

TENANT INFORMATION MANUAL



COMMERCE PLACE
10155 – 102 Street
EDMONTON, ALBERTA





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WELCOME

QUADREAL PROPERTY GROUP LP. – “WHO WE ARE”

Headquartered in Vancouver, B.C., **QuadReal Property Group** is a new company with deep roots. Built from consolidating the assets and expertise of four seasoned players in the Canadian real estate investment and management industry, we are an independent organization laser-focused on managing and growing BCI's portfolio of over \$24.5 billion in real estate assets. BCI is the 4th largest fund manager in Canada and is ranked 35th globally, with a global portfolio of more than \$123 billion. BCI invests on behalf of public sector clients in British Columbia and its activities help finance the retirement benefits of more than 538,000 plan members, as well as the insurance and benefit funds that cover over 2.3 million workers in the province.

COMMERCE PLACE WEB SITE

QuadReal Property Group has developed an individual web site for each of our properties. These web sites will provide you with important information about building features and services, leasing, corporate concierge services and local area amenities.

The web site address for this property is: www.commerceplacedm.com



TENANT SERVICES

We would ask that each tenant 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 our **Tenant Service System (QuadReal Connect)**.

Please inform us of your designated employee's name, along with their telephone number and e-mail 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.

TENANT SERVICES SYSTEM (QUADREAL CONNECT)

QuadReal Property Group utilizes a new Tenant Service system named QuadReal Connect. The system is mobile-friendly and easy to use. Our tenants and colleagues alike are able to track and view the progress of a service request, in real-time, from any device.

This system also allows us to generate detailed Work Order histories and Service Completion rates. Our Engineering/Maintenance staff responds to your service request via handheld devices and web-enabled cellular telephones.

The building's tenant representatives will act as principal liaison between our office and yours. The tenant representatives and their back-up will be responsible for making all inquiries and tenant service requests to connect to QuadReal Connect following the link: <https://www.quadrealconnect.com/>

Please ensure your principal representatives and their back up register with the Management Office, by submitting your tenant contact information form to our office.

Once you have registered, you will receive a password via email. Then you may sign into the link above to make all your requests, maintenance, parking, lighting etc. Should you require additional assistance, you can contact QuadReal Connect Operations at operations@quadrealconnect.com

How to Contact Us

Management Office/Engineering Staff

Vice President & General Manager, Edmonton / Industrial West

Darcy Armstrong (780) 944-0902 darcy.armstrong@quadreal.com

Property Manager

Tauseef Rehman (780) 809-8583 tauseef.rehman@quadreal.com

Operations Manager

Johnny Nielsen (780) 477-4392 johnny.nielsen@quadreal.com

Project Manager

Kirstie Purdy (780) 423-0352 kirstie.purdy@quadreal.com

Tenant Services Manager

Sakshi Sharma (780) 944-0833 sakshi.sharma@quadreal.com

Reception & Administrative Assistant

Anneri Symington (780) 477-4400 anneri.symington@quadreal.com

Leasing

Vice President, Leasing

Meghan Kinney (780) 701-1104 meghan.kinney@quadreal.com

IMPORTANT TELEPHONE NUMBERS

Property Management Office	(780) 477-4400
Website	www.commerceplaceedm.com
Security Desk	(780) 944-0903
Police / Fire / Medical	911



GENERAL INFORMATION

PREMISES INSURANCE CERTIFICATES

Each Tenant is required to carry *Commercial General Liability Insurance* for their leased space and contents. At the beginning of your lease, you will be asked to provide a copy of your insurance certificate to the Property Management Office. This certificate must be tendered for each renewal of the certificate to keep our records current.

If there are any questions in this regard, contact our **Management Office** at **(780) 477-4400**.

CONTRACTOR CONSTRUCTION INSURANCE CERTIFICATES

Prior to move into your premises, please remember to forward a copy of your current Insurance Certificate relating to the construction to our office. If there are any questions in this regard, contact our **Management Office** at **(780) 477-4400**.

LEASING

If additional space is required, or if you need any information regarding leasing within the building, please contact **Meghan Kinney, Vice President, Leasing** at **(780) 701-1104**.

RENTAL PAYMENTS

Rent and tenant charges are due and payable on the first day of each month.
Cheques to be made payable to:

QuadReal Property Group LP

MAILING ADDRESS:

Suite 208 Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4G8

No invoices will be sent for normal rent payments, unless arrangements with our Property Administrator have been made otherwise. Other charges incurred will be invoiced separately. For further information, please contact our **Property Manager** at **(780) 809-8583**.

MAIL SERVICE

To receive mail, please visit the mail area located on P1 level, by the North 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.



FREIGHT ELEVATOR SERVICE

The building freight elevators are open for building deliveries between **6:00 AM–6:00 PM**, Monday through Friday. As this is a very busy elevator, tenant usage at any time for special purposes, moves, etc. must be pre-arranged through **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. In order to provide you with the best service in the loading dock, the following must be adhered to (see Loading Dock Regulations at Page 13):

- The dock area is reserved for loading/unloading of delivery trucks only and not for regular vehicle unloading or parking.
- All drivers must check in with the Dock Master in the Security Control Center located at the north end of the dock.
- Vehicles have a 15-minute grace period and are charged by the half hour after that time.

