

## MOVING POLICY AND PROCEDURES

### Moving Policy

This moving policy and procedures apply to small and large office moves, and to the moving of office furniture and equipment (including replacement furniture) in excess of a single item.

The moving policy is developed with the following objectives.

1. To enable moving activity to occur in an efficient manner.
2. To minimize interruption to other tenants and occupants.
3. To maintain security for the building and other tenants.
4. To avoid damage to building finishes.

All moves must be coordinated with and approved by building management office. Any moving of furniture and equipment that is not scheduled and approved will be shut down and access privileges revoked.

### Scheduling

- Book early. Please contact the building management office (604-688-7900) **as early as possible** to book your move. We will reserve the freight elevator and the loading dock for your exclusive use so that your move can be efficient and will not be interrupted by other activities.
- **First come, first serve.** The freight elevator and loading dock will be available on a first come first serve basis. If someone else has the freight elevator and loading dock booked, you will have to select another time.
- Moving Hours. To avoid business interruption to other tenants, large moves may only occur **after regular business hours** (i.e. after 5pm on Monday to Friday, or on weekends). Only small moves (i.e. a few pieces of furniture) may occur during regular business hours, however, the freight elevator will not be locked off during regular business hours and other people may use the freight elevator during the same time.

### Moving companies

- We can refer you to qualified movers and furniture installers. Contact the building management office for more information.
- While it is not mandated to use certain movers, we do reserve the right to withhold our approval to permit certain moving companies in our building.
- Movers must be able to provide proof of insurance (see below).

### Damage to building finishes

- Use caution. Some building finishes are very susceptible to damage. These include elevator finishes, the stain grade wood doors, frames and casings, wall paper and so on. A number of these materials are very expensive to fix or replace. Also, certain materials (i.e. wallpaper) may no longer be available, thus requiring the replacement of large areas (i.e. the entire elevator lobby) instead of one piece. Thus, extreme caution should be taken to ensure these finishes are not damaged.
- Corner protectors. We recommend the use of corner protectors on all door frames, including the elevator doors. We also recommend that protective coverings are installed on wall papered wall opposite the elevator, and any walls or doors that are likely to be affected.
- Inspection. Prior to any moving activity, UPG will inspect the elevators, common areas and the premises. Any pre-existing damage will be recorded. We will re-inspect the same areas promptly after the move. Any new damage is deemed to have occurred as a result of the moving activities.
- The cost of repair or replacement of any damaged finishes is the responsibility of the tenant. All common areas and improvements must be in the same condition as before the move. To ensure quality, UPG will undertake the repair of any damaged surfaces. We will not permit the moving company to “patch things up”. The cost of any repairs will be invoiced to the tenant.

### Insurance

- Prior to work commencing on site, the moving company must submit a [certificate of insurance](#) evidencing comprehensive commercial general liability insurance at limits and conditions that are satisfactory to UPG. In addition, the moving company must submit the WorkSafeBC letter for the most recent quarter, confirming the company is in good standing with WorkSafeBC.
- The certificate of insurance must name UPG Property Group Inc. as an additional insured.

### Route

- In order to avoid damage to finishes and to avoid interruption to other businesses, movers are **not** permitted to use the following areas:
  - the passenger elevators (elevators 1-3)
  - the main lobby
  - the main entrance doors
- All moves must use the freight elevator **only**. Use the back doors of the freight elevator to access the loading dock. Do not move any items in or through the main lobby.

#### Washroom facilities

- Movers and furniture installers may use the washroom facilities on the floor that they are working on, but not on any other floors.

#### Freight elevator

- The freight elevator has a capacity of 3,500 lbs. The door openings are 3'-6" wide and 7-0" high.
- During an authorized move, the freight elevator will be put on independent service to avoid other parties calling the elevator.
- Elevator pads are available to protect the interiors of the freight elevator, and must be kept in place during the move.
- No furniture, dollies or moving boxes are permitted in the passenger elevators at any time.

#### Loading dock

- The loading dock fits one ton trucks only. A maximum of 2 trucks fit in the dock at any one time.
- Vehicles larger than 1 ton trucks will have to be parked in the lane. Permits for parking in the lane must be obtained from City of Vancouver.
- The loading dock has a clearance of 11'-9". The dock height is 2'-8". The double doors leading to the freight elevator vestibule are 4'-5" wide.

#### Security staff

- All moves will be supervised by building security staff, who will:
  - provide access (open/close the loading bay, provide access to the freight elevator, etc.)
  - monitor the moving activities
  - be available to answer questions
  - maintain a security presence on the ground floor
  - ensure compliance with the building's moving policies and procedures.
- The movers are to follow the reasonable instructions and directions by the security officer.
- The security staffing cost will be invoiced to the tenant at UPG's cost. Typical cost is approximately \$25-35 per hour, pending on the time of day and duration of the move.

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Information needed

Please provide us with the following information within the timelines noted.

1. At the time of booking:
  - a. Proposed moving date(s) and times;
  - b. Expected duration of the move (number of hours);
  - c. Approximately quantities of items to be moved (i.e. number of office suites, number of workstations).
  
2. Approximately 1 week before the move:
  - a. The name and contact information for the moving company;
  - b. Any update/changes on duration of the move and the quantity of items to be moved.
  
3. Minimum 24 hours before the move:
  - a. Insurance certificate and Worksafe BC letter from the moving company;
  - b. Name and contact information (including cell phone number) for the tenant staff member who will be on site during the move.