



TENANT MANUAL

City Square Property Holdings Inc.
Suite 168 – 555 West 12th Avenue – Vancouver, B.C. – V5Z 3X7
Tel: 604.876.5165 - Fax: 604.876.5181

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WELCOME TO CITY SQUARE

Situated on the site of the historic Model and Normal Schools directly across from City Hall in Vancouver, British Columbia, City Square has been designed to preserve and feature the two heritage buildings, both of which were constructed in the early 1900's.

City Square consists of a two-level retail component with two five-storey office buildings situated above. Parking is provided in the three-level underground parkade which features convenient access to the retail and office floors via escalators and elevators.

The design of this vibrant retail and office complex blends the Edwardian Architecture of the heritage buildings with modern architecture, all linked by a three-storey glass galleria. The finishes are highlighted by the use of marble floors and architectural metal work throughout the mall.

The Tenant Design Criteria specifies the design guidelines to be followed by each City Square Tenant. We encourage all Tenants to be creative in the design of their stores and in producing a level of finishes which compliments the high standards of City Square.

CITY SQUARE PROPERTY HOLDINGS INC

INTRODUCTION

1. Intent of this Manual

This Manual is intended to provide Tenants and their designers with information required for the design and construction of their stores at City Square. It contains the Landlord's criteria for store design, procedures for obtaining the required Landlord approval of store design, and regulations, which will cover construction procedures throughout this project. Familiarity with the contents of the Manual is required, as it will form the basis of the Landlord's approval of all Tenant design and construction work.

2. Other Reference Materials

This Manual is to be read in conjunction with the Architect's Outline Drawings, Schedule "C" of your Offer to Lease with the Landlord, and all codes and regulations which have jurisdiction over the work. These include, but are not necessarily limited to, the edition of the Building Code currently in force, with all applicable supplementary documents issued in conjunction with that Code. In case of discrepancy between the Manual and Schedule "C", Schedule "C" shall take precedence and shall apply.

3. Tenant Coordination

A member of the Landlord's Design and Construction Department will direct tenant Coordination for this project. For any construction projects, please follow the Tenant Construction Guidelines. Questions, comments and submissions should be directed to:

Operations Manager

City Square Property Holdings Inc.
Suite 168 - 555 West 12th Avenue
Vancouver BC, V5Z 3X7
Tel: (604) 876-5165
Fax: (604) 876-5181

4. The Original Construction / Project Team (1989)

DEVELOPER

Pan Pacific Development Corporation
33rd Floor, 650 West Georgia Street
PO Box 11613, Vancouver Centre
Vancouver BC V7B 4N9

Tel: (604) 681-100

CONTRACTOR

PCL Constructors Western Inc.
12391 Horseshoe Way
Richmond BC V7X 4X6

Tel: (604) 275-4700

ARCHITECT

Paul Merrick Architects Ltd.
12 Water Street
One Gaoler's Mews
Vancouver BC V6B 4K7

Tel: (604) 683-4131

STRUCTURAL ENGINEER

Read Jones Christoffersen
201 West Broadway
Vancouver BC V5Y 3W2

Tel: (604) 872-0391

MECHANICAL ENGINEER

Keen Engineering Co. Ltd.
214 – 545 Clyde Avenue
West Vancouver BC V7T 1C5

Tel: (604) 926-3207

ELECTRICAL ENGINEER

R.J. Wong & Partners Ltd.
208 – 1200 West Pender Street
Vancouver BC V6E 2T3

Tel: (604) 687-6777

5. The Landlord's Current Project Team

Please see the Tenant Construction Guidelines

EMERGENCY NUMBERS

Fire	911
Police	911
Ambulance	604-872-5151
City Square Administration	604-876-5165
Emergency Security Cell Phone (24-hour service)	604-834-2459

NOTE:

For after hours emergencies, please call the **City Square Security Emergency Cell Phone** at **604-834-2459**.

