

WELCOME TO  
COMMERCE PLACE

# Tenant Information Guide



# HELLO

## Welcome to Commerce Place

Your safety, comfort, and convenience are top priorities for us daily. We're happy you're here.

As the property managers, we're committed to creating a sustainable environment that brings value to people both now, and for years to come. Our on-site staff offer a tangible presence, providing hands-on, in-person guidance to each and every one of our customers. It's this commitment to customer service that has made us leaders in the management of major commercial properties across Canada.

We've created the following guide to give you and your coworkers all you need to know as tenants. It contains information about the features, facilities, and safety protocols here – as well as the suite of tenant services we've designed with you and your business in mind. Please note this information is general in nature and may differ from your respective lease. In all cases, your lease takes precedence over this guide, which can be found at [commerceplaceedm.com](http://commerceplaceedm.com).

We are available for any questions or concerns you may have. Please call us at 1-877-977-2262 or email us anytime at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

Thank you. We look forward to working with you here.

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# For Quick Reference

## 1 | Key Contacts

Darcy Armstrong	VP & General Manager	<a href="mailto:darcy.armstrong@quadreal.com">darcy.armstrong@quadreal.com</a>
Tauseef Rehman	Property Manager	<a href="mailto:tauseef.rehman@quadreal.com">tauseef.rehman@quadreal.com</a>
Dan Sarrasin	Manager, Security & Life Safety	<a href="mailto:dan.sarrasin@quadreal.com">dan.sarrasin@quadreal.com</a>
Paul Soholt	Operations Manager	<a href="mailto:paul.soholt@quadreal.com">paul.soholt@quadreal.com</a>
Kirstie Erb	Project Manager	<a href="mailto:kirstie.erb@quadreal.com">kirstie.erb@quadreal.com</a>
Sakshi Sharma	Tenant Services Manager	<a href="mailto:sakshi.sharma@quadreal.com">sakshi.sharma@quadreal.com</a>
Nana Dube	Administrative Assistant	<a href="mailto:nana.dube@quadreal.com">nana.dube@quadreal.com</a>
Meghan Kinney	VP, Leasing	<a href="mailto:meghan.kinney@quadreal.com">meghan.kinney@quadreal.com</a>

Property Management Office  
Security Control Centre

780-477-4400  
780-944-0903

QuadReal CONNECT

1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

## 2 | QuadReal CONNECT – Key Contact Portal

At QuadReal we're proud to serve the people who call our communities home. That's why we developed QuadReal CONNECT, a 24/7 service centre offering the support you need day and night. Order any number of on-call tenant services; learn more about recycling protocols; register an internal move; or simply ask a question. Contact your service team at QuadReal CONNECT by phone at 1-877-977-2262 or email at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## 3 | QuadReal+ Tenant Portal

Stay on top of all things related to your building with QuadReal+, the app we've designed with your day-to-day tenant needs in mind. Download easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at [quadrealplus.com](http://quadrealplus.com).

## 4 | Hours of Operation

Building hours	6 am to 6 pm 9 am to 5 pm Closed	Monday to Friday (except holidays) Saturday (except holidays) Sunday
Pedway hours	6am to 6pm 9am to 5pm Closed	Monday to Friday (except holidays) Saturday Sunday

Pedway hours are subject to change at any time.

Property Management Office	8 am to 4 pm	Monday to Friday (except holidays)
Security Control Centre	24 hours	7 days a week
Janitorial Services	6 am to 5 pm	5 days a week
Parkade	5:30 am to 11 pm	7 days a week

Please note that access cards are required to access the building after hours.

## Management & Operations Staff

Emergency (Security Control Centre 24/7)  
QuadReal CONNECT

780-944-0903  
1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### Property Management

VP & General Manager	Darcy Armstrong	780-944-0902
VP Leasing	Meghan Kinney	780-701-1104
Property Manager	Tauseef Rehman	780-809-8583
Project Manager	Kirstie Erb	780-423-0352
Administrative Assistant	Nana Dube	780-477-4400

Tenant Services		
Tenant Services Manager	Sakshi Sharma	780-229-0892

Security & Life Safety		
Manager, Security & Life Safety	Dan Sarrasin	780-477-4388
Security Coordinator	Jasdeep Kaloty	780-477-4393

Building Operations		
Operations		
Manager Operations	Paul Soholt	780-229-0896
Supervisor	Bayardo Jordan	780-699-0498

Print & post this page for your staff's convenience.

