



Real Estate Potential. **Realized.**



Tenant Manual

Administration Office
#156 – 3055 Massey Drive
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pinecentre.com

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Welcome to Pine Centre

Morguard is responsible for the day-to-day operation of the centre and is pleased to welcome you to Pine Centre Mall! The Tenant Manual will familiarize you with the building, its staff, rules and regulations, facilities, services, and procedures.

It is our sincere wish that your experience at Pine Centre Mall is both profitable and pleasant. Any comments or suggestions that you have on how we can better serve your needs are always appreciated. We look forward to building a rewarding and fulfilling working relationship with your organization.

In the case where a provision of this manual and a provision within your lease (agreement) differ, the lease provision (agreement) shall prevail.

Morguard Mission

To become the recognized leader in the North American real estate industry and in doing so redefine the landscape with our own distinctive approach. We want to be known as an immensely capable and integrated company that recognizes the potential for real estate and realizes the opportunity for Morguard and its clients through our refined approach to real estate investment, management, and ownership, and ready to act when it makes financial sense.

Morguard Corporate Vision

- Our investors will recognize us as the company that delivers the best quality and consistency of returns over time
- Our tenants will recognize us as the company that delivers the best environment, systems, service, and flexibility
- Our communities will recognize us as the landowner that delivers the best contribution to their cities and towns
- Our people will recognize us as the best place to work, grow and prosper

Pine Centre Mission

To become the premier shopping destination in Northern BC through our innovative approach to management, a spirit and dedication to excellence, and commitment to creating an unmatched shopping experience. We want to be known for our professionalism, leadership, and adaptable approach and as a dynamic team that strives to enhance value and deliver results to our stakeholders.

Pine Centre Vision

- Our owners will recognize us as a professional team that is capable, knowledgeable, and consistently exceeds expectations
- Our tenants will recognize us as a proactive team that is responsive, supportive and a partner in their success
- Our guests will recognize us as a caring team that is respectful, accessible, and innovative in delivering exceptional customer service
- Our communities will recognize us as a spirited team that leads and actively supports the direction and growth of our communities
- Our people will recognize us as a dynamic team that is accepting, supportive and provides growth opportunities and ongoing recognition for their efforts

Pine Centre Core Values

1. Maintain confidentiality and ethical behaviour
2. Ensure a safe and healthy work environment
3. Provide efficient and timely customer service
4. Recognize, reward, and celebrate success
5. Provide opportunities for training and development

SECTION 1 – Administration

1.1 Administration Office

The Administration Office is located down the corridor adjacent to Tim Hortons.

Office Hours: **Monday to Friday** 9:00 am to 5:00 pm
 Lunch Hour 12:00 pm to 1:00 pm (limited staff available)

Saturdays, Sundays, and Statutory Holidays: Administration Office is **closed**

Please **book an appointment** with management staff by emailing or calling the Administrative Assistant at bjalbert@morguard.com or (250) 563-3681 ext. 54231, or the relevant party directly (management staff contact information is noted below).

When arriving at the administration office, if the door is locked, please ring your party using the keypad (to the right of the door). If you have an appointment, you should be greeted immediately.

If you do not have an appointment and/or you are not greeted immediately at the door, please be patient. Staff may be on the phone and unable to answer right away or are temporarily out of the office. In the latter case, please contact Security (250-960-9058) for emergencies.

Please note: Due to health and safety reasons if only one staff member is in the office, we will not be able to answer the door.

1.2 Management Staff

General Manager - Rachel Olson
 250 563 3681 ext. 54223
rolson@morguard.com

Operations Manager – Paulo Branco
 250 563 3681 ext. 54226
pbranco@morguard.com

Marketing Manager – Jessica Brown
 250 563 3681 ext. 54224
jbrown@morguard.com

Maintenance Technician – Brad MacInnis
 250 563 3681 ext. 54229
bmacinnis@morguard.com

Accounts Administrator – Joanne Bowers
 250 563 3681 ext. 54225
jbowers@morguard.com

Administrative Assistant – Bobbie Jalbert
 250 563 3681 ext. 54231
bjalbert@morguard.com

Specialty Leasing Manager – Matt Gilbert
 250 563 3681 ext. 54222
mgilbert@morguard.com

Maintenance Technician – Mark Farley
 250 563 3681 ext. 54229
mfarley@morguard.com

1.3 Mall Hours

Tenants are required to be open for business during mall hours as determined by the Landlord. Regular mall hours are:

Mondays to Wednesdays	10:00 am to 6:00 pm
Thursdays & Fridays	10:00 am to 8:00 pm
Saturdays	10:00 am to 6:00 pm
Sundays & Stat Holidays	11:00 am to 5:00 pm
Remembrance Day	11:00 am to 5:00 pm

Statutory Holiday Hours

Mondays to Saturdays	9:30 am	to	9:00 pm
Sundays	9:30 am	to	6:00 pm

Black Friday (last Friday in November)	9:30 am	to	9:00 pm (stores can open at 8:00 am)
Christmas Eve / New Year's Eve	9:30 am	to	5:00 pm
Boxing Day	9:30 am	to	6:00 pm (stores can open at 8:00am)

Easter Sunday/Christmas Day/New Year's Day CLOSED

*Please refer to the Pine Centre Mall Retailer Calendar for any changes to the above hours

1.3.1 Late Openings and Early Closures

Tenants not adhering to mall hours may face a fine of up to **\$100 per occurrence** (or as otherwise stated in the Lease) for late openings and/or early closures.

1.4 Mall Access

1.4.1 Opening

Tenant access to the building is provided as follows:

Monday to Saturday:

South Entrance is open at **8:00 am** and all other mall entrance doors are open at **9:00 am**.

Sundays & Statutory Holidays:

South Entrance is open at **9:00 am** and all other mall entrance doors are open at **9:30 am**.

1.4.2 Closing

Monday, Tuesday, Wednesday & Saturday:

All mall entrance doors are latched starting at 6:00 pm and dead bolted between 6:30 pm and 6:50 pm.

Thursday & Friday:

All mall entrance doors are latched starting at 9:00 pm and dead bolted between by 9:30 pm and 9:50 pm.

Sundays & Statutory Holidays:

All mall entrance doors are latched at 5:00 pm and are dead bolted by 5:30 pm.

1.4.3 After-hours Access

Tenants requiring access to the mall outside of normal operating hours should refer to **Section 9 – ‘Mall After-Hours Access Policy’** for complete policies and procedures. Please contact bjalbert@morguard.com (or pbranco@morguard.com) to request an After-hours. If you are requesting on a weekend or when the Administration Office is closed, please contact security via the phone tree. At least **24 hours prior** to access date if security is NOT required and at least **48 hours** to required access date if security is required.

1.5 Maintenance and Janitorial

Custodial Contractor: **Dexterra**
amritpal.singh@dexterra.com

Custodial Site Supervisor: **Amritpal Singh**
(Mall & Food Court) Please contact bjalbert@morguard.com for any janitorial inquiries or concerns

1.6 Security & Emergency Contact Numbers

Security Contractor: **Paladin Security Office Phone**
Tel: (250) 960-9058 pcm_sitesup@paladinsecurity.com

Security Site Supervisor: **Brayden Waughtal**
Security Contact Info: Cell: (250) 552-5790 (after hours as well)

1.7 Tenant Emergency Contact Numbers

We need to know who to contact for any emergencies in your store **after mall hours**; therefore, all stores must provide the Administration Office with after-hours contact information as updated regularly by the Administrative Assistant. If there is a change in management at your store, please complete the **Emergency Contact Information Form** included in **Section 11 - Forms** and drop it off at the Administrative Office so they can make the required changes to the Emergency Contact List.

1.8 Rental Payments

Rent cheques should be made payable to:
Morguard Real Estate Investment Trust
Suite 156, 3055 Massey Drive
Prince George, B.C. V2N 2S9

Rent is due and payable on the 1st of the month *without notice*. Rental payments can also be made by direct deposit. See the **Preauthorized Payment Form** in **Section 11 – Forms**.

1.9 Insurance Certificates

To submit your certificate of insurance, or if you have any questions please contact the Administrative Assistant at bjalbert@morguard.com

Your lease contains a provision detailing the insurance coverage that you are required to always carry during your lease term. This typically includes “All Risks” insurance, “general aggregate of \$5 million liability”, general/commercial liability, property damage, and business interruption insurance. Each policy must include the owner and landlord as additionally insured:

- Morguard Real Estate Investment Trust
- Prince George Investment Inc.
- Morguard Investments Ltd.
- Morguard Corporation

Please ensure that a current certificate is provided to the Administration Office at the commencement of your lease, and thereafter prior to the expiry/renewal date of your policies.

1.10 Tenant Sales Report

Unless otherwise stated in your Lease, monthly sales reports are to be submitted by the 20th of the month for the previous month's sales. A **Monthly Sales Report Form** is included in **Section 11 – Forms** for your convenience. Please ensure your head offices have the current form.

Sales reports can be emailed directly to the Accounts Administrator, Joanne Bowers at jbowers@morguard.com and the Administrative Assistant, Bobbie Jalbert at bjalbert@morguard.com.

1.11 Updating Emergency Contact Information & Opinion Surveys

As noted, the Administrative Assistant is responsible to maintain and update important information. Please provide details promptly for all key holders and after-hours emergency contact people for your store including home phone numbers AND cell phone numbers to the Administrative Assistant Bobbie Jalbert at bjalbert@morguard.com.

We also conduct random surveys to measure the effectiveness of mall events, promotions, advertising campaigns and/or other initiatives that may help us to develop better programs in the future. Your opinion counts! Please participate whenever you can, a collective response from 100 tenants can have a substantial impact on future initiatives!

SECTION 2 – Building Rules & Regulations

2.1 Common Area(s)

2.1.1 Merchandise

Tenants cannot **keep or display any merchandise in the common areas** or otherwise obstruct the common areas (interior mall corridors, vestibules, walkways and/or exterior sidewalks and parking lot) unless part of a planned and coordinated mall sidewalk sale or other approved sale event. The Administration Office must first approve such common area displays and the tenant agrees to promptly remove any such displays or merchandise that is not approved, or the Administration Office feels is objectionable. The Administration Office shall be the sole judge of the type of merchandise that is allowed in the common area.

Furthermore, the tenant shall not place, or permit to be placed, any obstructions or merchandise on or near any sidewalks, vestibules, rear entrances, service corridors or loading areas and agrees to remove all merchandise from any loading areas immediately upon such merchandise being delivered.

2.1.2 Garbage

The tenant shall not permit accumulations of garbage, trash, rubbish, or other refuse within or outside the Premises or in the common areas of the mall. The tenant is responsible to remove garbage, trash, rubbish and refuse at its own expense and on a regular basis. Tenants are not permitted to place store generated garbage in the garbage cans in the common areas of the mall. Garbage must be brought to the compactor (See Section 4 – Cleaning & Waste Removal for detailed instructions).

2.2 Signage

2.2.1 Interior Signs

To ensure we maintain consistent, high standards and quality in all forms of premise signage we appreciate your adherence to the sign requirements outlined below:

- All interior tenant signage must conform to your Lease specifications and the Tenant Design Criteria for Pine Centre Mall
- All advertisement and promotional signs displayed on the premises **must be professionally produced and printed**
- Handwritten or homemade computer signs are **not permitted at any time**
- Signs must be mounted in attractive frames or on stands and must **remain within your lease line**. Signs and posters **should not be taped** onto storefronts, mall, or store columns or on any other common areas of the mall
- The Administration Office must approve such signs and the tenant agrees to promptly remove any signs that are not approved, or the Administration Office feels are objectionable
- **There is a maximum of one exterior sign per in-line store and two for corner units allowed in the common areas**. Signs must be highly visible, professional in all aspects of design and materials, and maintained accordingly
- **Folding sandwich boards** and or 'white boards' are not permitted as they pose a 'tripping hazard'
- **Pull up signs are not permitted** due to their size and bulkiness (they are a hazard and a distraction from adjacent store fronts)
- Any **hanging signs and banners** need to be rigid (card stock), straight and have flat corners (not curling at edges or corners)

- **Store Hours signs** must be professionally done as well and can be a 'decal on your storefront' but cannot be printed on paper and taped on your storefront.
- **Employment Opportunity signs** (aka Help Wanted) signs **MUST** be professionally designed. Options include:
 - Plexiglas tabletop holders
 - Picture frames
 - Suction Cup Holder place in a lower window area
 - The following **decals** are acceptable (noting they are properly adhered with crisp edges and removed immediately if damaged in any way):
 - Credit card & related 'debit card decals
 - Operating hours
 - Special events and marketing campaigns
 - When **flyers** are displayed, they should be in a sign stand or framed.