CITY SQUARE ADMINISTRATION TEAM

Director	Pedram Panahi E-mail: ppanahi@mycitysquare.com
Vice-President	Naz Panahi E-mail: nazpanahi@mycitysquare.com
Leasing Manager, Administrative Consultant	Nader Panahi (Cell) 604-834-9234 E-mail: npanahi@mycitysquare.com
Accounting Manager	Dina Laurel E-mail: dlaurel@mycitysquare.com
Office Manager/Leasing and Marketing Coordinator	Anna Berger E-mail: aberger@mycitysquare.com
Admin/Marketing Assistant	Natacha Gomes da Silva E-mail: natachag@mycitysquare.com
PE, RPA, Chief Engineer	Dan Charitar E-mail: dcharitar@mycitysquare.com
Building Operator	Rudy Angel E-mail: rangel@mycitysquare.com
Building Operator	Raj Gupta E-mail: rgupta@mycitysquare.com

► CITY SQUARE ADMINISTRATION OFFICE MAILING ADDRESS

City Square Property Holdings Inc.
City Square Administration
Suite 168 -555 West 12th Avenue
Vancouver, B.C., V5Z 3X7
Telephone: 604-876-5165 Fax: 604-876-5181
E-mail: info@mycitysquare.com
Website: www.mycitysquare.com

▶ PROPERTY MANAGEMENT

Colliers Macaulay Nicolls has been appointed to provide professional property management services to the tenants of City Square.

Senior Property Manager **Rose Moreno** E-mail: rmoreno@mycitysquare.com

▶ CONSULTANTS

Please see Tenant Construction Guidelines.

CITY SQUARE HOURS OF OPERATION

▶ CITY SQUARE MALL HOURS

Monday, Tuesday and Wednesday	10:00 A.M. - 6:00 P.M.
Thursday and Friday	10:00 A.M. - 8:00 P.M.
Saturday	10:00 A.M. - 6:00 P.M.
Sunday	12:00 Noon - 5:00 P.M.
Public Holidays (as notified)	12:00 Noon - 5:00 P.M.

NOTE: Special opening and closing hours (i.e. Christmas season) will be advised by way of special bulletins to all tenants well in advance.

▶ OFFICE TOWERS OPERATION HOURS

Regular business hours for the office towers are 7:00 A.M. to 6:00 P.M., Monday through Friday (except holidays).

After regular business hours an access card is needed to gain entry to the building. If members of your company's staff require after hours access on a periodic basis, temporary access cards can be obtained by contacting the City Square Administration. For permanent cards, please see section 5 of this manual.

For your safety, and in keeping with authorized security procedures, all visitors requesting after hours access to the office towers must be accompanied by an individual carrying a valid building pass card that is responsible for the visitor during the time he/she is in the building. It is imperative to notify security in advance and provide the name of any after hours visitors. Our policy is "no card, no access"; this is for your protection.

▶ CITY SQUARE ADMINISTRATION OFFICE HOURS

Monday through Friday 8:30 A.M. - 5:00 P.M.

Closed on weekends

The main doors and loading docks of the mall are open at 5:30 A.M. daily. If you must be in the mall before that, please notify the **City Square Administration Office by calling 604-876-5165** at least one day in advance.

▶ ACCESS TO THE MALL AND OFFICE TOWERS

(OUTSIDE NORMAL HOURS)

After regular business hours an access card is needed to gain entry to the building. If members of your company's staff require after hours access on a periodic basis, temporary access cards can be obtained by contacting the City Square Administration.

For your safety, and in keeping with authorized security procedures, all visitors requesting after-hours access to the office towers must be accompanied by an office staff member carrying a valid building pass card. This staff member is responsible for the visitor during the time he/she is in the building. It is imperative to notify security in advance and to provide the name of any after hours visitors. Our policy is "no card, no access"; this is for your protection.

Request for "AFTER HOURS ACCESS " to mall or office towers can be made through City Square Administration Office in writing.