# Tenant Services

QuadReal CONNECT

1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

## Communications

We believe a thriving community is one grounded in transparency. Throughout your time with us here, you'll see us use a number of communication channels to keep you informed about what's happening. These will include elevator screens, directories, and programming / event calendars.

We ask that each tenant please designate one employee to act as principal liaison between our office and yours. This contact person should be responsible for making all inquiries or service requests to our Management Office at 780-477-4400 or through QuadReal CONNECT.

Please inform us of your designated employee's name, along with their telephone number and email address. By restricting this responsibility to one principal liaison, it will allow us to provide better recording and assessment of problem areas and will also result in the delivery of more efficient and timely service for your needs.

### QuadReal+ Tenant Portal

We've designed this app with your day-to-day tenant needs in mind. Download easily to your phone or desktop to get the latest up-to-date building information, exclusive tenant events and offers, and more. Download QuadReal+ at [quadrealplus.com](http://quadrealplus.com).

### Tenant Bulletins

For those less tech-inclined, we also share regular communications about building & operational issues with appropriate tenant contacts. In turn, they're encouraged to share with their colleagues, so everyone is kept informed.

### Stat Holidays

Property management team recognizes the following stat holidays:

New Year's Day	Family Day	Good Friday	Victoria Day
Canada Day	Heritage Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day	

Please give us 24 hours' notice for any special HVAC or security requirements for any staff you have working on holidays or weekends.



## About Your Building

Located between the Arts and ICE Districts with direct connections to the above ground pedway system as well as the Central LRT station, the two-story granite retail pavilion together with its 27-storey office tower is a landmark.

Large windows, overhead canopies, custom light fixture and an exterior public address system enliven the exterior streetscape. The retail and main tower lobby interior is impeccably finished in polished and textured granite walls, Muntz bronze doors and custom lighting fixtures and furniture.

### Accessibility

QuadReal is committed to providing a respectful, welcoming, and inclusive environment for everyone. We work to make every aspect of this complex accessible. If you have any questions or concerns about our approach to accessibility, please contact QuadReal CONNECT by phone at 1-877-977-2262 or email at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### ESG

QuadReal is dedicated to creating better outcomes for our stakeholders through stringent sustainable practices. We've set ambitious targets around sustainability, to reduce water, waste, and energy and ensure all our Canadian offices achieve net zero emissions by 2040. We even host a calendar of events and programs throughout the year, all designed to benefit the wellbeing of our communities. And because the health and wellness of our tenants is a top priority, we hold ourselves to strict indoor air quality (IAQ) standards when it comes to air quality, humidity, and thermal comfort. For more information about our approach to ESG practices and healthy buildings, please visit [quadreal.com/esg/our-esg-approach](http://quadreal.com/esg/our-esg-approach).

### Smart Buildings

Safer, sleeker, smarter – we're creating buildings that push the boundaries of what you can expect from your QuadReal workplace. Using digital and automation technologies such as artificial intelligence, interconnected devices, and smart systems, we're building healthier, happier and more harmonious communities for our customers to thrive in.

### Awards

Commerce Place is the proud recipient of several national and global awards for outstanding tenant service, building management & hospitality, design, and sustainability.

[BOMA Best Platinum | 2023](#)

[Building Operations Team of the Year | 2023](#)

[BOMA Canada | BOMA BEST Award, highest scoring building under 1M sf | 2023](#)

[Fitwel 2-Star | 2023](#)

[Rick Hansen Foundation \(RHF\) Accessibility Certified | 2021](#)

[LEED Gold Existing Building Operations and Maintenance \(EBOM\) | 2019](#)

[BOMA Edmonton Earth Award | 2016](#)

[BOMA Edmonton Certificate of Excellence | 2016](#)

[BOMA Canada Office Building of the Year \(TOBY\) Award | 2008](#)

## Building Amenities

### Parking

We have a vast parking facility at your convenience right below Commerce Place. Tenant parking is located on levels P2 and P3, with EV charging stations on P1. Visitor parking is on P1. All traffic enters and exits the parking structure from 101 Street or 102 Street. The maximum vehicle height is 6ft.