2.2.2 Mall Directories

Upon your initial occupation of the leased premises, you will be included in our online directory. Please go to pinecentre.com to ensure you have been listed appropriately. If you are not listed or there is an error in the listing, please email the Marketing Manager, Jessica Brown, at jbrown@morguard.com or contact by phone at 250 563 3681 ext. 54224.

Mall directory signs are located throughout the mall and are updated when needed – generally once a year. Your store will be added to the directory on the next scheduled update.

2.3 Parking Lot

2.3.1 Soliciting

The tenant and tenant's employees/agents **shall not solicit business** in the parking areas or other Common Areas, nor shall a tenant distribute any handbills or other advertising material in the parking area or other Common Areas.

Tenants should NOT advertise community events on their storefronts, doors, columns, or other common areas of the mall. Third party advertisements are not permitted.

2.3.2 Employee Parking

The tenant and tenant's employees, agents and contractors are to park only in the parts of the parking lot designated by the Landlord as **employee parking** (subject to any Lease Provisions) as outlined in green (Figure 1). Basically, all **perimeter parking** is designated as employee parking throughout the year (noting the rear of the mall is included as employee parking from January to November but excluded in December). Businesses that have employees not adhering to parking rules may **be subject to a fine**.

Figure 1 - Employee Designated Parking Map



2.3.3 Customers Park First

A retail complex's success is dependent on turning over its parking stalls frequently. If a customer perceives that parking is difficult or non-existent, they may choose to take their business to an alternate complex that they perceive as featuring more convenient parking.

Did you know that **an up-close parking space at a mid-size mall is worth about \$600 per day?** This is what could be spent in the centre by the various customers who use that one parking space on any given day.

2.3.4 Designated Parking for People with Disabilities

The required number of designated parking stalls for people with disabilities for commercial buildings in the city of Prince George is one (1) dedicated space per the first fifty (50) stalls and one (1) for each additional 150 stalls. Pine Centre Mall is required (by code) to have at least 17 parking stalls for people with disabilities. The mall currently has 33 dedicated parking stalls.

The City Bylaw department is responsible to patrol the use of these parking stalls and has the ability to 'ticket' any vehicle that does not display the appropriate permit (SPARC placard) to support their use of the designated parking stalls.

2.3.5 Safe Walks

Employees requiring a **safe walk** to and from their vehicle may contact our Security Guard(s) at (250) 960-9058 for this type of escort. We also recommend that employees walk to and from their cars together whenever possible, if they feel it necessary for their own safety (e.g., the buddy system).

2.3.6 Fire Lanes

The **Fire Marshall** prohibits the blocking of any fire lane, corridor, exit door, lobby, or hallway. Fire lanes at the mall are indicated by 'yellow paint along the curb(s)' and further identified with signage.

Vehicles must NOT park in these Fire Lanes at any time. City Bylaw is also responsible to patrol and ticket the fire lane.

2.4 Delivery Guidelines

This policy has been developed by the Pine Centre Occupational Health and Safety Committee with the intention of having supplies delivered in a safe and effective manner. If you have any questions or concerns regarding delivery guidelines, please contact the Operations Manager, Paulo Branco at (250) 563-3681 ext. 54226.

Please ensure ALL drivers adhere to all directives below:

- Loading and unloading of supplies should occur only at the designated areas, this includes the South service corridor (across from Shoppers Drug Mart, beside Shoe Warehouse), the Receiving area (also located at the back of the building behind the food court) and the North West loading bay (Winner's wing). Special permission may be granted for loading and unloading supplies at other locations through the Administration Office
- If leased premises have a rear service door leading to a designated truck receiving area (such as Vacant Tenant Anchor or Lowes), all loading and unloading of merchandise, supplies, fixtures, equipment, and furniture shall only be made through these designated rear service doors
- For tenants that have rear exterior doors to their premises, deliveries are permitted through their rear doors **before or after mall closing**
- Delivery trucks may not park on roadways to drop off deliveries
- Pallet jacks or dollies with steel wheels are not permitted on site
- Load height is not to exceed five (5) feet
- When possible, loads should be pulled not pushed
- Pallet jack loads must be lowered when a delivery person steps away from the unit for deliveries, etc. A yellow caution sign should be placed near the pallet jack to prevent potential trip and falls
- It is recommended that delivery drivers wear approved CSA footwear

Delivery drivers **must report damage or spillage** that occurs during the delivery to the building or property representative. Delivery drivers are responsible for the damage caused to the building incurred during the delivery.

2.5 Freight Elevator

The freight elevator is located by the Receiving Area (behind the food court). It is important that you and your staff follow the following instructions for safe usage as the roll door (inside and out) is a 'pinching hazard':

- The maximum load is 4,000 lbs.
- You first press the button to call elevator to your floor.
- Open the outside doors **slowly** by lifting the black strap and using foot to push down bottom half of door (noting that the door is split in half horizontally and one half of the door goes up while the other half goes down).
- Open the inside screen door by lifting the black strap
- Enter the elevator
- Close the outside door first by **slowly** pulling down on the inside black strap (noting that the door is split in half horizontally and one half of the door comes down while the other half goes up, meeting in the middle – **CAUTION – PINCHING HAZARD**).
- Close the inside screen door second by **slowly** pulling down on the inside black strap.
- PRESS the floor button.
- When the elevator stops, open the screen door by **slowly** pulling up on the black strap.
- Open the outside doors **slowly** by pulling down on the black strap and using foot to push down bottom half of the door (noting that the door is split in half horizontally and one half of the door goes up while the other half goes down).
- Once you exit the elevator you **MUST** be sure to close the door so that it can be recalled again. Close the 'BLACK' inside screen door first by **slowly** pulling on the black strap. Then close the outside door by **slowly** pulling down on the black strap (AGAIN noting that the door is split in half horizontally and one half of the door comes down while the other half goes up, meeting in the middle – **CAUTION – PINCHING HAZARD**).

These instructions are also **posted** at the freight elevator for quick reference.

2.6 Designated Smoking Areas

In accordance with the local by-laws, smoking and vaping is not permitted anywhere inside the building or **within twenty (20) feet or (6 meters) of any mall entrance**. This includes leased premises, office suites, loading docks, washrooms, stairwells, corridors, and the food court seating area.

Smoking and vaping are permitted in one of the six (6) designated smoking areas at Pine Centre Mall only. There is one located at the West Entrance, South Entrance, by the service corridor adjacent to Lowes and the other next to the rear loading bay. The final area is located adjacent to the RBC building (between RBC and the BC Signature Liquor Store). All are identified by appropriate signage.

Security may issue a **\$100** fine to smoking violators

If you have any questions or concerns regarding smoking rules and regulations, please call your **Tobacco Enforcement Agency at (250) 565-2150**.

2.7 Other

2.7.1 Postal Service

Canada Post delivers mail to the building via **suite delivery**. For your information, the nearest Post Office Outlet is located at Shoppers Drug Mart at Pine Centre Mall – Unit #185.

2.7.2 Courier Service

Tenants are responsible for their own courier services – pickup and delivery. Courier packages will NOT be accepted at the Administration Office at any time.

2.7.3 Kiosk and Cart Operators – Covering Breaks

It is the responsibility of the owner/operator to plan for all staff breaks. Security, Maintenance, or other mall personnel are NOT permitted to cover breaks at any time. If staff leave the kiosk/cart unattended at any time it is at the risk of the operator and the mall is not responsible for any damage or theft to the kiosk/cart.

SECTION 3 – Building Operations

3.1 Lighting Systems

Tenant lighting is supplied, installed, and **maintained by the tenant** at its sole cost. This includes bulb and ballast replacement within their stores and their storefronts including store signs.

3.2 Heating Systems

Heating, ventilation, and air conditioning (HVAC) is provided by roof top units. The heating sections of the units are gas fired.

During hotter temperatures, air-conditioning is provided by the roof top unit and is electrical. Each tenant's HVAC unit is connected directly to their electrical panel and the tenant pays for their own consumption.

The thermostat controls the heating and cooling and is set with a timer to operate efficiently. The timers are set to coincide with mall operating hours. **Tenants should not adjust their thermostats without contacting Maintenance or the Operations Manager for assistance**, as incorrect settings can cause the unit to freeze up or otherwise malfunction and create undesirable temperatures in the leased premises. Furthermore, incorrect settings can result in escalating utility bills.

Pine Centre uses the BOMNA recommended indoor air temperature range of 19.5 – 24 degC. Any further deviation of these setpoints will require approval from the Operations Manager.

If you need your thermostat adjusted during mall hours, please **contact Maintenance at (250) 563-3681 x54232** for assistance. If you are in your unit after-hours and would like your air conditioning to remain on, you must call Maintenance at least 24 hours in advance or make a note on your after-hours form.

3.3 Plumbing

The plumbing facilities shall not be used for any other purpose than for which they were constructed, and no foreign object(s), substance(s), chemicals, or contaminants of any kind should be used, this includes the disposal of feminine hygiene products, paper towel and grease. The expense of any breakage, stoppage or damage resulting from the violation of this provision is at the expense of the tenant. Tenants are required to maintain and repair their own washroom facilities unless otherwise stated in the Lease.

3.4 Floor Loads

The tenant shall not overload any floor within the leased premises more than one hundred (100 lbs) pounds per square foot, nor shall it hang or suspend from any wall or ceiling or roof, or any other part of the Leased Premises any equipment, displays, fixtures or signs which are not authorized by the Landlord or the Landlord's Architect.

3.5 Tenant Premises

The tenant shall maintain its premises properly and sufficiently by decorating and maintaining the premises, including keeping all equipment and improvements in good and substantial repair and shall make all necessary repairs, maintenance, and replacement from time to time, which includes repair caused by normal wear and tear.

Tenants are also expected to keep their storefronts clean, dust free and clear of any debris or clutter. This includes keeping signs, bulkheads, and storefronts clean and dust free. This also includes floors, mats and carpets which should be cleaned daily. All lights should be 'lit' including any portion of 'lit signs. (Note: this includes all free-standing signs and sign bases as well). The General Manager will do periodic inspections to ensure storefronts are maintained to meet our high standards.

SECTION 4 – Cleaning & Waste Removal

As stated in our vision statement, Pine Centre Mall strives to be the cleanest mall in Northern British Columbia. We cannot accomplish this part of our vision alone, but, if everyone does their part, we can accomplish this together.

4.1 Janitorial Services

Cleaning contractors are appointed by Morguard to undertake all janitorial services for the common areas of the mall and the food court. **These services do NOT cover tenant suites, storefronts, windows, or signage.** Some of the work undertaken by the cleaning contractors is performed on a regular, daily basis, while other tasks are completed less frequently. Contract cleaning services include exterior cleaning as well.

4.2 Leased Premises Cleaning

Tenants are fully responsible to clean and tidy their leased premises daily and to ensure that all floors, fixtures, storefront signage, bulkheads, and windows are clean, dust and dirt free. This includes the inside and outside of all glass in the doors and storefronts and all exterior storefront surfaces including signs and bulkheads.

4.3 Kiosk and Cart Operators

Tenants operating kiosks and carts are responsible for making sure the area in and the common area immediately surrounding their leased premises are kept clean.

4.4 Waste Disposal

All garbage, trash and rubbish are to be kept within the interior of the leased premises until removal. The tenant should remove garbage, trash and/or rubbish on a regular basis. If the tenant's trash or garbage is of a deteriorating nature, creating offensive odours, then the tenant will dispose of its garbage more frequently, as designated by the Administration Office.

If it is considered necessary by the Administration Office that garbage be placed outside the Leased premises, then such garbage shall be placed in a container specified by the Administration Office but supplied at the sole cost and expense of the tenant.

Do not overload your garbage bags – they should be less than 50lbs. Overweight bags will be returned to you for disposal. Use **clear** durable garbage bags that will not break. If your bags break you will be asked to assist with the clean-up. Do not pile garbage in front of doors or other entrances as this violates the city's Fire Code.

It is mandatory that tenants use clear bags for garbage, this allows mall staff to see contents and lowers the possibility of being injured by contents (poking, reputing the bag or lifting an overweight bag). This also allows us to monitor the contents of each bag for waste audits and recycling compliance.

The Centre provide blue perforated bags in the waste rooms for recyclable material. **These bags are NOT for tenant garbage.** Tenants must provide their own bags.