GENERAL SERVICE AREAS/ WORK AUTHORIZATION PERMIT

All electricians, telecommunications and repair personnel requiring access for repair or installation work must obtain a **Work Authorization Permit** from the Management Office. A list of approved contractors is available from the loading dock office. ANY PERSONS NOT POSSESSING A PERMIT SHOULD BE REPORTED TO THE MANAGEMENT OFFICE IMMEDIATELY.

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 for similar use in the City of Edmonton.

BUILDING SERVICE HOURS OF OPERATION

The building is open to the public from **5:00AM – 1:00 AM**, 7 days a week (except on statutory holidays). Card access can be arranged for tenants and their guests at any time. Please call the security desk at **(780) 944-0903**.

The Property Management office is open from **8:00 AM to 4:00 PM**, Monday through Friday, (excluding statutory holidays). Outside of normal business hours, please call the **Management Office** at **(780) 477-4400**. Your call will be redirected to the appropriate property department in case of emergency.

For quick reference, we have listed below the hours of operation (normal staff hours) for many building departments as well as the hours of essential services.

<u>DEPARTMENT/SERVICE</u>	<u>HOURS</u>	<u>DAYS</u>
Management Office	8:00 AM – 4:00 PM	Monday - Friday
Security Desk	24 Hours	7 days a week
Janitorial Services	6:00 AM – 5:00 PM	Monday - Friday
Parkade	6:00 AM – 11:00 PM	7 days a week
Retail Stores	9:00 AM – 5:00 PM	Monday – Friday
	10:00 AM – 5:00 PM	Saturdays

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STATUTORY HOLIDAY SCHEDULE

The building recognizes the following Statutory Holidays:

HOLIDAY

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Heritage Day

Labor Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

PLEASE NOTE:

IT IS IMPORTANT TO INFORM THE MANAGEMENT OFFICE IF YOUR FIRM PLANS TO BE CLOSED ON BUSINESS DAYS OTHER THAN THOSE MENTIONED ABOVE.

IT IS ALSO IMPORTANT TO GIVE 24 HOURS NOTICE OF ANY SPECIAL HVAC AND SECURITY REQUIREMENTS FOR STAFF WORKING ON STATUTORY HOLIDAYS AND WEEKENDS.



GENERAL BUILDING POLICIES

QuadReal Property Group is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards are greatly appreciated. The following Building Policies protect you, your associates and guests.

Tenants and their employees shall not in any way obstruct sidewalks, halls, stairways, and elevators of the Building and shall use the same only as a means of passage to and from their respective offices. The Tenant will not place or allow to be placed in the Building corridors or public stairways any wastepaper, garbage, or other items.

Tenants shall not mark, drill into or in any way deface the walls, ceilings, partitions, floors or other parts of the Lease Premises or the Building without prior consent from the Property Management office.

Tenants shall give the Landlord prompt notice of any damages to or defects in water pipes, gas pipes, electric light and fixtures, or any other service equipment.

No tenant will install blinds, shade awnings, or other forms of inside or outside window covering, or window ventilators or similar devices without the prior written consent of the Landlord. The tenant will not interfere with or obstruct any perimeter heating, air conditioning or ventilating units.

The restroom fixtures shall be used only for the purpose for which they were constructed, and no rubbish, ashes, or other substances of any kind shall be thrown into them. The tenant will bear the expense of any damage resulting from misuse.

TENANT IMPROVEMENT WORK

Tenants planning to perform improvements or alterations within the Building, or their premises ***must obtain prior written consent from the Landlord***. All tenants and their contractors are responsible for complying with the applicable laws and regulations. Please contact the Operations Manager at (780) 477-4392 to coordinate anticipated work and prepare drawings.

CHANGES TO THE PREMISES

If after initial occupancy Tenants wish to make changes to their premises, then approval from the Landlord must be obtained prior to any alterations to existing tenant space. Information about the building and the conditions that govern tenant premise alterations can be obtained by calling the **General Manager** at (780) 944-0902.



COMMUNICATIONS CABLING PROCEDURES

All electric and telephone wiring shall be installed as directed by the Landlord. No coring or cutting for wires shall be permitted and no new pipes or wires shall be introduced without prior written approval of Building Management.

When installation of new communication cabling is anticipated the tenant must obtain the Landlord's consent prior to commencement of work. Please contact the **Management Office** at **(780) 477-4400**.

TENANT MACHINERY AND SAFE INSTALLATION

Tenants shall not install or use any machinery in the leased premises which may cause any noise, jar, or tremor to the floors or walls, or which by its weight might damage the floors of the Building.