City Square Administration
City Square Property Holdings Inc.
Suite 168 - 555 West 12th Avenue
Vancouver, B.C.
V5Z 3X7

Fax: 604-876-5181

We request that at least 24 hours notice be given to make arrangements for contractors to schedule after-hours work. In the event of an emergency or unexpected need to enter the building after hours, please call City Square Security Emergency Cell phone at 604-834-2459.

To receive a building access card please call City Square Administration Office at 604-876-5165 to make the necessary arrangements. These arrangements will include 24 hours notice and the request to be in writing on letterhead. There is a non-refundable charge of \$25 per access card.

CITY SQUARE SECURITY

In the event of an emergency, (or if you require immediate response), please call Security Emergency Cell phone at 604-834-2459.

Concord Security has been contracted to provide all of City Square's security services. Security staff is on duty 24 hours daily, seven days a week.

Security Manager **Rod Mah** 604-876-5165
E-mail: security@mycitysquare.com

▶ SECURITY IDENTIFICATION PROGRAM

To ensure your work environment is as secure as possible, members of City Square's maintenance and janitorial staff are required to wear identification badges, and contractors such as tradesmen, repairmen, telephone technicians and other outside building service personnel must wear numerically coded badges for easy recognition.

Outside contractors are also required to report to Security at the beginning of each day to register and obtain the proper identification prior to commencing work.

If you notice someone in your office claiming to be a contractor who is not in possession of an identification badge, please contact Security immediately by calling the **Security Emergency Cell Phone 604-834-2459**.

▶ SECURITY SUGGESTIONS

City Square is designed to ensure the security of the building, its occupants and their possessions. Because of its public nature, however, people continually enter and leave the building, creating an opportunity for thievery and other misdemeanors to occur.

If, for any reason, concern or discomfort is experienced in relation to building safety or security, it should be reported to Security through City Square Administration Office by calling 604-876-5165 and your message will be relayed to the Security Supervisor. Security personnel are available for immediate dispatch in response to reported problems or to provide assistance.

While City Square staff is constantly on guard to protect your property, your observance of the following suggestions will be most helpful and mutually beneficial.

1. Notify Security when a loiterer is observed in corridors or washrooms. Also report peddlers and canvassers.
2. When there is no one in the office do not leave the door unlocked, even for a short time.
3. Handbags, coats and other articles of value should not be left unguarded in reception areas.
4. It is unwise to leave valuable articles or personal property on desks or in unlocked drawers.
5. Keys and access cards should be collected from employees leaving from your service and notification given to the City Square Administration Office.
6. Make sure that suite entry doors are closed and locked when leaving your office.
7. Corridor doors must be kept closed at all times.
8. Report missing keys and access cards immediately.

Your cooperation is requested in observing the above suggestions and we request that you maintain a comfortable standard of privacy and security.

▶ **ADDITIONAL SECURITY REQUIREMENTS**

For additional security requirements, please contact the City Square Administration Office at 604-876-5165, who will be happy to assist you with your request.

▶ **MALL/OFFICE SECURITY**

Security's prime responsibility is to provide assistance to mall patrons and maintenance of decorum in all the common areas.

They should **not** become involved with security matters within tenant premises.

Security can however assist in the following areas:

- Bothersome customers inside the tenant's premises.
- Identify and/or follow shoplifting suspects when accompanied by an eyewitness.
- Assist in detaining a suspect until the police arrive.

There is a thin dividing line here that **must** be understood:

- A theft has not taken place until the suspect has left the tenant's premises.
- Security **cannot** act on hearsay reports.

The **Golden Rule** is "If I did not actually see it, it did not happen."

It is important that tenants report to Security concerning suspected shoplifters, bad cheques, stolen credit cards, holdups, bomb threats, counterfeit moneys, etc. in order that Security can alert other tenants and the proper authorities. Security should also be alerted of unauthorized solicitation in the offices, the mall and the parking lot including individuals distributing handbills.