4.4.1 Waste Diversion Program

We ask that tenants bring their waste to the garbage room and sort it using the labelled containers, on your right, when you enter the garbage room. Any waste that is not recyclable please place on the platform (bagged) or in the green garbage bin outside (large items).

There are sorting facilities for the following items:

- Mixed Paper
- Cardboard
- Plastic Film
- Hard Plastic & Containers
- Plastic Hangers
- Light Bulbs
- Batteries

Large cardboard displays are recyclable, please break these down into smaller pieces that will fit into the cardboard compactor.

Cardboard can be separated from **oil containers** and put into the cardboard recycling; the plastic jugs can then be placed into "Hard Plastics."

Food court tenants can place their **large buckets** into "Hard Plastics" if they have been rinsed clean.

We ask that all tenants who take garbage that has **wet waste** (food scraps, drinks, etc.) use a cart to transfer their bags. This reduces the chance of leaving drips and streaks on the floor. Not only does this create more work for our staff but most importantly creates a slip hazard for customers and a high likelihood of injury. Please use a bin cart or double bag your wet garbage.

To help with sorting we can provide you with blue perforated bags and boxes to sort recyclables in your store. Once full you can bring the blue bags and toss them into the cardboard compactor bin. Boxes are available in large (3' x 2' x 2') and small desksize sizes. Bags are large only.

All recyclables can be placed in the cardboard compactor if they are inside a blue bag.

As we are limited in our facility please note the following:

- **Large fixtures** such as metal and wood displays are the responsibility of the tenant to arrange disposal. We prefer these items be sent back to your head office but if disposal is required it must be broken down and placed into the large green bin
- **Pallets** are also the tenant's responsibility, most of the time the delivery companies will take pallets away as they can be reused. In some cases, pallets have a deposit and throwing them away causes the loss of the deposit to your company
- **Appliances and electronics, including ink cartridges** will need to be recycled by the tenant. The closest recycling depot for these items is the PG Return-it and Recycling Centre on Peterson Road (behind Andre's Electronics). The return centre will take these items for free
















Please do not leave these items in the garbage room or outside of the green bin without previous arrangements. You will be asked to return and manage the items.

If you are unsure of where to dispose of large items (or any item) please contact Maintenance at 250-563-3681, (wait 3 seconds) select #, (wait 3 seconds) press 2, and we can help you decide the best course of action.

Waste that is not properly disposed of, or left for staff, will result in a disposal, and clean up fee being charged to the tenant. Fee amount will depend on the size and material of the waste.

THE RECOVERY ...PLUS® PROGRAM: RETAIL SECTOR

PROGRAM OVERVIEW: COMPACTORS

BEVERAGE CONTAINER			
PLASTIC HANGERS			
HARD PLASTIC			
PLASTIC FILM			
MIXED PAPER			
CARDBOARD			
LIGHT BULBS			
BATTERIES			
ORGANICS & OTHER WASTE			
LARGE FIXTURES			Tenant Responsibility
PALLETS			Tenant Responsibility
APPLIANCES & ELECTRONICS			Tenant Responsibility

4.4.2 Garbage Compactor

Please deposit your garbage directly into the garbage compactor or green bin.

- Do not leave large items such as shelving, chairs in the compactor room
- Large pieces must be taken out to the green bin
- The Compactor Room doors must be kept closed at all times
- Do not leave carts and trolleys outside the compactor room
- Please no cardboard, no hazardous, biomedical, toxic, or radioactive waste in the garbage compactor

COMPACTOR LOCATION: Service Corridor (adjacent to Lowes Space) & NW (Winner's wing)

ACCESS HOURS: 24 Hours/ day
(Except when bin is pulled for cleaning)

4.4.3 Compactors

We recommend that first time users contact the Operations Manager or Maintenance staff for an orientation session **PRIOR to using the compactors**.

It is the responsibility of the tenant to feed their waste and cardboard into the compactors and be sure that it is processed. In so doing it is advisable to put a moderate amount in for each cycle to avoid choking or bridging the ram. Should either occur the blockage should be cleared using the poles at the unit to either rearrange the load or extract excess waste and cardboard to allow the remainder to drop into the ram.

There are push poles and hooks available to manipulate the waste and cardboard once it is fed into the chute. **Under NO circumstances** is anyone allowed to enter the chute until the compactor is locked out by a qualified member of the Maintenance Staff.

If you have a problem with the compactors, please report it to Maintenance immediately and they will dispatch someone to deal with it. It is **not acceptable** to leave your waste and cardboard on the platform or uncompressed in the chute. We also request that **no other waste** be deposited in these containers including waxed cardboard or cardboard soiled with oil products or excessive dirt or cardboard with Styrofoam attached to it. **All boxes must be flattened.**

Instructions are posted in the compactor room for quick reference.

4.5 Pest Control

Pest control services are provided in the common areas of the interior and exterior of the building. Should you require any additional services, please contact the Operations Manager and/or Maintenance.

It is important for the Administration Office to be immediately made aware of pest activity within your leased premises to ensure preventive steps are taken immediately to stop the spread of the pests. **Please note that you will be billed for pest control within your leased premises.** It is the tenant's responsibility to ensure pest patrol within their leased premises.

SECTION 5 – Security & Emergency Procedures

5.1 The Role of Security

The main role of the Security Guard(s) at Pine Centre Mall is to maintain high visibility and to ensure a safe and secure environment for our customers, tenants, and staff. This includes (but is not limited to):

- Observing and reporting criminal activity
- Random interior and exterior patrols of the mall's common areas, service rooms and parking lot
- Removing undesirable persons from the property
- Assisting retailers with medical or other emergency situations
- Responding to medical and/or fire emergencies
- Monitoring after-hours building access
- Parking enforcement
- Smoking enforcement
- Liaising with Emergency Services
- Providing employee safe walks to vehicles
- Delivering memo's

Security Guards are NOT permitted to:

- Engage in pursuit of a suspect off site
- Engage in any physical take down of a suspect unless danger is imminent
- Distribute photos of any persons to mall employees
- Take photos without explicit permission
- Monitor or cover any tenant space to provide breaks to any retailer (this includes lunch breaks, smoke breaks and/or washroom breaks)
- Show surveillance video to tenants or the public. If you require video surveillance you must get a court order of request or if a crime was committed a request must be made to the RCMP

5.2 Fire Safety Team and Fire Drills

It is the responsibility of each tenant (leased premises) to provide sufficient personnel to form a Fire Safety Team. The Fire Safety team would consist of a Fire Warden and at least one (1) Fire Warden Assistant. It is imperative that you complete the **Fire Safety Team Form** and submit it to the Administrative Assistant Bobbie at bjalbert@morguard.com (See Section 11 – Forms). The people selected would be on site most of the time. Fire Wardens would meet with the Emergency Director at least once annually for training. However, training should be provided as required (requested). Fire Wardens would subsequently train the Fire Warden Assistants and review evacuation procedures with their staff periodically.

In the event of an emergency, the Fire Warden would be responsible for the supervision of an orderly evacuation of their store (premises). They would direct customers to the exits and away from the store and the building, shut the doors to the premises and attend the assembly areas (with their staff) to take attendance and report any missing person(s) to Fire Personnel and/or Mall Management.

A mall wide emergency evacuation will be conducted annually (date to be determined). You will be warned in advance of the drill. The fire alarm will sound, and conditions will be as realistic as possible. It is important that all your staff partake in the drills to know what to do in the event of a real emergency.

Training can be found in Appendix: Fire Warden Training- Fire Procedures.

5.3 Mall Evacuation

At the sound of any alarm staff members should try to first listen to the mall PA Announcements. At the initial alarm stage, the Administrative Staff will announce there is an 'alarm situation in the building, please stand by for instructions.

If this is a false alarm or non-emergency situation, an announcement will be made indicating you can 'resume regular activity'; however, if it were an emergency requiring evacuation there would be an announcement stating, 'this is NOT a drill, please evacuate the building'.

At this point, all tenants are required to evacuate their leased premises and the building (as per the Evacuation Procedures noted below). Remember to evacuate your store and then attend your designated '**Assembly Area**' for attendance taking (see **Figure 2** on page 23 – **Evacuation Routes & Assembly Areas**), so we can notify the Fire Department of any missing employees. The entire building should be fully evacuated within 5-6 minutes.

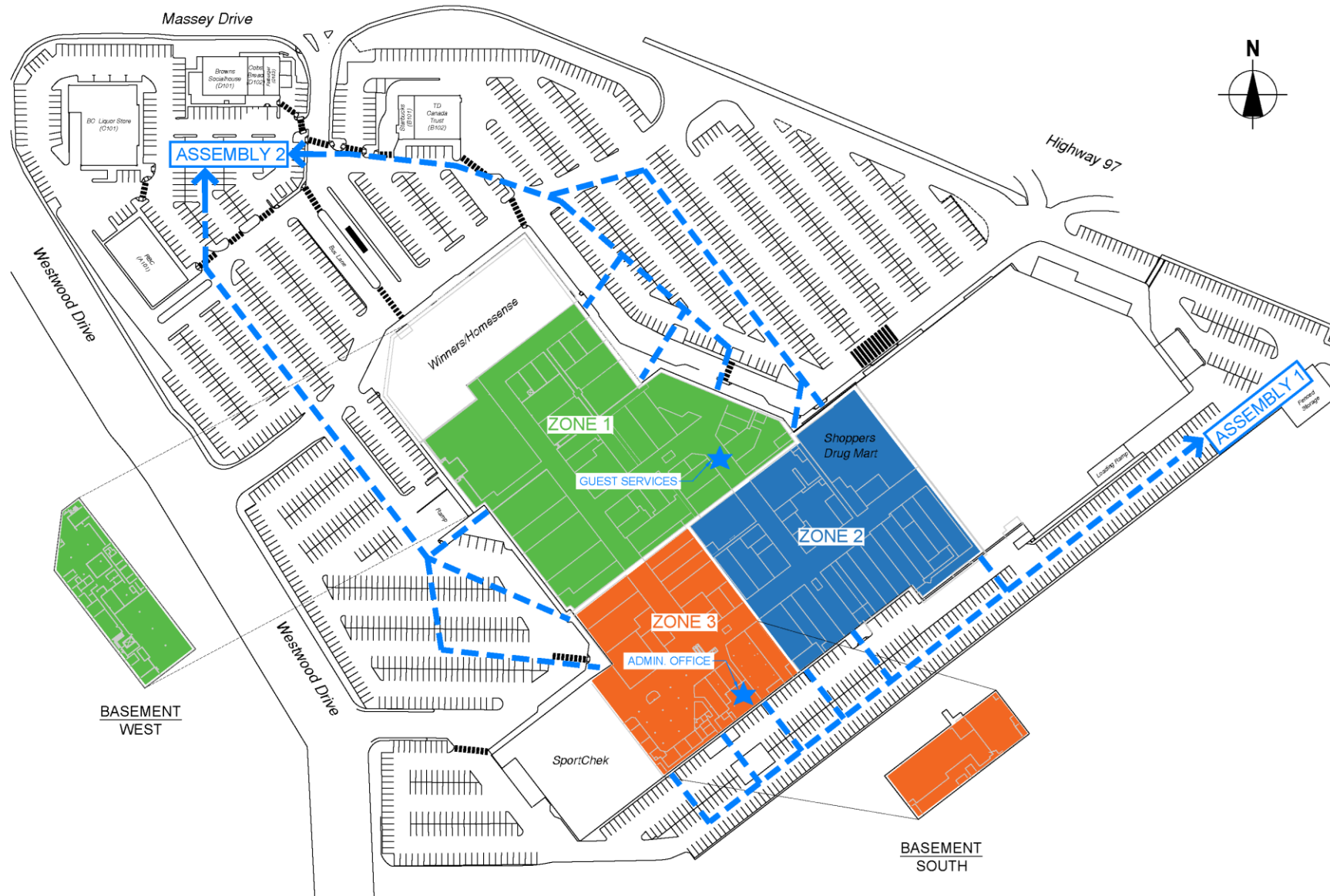
*If for any reason, security staff members are notifying store owners to evacuate, **please do not stop them to ask questions**, as this slows down our ability to notify all the stores on a timely basis. Please go to your designated Assembly Area and wait for further instructions.*

5.3.1 Evacuation Procedures

In the event of an emergency that requires mall evacuation, the following procedures apply:

1. Remain calm
2. Ensure there are no customers in your store (if there are, ask them to leave your store and to vacate the mall from the closest and safest exit)
3. Advise your staff that you are evacuating the building and they are to accompany you to the designated assembly area and to remain there until you receive further instructions
4. Turn off any oxygen that you are not taking with you
5. Close your store door(s) – but do not lock (unless it's your store policy to do so)
6. Proceed to the nearest emergency exit
7. When you vacate the building move away from the exit allowing others to vacate freely
8. Be careful when crossing the parking lot as Emergency Vehicles will be attending
9. Proceed safely to one of the designated Assembly Areas and report to Pine Centre staff representative(s)
10. Take attendance and be sure to report any missing employees
11. Do not return to the building until you have been instructed by the Fire Marshall and/or Mall Management to return to your store

Figure 2 - Evacuation Routes & Assembly Area



5.4 Fire Procedures

The information noted below is generic in nature and is provided by WPS Emergency Planning and is a part of the Pine Centre Mall Emergency Response Plan.