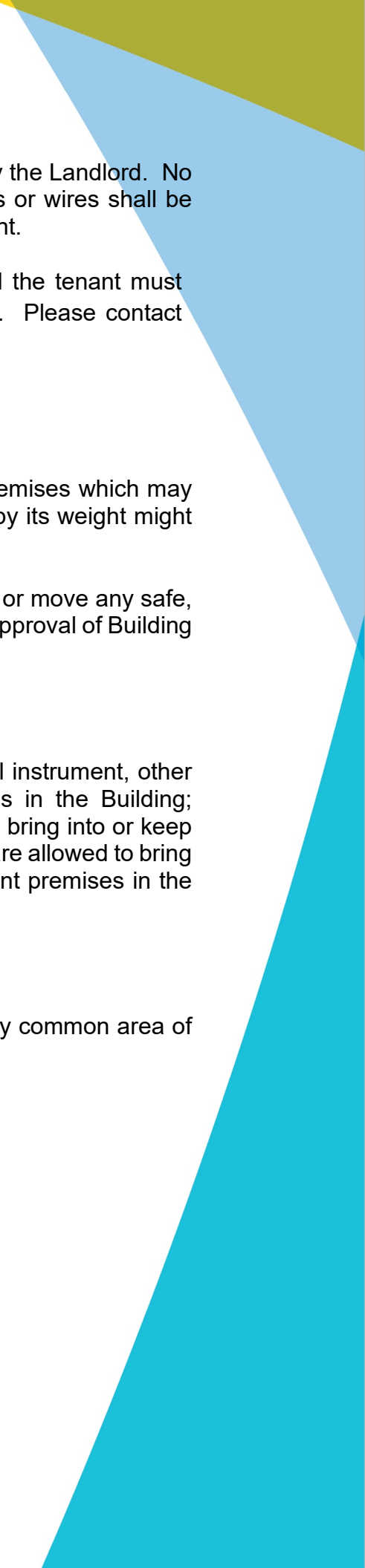
Tenants shall not bring in or take out, position, construct, install or move any safe, business machine or heavy equipment without the prior written approval of Building Management.

NOISE AND PET RESTRICTIONS

The Tenant's agents and employees shall not play any musical instrument, other than radio or television; make or permit any improper noises in the Building; interfere with other tenants or those having business with them; bring into or keep within the Building any **animal**, or birds. People with disabilities are allowed to bring their service animals onto general public areas as well as tenant premises in the building.

SMOKING BY-LAW

Smoking is not permitted in the Building, tenant premises or any common area of the property.





COMMERCE PLACE LOADING DOCK REGULATIONS

The Dock Master is responsible for the operation of the Commerce Place Loading Dock, ensuring that vendors, couriers, and contractors have the opportunity to service the tenants in a fair and equitable manner.

LOADING AND UNLOADING

- All vehicles entering the Loading Dock will park as directed by the Dock Master.
- Vehicles may park for 15 minutes to load or unload their vehicle.
 - Vehicle Operators may request additional time from the Dock Master.
- Vehicles must not be left with the engine running while in the Loading Dock.
- All deliveries will be made using the freight elevators, unless directed elsewhere by the Dock Master.
- Pallet jacks are NOT permitted off of the Loading Dock.
- Loads may be inspected by the Dock Master to ensure there are no prohibited items and to verify the delivery address.
- There is no charge to park for the purpose of loading or unloading a vehicle, provided the time limit is not exceeded.
- Drivers may be required to move or reposition the vehicle to allow others access to or from the Loading Dock.

LOADING DOCK PARKING

- Parking in the Loading Dock is restricted to:
 - Monthly Loading Dock Permit Holders
 - Contractor vehicles
 - Vehicles parked with permission from QuadReal or the Dock Master
- Permit Holders must park in their designated parking stall.
- Contractor parking is available in limited quantities and is not guaranteed to be available.
- Standard parking rates apply to vehicles parked in the Loading Dock.
- Parking charges are to be paid on exit at the Pay Stations
- Vehicles must park as directed by the Dock Master



LOADING DOCK HOURS OF OPERATION

The Loading Dock doors are open Monday to Friday **5:00 AM – 5:00 PM**.

Access may be arranged outside those hours by contacting **Security** at **(780) 477-4400**.

or using the intercom located outside the Loading Dock, in between the doors.

FREIGHT ELEVATORS

All three freight elevators are available on a first come basis and will not be locked off during business hours (**Monday to Friday 6:00 AM – 6:00 PM**).

Large moves can be scheduled for after hours through the **Management Office** at **(780) 477-4400**.

Building Management will not be responsible for events beyond their control, for example the elevator breaking down before or during a move.

INCIDENT REPORTING

The Dock Master will investigate all incidents occurring in the Loading Dock and will complete an incident report. Upon review the parties involved may be banned from the property. This will be determined on a case by case basis by QuadReal Management.

GENERAL

Any damage to the premises; and or property of QuadReal while on site will be the responsibility of and charged to whoever caused the damage. There is no storage on the Loading Dock. Any items stored on the Loading Dock may be removed by QuadReal and/or storage fees may be applied. Crates and pallets are to be placed neatly in the location indicated.

Contact the Management Office if storage space is needed.

Please contact the **Management Office** at **(780) 477-4400** should you have any questions regarding these regulations.