Our security staff is in constant radio contact. You simply call the 24-Hour Security Cell phone 604-834-2459 and the message will be relayed immediately and privately for action.

The risk or subsequent loss to the merchant can be greatly reduced by following some or all of the tips listed below:

▶ **DURING OPERATING HOURS**

1. Greet customers as they enter the store. Courtesy and attention are good for business, but bad for shoplifters.
2. WATCH THE CUSTOMER. Darting eyes and nervous hands are frequent clues.
3. Look out for persons wearing bulky coats, carrying packages, big purses or shopping bags. Place signs in your changing room doors stating "**No Bags Permitted In Changing Rooms**".
4. Beware of "DISTRACTING SITUATIONS". Professionals often work in pairs; one distracts the employee, while the other shoplifts.
5. Never leave display cases unlocked or with keys in the locks.
6. Always remove empty hangers from racks. This way an empty hanger becomes a signal that a shoplifter is at work.
7. Keep valuable merchandise away from store entry/exits.

8. Never leave your registers unattended with keys in them. If you have to leave your register, remove the keys that allow access to it.
9. If you suspect a shoplifter, pay attention. A customer will be flattered; a thief is likely to rush off. Remember shoplifters come in all shapes and sizes and they don't usually wear a sign saying "shoplifter". Be cautious!
10. Keep cash amounts in the register to a minimum. Skim the cash frequently as needed and keep in safe, locked area, or in the managers/owners pocket, as long as nobody sees you putting it there.
11. If you have to leave your store for any reason at all, close and lock your doors, security can stand outside your store until you return so long as it is a short absence. (Not to be taken advantage of.)

▶ CREDIT CARDS

Be wary of anybody making large random purchases. Credit Card thieves usually just get a lot of items without trying them on and pay for them quickly. Take the time to check and double check the signature, get authorization via phone or machine. Possibly ask to see a driver's license or another piece of ID or verification of the individual. If the individual becomes offended reassure them it's just for their own safety to prevent credit card fraud. Keep the credit card in your hand until all verifications and transactions are complete. A person using a stolen credit card will probably become very uneasy when the card is checked for authorization. He/she will probably leave the store, look out for this.

A legitimate customer will probably feel very good that this store is looking out for him/her. A thief will not return.

▶ DURING CLOSED HOURS

1. Do not leave any cash in your store. If you must leave money in your store, keep it to a minimum and hide it well or install a fire rated, or burglar proof floor mounted safe. Cash boxes and envelopes are easy to find and take. Only the owner and/or manager should know where the money is kept.
2. Sign out all keys to your store and collect them when an employee leaves. Before leaving check and double check to verify that your front and back doors are secure.
3. Inspect all closets, bathrooms and other hiding places before you leave.
4. Keep an accurate inventory of all valuables.

5. Leave empty cash drawers for registers open after hours to prevent damage.
6. Leave some lights on inside your store especially over your safe. (If you have one.)
7. Inexpensive audible intrusion systems can be purchased. Loud sirens or bells are sometimes enough to scare away most intruders.
8. If you discover a break-in or theft after hours, **CALL CITY SQUARE SITE SECURITY IMMEDIATELY at 604-834-2459.**
9. If Security contacts you after hours regarding your unit being insecure, please come as soon as possible.

NB. Security will not be able to remain on watch at your store as their regular duties must also be performed.

▶ **THE SHOPKEEPER'S RIGHT TO REFUSE**

The courts recognize the fact the storeowner does not have the right to physically bring customers into his place for business.