## Tenant Information Guide

### Reserved Parking

All reserved stalls are located in a separate gated area on P3. Reserved parkers are reminded that they are not authorized to park anywhere else in the parkade except their designated stall. If you wish to park outside of the reserved parking area, the usual parking rates will apply.

### After-Hours Parking

The parkade gate closes at 11:00 PM each evening. Monthly parkers can access any time using the parking card entry system available just outside the gate. The door will automatically close once the vehicle has cleared the entrance.

### Storage

To rent storage in the building, please contact our office at 780-477-4400. Storage is rented on a space availability basis and at current market rates.

### Active Commuter Indoor Bike Parking

For safety reasons, we don't allow bikes in the building, but you do have a couple options for securely locking up your bike while you're at work, located on the P1 level.

Access to indoor bike parking is by registered access card and requires a signed waiver form, which can be found in the following two ways:

- In the QuadReal+ tenant portal. Please complete and submit the waiver form within the app.
- Online at [quadrealconnect.com](http://quadrealconnect.com).

Once we have received your waiver form, your access card will be updated (please allow 24 hours), granting you access to indoor bike parking.

All indoor and outdoor bike parking is limited to 24 hours of use at a time.

### Fitness Facility

Commerce Place has welcomed GoodLife Fitness to its roster of prominent tenants. The state-of-the-art facility boasts design innovations and the most modern equipment to serve the tenants of Commerce Place and the neighbouring buildings.

### Conference Centre

There are 3 rooms available for booking on the 2nd floor which is suitable for smaller groups starting with 12 seats or usable by larger groups with 139 seats. To reserve a room on a first-come-first-serve basis, please submit the Conference Centre Booking Form via QuadReal CONNECT or visit QuadReal+. Alternatively, please email Tenant Services at [ecpreception@quadreal.com](mailto:ecpreception@quadreal.com) for more information.

## General Information

We're here for you. Please always feel free to share your comments, compliments, or concerns. You can begin by calling us.

### Property Management Office

Commerce Place  
Suite 208, 10155 – 102 Street  
Edmonton AB, T5J 4G8  
Phone: 780-477-4400

Monday – Friday  
8:00 am – 4 pm  
(Excluding holidays)

## Building Services

QuadReal CONNECT

1-877-977-2262

In addition to the number of on-call services we offer, your tenancy entitles you logistics-based services all offices need from time to time.

### Postal Services

To receive mail, please visit the mail area located on P1 level, close to the Freight elevator. Please contact Canada Post directly for any mail delivery delays or mail concerns. Courier drop box is located beside the main mailroom area.

### Lighting

All lighting at Commerce Place is controlled by a computerized lighting control system. This system automatically turns the lights off in the evening. A complete schedule was designed into your suite at the time of tenant improvements, but this schedule can be modified. The building engineering staff can accommodate changes as necessary, please contact the Property Management Office should you require changes.

## Service Rates

### Security Services

Access card	First access card is free, any lost or replacement cards requested may have an additional charge.
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### Parking

Monthly reserved rate	\$375 + GST
Monthly unreserved rate	\$325 + GST

\*These rates are for regular business hours and are subject to increase after-hours.

## Moving Procedures

We require advance written notice any time you need to move furniture and contents within Commerce Place spaces. Please complete the following two steps:

- Email Tenant Services at [service@quadrealconnect.com](mailto:service@quadrealconnect.com) notifying us of the date you wish to move items.
- Submit a "Work Permit Request Form," found in the Resources section at [commerceplaceedm.com](http://commerceplaceedm.com).

We'll work with you to confirm elevator requirements and any housekeeping needs you may have too.