SIGNAGE

SIGNAGE & ADVERTISING GUIDELINES

Signs, advertisements or notices inscribed, painted or affixed where they can be seen from the exterior of leased premises require prior **written approval from Building Management**. Management reserves the right to not allow the posting of any sign it deems objectionable and to remove any which has already been placed, at the Tenant's expense.

The Landlord shall have the right to prohibit any advertising by any agent which, in the Landlord's opinion, tends to impair the reputation of the Building or its desirability as a Building for offices, and upon written notice from the Landlord, such Tenant shall refrain from or discontinue such advertising.

ELECTRONIC DIRECTORY SIGNAGE

There are six directories located throughout the property. As provided in your lease, installation of one listing will be arranged for your move-in date. Additional listings are subject to space availability. Any changes to the directory listing will be at the Tenant's expense. Please contact the office at **(780) 477-4400** to arrange for directory signage.

ELEVATOR LOBBY AND SUITE DOOR SIGNAGE

Only building standard signage is permitted on multi-tenant floors in areas that can be seen by the public. All elevator lobby signage on full floor tenant areas must meet the standards of and be approved by the Property Management Office.



OFFICE MOVE-IN/OUT PROCEDURES

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. These guidelines will expedite your move and are in no way meant to hamper or restrict your moving process, but rather to protect you and your property. Please let us know how we can assist you with your move. We would be happy to answer any question you may have. Contact the Property Management Office at **(780) 477-4400** with your requirements.

1. To assist with directing customers to your new location, please provide a forwarding address and phone numbers.
2. Notify us as soon as possible with the date and time of your scheduled move.
3. Large moves (furniture, etc.) must be done before 8:00AM or after 6:00PM weekdays or at any time on weekends, to ensure that daily deliveries and pick-ups are not interrupted during regular business hours.
4. The freight elevators and loading docks must be reserved in advance. Contact the **Management Office** at **(780) 477-4400** to book the freight elevator.
5. Two to four rubber wheeled dollies are required to move equipment.
6. The freight elevator must be used to transport any equipment or furniture during the scheduled move.
7. The loading dock is the only building entrance permitted for large moves. Any exceptions must be authorized by building management. If other areas of access are approved, the mover must protect floors and walls to prevent damage.
8. Your moving contractor will be responsible for any damage to the building incurred during the move.
9. Small moves can be made during regular business hours but are only done on a first come first served basis and the freight elevators cannot be put on independent services during those hours.
10. Packing crates, skids or other debris used during the move must be removed from the loading dock when the move is complete.
11. Cardboard cartons are to be placed in the compactor provided for recycling.
12. The Landlord will not be responsible for loss of or damage to any furniture, equipment or freight from any cause.



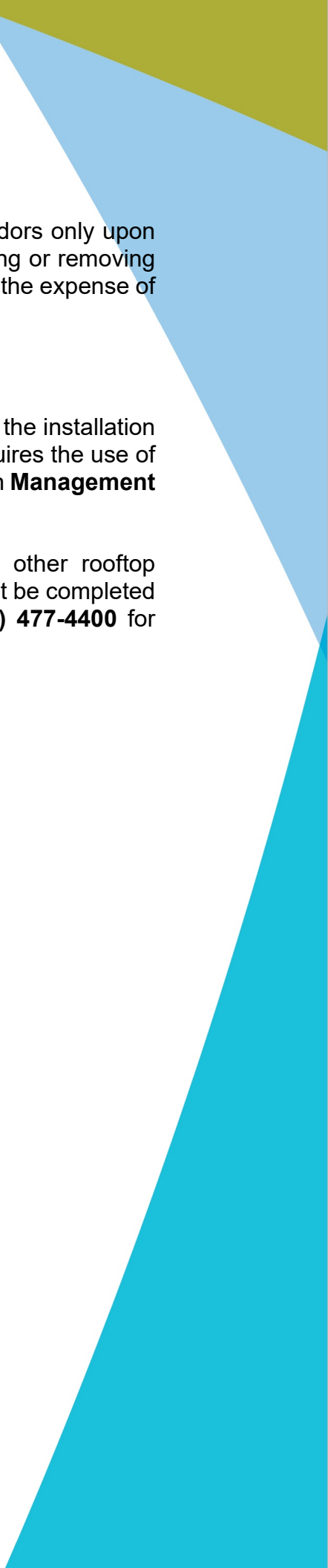
SPECIAL NOTE

Safes and heavy office equipment will be moved through the corridors only upon steel bearing plates. All damage to the Building caused by installing or removing any safe, furniture, equipment or other property shall be repaired at the expense of the Tenant.

INTERNET AND SATELLITE PROTOCOL

All tenants should contact the Property Management Office prior to the installation of any satellite antennae or cabling. Any cable installation that requires the use of the Building Riser System must be approved and authorized through **Management office** at **(780) 477-4400**.

There will be a separate fee and contract for any satellite or other rooftop installations. Any such installations require that a signed agreement be completed with our office. Please contact the **Management office** at **(780) 477-4400** for further information on this subject.