When you open for business, there is the implied invitation to **"come in and shop in my store"**. Equally in the eye of the law, the customer does not have the **"right"** to be served. The merchant has the right to refuse service. He may exercise the right for many reasons, the more acceptable of which: **"Because I don't want your business."** The only time you may want to use this is when you have experienced trouble due to "missing goods" you haven't seen stolen, or bad cheques, or similar circumstances. You must clearly tell the person: **"I don't want your business, I want you to leave my store."** (At this point, the customer becomes unwanted and may become a trespasser). If the person refuses to leave and/or begins to cause a disturbance, call the police. Use "911", give your address and phone number and request for a police officer to attend "to keep the peace".

If the person leaves before the police arrive, all is well. There is now no need for the unit to attend. Cancel the call.

If the trespasser remains, explain the situation to the attending constable. The constable will explain the citizen's rights to trespasser, and then to you.

A trespasser who resists an attempt by a person who is in peaceable possession of a dwelling-house or real property, or a person lawfully assisting him or acting under his authority to prevent his entry or to

remove him, shall be deemed to commit an assault without justification or provocation. (R.S.,c. C-34, s. 41.)

At this point, the police can only act if there is a breach of the peace. They will not act as bouncers. The owner or its representative must take the person by the arm and attempt to lead him/her from the premises. If there is any refusal either passively (by refusing), or aggressively (by overt act of shrugging off the arm), then the Criminal Charge of Assault by Trespasser has taken place. Since the police witnessed it, it is arrestable.

There may be many variables in the circumstances but the following essential components must be met before the Criminal Charge of Assault by Trespasser may be implemented:

1. The person must be told he or she is not welcomed as a customer.
2. The person must be told to leave the premises.
3. Should this person refuse to leave, call the police.
4. The police are called "to keep the peace".
5. The person is again told to leave.
6. If the person refuses to do so, he or she should be gently, but firmly taken by the arm and be led out of the premises.
7. Any refusal at this point is arrestable by the attending constable.
8. Any deviation from the above procedure may complicate or invalidate the charge or may result in civil proceedings against the shopkeeper.

► **PARKING LOT THEFTS FROM VEHICLES**

Every year, auto crime affects many people in British Columbia. The costs to victims include lost items, property replacement, repairs to damage, vehicle rental and insurance deductibles which total many millions of dollars every year. Policing and court costs substantially add to these numbers.

Prevention is the only way to reduce in these figures and you can help. By following the prevention tips below, you can greatly decrease the risk from a potential thief. As with all crime prevention the responsibility is yours.

▶ PREVENTION TIPS

1. Close all windows and lock your vehicle any time you leave it unattended.
2. Keep nothing of value in sight in your car. If you leave anything in your vehicle lock it in your trunk. Do not leave miscellaneous change out in the open and leave your glove compartment open with nothing inside. This will show the potential intruder that there is nothing to steal.
3. Car intrusion alarms are widely available. Choose a reliable brand that does not go off unless someone attempts to enter your vehicle. Advertise it with a flashing light or a window sticker.
4. Stereo equipment is a prime target. If your car is equipped with a removable stereo or faceplate, take it with you; do not hide it under the seat. Most times if a thief enters your car for something, they will find removable pieces of equipment and then tear apart your dash to get the second piece that is there. Remember it takes both pieces for the unit to work.
5. Keep an inventory of all accessories and items with serial numbers for identification in a place other than your vehicle. Engrave your driver's license number on your equipment.
6. Do not hesitate to inform **Security** or the parking attendants of any suspicious looking individuals in or around motor vehicles.
7. If you are victimized, report it to **Security** immediately.

By following all of the many tips and ideas listed above, we can hopefully bring the crime rate down considerably at City Square. "TAKE A BITE OUT OF CRIME" as it were. As always, security can be reached 24 hours a day.

CITY SQUARE PARKING

City Square Property Holdings Inc. is pleased to have Imperial Parking Limited (IMPARK) as the professional management team managing our underground parking facility at City Square.

City Square has two entrances to the parkade and three levels of parking.

On the east side of City Square is the Cambie Street entrance. This entrance will put you on the P-2 Level.

On the west side of City Square is the Ash Street entrance. This will put you on the P-1 Level.