Learn more by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Housekeeping

QuadReal CONNECT  
Management Office

1-877-977-2262  
780-477-4400

A clean, healthy workplace is essential to building a successful community. We have established strict standards for hygiene, certifying our policies and protocols using the Fitwel Viral Response Module.

## Tenant Information Guide

General housekeeping for office suites is provided daily 5 days a week. If you have additional housekeeping needs in your area, please call our Management Office at 780-477-4400.

General housekeeping of common mall areas, public washrooms and service corridors is provided daily Monday to Saturday. If applicable, additional housekeeping for your retail store, such as vacuuming, dusting and window washing, can be arranged at your convenience. Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

As part of our commitment to sustainable operations, we use green-certified cleaning and paper products throughout Commerce Place.

Janitorial cleaning is carried out under contract, which is administered by the Property Management Office. The first service under this contract will be provided on the evening of the first business day you take occupancy and will continue thereafter as provided as per your Lease Agreement.

Tenants are responsible for the cost of any pre-cleans necessary to prepare the premises for staff after both the tenant's leasehold improvement and moving contractor have completed their work.

## Housekeeping: General Tenant Space

### Nightly (5 times weekly)

- Empty all waste bins & replace liners as needed.
- Remove all collected trash to designated area.
- Dust all horizontal surfaces.
- Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains.
- Dust mop all hard surface floors with treated electrostatic mop.
- Spot clean all partition glass.
- Dust and spot clean furniture fixtures, equipment & accessories.
- Vacuum all carpeted high traffic lane areas.

### Weekly

- Spot clean carpeted areas.
- Dust high & low areas.
- Damp wipe vinyl furniture. Lint brush fabric furniture.
- Damp wipe all plastic covered furniture.
- Fully vacuum all carpets from wall to wall.
- Spray buff all hard surface areas with a high-speed floor machine.

### Monthly

- Vacuum all fabric furniture.
- Wash all trash containers.
- Dust all venetian blinds.
- Dust all exposed horizontal surfaces beyond normal reach.

## Tenant Information Guide

### Semi-Annually

- Wash interior glass.

### Yearly

- Carpet Cleaning.

## Washrooms

### Nightly

- Refill dispensers.
- Empty trash.
- Clean & sanitize all fixtures.
- Wipe all counters & chrome.
- Clean mirrors & spot wipe partitions.
- Sweep and damp mop floors with germicidal cleaner.

### Monthly

- Hand wash all walls.
- Dust and clean all return-air vents.
- Wash all partitions & trash containers.

## Pest Control

Pests can be harmful to tenants as well as to buildings. Ecolab is our pest services provider, conducting inspections to our property on a regular basis. Retail stores and common areas are monitored bi-weekly. We've implemented a pest management strategy to treat pests while also minimizing the harmful effects of pesticides.

## Noise and Pet Restrictions

In accordance with the rules and regulations of your lease, tenant's agents and employees shall not make any improper noise in the building, play any musical instrument, other than radio or television, that may interfere with other tenants or those having business with them. Additionally, building rules and regulations do not permit any animals within the building. People with disabilities are allowed to bring their service animals onto general public areas as well as tenant premises in the building.

## Signage

The design decisions at Commerce Place have been made with purpose. As a result, we wish to keep the complex's appearance as uniform as possible. Any sign requirements you may have can be arranged by calling the Property Management office at 780-477-4400.

### Loading Dock

#### Location & Hours

Access the loading dock off the 101 Street parking entrance and follow the signs.

The loading dock is open Monday to Friday 6 am to 6 pm. Access may be arranged outside those hours by contacting Security at 780-944-0903 or using the intercom located outside the Loading Dock, in between the doors.

#### Usage

- All deliveries are restricted to the loading dock and must be transported via the freight elevators.
- Please turn off your vehicle when it's parked in the loading dock. Idle no longer than 3 minutes.
- Please leave your keys in your vehicle.
- Maximum truck height at the loading dock is 13 feet.
- Maximum time permitted in the loading dock area is 20 minutes.
- Drivers are required to sign in and out with the Dock Master.