If you discover a fire:

1. Get people out of immediate danger and close the door to the room or area containing the fire (if possible)
2. Call **911** and inform them of the fire condition, giving the building address of **3055 Massey Drive**, Prince George BC, and the nearest cross street as **Westwood Drive** along with **your suite number** (if applicable)
3. Pull the nearest pull station to sound the fire alarm
4. Notify your Fire Warden and commence with evacuation procedures
5. Report to your designated Assembly Area and await further instructions from the Fire Marshall and/or Mall Management

Note: If a person does catch on fire, remember:

STOP, DROP, COVER FACE and ROLL

Smother the fire by wrapping the person in heavy fabric (coat, rug, curtain).

Do NOT run while on fire as running will fan the fire.

At the sound of the fire alarm or at the request of Mall Management and/or Building Staff:

1. Listen to PA announcements where possible to determine an evacuation is imminent
2. Follow the instructions of your Fire Warden
3. If your Fire Warden is NOT present but the PA's are indicating you need to evacuate the building, commence with evacuation procedures
4. Remain Calm
5. Ask customers to leave your store and vacate the building
6. Shut all doors behind you and proceed to the nearest emergency exit
7. Walk - Do NOT run - Do not push or jostle
8. If you encounter heavy smoke, keep low to the ground (CRAWL), and use the wall(s) to guide you to the nearest exit
9. If smoke is heavily concentrated in the exit – do NOT attempt to exit – proceed to an alternate exit
10. When you have reached the outside of the building, move away from the building so you are not endangered by falling debris or interfere with the Fire Department and any Emergency Vehicles
11. Proceed safely to one of the designated Assembly Areas and report to Pine Centre staff representative(s)
12. Take attendance and be sure to report any missing employees
13. Do not return to the building until you have been instructed by the Fire Marshall and/or Mall Management to return to your store

5.5 First Aid

As per Work Safe B.C., employers must provide each workplace with First Aid equipment, supplies, facilities, and First Aid attendants and services as are adequate and appropriate for:

1. Promptly rendering First Aid to workers or customers if they suffer an injury at work or while shopping, and
2. Transporting injured workers or customers to medical treatment

The security guards at Pine Centre Mall are responsible for providing First Aid for the common areas only, which **does not include the leased premises for stores**. The security guard may assist your First Aid attendant(s) but is not responsible for First Aid inside of the leased premises. Each store/leased premises must have an appointed First Aid attendant.

All security guards working at Pine Centre Mall have completed a “Level A – CPR” and an “Emergency First Aid – Industry” course through St. John Ambulance. Pine Centre Mall provides security with a First Aid kit and necessary equipment for ‘first on the scene’ emergency service for the common areas, to keep the employee or customer comfortable until the ambulance arrives.

The centre is less than 10-minutes away from the Hospital and ambulance (911 calls) usually arrives at the centre in less than 10 minutes from the time of the call.

If an emergency First Aid incident occurs inside of your leased premises, please call **911 first**, then call the security guard to the scene **(250) 960-9058** should your designated first aid officer require assistance.

Security should be advised of every incident at the centre to ensure our records for insurance and liability are kept up to date.

5.6 Bomb Threat

Bomb threats are not common at this shopping centre; but they have occurred. There are typically two reasons someone may call in with a bomb threat:

1. The person knows of an explosive device that is in place and wants to minimize damage
2. The person wants to create an environment of panic/confusion or to interrupt normal building functions/activities

If you receive a ‘bomb threat’ by phone:

1. **Remain calm** and courteous.
2. If the threat is made over the phone, **listen** carefully to what is being said.
3. **Record** as much information as possible including the EXACT wording of the threat.
4. **Do not interrupt** the caller, but when and if appropriate, ask the following questions:
 - Where is the bomb?
 - What time is it going to explode?
 - What does it look like?
 - Where are you calling from?
 - What is your name?

5. Try to note down **'identifying characteristics'** of the caller:

- Gender
- Approximate Age
- Accent (English, French, European etc.)
- Voice (loud, soft, etc.)
- Speech (fast, slow, etc.)
- Diction (good, nasal, lisp, etc.)
- Manner (calm, emotional, vulgar, etc.)
- Background noises
- Was the voice 'familiar'?
- Was the caller 'familiar' with the area?
- If the threat is delivered by **hand/or by mail**, note the time and any circumstances you might think helpful in finding the bomb and/or the perpetrator.

Immediately call **911** and then call Security Supervisor at **(250) 960-9058** to notify them of the situation.

Do NOT announce the Bomb Threat to anyone – you don't know who is listening and we do not want to create unwarranted 'panic'.

5.7 Robberies

It is important to note that if your store has specific procedures in place to follow in the event of a robbery, please follow those procedures accordingly. This section is NOT meant to replace the existing procedures you have in your store.

Any business handling cash is at risk for robberies. It is extremely important to be aware of the risk for robbery and how to conduct yourself should a robbery occur. To protect yourself it is essential to take common-sense measures and conduct yourself accordingly. The following **'CODE A'** procedures should be taken in the event of an armed robbery:

Calm – try to remain calm. Do not invade the personal space of an offender. Activate the alarm **ONLY** if you can do so safely.

Obey – obey instructions but do NOT provide any money or goods that are not asked for. Advise the offender of any movements you have to make to comply with instructions. Do not make any sudden or unexpected movements.

Description – endeavour to make a mental note of the offender's features, including clothing, scars, tattoos, height, hair colour, accent, and speech.

Evidence – be aware of what the offender touched, and do NOT touch it yourself. After the offender leaves, ask any witnesses to await the arrival of police.

Alarm – call the police **(911)** and advice security **(250) 960-9058** only when it is safe to do so.

Render first aid to any victims if necessary and wait for the RCMP and/or Security for further instructions. While you are waiting for the police to arrive, it is important to preserve the scene and the evidence. You should also write down the details of the occurrence and take down the name and contact information from any witnesses.

Being the victim of an armed robbery can be a traumatic experience. You may experience anger, fear, anxiety, feelings of helplessness, guilt, loss of confidence, and even sleeping difficulties and/or loss of appetite. If you experience ANY of these reactions it is very important to notify your Supervisor and seek professional counselling.

5.8 Active Shooter (s) – Run, Hide, Fight

An 'Active Shooter' is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selections of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

The **typical** 'active shooter' is a male between the ages of 15 to 30; however, a shooter can be any age. In some incidents, the shooter will commit suicide before police are able to respond. Other consistent factors are that it is typically a single shooter with 2+ firearms, occurs in daylight and in a building, will happen very quickly, and people may or may not be targeted.

5.8.1 Warning Signs

Although an active shooter situation is difficult to prevent, there are some warning signs:

- Domestic disputes involving staff working at the mall
- Mentally/emotionally troubled persons complaining of injustice
- Disgruntled employees who may have been recently terminated

5.8.2 Procedures for dealing with active shooter(s)

1. Assess the situation
 - a. React
 - b. Evacuate
 - c. Hide out/Shelter
2. Take Action
3. Call 911 when it is safe to do so

1. **Assess the situation** – Determine the most reasonable way to protect your own life and the lives of others – do you evacuate, hide out or take action? Customers are most likely to follow the lead of mall employees. Do NOT endanger your safety or the safety of others when commencing with any action.
 - a. **React** – Determine the location of the shooter (inside store or in common area). Based on your assessment, react to the situation at hand in the safest method possible for you and those around you. The shooter may be moving through the mall, store, back corridors, entrances, or the parking areas. There may be danger from the gunfire of the attacker and responding police officers. You must choose which action to take based on the circumstances at hand.

- b. **Evacuate** – if the shooter is NOT in your store, move people away from the shooter(s) and sounds of shots (**if it is safe to do so**) and close the door(s) to your store. As per evacuation procedures – if you choose to evacuate the mall, evacuees should be directed to one of the exterior assembly areas. Be sure to keep hands visible so it is clear to first responders that you are not armed when you leave building.
 - c. **Hide Out / Seek Shelter** – if the shooter is in the common area(s) – and in close proximity to your store, STAY in the store and lock the door (**only if it is safe to do so**) and move everyone in the store to a back area that is secure such as a stockroom, office, etc. and lock the door if possible. Do NOT open the store doors for anyone that cannot provide appropriate identification such as the RCMP or Fire Department.
2. **Take Action** – if the shooter is in your store, proceed with CODE A procedures: Stay Calm, Obey, Description, Evidence and Alarm etc. **As a last resort** and **ONLY when your life is in imminent danger**, attempt to incapacitate the active shooter. Act with physical aggression and throw items at the shooter or whatever means you can to take them down.
3. **Communicate** – When it is **safe to do so**, call 911 and/or call out and describe the situation informing police, security, customers, and other tenants as much information about the shooter as possible including:
 - Location
 - Number of shooters
 - Physical description of shooter(s)
 - Number and types of weapons held
 - Number of potential victims in the location

Follow all instructions given to you by the **RCMP** once they are on the scene. You may be requested to exit your area with your hands above your head and told to leave all personal belongings behind.

Remain calm and follow officer's instructions. Always keep hands visible. Avoid making any quick movements towards officers such as attempting to hold onto them for safety. Avoid pointing, screaming, or yelling. Do not stop to ask officers for help when evacuating, just proceed in the direction from which the officers are entering the premises.

5.9 Power Outages

1. Tenants are required to ask their customers to leave their stores immediately and close their doors until the power is restored (this is for safety purposes – we wouldn't want our customers to trip and fall or otherwise hurt themselves).
2. Once it has been determined the power outage may last for an extended period of time, security and other building staff will be instructed by management to evacuate customers and subsequently close the mall.
3. Store employees must remain at the centre until mall management determines whether the mall will re-open for business for the day.
4. Mall Management will generally wait a minimum of four (4) hours, in case the power is restored, and the mall can re-open for business. However, if the outage occurred at 4:00 pm and the centre is closing at 6:00 pm, and BC Hydro is estimating three (3) hours before restoration, then mall management will likely close the mall for the rest of the day.
5. **POWER OUTAGE** signs will be posted on all mall entrance doors (by security) with an established time for power restoration (provided by BC Hydro).

6. Mall management will direct tenants to remain open or closed based on the time of day the outage, stores wishing to close for the day must post a sign on their door in the event the power is restored, and customers return to the centre.
7. Any stores who close and leave the centre for the day without permission are subject to lease default action.
8. Absolutely no candles may be lit inside the centre during the power outage (or at any time).

5.10 Workplace Harassment

5.10.1 Violence in the Workplace

When dealing with a violent person(s) in your store, notify the police immediately by calling **911** then call Security at **(250) 960-9058** for further assistance.

- **If the intruder has a firearm**, clear the immediate area of all staff and occupants.
- **If the intruder does not have a firearm** but is displaying violent behaviour, the following general guidelines apply:
 1. Clear the area of non-essential staff and occupants
 2. Allow the acutely agitated individual space that is five (5) times greater than that of an individual who is in control
 3. Convey empathy by acknowledging the individual's feelings (e.g., "You look frightened"). Make eye contact - "soft eyes". Look friendly, your mood is contagious
 4. Never approach a violent individual alone or approach unexpectedly from behind.
 5. The presence of three to four staff members may be enough to reassure the individual that you will not let him lose control
 6. Give simple, positive directions (e.g., "Stop"). Repeat phrase over with calm, slow voice pattern
 7. Give the individual control by offering him alternatives (e.g., walking, talking)
 8. Set limits
 9. If assault is imminent, quick coordinated action is essential. Stay in step-stance so you can move out of the way quickly
 10. Approach individual in a calm, self-assured manner so as not to communicate your anxiety or fear
 11. **Maintain a calm, flexible attitude**
 12. Attempt to calm the person without risking bodily harm to yourself
 13. Ensure protection for yourself and your staff (e.g., door nearby for exit)
 14. Utilize restraint, if needed (always keeping your personal safety in mind)

5.10.2 Harassment in the Workplace

Harassment is against the law and not acceptable behaviour at Pine Centre Mall. Both the Canadian Human Rights Act and the Canada Labour Code protect employees from harassment. Provincial human rights laws also prohibit harassment, and the Criminal Code protects people from physical or sexual assault.