Tenant monthly parking is located on P-3.

▶ ACCESS TO THE MALL AND OFFICE TOWERS

From P1 Level (West)	- Safeway movator (moving sidewalk) - West Tower elevator access
From P1 Level (East)	- Observation elevator (to Kirin Restaurant, VCHA, Upper and Lower Shops)
From P2 Level	- Escalator access to Lower Shops (Cambie Level) - Observation elevator
From P3 Level	- East and West Tower elevator access

▶ MONTHLY PARKING

Please call City Square Administration to arrange for monthly parking.

7. DELIVERIES

Tenants should advise all carriers and/or delivery people to deliver before **10:00 A.M.** or after **2:00 P.M.**

All deliveries must come to the loading dock located at our Cambie Street Parkade Entrance.

See Appendix for floor plans.

RECYCLING AND GARBAGE REMOVAL

RECYCLING

City Square's Recycling Program includes the following materials:

A. Beverage containers:

- ✓ Glass
- ✓ Plastic
- ✓ Tin cans

The above items should be placed in the Blue Recycling bins throughout the food court area or large amounts can be brought down to the "Recycling Room".

B. All fiber program

The rule of thumb is: **"If it's paper... recycle it"**. Some exceptions are food packages and carbon paper. Your recycling box has a **"not acceptable"** list on the side.

Cardboard and paper do not need to be separated; however, large pieces or quantities of cardboard should be delivered to the cardboard cage by the loading dock doors. Anything else, such as food containers and other non-recyclable items, should be brought to the container located at the corridor leading to the loading dock as per plan shown in section 7 of this manual.

RECYCLABLE ITEMS

- 1) Cardboard
- 2) Newspaper
- 3) Phonebooks and magazines
- 4) Photocopy paper
- 5) Computer paper
- 6) Ledger paper
- 7) Typewriter paper
- 8) White and coloured bond
- 9) Letterhead
- 10) All beverage cans and glass bottles

All fiber program (B).

Beverage containers program (A).

▶ **PLEASE NOTE THE FOLLOWING:**

- All paper recycling products are banned from the City's landfill and must be recycled.
- Cardboard boxes must be broken down and placed in the cardboard bin located just before the loading dock.
- All other recycling can be brought down to the recycling room located halfway between the mail-room and the loading dock.

DAILY GARBAGE REMOVAL

RULES AND REGULATIONS

Retail

1. All garbage must remain in your premises until you are ready to transport.
2. All tenants except office tenants are responsible for transporting their own garbage.
3. Place garbage in compactor in the loading dock.
4. Wet refuse is to be placed in a waterproof container or plastic bag (3 ml).

JANITORIAL SERVICE AND SANITARY CONDITION OF PREMISES

▶ RETAIL

All tenants shall at all times keep their premises in a clean and sanitary condition.

The janitorial service at City Square is provided by **Spectrum Management**.

▶ OFFICE TOWERS

Daily janitorial service is provided Monday through Friday to clean tenant premises and all common areas, including lobbies and washrooms. Cleaning service to your office is not provided on weekends or holidays.

Cleaning is scheduled to occur between 6:00 P.M. and 1:00 A.M. If tenants are working late, the cleaning staff will try to work around them, but once the office is cleaned they do not return that evening. Daily services include:

- Empty all wastebaskets and remove garbage;
- Perform dusting of ledges, desks and office furniture;
- Vacuum carpet in traffic areas thoroughly;
- Remove minor stains from carpeted areas;
- Mop tile floor area;
- Spot clean walls and doors.

Cleaning staff will not dust desks covered with papers. If dusting is required, please stack papers to one side. For security and safety reasons, cleaning staff has also been instructed not to touch computer equipment.

If you wish to set up a cleaning schedule or have a request for additional daily cleaning requirements, please contact the Administration Office. Interior portion glass cleaning is not included in the regular janitorial service.