### Waste & Recycling

QuadReal is committed to leadership in sustainability at every property we manage. It's part of our mandate to ensure we are offering our tenants and their customers healthy environments in which to do business. Part of that approach is how we handle waste.

Every building occupant plays a part in assuring the success of the recycling program. Please ensure only the items below are put into the recycling compactors in the loading dock:

- Paper, newsprint, magazines, flyers & mail
- Brown paper bags
- Drink containers
- Cardboard
- Empty plastic and glass bottles
- Empty tin cans
- Plastic jugs.

Other items that can be recycled at Commerce Place are toner/ink cartridges, electronics, light bulbs and ballasts related to business products only. There are designated areas in the loading dock for such items.

Cardboard boxes should be flattened and marked for recycling for removal by housekeeping staff in the evening.

### Recyclable Items

#### Paper Products

Office paper, fax paper, coloured paper, glossy paper, magazines, brochures, newspaper, envelopes, window envelopes, sticky notes, cardboard, file folders.

#### Cans / Glass / Plastics:

Glass beverage & food bottles, jars & metal jar lids, food & pop cans, bottle caps, food & beverage plastics, clamshell food containers, coffee cups, coffee cup lids, liquid soap bottles, juice boxes & tetra paks, milk cartons, plastic bags, straws, plastic stir sticks, & yogurt containers without the lid.

#### Organic Waste

All meat, poultry & fish bones, soup, bread, fruit & vegetables, leftovers, coffee grounds, filters, tea bags, soiled paper/other, napkins, paper towels, compostable fiber containers.

#### Electronic Waste

Personal computer equipment, mice, keyboards, wiring, monitors, mainframe computers, printers & scanners, modems, telecom equipment (switchgear, relays), thermostats, telephones (mobile & hardware), fax machines, photocopiers, radio / stereo equipment, cash registers, video games, digital cameras, batteries (bins available on request), small-sized toner cartridges.

#### Lamps

Light bulbs & tubes contain toxic substances. Lamps are safely collected and stored for verified recycling. We can replace spent lamps and remove old ones from your premises if you wish. Please contact QuadReal CONNECT at 1-877-977-2262 or email at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

#### Waste Removal Service

We conduct this complimentary service each night, Monday through Friday (excluding stat holidays). It includes pick-up from individual tenant areas of regular waste, recycling receptacles, and any large boxes.

### Elevators

Passenger elevators are available for regular use 8 am to 5 pm, for those floors requested to be locked card access will be required. After regular hours, all floors will require card access. Deliveries that require carts are not permitted on the passenger elevators.

The building freight elevators are open for building deliveries between 6 am and 6 pm, Monday through Friday. This is a very busy elevator, so tenant usage at any time for special purposes, large deliveries, moves, etc. must be pre-arranged through our Property Management Office.

For more information, please contact our Property Management Office, at 780-477-4400.

### Deliveries

Passenger elevators are designated solely for transporting tenants and their guests. For this reason, all deliveries are restricted to the loading dock and the freight elevators. Access to the loading dock is from 101 Street Parkade Entrance.

The dock area is reserved for loading/unloading of delivery trucks only and not for regular vehicle unloading or parking.

## Tenant Information Guide

All drivers must check in with the Dock Master in the Security Control Center located at the north end of the dock.

## Central Operations

Operations Manager	Paul Soholt	780-220-4885
Operations Supervisor	Bayardo Jordan	780-699-0498

## Electrical / Mechanical Services

In charge of heating, cooling & ventilation, our Operations team helps ensure the year-round comfort of your office space and your colleagues. Please let us know if your environment is making your team uncomfortable in any way.

## Emergency Power

In the event of a power failure, the property is equipped with emergency power diesel generators, programmed to come on within 10 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the stairwells if necessary.

Emergency generators are fully tested every month. When this happens, power to all emergency circuits is affected.

## Heating & Cooling

Your comfort is important to us at all times. We recommend the following steps to help maintain a more comfortable office temperature for as many of your coworkers as possible.