Harassment is any behavior that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (e.g., touching, pushing), comments (e.g., jokes, name-calling), or displays (e.g., posters, cartoons). The Canadian Human Rights Act prohibits harassment related to race, national or ethnic origin, colour, religion, age, sex, marital status, family status, disability, pardoned conviction, or sexual orientation.

Employers must:

- Treat all allegations of harassment seriously and investigate them promptly.
- Resolve instances of harassment as soon as they become aware of them, even if there has been no complaint.
- Do their best to mitigate the effects of harassment, for example, by restoring sick leave used because of the harassment and ensuring the victim gets an apology from the harasser and perhaps from the organization.
- Take action to prevent a reoccurrence of the harassment by instituting human rights training for the harasser and, perhaps, for all staff, and making sure all employees have, and understand, the policy.

If you are being harassed by a co-worker or customer in your store, report the incident immediately to your supervisor. Your employer is obligated to intervene as noted above. If you are being harassed by a mall employee or customer in the mall, immediately report this to your supervisor AND to mall Security at **(250) 960-9058**. Pine Centre Mall does NOT tolerate harassment in the workplace and will take the appropriate steps to both mitigate the situation and prevent a reoccurrence.

5.11 Shoplifting

Shoplifting is considered a crime of dishonesty and therefore it is a serious criminal charge in British Columbia. It is a common offense, however, and can be committed by people with no criminal history or prior involvement with the police. A criminal record for shoplifting simply describes the offence as **theft under \$5,000**.

The criminal charge of Theft Under \$5,000 has no minimum punishment. The offence of Theft is found in section 322 of the Criminal Code. The punishment is in section 334(b), which specifies that a person who is convicted of Theft Under \$5,000 may be jailed for up to two years. In aggravated circumstances the prosecutor will ask the court to consider sending someone to jail for shoplifting. Regardless of the punishment, if a person has been charged with shoplifting it can ruin their reputation and any future employment opportunities.

Each individual store will have its own policy on shoplifting and the course of action that should be taken. **It is not up to mall Security to monitor individual stores for shoplifting**; however, Security Guards will offer support to retailers noting the following needs to occur to lawfully apprehend a shoplifter:

1. The suspect must be observed from the time they enter the store to the time they leave
2. The suspect must have been seen taking the item(s)
3. If the suspect attempts to leave the store with 'stolen item(s)' staff must first, ask the person if they intend to pay for the items they have on their person (even if 'out of sight')
4. If the person pays for OR returns the items and leaves the store, they are not subject to arrest or charges (however, do notify security and provide a detailed description so that they can be aware and ensure the person(s) doesn't make another attempt at another store)
5. If the person continues to leave the store with the item(s) it is now considered shoplifting
6. The store employee who **observed** the theft can now call **911** and report the theft and/or call Security at **(250) 960-9058** noting the following information:
 - a. complete description of the perpetrator(s)
 - b. complete description of the item(s) stolen
 - c. names and contact information of any witness(es)
 - d. compile all security intelligence data from in-store security cameras to provide to RCMP and/or mall Security

5.12 Mall Code of Conduct

Pine Centre Mall strives to provide its customers with an exceptional shopping experience in a safe and comfortable environment. To ensure the health, safety, and security of everyone at Pine Centre, the following standards of conduct are always in effect for all staff and visitors of the shopping centre.

5.12.1 Pine Centre Mall is Private Property

The mall, including its parking lot, is private property. As a visitor or employee on this property, you are prohibited from engaging in any of the following activities while on this property. Failure to comply with these standards of conduct or reasonable requests made by Mall Management or Security **may result in losing the privilege to shop or work at the mall** and/or **criminal prosecution**, where applicable.

5.12.2 No Loitering or Congregating at Entranceways

The mall is a place for shopping and dining, not a place for loitering. Mall management and/or security have the right to prohibit groups from congregating or walking in a manner that obstructs or hinders shoppers at any time, or from loitering for excessive periods of time. This applies to all entranceways, storefronts, common area corridors, hallways, and all parking areas.

5.12.3 Pine Centre Mall is a Safe Place for Everyone

To promote a safe and secure shopping environment, appropriate behaviour is always required. Any person(s) possessing weapons of any kind, or engaging in fighting, horseplay, swearing, shouting, littering, vandalism, or any other illegal activity, will not be allowed to remain on mall property. Mall management or security will call the RCMP to remove any person(s) engaging in such behaviours or refusing to leave when asked.

5.12.4 Smoking is Permitted in Designated Smoking Areas Only

To promote a healthy shopping environment, smoking is only permitted in designated exterior smoking areas. For your convenience, there are four designated smoking areas outside of the mall. Smoking is not allowed at any of the mall entranceways in accordance with provincial and city bylaws.

5.13 Youth Policies

Unsupervised children and teens are **at risk** for bullying, peer pressure, abduction, verbal or physical abuse, drug use and/or drug trafficking, or engaging in theft or other criminal activities. The shopping centre, its management and its employees are **not responsible** for the supervision of children or teens.

Children under the age of 12 years old are **not permitted** in the mall unless always accompanied by a parent or legal guardian while on the property. Mall management or security will try to contact parents of unattended children before calling the RCMP, and/or the Ministry of Child and Family Protective Services, to reunite parent(s) with their young child(ren).

Large groups of youth can become unmanageable, and at times, can result in a 'group mentality'. Youth may not act as they normally would on their own or with their parents. Management and Security reserve the right to ask youth to leave the mall in any situation that appears to be 'out of control' or has the potential of creating a disturbance of any kind.

SECTION 6 – Services

6.1 Gift Cards

Gift Cards are one of the best ways of keeping shopping dollars within our Centre. The more businesses and stores that accept the Pine Centre Gift Cards, the more viable the card appears to our shoppers as a “gift giving” option. Gift Cards are available for sale at the Gift Card Kiosk and online. The Gift Card Kiosk is located at the corridor of the South Hallway between Reitman’s and Northern Reflections.

Online Gift Cards are available for purchase website TBA. After purchasing, the Gift Card will be mailed to the recipient. This can take between 2-5 business days for shipping subject to shipping delays. Online Gift Cards are an ideal option for an out-of-town purchase as you do not have to be in the Centre to purchase them.

Our gift cards are processed as a Visa, so if you accept credit cards as payment, you should be signed up for our gift card program. Contact the Marketing Manager to begin the sign-up process or complete the **Merchant Agreement Form** in Section 11 - Forms. It is so easy to get set-up! Our supplier is Store financial, and our experience with their service has been topnotch. They are available for assistance at 1 (800)-755-8608.

You will also receive cash register signage for display stating whether you “Accept” or “Do NOT Accept” the Pine Centre Mall Gift Card. These should be displayed at all your cash registers, so our shoppers are aware of their payment choices in advance of purchase. Should you require any further supplies of cash register signage, please contact Jessica Brown.

You will also find in the **Appendix**, the Gift Card Merchant Guide and Merchant Training information.

6.2 Clubs

During regular operations

We have multiple clubs throughout the Centre including Walking and Kid’s Club.

The Walking Club is a FREE program in which anyone (tenants or guests) can become a member. Mall walking is a great way to increase fitness levels in a climate-controlled setting, away from traffic and with the sense of security. It can be a great team building exercise for your staff! The mall opens early for the walking club seven (7) days a week. Registration for this club can be made at <https://pinecentre.com/mall-walking>.

The Kid’s Club is a club at almost all our mall events offering complimentary crafts and activities to children. Additional benefits such as backpacks, sign up packages and Gift Card draws vary per season. Registration for this club can be made at <https://pinecentre.com/kids-pine-club>.

SECTION 7 – Internal Marketing Opportunities

7.1 Food Court Table Decals

During regular operations

Table Decals in our Food Court provide a valuable and inexpensive marketing tool for your business. Are you celebrating a special event or hosting a sale in your store that you would like to advertise? Table Decals are the way to go!

Table Decals must meet specific size and quality criteria:

- Decals must be within 8-10"
- Must be professionally designed and printed
- Minimum booking period is two weeks
- Maximum booking period is four weeks
- Limit of one booking within two-month period

The fee for Table Decals is **\$100 per week** plus taxes in addition to the cost to design and produce the tent cards.

Contact the Specialty Leasing Manager at mgilbert@morguard.com to reserve your space at least three (3) weeks in advance (subject to availability) with a proof received at least one week prior to booked date. Management reserves the right to refuse any cards that do not meet criteria.

Note: We prefer to showcase only one business' Table Decals at a time; however, your space may be shared with Pine Centre Marketing campaigns with no reduction in fees. Tenants are responsible for managing the set-up and removal of their tent cards.

7.2 Food Court Tray Liners

During regular operations

Advertise your business to the many diners at the food court by supplying tray liners. Traffic varies with the seasons so your supplies should be managed accordingly.

Tray liners must meet specific size and quality criteria:

- Liners should measure 14"x10" and be made of eco-friendly standard tray liner paper
- Must be professionally designed and printed
- Minimum quantity is 5,000
- Maximum booking period is three (3) weeks

Contact the Specialty Leasing Manager at mgilbert@morguard.com to reserve your space at least three weeks in advance (subject to availability) with proof received at least one week prior to booked date. Management reserves the right to refuse any liners that do not meet criteria.

Cost for this service is **\$150 per multiples of 5,000**. Food Court staff will manage the placement of the liners. Your supply should be delivered at least two days before the display start date.

7.3 Table Rentals and Common Area Rentals

During regular operations

7.3.1 Common Area

Is your business holding a fundraising campaign for a non-profit organization or perhaps a 'special event' (non-sales oriented) in conjunction with an anniversary or other milestone? You can utilize the common area with a display and/or free table rental.

Events that support non-profit organizations may qualify for use of our common area at a minimum fee.

7.3.2 Specialty Leasing

If you have a new product launch or are looking to gain more exposure for your product and store, you may want to consider a cart or kiosk (subject to availability). Rates are negotiable under a specialty leasing contract. Contact the Specialty Leasing Manager mgilbert@morguard.com to find out more information.

7.4 P.A. Announcements

Is your business hosting a 'special event' in conjunction with a special anniversary or other 'milestone' celebration? The mall's PA system is available to supplement your marketing efforts. PA Announcements can be booked for 'two (2) day periods' only and will be announced at least 4x during each day **at NO charge**. The announcements must be kept 'short and sweet' and cannot contain any vulgar or suggestive language. There is a maximum of two tenants/retailers participating per day.

Note: All announcements **MUST** be approved by the Marketing Manager at least 1 week prior to the event.

7.5 Facebook and Online Opportunities

7.5.1 Facebook

Social Media is becoming a key component of any marketing campaign. 'Like' Pine Centre Mall on Facebook and get your business noticed! You can add comments about what is happening at your business and include photos **at NO charge**. Keep it light, keep it simple and keep it fun! If you do not have access to a computer but would like assistance to include your event on our Facebook page, simply email the Marketing Manager, Jessica, at jbrown@morguard.com, or tag Pine Centre Mall on the post. Please respect our 100 businesses by limiting your postings to 1-2 per month.

7.5.2 Website

The Pine Centre Mall website offers up-to-date information on all our stores, customer services and what is happening at the mall. Check us out at pinecentre.com. Remember to check out your store listing and notify us if any of the information isn't correct!

7.5.3 PinE Newsletter

Pine Centre Mall has an exciting on-line 'club' called the PinE-Club and we issue a monthly e-newsletter. To add 'value' to our customers – we always add a prize component. If you would be interested in sponsoring a prize, please contact the Marketing Manager.

7.6 Job Postings

Pine Centre may post your job posting to <https://pinecentre.com/jobs> for increased exposure of your posting. Complete the **Job Posting Form** in Section 11 – Forms and return it to the Jessica Brown for processing. Please email Jessica should you have any questions or if you are unable to complete the form.

7.7 Wi-Fi Access

Free Wi-Fi access is available in the shopping centre. The strongest signals can be found in the following locations:

- Food Court
- South Entrance Junction (between Rogers and Paris & Michael Hill Jewellers)

Use is limited to thirty (30) minute sessions and users must agree to the Terms and Conditions prior to access.