PARKING

PARKING SERVICE

QuadReal contracts an independent third party to manage the parkade and assist in the daily operation of the parking garage. All traffic enters and exits the parking structure from 101 Street or 102 Street. There is one lane for ingress and one lane for egress and a switch lane at 101 Street during rush hour. All lanes will accommodate monthly parkers. Visitors need to pre-pay at a pay station prior to exit. Pay stations are located at P1 South and P1 North Lobbies.

PARKING ALLOCATION AND PAYMENT

Parking spaces in the garage are allocated in accordance with your lease agreement. Payment may be made for monthly parking spaces at the Property Management office located behind Sunterra on the 2nd floor retail level. Monthly parking may be arranged by contacting the **Management Office** at **(780) 477-4400**.

Monthly parking must be paid on or before the first day of each month. If parking is not paid, the parking card provided will no longer access this area.

Monthly parkers may park their vehicles in any stall except reserved stalls. We encourage parkers to proceed to P2 and P3 to leave P1 vacant for your customers and client's convenience. ***Without exception, a parking decal must be visible at all times*** and affixed to the rear-view mirror of your car. If a monthly parker's car is found without a decal clearly visible, the car will be tagged by the parking attendant and the daily rate may be charged.

Loss or theft of parking access cards and decals must be reported to **Management Office or Security** immediately for record cancellation. Should a parking decal or access card be found, you must report it to the Property Management Office or Security Desk.

Please lock your vehicle. Property Management is not responsible for damage to persons or their vehicles. Any damage to the parking facility or any part thereof caused by the Tenant or individual parkers or their vehicles will be the sole responsibility of that individual.



AFTER-HOURS AND VISITOR 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.

An area is provided for commuters using bicycles for transportation. It is located near the parking kiosk on Level P-1 at the 101 Street entrance. This area is complimentary for tenant use only. Management will not be liable for any lost, stolen or damaged property.

Loading and unloading of vehicles is permitted only in the loading dock located next to the 101 Street entrance.

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. Should you wish to park outside of the reserved parking area, the usual parking rates will apply.

DOUBLE STALL PARKING VIOLATION

Parking one vehicle in more than one stall will result in a fine and/or towing. We must request that you park your car properly in one stall only. Kindly refrain from using stalls that do not accommodate the size of your vehicle and cause your vehicle to protrude into the laneway.

HAZARDOUS VEHICLES

We must request that any vehicles with fluid leaks of any type (oil, gas, coolant, etc.) not be brought onto this property until the defects have been repaired. In cases of severe leaks, we are required by Fire Safety regulations to remove the vehicle from the property. All attempts will be made to locate the owner of any hazardous vehicle but failing prompt response, we will tow the vehicle immediately at the vehicle Owner's expense. Vehicle repairs should never be performed within the confines of the Parking Area.

It is important to have your permit displayed and vehicle registered with the Management office in the event that we need to contact you in an emergency.

BUILDING SERVICES

AIR CONDITIONING

The standard hours of air conditioning for your suite are either set by your lease agreement, or are the building standard hours, Monday through Friday, 6:00 AM to 8:00 PM.

For air conditioning beyond these hours (after hours), we ask that you **contact Management Office at (780) 477-4400 24 hours prior to the requested time.** For long term changes in your air conditioning use, send a written request to the Property Management Office.

(Please see tab under “Forms” for the HVAC After Hours Request Form)

The exterior windows are double-glazed with reflective coating to help minimize air conditioning and heating requirements and to maximize energy efficiency. The window coverings are an important part of maintaining the building standard temperature. Therefore, we would appreciate that during days of high sun intensity, you close the blinds to reduce some of the solar load.

After hour air conditioning is billed on a monthly basis in accordance with building standard air conditioning hourly rates, as established by the Property Management Office. These rates are included in the “service costs” section of this guide and may be changed with notice.

ELEVATORS

The following comprises the elevators servicing the Commerce Place property:

No. of Elevators	Area Serviced	Service To
8	Low Rise	Lobby to Floor 19
4	High Rise	Lobby to Floors 19 to 27
4	Parking	2 nd floor retail to P3
1	Freight	27 to P3
1	Freight	2 nd floor retail to P3



ENGINEERING MAINTENANCE

We have a full staff of qualified personnel to ensure the efficient operation of our air conditioning, plumbing, electrical and other mechanical equipment systems.

HOUSEKEEPING

The housekeeping at Commerce Place is performed by an outside janitorial contractor and is administered by the Property Management Office. The first day of service under this contract will be provided on the first business day that you take occupancy and will continue thereafter as provided in your lease.

The Tenant is responsible for the cost of any pre-cleaning necessary to tidy up after both the Tenant's leasehold improvement contractor and moving contractor, in order to ensure that the premises are ready for occupation. The **Management Office** at **(780) 477-4400** will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.

Daytime cleaning staff is onsite from 7:00 AM to 3:00 PM, Monday through Friday, except statutory holidays AND Saturday from 7:00 AM to 3:00 PM.