- If possible, keep furniture 12 inches from floor-mounted radiating units around the perimeter of your space. Obstructing these grills interferes with proper temperature control.
- Keep papers and other items off exposed radiation grills.
- Don't obstruct thermostats with furniture or cabinets.
- When you take occupancy, airflow to your floor should be balanced by an air balancing technician in accordance with your Leasehold Improvement Manual. We recommend further rebalancing when: internal walls are added / relocated or your occupancy levels increase substantially.

## Energy Management Advice

You always have control over the energy used in your office space, but we do offer advice on ways to manage energy consumption and reduce costs. Please call Property Management at 780-477-4400 anytime to learn more.

## Lighting Control

Office lighting here is controlled by a building automation system. The system ensures lights are on during regular business hours. Emergency lighting cannot be turned off for any reason. If you feel your lights aren't performing or require scheduling changes, please let us know by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## Indoor Air Quality Testing

We contract third-party environmental consultants regularly test the air quality here to ensure we're meeting standards established by ASHRAE, LEED, Fitwel, and Health Canada.



## Tenant Information Guide

### Chemical Handling / Storage

All chemical products are carefully managed in accordance with the QuadReal Standard Operating Procedure.

## Retail Maintenance & Operating Systems

### Fan Coil Units

Dependent on lease, fan coil units located in Commerce Place are maintained regularly by a third-party contractor. Routine maintenance costs include filter changes and belt replacements but exclude breakdown repairs which could be an additional charge to tenant.

### Retail Kitchen Hoods

#### Inspections & Cleaning

All kitchen exhaust hoods installed are subject to quarterly cleaning. This frequency ensures systems are kept clean and safe, while complying with the Alberta Fire Code.

## Construction Services

We know that over time, your requirements for your office may evolve. So, we've established a full suite of construction services to help ensure your space is designed and laid out the right way for how you and your staff work best.

We can coordinate all leasehold improvements and changes involving base building construction and systems. This involves the review of all design drawings by the appropriate disciplines to ensure your office space is in compliance with landlord requirements.

Any changes must be approved in advance by the landlord.

All contractors requiring access must complete a Request for Work Permit a minimum of 5 days prior to when they need access. Please call our Property Management Office at 780-477-4400 to secure that permit. Only contractors approved by the landlord may be employed to complete base building work in the complex. We don't permit x-raying, core drilling or work that disrupts other tenants during normal business hours.

## Security & Life Safety

Emergency (Security Control Centre)		780-944-0903
Manager	Dan Sarrasin	780-477-4388
Supervisor	Jasdeep Kaloty	780-477-4393

Nothing is more important to us than the health and safety of our community here. With our onsite security, we're here to support you day and night. Even our CCTV and elevator control systems are helping to ensure our operations are at the forefront of modern security solutions.

### Emergency

If you feel a situation at Commerce Place is an emergency, please call 780-944-0903. Our team at that number is specially trained to receive emergency calls and dispatch personnel to provide immediate assistance. If an event is life-threatening, please call 911 before calling us. It is recommended that you encourage all employees to have these numbers stored in their mobile devices.

### Access Cards

During normal business hours, Commerce Place tower elevators are scheduled subject to tenant requests and could vary from floor to floor. After normal business hours, Commerce Place tower elevators are card-access controlled.

### Premises Inspections

Your QuadReal team regularly inspects office halls and retail premises to ensure they're all maintained at a safe and healthy condition. Unfit conditions will be reported to you for immediate action.

### Suspicious Persons

If you see a suspicious or unknown person on your floor, please call our Security Control Centre at 780-944-0903. Provide us with a description of the person and where you saw them, and we'll dispatch security to attend.

### Suspicious Packages

If you find a suspicious package in your office or a public area, don't assume it's harmless. Don't touch it and leave that area immediately. Call the emergency line at 780-944-0903 and we'll dispatch security to attend.

### Bomb Threats

If you receive a bomb threat, please remain calm. Listen carefully to the caller and don't interrupt them. Try to record or remember as much information about the call as possible. And if possible, check the call display and record the phone number.

- Ask the caller questions like: Where is the bomb? When will it go off? What type of bomb is it? Why are you doing this?
- Try to write down the caller's exact words and make notes about their voice. Make note of any background noise like music or traffic.
- Note when the call started and ended.
- Once ended, call 911 immediately. Then call Commerce Place emergency at 780-944-0903.