SECTION 8 – Mall Lost & Found Policy

8.1 Purpose and Definitions

The following Lost and Found Policy and Procedures are intended to ensure that all items that are reported 'Lost' or 'Found' are properly accounted for and, in the case of items found, returned to their rightful owners, or disposed of by the Mall.

In this policy, 'lost property' means any unattended, abandoned, misplaced, or forgotten item – including, but not limited to, merchandise, cash, jewellery, gift cards, cell phones, equipment, documents, wallets and/or any other personal item – which is found within the boundaries of the Mall, pending the identification of the rightful owner, or appropriate disposal thereof.

8.2 Policy

The Mall assumes no responsibility whatsoever for the care and/or protection of any personal belonging left unattended on the Mall property or for loss, under any circumstance, including theft, vandalism, or malicious mischief of such belonging.

Employees of Pine Centre Mall, its tenants and/or its Contractors, are required to turn in, any items they may find unattended anywhere in the Mall or elsewhere on the Property. Misappropriation of such items may be treated as theft or fraud.

8.3 Lost Items Procedures

Persons losing personal or mall property items should immediately report the details to the Administration Office at (250) 563-3861. Administration Staff will then record the details of the items reported lost. After hours or during the weekend please contact Security at 250-960-9058.

8.4 Found Items Procedures

Persons finding any lost property shall immediately turn them in to any available Janitorial Staff member, who will record the following information:

- Name and contact information (only if item is cash)
 - Description of the item(s) found
 - Date and hour found
 - Precise place where the item was found
 - Any witness(es) to the finding
1. Janitorial and/or Administration will document the item(s) in the Lost and Found register, with all relevant information.
 2. Janitorial and/or Administration will make reasonable efforts to ensure the item(s) are returned to their rightful owners.
 3. When the found item contains the identification of its owner, an attempt to reach said owner shall be made the same day.
 4. If the item(s) found are cash and/or of significant value (i.e., jewellery, wallets, passports, etc.), Janitorial and/or Administration will immediately contact Security so that there is a witness to what

is found and all information on the item is properly recorded, and then subsequently stored in the security safe.



5. Items that are perishable or of little or no value (such as vending toys, food items, personal sundries etc.) can be disposed of immediately at the discretion of Janitorial and/or Administration Staff without any documentation.

8.5 Claiming, Storage, and Disposal of Found Items

When a person comes to claim item(s) ('claimant'), Administrative Staff shall request the following information:

- Proper identification
 - Precise description of the item(s) lost
 - Probable location of the loss
 - Approximate date/time of the loss
 - Proof of ownership (if applicable)
 - Administrative Staff should then compare the claim to the register of the item(s) found
1. If satisfied that the claimant is the rightful owner of the found item(s), hand over the item and ask the claimant to sign the register as having received the item.
 2. Items deemed to have no intrinsic or significant resale value (i.e., books, clothing, sundry personal items etc.) shall be held for a period of at least 30 days and if not claimed, shall be disposed of, or donated to charity, by Administrative Staff under the direction of the Marketing Manager. In ALL cases, the date and means of disposal shall be noted in the register and signed off monthly by both the Marketing Manager and General Manager.
 3. Items of value such as cash or jewellery, passports, wallets etc., shall be kept in a safe place in the Security Office until claimed, or until the lapse of at least one (1) year from the date they were found unless otherwise stated in this policy.
 4. Unclaimed items will be disposed of under the supervision of the Marketing Manager and General Manager.
 5. Cash money will be turned over to charity. An official receipt should be received and included in the registry except in the case of a customer.

If turned in by a customer that is NOT an employee of the mall, its tenants, or contractors, or NOT an immediate family member of an employee of the mall, its tenants or contractors, cash will be held in the Security Office for not less than 30 days, and if unclaimed, returned to the person who originally turned it in. In this case, the claimant must complete the appropriate form which must be signed off by the Marketing Manager or General Manager, and details must be recorded in the register.

Items having resale value will either be donated or sold in an appropriate venue (in the latter case, all proceeds will be donated to charity). Official receipts are to be issued to purchasers with a copy retained in the registry along with an official receipt for the donation of the items or proceeds of the sale.

In the case of Credit Cards, Bank Cards and/or Cell Phones, if unsuccessful in locating rightful owner, item(s) can be turned over to the appropriate Bank or Cell Phone Provider.

Section 9 – Mall After-Hours Access Policy

9.1 Purpose

The following Building Access Policy establishes guidelines to access the mall outside of regular operational hours. It is necessary that access be carefully and thoughtfully controlled as a safety and security measure. The desired outcomes for this policy are to streamline after-hours building access procedures at Pine Centre Mall, while maintaining building security and personnel safety.

Duties and responsibilities of the various departments who are involved in the implementation of this policy and its procedures are described in this document.

9.2 Definitions

After-hours is stated as the following:

Monday to Wednesday and Saturday:	7:30 pm – 7:00 am
Thursday and Friday:	10:30 pm – 7:00 am
Sunday and Stat Holidays:	6:30 pm – 7:00 am

Pine Centre is closed Christmas Day, New Year's Day, and Easter Sunday. In these situations, after-hours means anytime during the day or night.

9.3 Policy

This policy is intended to manage after-hours access to the mall in a safe, non-hazardous fashion consistent with Work Safe BC health and safety considerations. It recognizes that after-hours access to the mall is best managed by those most familiar with, and having responsibility for, the mall.

The policy contains pertinent information meant to inform internal departments, tenant representatives and contractors on the procedures, responsibilities, emergency services and support available while in the mall after-hours.

All persons who are issued after-hours access to the mall have a responsibility to keep the mall secure by not granting access to others, propping doors open, or purposely leaving any door unlocked.

After-hours access to the mall is a 'privilege', not a 'right'. Any person who breaches any of the conditions contained in this policy may, following investigation of cases in which they put themselves, others, or the mall at risk, have their after-hours access revoked either temporarily or permanently.

9.4 Granting an Approval

Access after-hours must be approved according to this policy. Approval is granted by the management team with notice given to the janitorial and security teams.

When granting approval for after-hours access a Manager and/or Supervisor must take the following into consideration:

Does the after-hours access interfere with regular scheduled nightly janitorial and/or maintenance work (i.e., use of the food court would disrupt regular cleaning schedule; allowing customers in after-hours for an event would also disrupt regular cleaning schedule and may warrant additional coverage)

Do the circumstances require additional security coverage (i.e., will there be customers in the building, are any of the doors to the mall are required to remain open, these situations may warrant additional security coverage; see Section 9.7 for Security Requirements)

9.5 Safety Considerations

Any employer requiring an employee to work alone in a building outside of 'public access hours' is required to follow the BC Work Safe regulations as set out by WCB (included in the Appendix) and should also ensure the employee:

- has a cell phone handy and knows where the closest landline is
- never blocks doors open to allow others in or out
- never allows unauthorized persons to enter the building
- follows all after hour procedures as set out in this policy

For any issues regarding safety or security after-hours call 911. For building or access issues call the **security cell phone at (250) 960-9058**.

9.6 Incidents/Accidents/Hazards

Any incidents, accidents and/or hazards encountered while in the mall outside of normal operating hours should be reported to Pine Centre Mall. If the store has its own incident report forms, a copy dropped off at the Administrative Office would be sufficient. Otherwise, an incident report form can be obtained.

Hazards can be noted in writing and submitted to the Administrative Assistant Bobbie at bjalbert@morguard.com as well (please include date, time, store, and your name).

9.7 Security Requirements

Paladin Security is contracted to provide on-site security (interior and exterior) 24 hours a day, 7 days a week. If you require additional security for an event or any other reason these costs would be at the **tenant's sole expense** (noting Paladin Security is the only company, you can use due to contract obligations).

Typically, Security is required after-hours **ONLY** if:

1. Customers are being invited to the store (for a sales or customer appreciation event).
2. Entrance doors are required to be open and closed frequently or are required to be propped open for any duration of time you are in after-hours (noting a Store Representative should be escorting ALL contracted staff in and out of the building where possible).

9.8 After-hours Procedures

To submit an After-hours request please contact Bobbie at bjalbert@morguard.com (or Paulo at pbranco@morguard.com). If the Admin Office is closed, please contact security via the phone tree.

Include the following information:

- Date
 - Start and end time
 - Store name
 - Manager/ Supervisors name
 - Manager/ Supervisors After-hours contact phone number
 - Number of people on site After-hours
 - The reason for the request, example: stock, inventory etc.
-
- After-hours access with staff only (no public), such as inventory, floor changes, cleaning etc. only requires **3 hours** before mall closing. Formal approval is not required.
 - Repairs and Maintenance where an outside contractor is on site requires at least **24 hours** notice and requires formal approval.
 - After-Hours access where the public will be in attendance such as special events, promotions, etc. requires **48 hours** notice and security at the tenant's expense. Approval is required and is subject to the event details and security availability.
 - Services at least 24 hours prior to the required access if security is NOT required and
 - Ten (10) days prior to the date if security IS required
-
- Failure to submit requests within the required notice period will result in denied access. Also, failure to obtain approval will result in denied access. The security and/or maintenance team may be required to ask you to leave the building immediately.

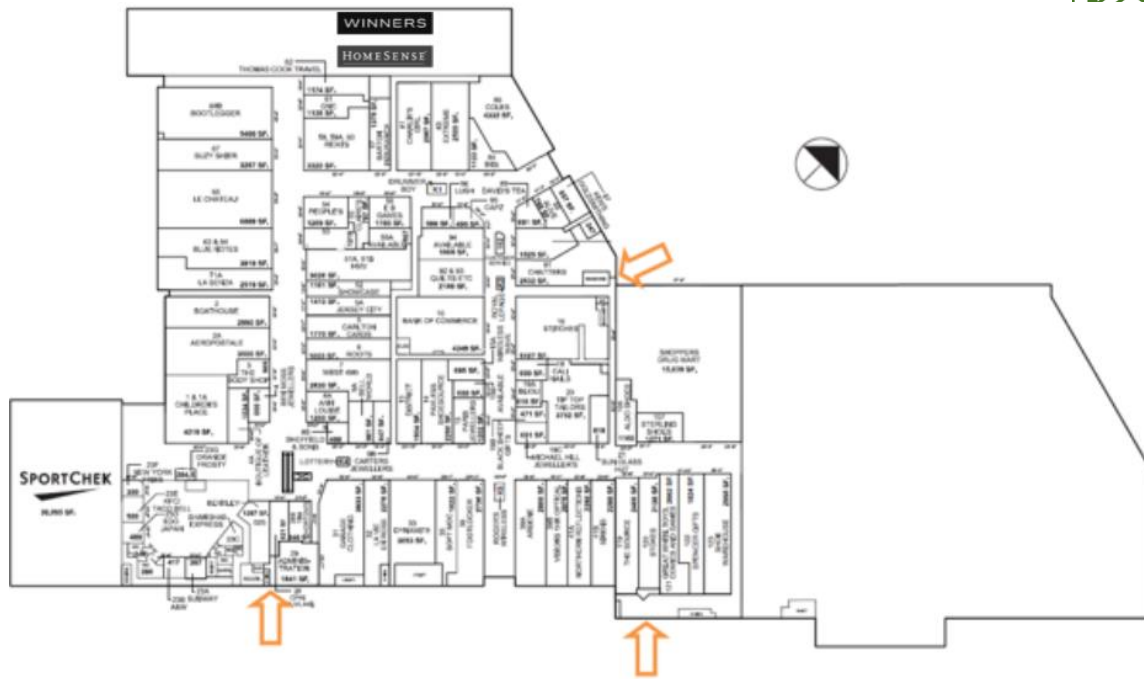
Tenants inside the premises during the after-hours period without an approved after-hours form may be fined according to the following structure per calendar year:

- First Offence – Verbal Warning
- Second Offence - \$100 fine and written letter to Store Manager
- Third Offence - \$200 fine, written letter to Store manager and District Manager (if applicable)
- Fourth offence - \$400 fine, written letter to Store Manager and District Manager (if applicable)
- Each additional offence - \$500 fine, written letter to Store Manager and District Manager (if applicable)
- Issuing of warnings and fines are at the discretion of the General Manager and Operations Manager. Warnings and fines will always be progressive

9.9 After-hours FOB Access (NEW)

9.9.1 Exterior / Perimeter Door Keys

Tenants are **not provided with keys to any exterior doors**. Pine Centre is equipped with a fob Access Control System which provides access to the building at three locations. The loading bay double door, hallway adjacent to the compactor room (East Door), and the exterior door (North Door).



Tenants that would like access to these doors can request a fob for their unit via the **Fob Access Control Request Form**.