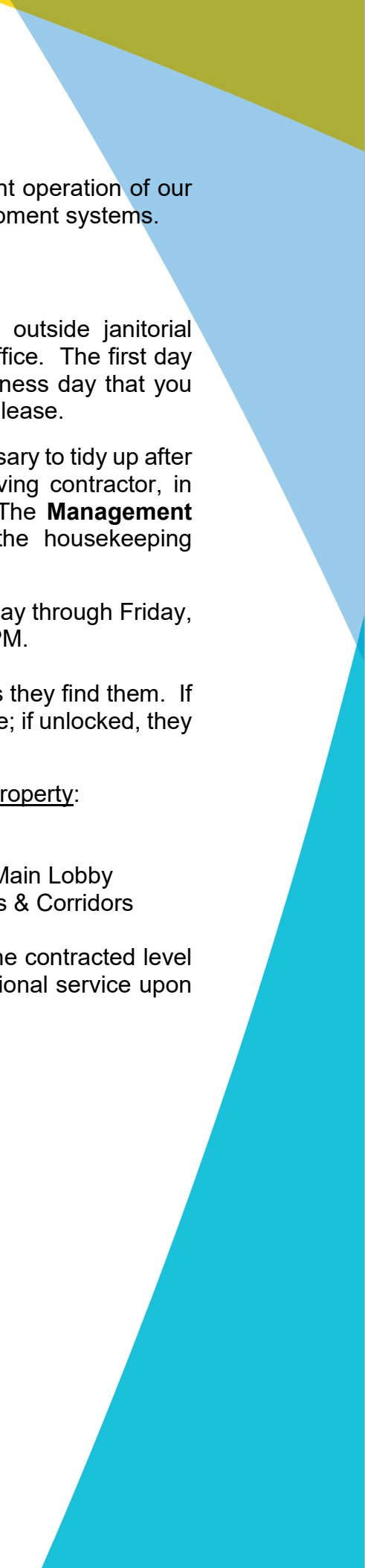
The cleaning staff has been instructed to leave internal doors as they find them. If the internal doors are locked, they will lock them when they leave; if unlocked, they will leave them unlocked.

The cleaning staff services the following areas throughout the Property:

Exterior Grounds & Walkways
Restrooms
Tower Tenant Areas

Stairwells
Public Areas – Main Lobby
Elevator Lobbies & Corridors

Should you have cleaning or garbage removal needs beyond the contracted level of service, the Property Management Office will schedule additional service upon request at the Tenant's expense.





RECYCLING PROGRAM

Because QuadReal Property Group is concerned about environmental issues, we have instituted a recycling program at Commerce Place. This program helps reduce operating costs without interrupting normal office routines.

Every building occupant plays a part in assuring the success of the recycling program. Please ensure that only those items designated below for recycling are put into the recycling compactors by the loading bay:

- Paper, Newsprint, magazines, flyers & mail; Brown paper bags; Beverage 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. The janitorial staff **will not** remove these items from tenant premises.

Cardboard boxes are to be left near the freight elevator on your floor. Tenants are asked to flatten all cardboard boxes ready for disposal. The janitorial staff will move these items to the recycling area in the loading dock. A request to Tenant Services should be made to remove excessive amounts of materials at the Tenant's expense.



ADDITIONAL SERVICES

Building Management can make various extra services available to the tenant on an “as-required” service basis. Service prices are based on hourly rates, benefits, supervision, and an Administration Fee of 15%. Material costs will be added where applicable with all pertinent taxes.

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 will make these changes as necessary. Please contact the Property Management Office should you require changes.

The lights will flicker five minutes prior to going off on your floor. When this occurs, push your main office light switch and the lighting will be restored.

SERVICE COSTS

<u>Category</u>	<u>Service</u>	<u>Costs</u>
HVAC	Floor Fans	current market rate
	Chiller Use	current market rate
Locksmith		At current rates
Parking Rates	Daily rate	\$ 40.00 max
	Hourly rate	\$ 2.50/half hour
	6 AM - 5 PM Sat, Sun & Stat Holidays	\$ 4.00 flat rate
	5 PM - 6 AM 7 days a week	\$ 10.00 flat rate
	Monthly unreserved rate	\$ 325.00 + GST
Security Cards	Monthly reserved rate	\$ 375.00 + GST
	Building, Parking & Elevator Access	First security pass card is free
Signage	All Types	Current contractor Rates

All prices are subject to change **without** notice. All applicable taxes are extra.



BUILDING AMENITIES

RETAIL SERVICES

A variety of **retail services** are available on the Main level and 2nd level of the property. These include the following:

- 1st Street Eye Centre
- Chiropractors at Commerce Place
- City Centre Dental
- GoodLife Fitness
- Icon Hair & Body
- Mark Katzeff Designer Goldsmith Inc.
- Sam Abouhassan Designer for Men
- Sunterra Cellar
- Sweet Lollapalooza Confections
- Winston's

A variety of **food services** are available on the Main level and 2nd level of the property in our Food Court. These include the following:

- Canton Wok
 - Edo Japan
 - Lorenzo's
 - Lux Steakhouse & Bar
 - McDonalds
 - Starbucks
 - The Chopped Leaf
 - Tim Horton's
 - Sushi-Ya
 - Subway
 - Sunterra Food Market
- 



SAFETY & SECURITY

A SAFE ENVIRONMENT

Commerce Place was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event that one does occur. The building is inspected periodically and monitored 24 hours a day, 7 days a week. Safety systems meet or exceed all relevant fire and building codes.