## Tenant Information Guide

- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

## Fire Detection & Suppression Systems

We have an interconnected life safety system at Commerce Place, designed to detect and contain fires. Monitored 24 hours a day, it's equipped with a state-of-the-art Simplex fire alarm system. The building is fully sprinklered and is equipped with several smoke exhaust and pressurization fan systems to contain any fire to a small area and protect lives. Two diesel powered generators provide emergency power to all life safety and critical mechanical equipment.

### Fire Alarm Tones

The fire alarm system broadcasts two separate tones.

**The evacuation tone** is broadcast to the floor where the alarm device has been activated – as well as to the floors above and below. When you hear the evacuation alarm, please leave immediately.

**The alert tone** is broadcast to the remaining floors in the building to indicate that a fire alarm has been activated but the floor you are on is not affected. It's not necessary to leave your floor when you hear the alert tone, although you should be prepared to evacuate if the situation changes.

## Floor Warden Team

Commerce Place Property Management provides training and information on emergency procedures. As a tenant, it is your responsibility to ensure there is a floor warden team for each floor your company occupies – and that staff have access to information about emergency procedures.

The floor warden team assists occupants during an evacuation and helps to educate their coworkers about emergency procedures.

When the alert tone sounds, the floor warden team should wait in the lobby until the all-clear message comes on.

If the evacuation tone is sounding, the floor warden team should immediately begin evacuating occupants from your floor.

### Floor Warden

The floor warden is the leader of the team in charge of directing team members during an emergency.

They also ensure the team is trained and that any vacancies are filled immediately.

During an evacuation, the floor warden must search their assigned area, advise occupants of the emergency and direct them to the nearest exit and muster point. When they complete their search, they can return to the lobby to meet the other team members and leave the floor themselves.

### Assistant Floor Warden

The assistant floor warden must take over if the floor warden is absent or unavailable. This person conducts a search of their assigned area, advises occupants of the emergency and directs them to the nearest exit.

## Tenant Information Guide

### Assistance Monitors

Assistance Monitors are responsible for assisting persons requiring assistance to ensure they get to a safe place which is beside or within the stairwell. They are to remain with the person requiring assistance until the building response team or emergency services arrive to assist.

## Training

The floor warden manual will be provided to you and will assist to communicate and orientate all employees to the emergency procedures and life safety systems on the floor they occupy. In addition to the manual provided, floor wardens will be asked to attend mandatory annual emergency response training seminars provided by WPS Emergency Planning.

### EVAC MOBILE APP

A Mobile app is also available to all our registered Tenant Floor Wardens. Should you be interested in more information, please contact our Manager, Security & Life Safety.

### Earthquakes & Tornadoes

If an earthquake or tornado is impacting Commerce Place, please remain calm.

- Take cover under a desk, table, or the nearest interior doorway. Hold onto whatever you're under.
- Keep away from windows and glass doorways.
- Don't use elevators. You could become trapped if the power goes out.
- Don't leave cover until it's safe to do so. Follow the directions of building staff.
- If someone is injured, call 911 and then call Commerce Place emergency at 780-944-0903.

### Power Outage

In the event of a power outage, Commerce Place is equipped with emergency generators. They're designed to power life safety systems and provide limited lighting and elevator service throughout the complex.

In such a case, there will be a glow-in-the-dark path marking materials and signage within all the stairwells in order to assist with safe egress in the event an evacuation is required.

Please follow the instructions of building personnel during a power outage.

## In Case of Fire

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.
- From a safe location, call 911. Then call Commerce Place emergency at 780-944-0903.

Do not dismiss the potential of a small fire; it can quickly escalate.

### Evacuation

- As people evacuate their floor, they should keep to the right of the stairs to allow building personnel and firefighters to pass on the left-hand side.