Two fobs are provided free of charge, additional or lost fobs are \$10 each.

*After hours forms are still required to be completed for after-hours work

9.8.1 Fob Access Control Form

If you require external access to the premises, a **Fob Access Control Request Form** must be completed at least 48 hours in advance of the request access date. This form is listed under Section 11 – Forms.

Section 10 – Tenant Memos

Tenant Memos are an **important source of information for you**, our tenants. It is a way for management staff and marketing to communicate upcoming events, mall-wide initiatives, upcoming meetings, safety information and more.

It is important that store managers and associate managers are reading memos and then conveying any important and relevant information to their teams in a timely manner. Memos that are a different colour (other than white), typically require some sort of **'action'** from the tenant (i.e., confirmation of participation/attendance, completion of surveys etc.)

Memos are delivered in a hard copy by Security and can be accessed by the **Tenant Portal**. An online platform available to all tenants with update contact information, policies, tenant memos and more. Please email jbrown@morgaurd.com for access.

Section 11 – Forms

This section includes copies of the various forms that you may require from time to time, including (but not limited to): Emergency Contact Information Form, Fire Safety Team Form, Preauthorized Payment Form and Sales Report Form.

Date: _____

Emergency Contact Information

Please provide us with at least two emergency contact names and numbers for your store for any after hour emergency:

Store Name

Store Phone No

E-mail Address

First ContactEmployee
Name _____

—

Employee
Position _____

Employee Phone Number(s)

Employee E-
mail _____**Second Contact**Employee
Name _____

—

Employee
Position _____

Employee Phone Number(s)

Employee E-
mail _____**Third Contact**Employee
Name _____

—

Employee
Position _____

Employee Phone Number(s)

Employee
mail _____

E-



**PINE
CENTRE**

Store Maintenance & Repairs (E.g., Corporate Facility Department):

Company _____

Phone Number(s) _____

E-mail
Address _____

Please return the completed form to the Administration Office at your earliest convenience. In the future if there are any changes to the information that you are submitting, please contact Bobbie Jalbert at the Administration Office immediately at (250) 563-3681 ext. 54231 or email bjalbert@morguard.com

Date: _____

Fire Safety Team

Please provide us with at the names of your store's Fire Warden and at least one Assistant Fire Warden along with their contact information:

Store
Name _____

Store Phone No

E-mail Address

Fire Warden

Employee
Name _____

—

Employee Position _____

Employee Phone Number(s) _____

Employee E-mail



Fire Warden Assistant 1

Employee

Name _____

—

Employee

Position _____

Employee Phone Number(s)

Employee E-

mail _____

Fire Warden Assistant 2

Employee

Name _____

—

Employee

Position _____

Employee Phone Number(s)

Employee

mail _____

E-

Please return the completed form to the Administration Office at your earliest convenience. In the future if there are any changes to the information that you are submitting, please contact Bobbie Jalbert at the Administration Office immediately at (250) 563-3681 ext. 54231 or email bjalbert@morguard.com.

Merchant Agreement Form

Merchant

Name:

Merchant

Address:

Merchant

Phone

Number:

Shopping

Centre

/

Venue:

Start _____ Date _____ of _____ Gift Card Program: (if new program) _____



SET UP INFORMATION

Date _____ / _____ Time: _____

Card _____ Number _____ Ran: _____

Authorization _____ Code: _____

Amount: _____

Merchant _____ Manager _____ Name: _____

This Agreement is reached between Merchant and Store Financial Services, LLC ("**StoreFinancial**") and governs Merchant's participation in the Gift Card Program (the "Program"). In the Program, a Gift Card (the "Gift Card") may be used by cardholders to purchase goods and services only at merchants of the Shopping Centre/Venue which have been invited and accepted to participate in the Program. Merchant acknowledges the following:

1. Merchant agrees to participate in the Program and to accept the Gift Card as a form of payment for goods and/or services from Merchant.
2. The Gift Card has been tested at a register in Merchant's store/restaurant. Personnel at the store/restaurant have been trained and understand the terms and conditions set forth on the back of this document and the procedures outlined in the **StoreFinancial** Merchant Reference Guide.
3. The Gift Card is administered by **StoreFinancial**. Merchant must contact **StoreFinancial** with any changes to the store's/restaurant's merchant ID or if Merchant wishes to redeem multiple gift cards that exceed \$1,000 in combined value.
4. A **StoreFinancial** Merchant Reference Guide has been left at Merchant's store/restaurant.
5. Merchant understands that transaction processing fees will be incurred through your merchant acquirer when accepting the Gift Card. The current applicable rate is the credit rate negotiated between you and the merchant acquirer.
6. **StoreFinancial** recommends that refunds on merchandise purchased using the gift card not be replaced on the Gift Card but should be handled according to your store's procedures (e.g., store credit, store gift card, etc.).
7. Merchant agrees that it will follow the terms and conditions stated on the back page of this Agreement, and that Merchant's store/restaurant will be invoiced and/or charged back for settlement amounts that exceed the funds available on the Gift Card or result from an unauthorized transaction on the Gift Card.

*See terms & conditions in Appendix.

Pre-Authorized Debit Form

If you have additional questions, please contact the Shopping Centre/Venue office or StoreFinancial . REPRESENTATIVE	STOREFINANCIAL / PROPERTY REPRESENTATIVE
Print Name: _____ Signature: _____ Title: _____ Date: _____	Print _____ Name: _____ Signature: _____ Date: _____



Use this form to authorize [Morguard](#) to debit your bank account(s) for goods and/or services provided. Please complete all sections below.

Scan and email the completed form and a void cheque to: ARPADCommercial@morguard.com. Alternatively, send the completed form to the address stated in the footer of this document.

REQUEST TYPE

RECURRING MONTHLY DEBIT

☐ New
 ☐ Change
 ☐ Termination
 REQUEST DATE: mm/dd/yyyy
 COMMENCEMENT DATE: mm/dd/yyyy

ONE TIME DEBIT/(CREDIT)

REQUESTED AMOUNT: REQUEST DATE: mm/dd/yyyy

PAYOR INFORMATION

Payor Name / Legal Name:
 Street Address:
 City: Province: Postal Code: Telephone:
 Contact Name: Email: Telephone:

Note: If you have an existing pre-authorized agreement (debit or credit) with Morguard, proceed to page 2 and sign the authorization section.

PAYOR FINANCIAL INSTITUTION / BANKING INFORMATION

Bank Account Holder Name:

Attach a void cheque or an account verification form from your bank validating the account for debit.

Name and Address of Account holder: Cheque Number: 000102
 Date:
 Pay to the order of: \$
 Dollars
 Signature:
 "485" "00646" 842 :0164*0234-5800
 Transit No. Institution No. Account No.

Primary bank account

% Allocation for account:
 Transit No. Institution No.
 Account No.

Additional bank account (if required)

% Allocation for account:
 Transit No. Institution No.
 Account No.

FOR MORGUARD USE ONLY

Date Received: Lease ID:
 Date Entered: Entered By:

Morguard – Attention: Commercial AR Department
 55 City Centre Drive, Suite 800, Mississauga, ON L5B 1M3
 E: ARPADCommercial@morguard.com

Page 1 of 2

TERMS AND CONDITIONS: PRE-AUTHORIZED DEBIT FORM

In this agreement "Morguard" means Morguard Corporation, its subsidiaries, clients, and subsidiary clients.

"Processing Institution" means the financial institution that holds the account(s) to be debited by means of debit.

The Payor authorizes Morguard to withdraw from the account(s) the Payor has identified for payment of products and services that were provided to or for the benefit of the Payor.

Recurring monthly debit transactions occur on the first business day of each month. Payor is to receive written notice from Morguard for the amount to be debited and date of debiting. Notification to be provided at least five (5) business days prior to the occurrence of the first debit transaction. Such notice shall be received every time there is a change to the debit amount.

One-time debit/(credit) transactions occur as requested by the Payor. Notification to be provided at least five (5) business days prior to the withdrawal.

The Payor may change or revoke this authorization at any time by providing ten (10) business days written notice to Morguard, using the *Morguard Pre-Authorized Debit Form*.

Morguard may amend the pre-authorized debit authorization terms and conditions at any time by providing notice of such amendment to the Payor.

Revocation or cancellation of the pre-authorized debit authorization by either Morguard or the Payor does not terminate any contract for goods or services that exists between the Payor and Morguard. Revoking authorization only applies to the method of payment and does not have any bearing on the contract for goods or services.

Although Morguard intends to facilitate payment through pre-authorized debit, Morguard may cancel the pre-authorized debit option and request the Payor to utilize other methods of payment including, without limitation, payment by cheque or wire transfer.

The Payor acknowledges that delivery of this authorization to Morguard constitutes delivery by the Payor to the Processing Institution.

The Payor warrants and guarantees the account(s) is held for the benefit of the Payor and that all persons whose signatures are required to sign on the account(s), have signed this authorization below.

Morguard uses service providers located outside of Canada and information may be processed outside of Canada.

AUTHORIZATION

I (we) hereby authorize Morguard to withdraw electronically from the specified bank account(s) specified here. I (we) acknowledge that the origination of the direct deposit from my (our) account must comply with the provisions of Canadian law. This authorization agreement is effective as of the notification date and is to remain in effect until Morguard receives notification of its termination.

Authorized Signature

Printed Name

Title

Date (mm/dd/yyyy)

AUTHORIZATION (IF APPLICABLE)

I (we) hereby authorize Morguard to withdraw electronically from the specified bank account(s) specified here. I (we) acknowledge that the origination of the direct deposit from my (our) account must comply with the provisions of Canadian law. This authorization agreement is effective as of the notification date and is to remain in effect until Morguard receives notification of its termination.

Authorized Signature

Printed Name

Title

Date (mm/dd/yyyy)

Sales Report Form



Mail to: Pine Centre Mall
c/o Morguard Real Estate Investment Trust
156-3055 Massey Drive
Prince George, BC
V2N 2S9

Fax to: 1 888-897-1828

Email to: jbowers@morguard.com
bjalbert@morguard.com

Date: _____

Name of Tenant: _____

Sales (Exclusive of Tax) for the month of _____ \$ _____

Multiply total by your percentage factor _____ % \$ _____

Less: Basic Rent \$ _____

Amount Owing (rent is the great of percentage or minimum rent) \$ _____

5% G.S.T. (applicable on % rent) \$ _____

Total Amount Due \$ _____

Signed by _____
(On behalf of tenant)

**Please note that when percentage rent is applicable, it is due and payable
with this report as per your lease.**

Tenant Job Posting & Web Site Form

Please print legibly and complete one form per position

Date: _____ Business: _____

Contact Phone: _____ Contact _____ Email: _____

Position _____ Available: _____

Number of Positions Available: _____ Website: _____

Qualifications: _____

_____To Apply: ☐ In Store ☐ Online _____ (email address here)☐ Mail _____ (mailing address
here)☐ Fax _____ (fax number
here)☐ Part Time☐ Full Time☐ Casual☐ Seasonal☐ _____ Other

Wage/Salary: _____ \$ per hour
_____ Other



**PINE
CENTRE**

More

Information:

Closing Date:

FOB Access Control Request Form



To be completed by Tenant	
Store Name:	Manager/Key holder Name:
Date(s) Requested:	CRU #
<input type="checkbox"/> Permanent Tenant <input type="checkbox"/> Temporary Tenant	Lease End Date (Temporary Tenants ONLY) _____ (day) _____ (month) _____ (year)
Reason for After-Hours Access:	
To be completed by Management Team	
Fob Number Assigned:	Quantity:
Assigned to:	<input type="checkbox"/> Loading Bay <input type="checkbox"/> North Door <input type="checkbox"/> East Door
Comments:	
Tenant Representative:	Date:
Landlord Representative:	Date:
IMPORTANT Fob (s) must be returned at Lease End Date Lost or stolen fob (s) MUST be reported to the Operations Manager IMMEDIATELY	

Section 12 – Appendix

1. Gift Card Program

MERCHANT PARTICIPATION – TERMS AND CONDITIONS

These TERMS AND CONDITIONS govern the participation of Merchant in the Gift Card Program and apply to each merchant who agrees to participate in the Program and accept the Gift Card as a form of payment for goods and/or services from the Merchant.