Cleaning staff will remove carpet stains that can be eliminated easily. Any stains that are difficult will be reported to the tenant. Full carpet cleaning is the tenant's responsibility.

From 7:00 A.M. to 3:00 P.M. janitorial staff members clean and service washrooms and other common areas throughout the building. They are also available for incidental services such as special cleaning prior to any important meeting, or immediate removal of boxes and/or garbage. Please contact the Administration office at 604-876-5165.

Building window cleaning is performed four times annually. All interior windows are washed once each year.

▶ **MALL FLOORS**

The common areas of the mall are maintained by **Spectrum Management**.

If you require cleaning to your premises in this area, Spectrum can supply you with a quote for glass cleaning, floor cleaning and dusting.

All common areas are cleaned on a daily basis. If you notice an area that requires additional attention, please contact the **Colliers Service Centre at +1 877 255 5888**.

CITY SQUARE MAINTENANCE

From time to time, the building engineering staff will require access to your premises to carry out routine maintenance on your heat pumps, read meters, or attend to other maintenance matters.

Please do not handle or tamper with any Heating, Ventilation, Air Conditioning (HVAC) or utilities equipment. Any concerns should be called in to the **Colliers Service Centre at +1 877 255 5888**.

NOTE:

Please keep your Electrical Service Area clear at all times. Storage of goods in this area will not be tolerated.

FIRE SAFETY PLAN AND FIRE PROTECTION PROGRAM

City Square has an excellent Fire Protection System and fire safety program, complete with Vancouver Fire Department approved policies and plans, appointed Fire Wardens, and regularly practiced evacuation drills.

The emergency evacuation plan establishes a systematic method for the safe and orderly evacuation of an area of the building in the event of fire or any other emergency.

The Fire Protection System has three components:

- ◆ local area activated sprinklers
- ◆ smoke detection/building enunciation
- ◆ smoke exhaust/ventilation system

The sprinklers are set to react to a predetermined temperature at specific locations and spray water on that designated area only. This activates a building enunciation system. In addition, the enunciation system can be activated manually by pull stations located throughout the building.

Occupants are warned of a fire through a speaker system that also allows the Fire Department and Building Security direct contact with them. As a consequence of an alarm signal, the smoke exhaust and ventilation system becomes operational to filter out any smoke or fumes.

A manual has been prepared describing emergency systems and procedures in more detail. The Security Supervisor will come and meet with the office administrator at the initial move-in to discuss fire procedures as they pertain to your office. Additional copies of this manual are available on request from the City Square Administration Office.

▶ EMERGENCY FIRE PROCEDURES

• OFFICE TOWER TENANTS

INSTRUCTIONS TO OCCUPANTS

Please ensure all physically challenged employees are given copies of all applicable information.

IF YOU DISCOVER A FIRE:

1. Get people out of immediate danger and close the door to the room or area.
2. Activate the red alarm pull station, then from a safe phone, call the Fire Department at **911** and inform them of fire condition at CITY SQUARE, 555 West 12th Avenue, Vancouver - on the northwest corner of Cambie Street and West 12th Avenue.
3. Notify the occupants in your floor area, then vacate the floor area via the exit stairwells. **DO NOT USE THE ELEVATORS.**
4. Report to the central alarm and control facility by the Upper shop level main entrance (in the east tower elevator lobby) and inform the emergency Response Coordinator of any details concerning the fire.

AT THE SOUND OF A FIRE ALARM:

Pre-alarm (slow pulse):

- Follow the instructions of the Floor Warden, or emergency voice paging announcement.