Smoke detectors and overhead sprinkler systems provide an immediate response to any significant fire. An automated alarm is initiated whenever water flows through the overhead sprinklers. Manual pull stations located in each hallway near the exit stairs and smoke detectors in strategic locations also initiate alarms, alerting the Lobby Security Console and the Fire Control Centre. Whenever an alarm is received, the Fire Department is automatically notified.

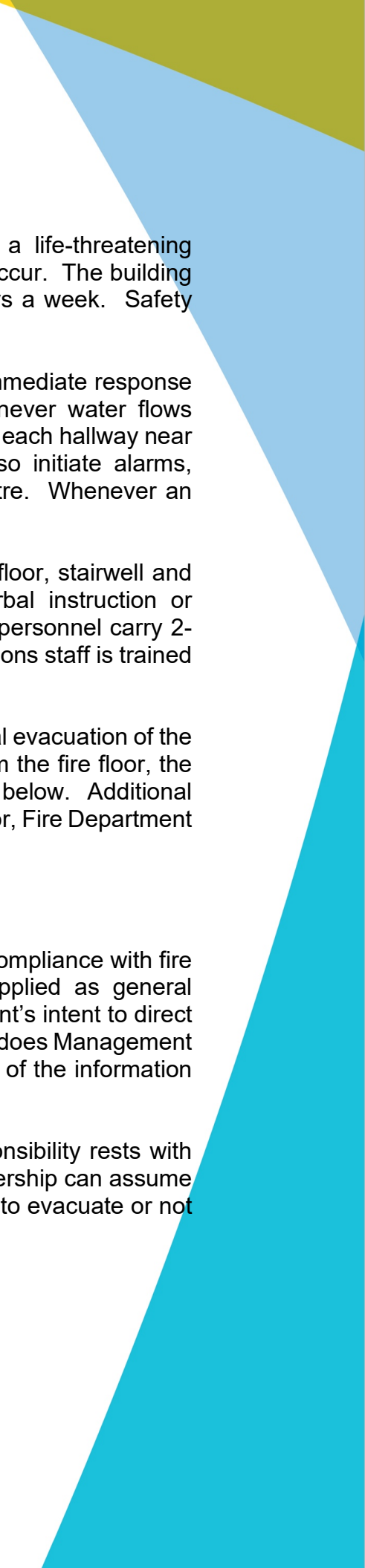
The Fire Control Centre has direct communications with each floor, stairwell and elevator. A network of speakers can be used to give verbal instruction or information should the need arise. Key building management personnel carry 2-way radios during normal building hours and the building operations staff is trained to assist in any emergency.

Due to the fire-resistant qualities of modern office high-rises, total evacuation of the building is very rare. Evacuation is usually necessary only from the fire floor, the one floor directly above the fire floor and the one floor directly below. Additional floors may be evacuated when ordered by the Fire Safety Director, Fire Department or Police.

SAFETY IS EVERYONE'S CONCERN

Primary responsibility for the safety of building occupants and compliance with fire codes rests with each tenant. Material in this guide is supplied as general information to help you meet requirements. It is not Management's intent to direct the tenant to adopt or use part or all of the given information, nor does Management or Ownership assume any liability in connection with all or part of the information that may be used or adopted by the tenant.

Should evacuation become necessary, the authority and responsibility rests with the local officials of government. Neither Management nor Ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.






MEDICAL EMERGENCY

1. If necessary and you have been trained, administer first aid. Do not move the person.
2. Call for an Ambulance and Paramedics. **Dial 911**. Tell them your address, floor and suite number and direct the medical team to the front door. You may be asked to describe the condition of the victim.
3. Call the Security Desk at **(780) 477-4400**. They will hold an elevator ready for the emergency medical team.
4. While awaiting medical help, keep the person warm and comfortable.
5. Post one person at the elevator lobby on your floor to lead the medical team to the person in distress.

SECURITY ESCORTS

A security guard would be happy to escort you to your car in the Commerce Place parkade; if required call the **afterhours service line at (780) 477-4400** and ask to be put through to Security.





EMERGENCY PREPAREDNESS – TENANT RESPONSIBILITIES

Under the guidelines of the Edmonton Fire Department, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Floor Wardens, Alternates, Group Leaders, Monitors and Aides to the Handicapped or Disabled. An organization chart listing the names, locations, and telephone numbers of the designated employees is to be kept current and supplied to the Property Manager.

Tenants are required to participate in annual fire drills. All employees must be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas.

Employees should be instructed to report all smoke or unusual odors indicating a possible fire to their Floor Warden. All fires, no matter how small or quickly extinguished, must be reported.

Primary responsibilities for the safety of employee's rest with each tenant. It may be necessary to adapt the plan outlined below to suit your space and number of employees.

FIRE DRILLS

All occupants of the building are required to participate in fire drills. Drills are conducted at least once a year. A written record of fire drills is maintained in the Fire Safety Plan.