- To participate in the Program, Merchant must supply equipment that is capable of processing real-time preauthorized financial transactions on the MasterCard® or Visa® networks.
- The Gift Card used in the Program is a pre-paid card activated for a pre-determined amount. It is not re-loadable. **A Gift Card shall not be accepted by the Merchant above the authorized amount of the Gift Card at the time of purchase.**
- The Gift Card may be used only to purchase goods or services at the participating Merchant. The Gift Card shall not be redeemed for cash.
- The Gift Card shall not be accepted to make a payment on any account owed by a cardholder to Merchant.
- The Gift Card shall not be accepted as payment at Merchant, unless Merchant first receives real-time preauthorization for the transaction.
- **FORCED SETTLEMENTS TO A GIFT CARD ARE PROHIBITED.**
- When accepting the Gift Card, transaction processing fees will be incurred by Merchant through its merchant acquirer. The current applicable rate is the credit rate negotiated between Merchant and its merchant acquirer.
- In its sole discretion, StoreFinancial shall have the right to approve Merchant for participation in the Program, and to remove Merchant from participating in the Program. Merchant shall have the right to decline from participating in the Program, unless other contractual obligations require participation by Merchant.
- **THE GIFT CARD SHALL NOT BE ACCEPTED TO PAY FOR TIPS OR GRATUITIES:**

We suggest that servers draw a line through the tip section on the receipt so the customer does not have the option of writing in a tip amount.

If your restaurant or store accepts a tip or gratuity on the gift card, your restaurant or store will be invoiced and/or charged back for the dollar amount that exceeds the available card balance.

I acknowledge that I have received training regarding gratuities on the gift card and have read and will adhere to the policies outlined in the Merchant Agreement and Information Receipt Acknowledgement.

I agree that my restaurant or store will be invoiced and/or charged back for settlement amounts that exceed the funds available on the gift card. Transactions for which my restaurant/store will be invoiced and/or charged back include unauthorized sales transactions and gratuities.

The receipt at left with the 1EMPTY authorization code represents a balance of zero. When you see this, it means that all the funds on the card have been used. The receipt at the right shows a balance of \$50.00. The X in the authorization code represents the decimal point in the figure.

MERCHANT NAME 123 MAIN STREET	
E454589600000000 AA1A	
DATE 05/01/09	TIME 10:42 PM
ITEM: 020 SALE \$100.00	
ACCT: xxxxxxxxxxxxxxxx xxx	
AUTHORIZATION CODE: 1EMPTY	
AMOUNT DUE	\$100.00
TIP	\$ _____
TOTAL	\$ 100.00
X _____	

MERCHANT NAME 123 MAIN STREET	
E454589600000000 AA1A	
DATE 05/01/09	TIME 10:42 PM
ITEM: 020 SALE \$100.00	
ACCT: xxxxxxxxxxxxxxxx xxx	
AUTHORIZATION CODE: 050X00	
AMOUNT DUE	\$50.00
TIP	\$ _____
TOTAL	\$ 50.00
X _____	

Merchant Training

1. ACCEPTING THE GIFT CARD

Things to know:

- **THE GIFT CARD IS PROCESSED AS A CREDIT CARD.**

To accept, simply hit the credit card button on your register – DO NOT use your gift certificate button.

- **YOU SHOULD KNOW THE BALANCE OF THE CARD PRIOR TO PROCESSING IT.**

If your register does not support partial authorization and there are not enough funds on the card to cover the sale, it will be declined. You CANNOT swipe the card and automatically have the card's funds deducted from the sale amount.

If your register supports partial authorization and there are not enough gift card funds to cover the sale, only the portion of the sale covered by the gift card will be approved and the POS will prompt you to collect the remaining balance through another form of payment.

The majority of registers do not support partial authorization, therefore, it is very important that you know the balance of the card before swiping it. Once you know the balance, you are better able to assess how to process the sale. Avoiding declined transactions and processing the card smoothly and efficiently will create a positive experience for your customer.

How to find a card's balance:

- **CHECK THE BALANCE TRACKING STRIP ON THE BACK OF THE CARD.**

The original balance will be written on there at the time of purchase. It is highly recommended that you write the balance of the card after the transaction (it can be found on the receipt) in this area. If everyone takes the extra few seconds to utilize this feature, it will simplify future gift card transactions for all merchants.

- **CALL THE AUTOMATED BALANCE INQUIRY LINE, AVAILABLE 24/7.**

You will be prompted to enter the number from the back of the card and press #. The entire process takes approximately 12 seconds.

- **RUN A PENNY TRANSACTION (THE GIFT CARD WILL NOT BE CHARGED).**

The authorization code that appears on the receipt is the remaining balance on the card. An X will appear as a decimal point (example – 010X35 would represent a balance on \$10.35). If the card has been depleted, the authorization code will display 1EMPTY.

- **VIEW THE BALANCE AND TRANSACTION HISTORY** at www.getmybalance.com.

2. RETURNS & VOIDS

Things to know:

- **STORES SHOULD FOLLOW STANDARD STORE POLICY WHEN PROCESSING MERCHANDISE RETURNS.**

However, StoreFinancial recommends that refunds for merchandise purchased with a gift card not be placed back on the gift card.

- **Refunds on merchandise returns can take up to 7 business days to appear on the customer's gift card account.**

VOIDING TRANSACTIONS

There may be times when you inadvertently deduct too much money from a customer's gift card or have to void a sale for another reason. In those instances, you want to keep in mind that:

- **YOU CAN CALL THE MERCHANT SUPPORT LINE TO REVERSE A VOID IMMEDIATELY.**

This is especially helpful when you need to rerun the sale and complete the transaction immediately.

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- THE VOID/REVERSAL WILL TAKE APPROXIMATELY 5-7 BUSINESS DAYS TO APPEAR ON THE CUSTOMER'S GIFT CARD ACCOUNT IF YOU DO NOT CALL MERCHANT SUPPORT.

MERCHANT SUPPORT LINE

Whenever you run into a situation where the card will not work OR you have questions on how to run the card, call the Merchant Support line. They will be able to get the sale processed within minutes so that the customer is not inconvenienced.

- **MERCHANT SUPPORT LINE IS AVAILABLE DURING SHOPPING CENTER HOURS.**
- You will be connected with a live person (unlike the Balance Inquiry line, which is automated for speed).
- Customer service representatives can assist you with all topics/questions related to the gift card and the processing of it.
- At the time of training, you will be given reference materials that will provide you with the Merchant Support number, which we recommend that you post on your registers and/or phones.

2. Store Financial Merchant Guide

ONE	ACCEPT & AUTHORIZE AS A CREDIT CARD	<p>You may authorize the gift card for an amount up to the current available balance.</p> <ul style="list-style-type: none"> • Swipe the gift card through your POS as a credit card. • If your POS requires the last 4 digits of a credit card, enter the last 4 numbers in the gift card sequence from the back of the card. • The returned authorization code is the remaining balance of the gift card. • Write the remaining balance in the tracking strip on the card's back. • Present the receipt to the cardholder for signature. • Always return gift card to cardholder even if the entire card balance has been spent.
TWO	KNOW THE GIFT CARD BALANCE	<p>To check a gift card balance, you or the cardholder will need the account number on the back of the gift card.</p> <p> VIA THE BACK OF THE GIFT CARD See the balance tracking strip on the back of the gift card</p> <p> VIA PHONE In the US: 800.755.0085 In Puerto Rico: 800.803.7439 In Canada: 800.755.8608</p> <p> VIA POS TERMINAL -swipe gift card -enter and process \$.01 transaction -returned authorization code will be current card balance</p> <p> VIA CARDHOLDER RECEIPT The authorization code on the receipt shows the remaining balance of the card in this format: an X represents a decimal point. For example, an authorization code of 127X64 represents a balance of \$127.64.</p> <p> VIA WEB www.getmybalance.com</p> <p> AT CUSTOMER SERVICE DESK During the property's normal hours</p>
THREE	BALANCE TRACKING STRIP	<p>The gift card has a feature on its back designed to aid in the efficiency of sales transactions. This feature is located on the right side of the gift card back.</p> <p></p> <ul style="list-style-type: none"> • Beginning balance of gift card recorded at time of purchase. • Consult this strip before processing a transaction to obtain the balance. • Write remaining balance in the next space after a transaction is completed (see authorization code on transaction receipt for card balance).
FOUR	SPLIT TENDER TRANSACTIONS	<p>If the sale amount exceeds the balance of the gift card, follow your own store policy regarding split tender.</p> <ul style="list-style-type: none"> • StoreFinancial RECOMMENDS that you find the balance on the card using one of the methods above. • Swipe the gift card for the exact available balance. • Obtain another form of payment for the remainder of the sale.

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GIFT CARD MERCHANT GUIDE

FIVE	VOIDING A SALES TRANSACTION	<p>If you deduct an incorrect amount from a customer's gift card, follow your store's void procedures.</p> <ul style="list-style-type: none">• When you void a sale, the funds need to be placed back on the card.• You can call Merchant Support to have the funds immediately placed back on the card. The Merchant Support number is listed on the back of the gift card.• If you do not call Merchant Support, it will take approximately 7 business days for the funds to be automatically placed back on the card.
SIX	RETURNED MERCHANDISE PURCHASED WITH GIFT CARD	<p>Stores should follow standard store policy when processing merchandise returns.</p> <ul style="list-style-type: none">• StoreFinancial recommends that refunds for merchandise purchased with a gift card not be placed back on the gift card.• Refunds on credit returns can take up to 7 business days to appear on the customer's gift card account.• The original gift card used to make the purchase MUST be present at the time the return is processed. The return must be credited back to the original card.• Only the portion of the sale amount purchased with the gift card may be returned to the gift card.• Always return the gift card to the customer after a purchase. This way the customer can use it for credit return purposes.
SEVEN	MANAGING A DECLINED SALES TRANSACTION	<p>If the card is declined, be sure:</p> <ul style="list-style-type: none">• There are sufficient funds on the card by checking the balance.• You are processing the gift card as a credit card.• The mag stripe is being read properly. If not, call Merchant Support for manual entry instructions.• If at any time you need further assistance, please call the Merchant Support number, which is listed on the back of every gift card.
EIGHT	POS MESSAGE "EXPIRED" OR "INVALID" CARDS	<p>The gift cards have a valid thru date on the magnetic stripe of the card. The gift card account does not expire.</p> <ul style="list-style-type: none">• This means that a customer may present a gift card that when swiped through your register displays the message: Expired or Invalid Card.• If this happens, please direct the customer to the gift card selling location for a replacement card.• All existing funds will be transferred to a new card at no cost to the customer.
NINE	ABOUT THE GIFT CARD	<ul style="list-style-type: none">• Each transaction must receive a valid authorization at the time of purchase.• Stores will be compensated for accepting the gift card as if they had accepted a credit card.• Gift cards cannot be used for gratuities.• Send customers with questions regarding lost cards to the gift card selling location to receive information about replacement card policies.



**STORE
FINANCIAL**

Merchant Support available.
Please call the number on the back of the gift card for assistance.

Fire Warden Training- Fire Procedures

1. Building Response Team

- Team 1- Administration
- Team 2- Paladin Security
- Team Support- Dexterra & Maintenance

- Incident Commander: Team 1
Paladin Security will always lead in an emergency evacuation. The most senior team member acts as the Incident Commander (IC) and will be wearing a Green Vest
- Policy Group: Team 2
Operations Manager or General Manager
- Incident Command Post: The IC will initially request all teams to the incident command post (Old Security Office or Administration Office)

2. Fire Warden

- It is the responsibility of each store to provide sufficient personnel to form a Fire Safety Team at Pine Centre **Fire Warden & Assistant Fire Warden** (at least 1)
- Fire Wardens are responsible for:
 - Attending annual Fire Safety Team meeting
 - Appointing and Training Assistant Fire Warden(s)
 - Training ALL sales associates in Fire & Safety Procedures

3. Emergency Procedures

- At the sound of any alarm
 1. Stop what you are doing
 2. Step out of your store
 3. Listen to the PA (if you miss an announcement- ask a neighbor)
- If you hear gunshots or other loud blasts- DON'T wait for instructions- DON'T step out of your store- Act immediately and go into lock down

4. Store Evacuation Procedures

1. Ask Customers to leave
2. Shut & lock all doors to your store
3. Check all change rooms, washrooms, and storage areas for people
4. Direct all staff to exit the building at the closest exit
5. Staff attend Assembly Areas
 - Attend one of the assembly areas outside and report any missing persons to a mall representative
 - Please remain at the assembly areas until instructed otherwise

5. Assembly Areas

- Assembly Area 1- Corner by old Lowe's
- Assembly Area 2- Brown's

6. Check in at Assembly Areas

- Check in with Key Staff
- Report any missing person(s)
- Stay put and follow instructions
- You can't go back into the building until the **(ALL CLEAR)** is given