Company		Building No.	
Tenant Contact Name		Suite No.	
Tenant Contact Title		E-mail	
Authorization (Signature)		Telephone No.	

WORK DATES AND TIMES				STANDING PERMIT START DATE			
Weekday	Day	Month	Year	Start Time	Mark One	Finish Time	Mark One
				am	☐	pm	☐
				am	☐	pm	☐
				am	☐	pm	☐
				am	☐	pm	☐

WORK DESCRIPTION

CONTRACTOR INFORMATION If necessary, a separate list for subcontractors may be attached.					
	Company	Contact Person	After Hours Phone	WCB	Insurance
Contractor					
Subcontractor					
Subcontractor					
Subcontractor					

CONTRACTOR / TENANT NEEDS			Start Time	Mark One	Finish Time	Mark One
1 Security to provide access to suite?	☐ Yes	☐ No	am	☐	pm	☐
2 Security supervision required?	☐ Yes	☐ No	am	☐	pm	☐
3 Service/Freight elevator required?	☐ Yes	☐ No	am	☐	pm	☐
Available Times: Mon-Fri: 6:00pm-6:00am, 24-hrs Sat., Sun. and holidays. 20 min. limit 6:00am-6:00pm M-F						
4 After hours HVAC (heating/cooling) required?	☐ Yes	☐ No	am	☐	pm	☐
5 After hours lighting required?	☐ Yes	☐ No	am	☐	pm	☐
6 Smoke by-pass required?	☐ Yes	☐ No	am	☐	pm	☐
Available Times: Mon-Fri: 7:00am -5:00pm (charges will apply before 7:00am and after 5:00pm unless firewatch provided)						
7 Sprinkler impairment required?	☐ Yes	☐ No	am	☐	pm	☐
Available Times: Mon-Fri: 7:00am -5:00pm (in addition to drain down fee, charges will apply before 7:00am and after 5:00pm)						
Other	☐ Yes	☐ No	am	☐	pm	☐

1 Security personnel required to provide access (tenant representative is unavailable).

2 Security supervision will be provided at the rate of \$50 /hour (min. 3 hours) plus a 15% administration fee. Holiday and Overtime charges may apply.

3 After hours HVAC will be provided upon request at the rate of \$60 /hour plus a 15% administration fee.

4 Operations Staff will be required, after hours, at the rate of \$90 /hour (min. 3 hours) plus a 15% administration fee. Holiday charges may apply.

To be completed by building management only.		Additional Charges: (\$ x hrs)		Contractor/Tenant Authorization: Please Initial to Authorize Additional Charges
Date	2 Security supervision:	\$50 x	=	
Authorized by	3 After Hours HVAC:	\$60 x	=	
Management Signature	4 Operations Fees:	\$90 x	=	
Total				Contractor/Tenant Signature

Construction & Tenant Related Work Permit Request to be submitted to
TheExchange@colliers.com, Kelly.moore@colliers.com.

The Exchange contains post tension structural elements. All cores to be pre-scanned and reviewed by the base building structural engineer prior to coring without exception. Contractor to bear all liability and responsibility.



SUBCONTRACTORS (if additional space is required)

Construction & Tenant Related Work Permit Request to be submitted to
TheExchange@colliers.com, Kelly.moore@colliers.com.

The Exchange contains post tension structural elements. All cores to be pre-scanned and reviewed by the base building structural engineer prior to coring without exception. Contractor to bear all liability and responsibility.

EXCHANGE FITNESS CENTRE

Enjoy complimentary tenant amenities designed
for your commute:

- Free Bike Rack Storage (Located in the bike rooms)
- Secure Lockers & Changing Rooms

Scan Below to Gain Access:



THE
EXCHANGE

For more Information Email:
exchange@curtishealth.com





EXCHANGE FITNESS CENTRE

Elevate your fitness journey at our tenant
only on-site facility open Monday to
Sunday from 6AM - 9PM.

Ongoing Membership - \$27/month

Scan Here to Sign Up



exchange@curtishealth.com
curtishealth.com/exchange



THE
EXCHANGE