Fire drills will be announced via the Emergency Notification System. The announcement will consist of a statement by the Fire Safety Director. The Floor Warden in charge will usually be informed of the drill a few days in advance. All occupants on the drill floor are requested to participate.

Upon hearing the signal, Floor Wardens will alert their area occupants that a fire drill is in progress and advise them to proceed to their assigned exit stairwell and begin exiting the building.

The Tenant must designate two *Search Monitors*, one male and one female. They will have the responsibility for inspecting areas of the office and lobby space for people who may need extra help following evacuation procedures. Once alerted to a fire emergency, Searchers will inspect restrooms, conference rooms, boardrooms, lunchrooms and other isolated areas to assure that everyone has heard, understands and responds to the signal. They should make special note of persons with hearing or sight impairments in their areas, and assure that they have been relocated. Once their areas are clear, Searchers report to their Floor Wardens and handle any further requested assignments.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will be over when the Fire Safety Director makes the announcement ending the drill.



FLOOR WARDENS

Floor Wardens play a major role in the event of an emergency. People who volunteer for this position should be in the office at most times during business hours and have a degree of authority, judgment and some familiarity with hazards found in emergencies. Two Floor Wardens must be designated for full floor tenants and one Floor Warden from all other tenants at Commerce Place.

Floor Wardens can be identified wearing an orange mesh vest during emergency situations.

The appointed or designated floor warden is to be given full authority of the space or area he/she occupies upon a required evacuation of the premises. This person(s) role is to be understood and communicated to all staff or employees who occupy the space or area the floor warden is responsible for. In most instances we highly recommend an alternate or deputy floor warden be appointed as well as assistant monitors if required (to assist any persons with special considerations).

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 and the management office. These training seminars include detailed information on various potential threats that are not covered in the manual. **Please contact Site Supervisor at 780-477-4400 to register your role and bring the Tenant Floor Warden manual to the training class.**

EVAC MOBILE APP

The new eVac Mobile app is also available to all our registered Tenant Floor Wardens via [ePlan Tenant](#). Please download the free eVac app at Google Play or App Store. The download and login instructions are attached on Page 30 for your reference. The eVac Mobile app includes your emergency procedures, fire evacuation map and evacuation report-in capability. It will give you the confidence to lead your co-workers to safety.

On behalf of the Property Management Company and WPS Emergency Planning we congratulate your company and participating floor wardens for taking the necessary steps and effort *to enhance the life safety of your people*. If you have any questions regarding this material, please contact the building property management company.

Scan QR code for quick download



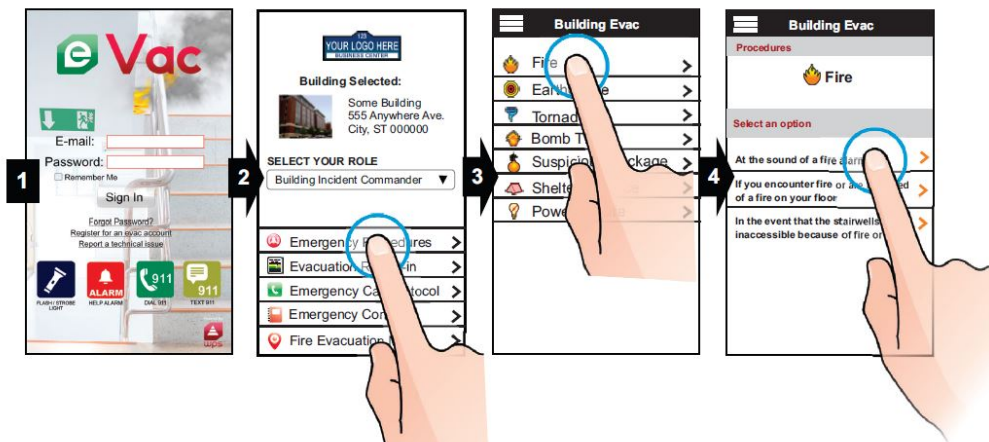
Download eVac to your mobile phone for iOS or Android
Search for "Building evac" in your app store.



Also find links to download eVac at

<https://www.wps-plan.com/technology/evac>

NOTE: eVac will only be accessible by users who are registered by the building ePlan Advantage software program.



1. Sign in with your registered email address and password then check the 'Remember Me' box. If you get a message 'Invalid Username or Password' please click on the 'Forgot Password' link. If you are not registered please click on the 'Register for an eVac' account link or contact your ePlan Tenant Administrator.

2. You will now be logged in to the building and role you were registered as. Directly below you will see a menu of action and information tabs, scroll and select your desired tab.

Note - If you are registered at multiple building accounts choose the building from the drop down menu and if you have access to different roles you will find these under the Select Your Role tab.

3. Click on your desired threat e.g. Fire (from Emergency Procedures tab as shown in step 2).

4. Continue to follow and select the options and procedures as directed by the app.

Note - To return to a previous page, click on the Back icon found at the top right of the app or to return to the main menu click on the Menu icon found at the top left of the app.

For Technical Support: E: evac.support@wps-plan.com P: 1.800.545.9028

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