## Tenant Information Guide

- Walk at a normal pace and hold onto the handrail as you proceed down the stairs. Remain focused, do not bring any beverages, or use your mobile device unless it's an emergency. Leave heavy and bulky items behind. If you're wearing high-heeled shoes, remove them.
- Occupants from other floors will be entering the stairwells. Allow them to merge into the flow but do not stop as this will delay the occupant's evacuation from the floors above.
- Occupants should proceed down the stairs and gather at their company's designated assembly area.
- All stairwells include crossover floors. These floors, which are positioned at every 5 floors or less, allow for evacuating occupants to cross over to an alternate stairwell should the stairwells become too congested or unsafe to use.

### Public Area Fire Alarms

If you're in a public area, such as the concourse, a restaurant, or the parking garage, remain where you are and listen to the instructions of the building personnel. If it becomes necessary to evacuate, follow the signs to the nearest exit.

### Persons Requiring Assistance

We have procedures in place to assist anyone unable to evacuate due to a health condition. When the evacuation tone sounds, any person requiring assistance (PRA) should go to the nearest stairwell and wait on the landing.

### Medical Emergency

If there is a medical emergency, remain with that person and try to make them feel comfortable. Have someone call 911 as well as Commerce Place emergency at 780-944-0903. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

Commerce Place Security Officers are trained and equipped to administer first aid. They will also ensure Emergency Medical Services arrive at patient's location as quickly as possible.

## Fire Prevention

- Keep doors to stairways closed at all times.
- Keep stairways, landings, hallways and exits clear of obstructions.
- Don't let combustibles to accumulate. Avoid careless storage practices.
- This is a smoke-free complex. Smoking & vaping aren't allowed anywhere on the property.
- Don't obstruct sprinklers or place items within 45 centimeters of the ceiling.
- Ensure objects like boxes and storage racks don't obstruct doorways.
- Don't overload electrical outlets.
- Be familiar with your responsibilities during a fire event in the building.

### Smoke-Free Policy

We are committed to the health and wellbeing of all who make this community what it is. As a result, this is an entirely smoke-free property, indoors and outdoors. This includes:

- Cigarettes, cigars,
- Vape pens & e-cigarettes

## Tenant Information Guide

- Pipes, hookahs, water pipes
- All tobacco products, including chewing & dipping tobacco
- All cannabis products

### Holiday Season Safety

Please keep in mind the following when selecting and setting up decorations in your office area:

- Please use only fire-resistant artificial trees & garlands. Live trees & garland are never permitted.
- Decorations should never be placed so they block exits, fire hose cabinets and extinguishers.
- Only light sets labelled Canadian Standards Association (CSA Approved) or Underwriters' Laboratories of Canada (ULC Approved) should be used.
- Check all sets of lights for worn insulation, broken plugs and loose sockets. Replace the lights if any of these conditions are found. Don't use defective light sets.
- To prevent a short circuit, metallic decorative streamers should not be in contact with or wedged to the light sockets. Streamers or other decorations should be fire resistant.
- Turn off all indoor tree and decorative lights before leaving for the day. Don't place extension cords under rugs or in heavy traffic areas.
- Don't overload an electrical circuit.
- Candles and open flames are not permitted.
- Do not tape down extension cords.

Want to confirm your holiday decorations are compliant? Call our Property Management Office at 780-477-4400.

## General Security

### Lost & Found

If you've lost something, please call 780-944-0903 or drop by the Security desk in the Commerce Place Main Floor lobby. If you've found something, please inform Security.

### Office Security

You can help ensure this property remains a safe place to work and do business. Please ensure all valuables including portable electronic equipment, wallets and purses are either safely locked away or on you when leaving the office.

### Personal Security Safe Walk

Our Security staff are available to provide a security safe walk to and from your vehicle in the parking garage, free of charge. Please contact Security at 780-944-0903 and allow a few minutes for someone to come to you.

### Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at Commerce Place. If someone comes to your office claiming they are selling something, please call Security at 780-944-0903.

## Tenant Information Guide

### Insurance

As required under your lease, you must have active tenant insurance coverage at all times. The Management Office must receive a valid insurance certificate detailing your coverage before you assume tenancy. Yearly renewals of your insurance must also be forwarded to our office so we can ensure your continuous coverage as well as any changes to your coverage.