General Alarm (fast pulse):

1. Follow the instructions of the Floor Warden. If no Floor Warden is present, and no instructions have been heard, then proceed to the nearest exit and evacuate down the stairwells.
2. Walk. Do not run. Shut all doors behind you and proceed along corridors and down stairways in a quiet, orderly manner. Do not push or jostle. If you encounter heavy smoke, keep low (crawl). Use the wall to guide you to the nearest exit. If smoke is heavily concentrated in the exit, do not attempt to use this exit. Proceed to an alternate exit. When you have reached the outside of the office retail complex, move away from the doorway to allow others behind you to emerge from the exit.
3. Proceed to the assembly area on the southwest corner of Cambie and West 10th Avenue (east exits) or on the southeast corner of Ash Street and West 10th Avenue (west exits).
4. **DO NOT GO BACK INTO THE BUILDING FOR ANY REASON UNTIL THE FIRE DEPARTMENT HAS GIVEN ITS PERMISSION TO DO SO.**

5. EMERGENCY EVACUATION REQUIREMENTS FOR THE PHYSICALLY CHALLENGED ARE ADDRESSED BY EMERGENCY STAFF IN THIS BUILDING. Your designated Fire Warden for your tenancy should be fully versed on the requirements.

POWER FAILURE

▶ PROCEDURES

1. **Advise City Square Administration by calling 604-876-5165. (If case of an overall power failure, follow procedures for Fire.)**
2. Tenants are advised to immediately close their stores and offices if an overall power failure occurs.
3. The management office will advise you through the mall public address system as to the duration of the power outage as soon as the information is available from BC Hydro.

BOMB THREAT

▶ WHAT TO DO IN CASE OF BOMB THREAT:

Two types of people perpetrate bomb threats:

⇒ Those who have some real or fancied grievance against a store, shopping centre, or office; and/or

⇒ Those who like to see the action that occurs when people react to a bomb threat.

Each call must be rated individually, and consequently it is **not** realistic to have an ironclad rule that the premises are to be evacuated in every case.

However, the threat to life and limb makes this a deadly serious matter **because the possibility exists that the situation or call is not a hoax.**

▶ PLANNING STEPS:

RETAIL

1. Each store manager should work out a plan or action with his/her staff to ensure that they are familiar with all exits. Security can assist you with this.
2. In case of sudden evacuation, cash registers should be cleared and locked. Employees should not be required to make deposits, etc. All lights should be left on and all staff and customers should promptly leave by the nearest exit.
3. All employees must be trained to be on the lookout at all times for those people whose behaviour is unusual. Surveillance should be maintained on all the people who open doors, desks and counter drawers (particularly those with packages that appear to have been wrapped at home).
4. The staff member who receives the call is key to initiating evacuation and can play a key role in apprehension. Staff should be given specific procedures to follow upon receipt of such a call.

▶ **UPON RECEIPT OF A BOMB THREAT**

(For all tenants)

1. There are no public relations considerations when dealing with such a caller. The objective should be “needle” the caller into staying on the line and saying more than he or she intended to. Thus, enabling another staff member to call the telephone company and have the call traced.
2. Call the **City Square Security Emergency Cell Phone** at **604-834-2459** and advise them of the details.
3. The management of the centre is well versed on how to handle such emergencies. Leave it to the professionals, and take directions from them.
4. Listen very, very carefully to the caller so the call can be repeated word-for-word (or as close as possible) to the police.

NOTE: See sample attached Bomb Threat Form.

LOST AND FOUND

The Security office operates City Square's **Lost and Found** service.

If you have misplaced or are missing items or wish to report an item you have found, please contact Security through the Administration Office at **604-876-5165** and leave a message.

Security will respond and assist in locating the item as appropriate. People wishing to claim their items can do so at anytime (after hours use the cellular phone number 604-834-2459). All found items will be held for **30 days**. All items **not claimed within 45 days** will be donated to charity.

TENANT RENT PAYMENTS

Please submit cheques to the administration office at:

CITY SQUARE PROPERTY HOLDINGS INC.
Suite 168 - 555 West 12th Avenue
Vancouver, B.C., V5Z 3X7

Telephone: 604-876-5165

Fax: 604-876-5181

Cheques are payable to:

CITY SQUARE PROPERTY HOLDINGS INC.