

# TENANT INFORMATION MANUAL

## INTACT PLACE



[intactplacecalgary.com](http://intactplacecalgary.com)  
Revised February 1, 2024



Over the years Intact Place has been the recipient of numerous prestigious regional, provincial, and national awards for excellence in the areas of building management, sustainable practices, and tenant services.

Here are just a few of the accolades received over the past few years:

BOMA Best Gold Certification | [2023](#)

Fitwel Certification | [2022](#)

LEED Gold Certification | [2018](#)

BOMA Outstanding Building of the Year (National) | [2016](#)

BOMA Best Gold Certification | [2016](#)

BOMA 360 Certification | [2016](#)

## INTRODUCTION

QuadReal is a global real estate company committed to delivering strong, stable returns and creating spaces and communities that enhance the lives of the people we serve.

Headquartered in Vancouver, British Columbia, we manage a portfolio of over \$73.8 billion in assets under management across Canada, the U.S., the UK, Europe and the Asia Pacific. In addition to being diversified across sectors and geographies, these assets include investments in programmatic partnerships and operating companies in which we hold an ownership interest.

We are reshaping institutional real estate investing by integrating in-house development, operations and property management with agile capital allocation across public or private debt and equity markets.

Our people are our strength. We are a dynamic team of over 1,200 passionate individuals, united by deeply held values and a commitment to service excellence. Together, we lead our industry through progressive practices, an open-source approach to idea-sharing and a commitment, every day, to Being a Responsible Company.

**QuadReal: Excellence lives here.**

For more information, visit <https://www.quadreal.com>.

Since assuming the Property Management of Intact Place in February 2017, QuadReal Property Group is very proud to be a part of this great office building. Our commitment to service excellence is a primary reason why we are leaders in the management of major commercial properties across Canada.

Designed to help you and your fellow employees enjoy everything that Intact Place has to offer, QuadReal Property Group is pleased to provide this Tenant Information Manual for the exclusive use of Tenants at Intact Place to assist in becoming familiar with the building's features, facilities, operating procedures, and with the staff who provide these services. The information that is contained in this manual is general in nature and may differ from individual tenant leases. In all cases, the lease takes precedence over this manual.

Please take the time to become familiar with the contents of this Tenant Information Manual to learn all the benefits and privileges of being an Intact Place tenant. We believe it will become an invaluable resource for you and all our tenants. The Manual can be found online at on the Intact Place building website.

Our Property Management Team would be pleased to assist tenants with any questions regarding instructions, policies etc. outlined in this manual. Please feel free to contact the Property Management office at 403-202-7555 with any Intact Place-related inquiries.

Anne Russell  
Property Manager

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## BUILDING FACT SHEET

### General Building Info

<b>Address</b>	<b>East Tower</b> 311 6 <sup>th</sup> Ave SW, Calgary, AB, T2P 3H3 <b>West Tower</b> 321 6 <sup>th</sup> Ave SW, Calgary, AB, T2P 3H3	<b>Gross Area</b>	465,241 sf
		<b>Leasable Office</b>	439,165 sf
<b>Ownership</b>	bclMC Realty Corporation, Intact Place Holdings Inc.	<b>Leasable Retail</b>	25,627 sf
<b>Base Building Electrical</b>	480 Volts 3 Phase Lighting 120 Volt	<b>Parking</b>	
		<b>- Ratio</b>	1:2,432 leasable sf
<b>Base Building Mechanical</b>	Central fan system, VAV distribution and perimeter hot water heating	<b>- Rate</b>	\$500.00/month random \$590.00/month reserved
<b>Building Construction</b>	Reinforced concrete with granite cladding	<b>Year of Completion</b>	1980
<b>HVAC - Hours of Operation</b>	6 a.m. to 6 p.m. - weekdays By request - weekends	<b>Security - Hours of Operation</b>	24 hours manned
<b>Operating Expenses</b>	\$20.22 sf	<b>Number of Floors</b>	18 per tower including mechanical
<b>Taxes</b>	<u>\$ 1.78 sf</u>		
<b>Total</b>	\$22.00 sf		

### Typical Floor

<b>Average Floor Plate</b>	13,700 sf	<b>Floor Loading</b>	75 lbs per square feet
<b>Ceiling Height</b>	9 feet (12 slab to slab)	<b>Construction</b>	Reinforced Concrete
<b>Ceiling Grid</b>	2 feet x 2 feet	<b>Crossover Floors</b>	5, 9 and 15
<b>Core Depths</b>	35 feet	<b>Garage Clear Height</b>	Parkade 6' Loading dock 12'6"

### Building Systems

<b>Passenger Elevators</b>	5 elevators per tower	<b>Fibre Optic Service</b>	Bell Canada, Shaw Telecom, Shaw Envision, Telus Communications, Zayo Canada
<b>Service Elevators</b>	1 shuttle serving P2 to 2 <sup>nd</sup> floor for each tower	<b>Humidification</b>	Spray pans at fresh air supply source
<b>HVAC System</b>	Central fan system, VAV distribution and perimeter hot water heating. 20 cfm per person based on occupant load of one person per 100 sf	<b>Life Safety Security System</b>	Card access - 24 hour manned Closed circuit TV
<b>Lighting</b>	Recessed fluorescent T8 light fixtures 277 V with electronic ballasts.	<b>After Hours HVAC</b>	
		<b>- Capabilities</b>	Flexible
		<b>- Rates</b>	\$50 per hour per floor

## GENERAL INFORMATION

We want you to know that every member of our team is here to serve you. We want to hear your comments, compliments, or concerns.

### PROPERTY MANAGEMENT OFFICE

The Management Office address is:

**QuadReal Property Group LP**  
Suite 2810, 308 – 4th Avenue SW  
Calgary, Alberta T2P 0H7  
Phone: 403-202-7555

Hours: 8 a.m. to 4:30 p.m. Monday through Friday, excluding holidays.

### BUILDING HOURS

Intact Place is open to the public during the following times:

Monday to Friday: 6:00 am to 6:00 pm  
Saturday, Sunday, and Holidays: Closed  
After-hours access is available with your building access card.

Intact Place is closed during weekends and holidays:

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

### SECURITY HOURS OF SERVICE

Intact Place Security have staff on duty 24 hours a day, 7 days a week for your safety, security, and assistance needs.

Non-emergency: 403-716-2000

Emergency: 911

Security Office is located on the main floor and is open Monday to Friday 8 a.m. to 4 p.m., closed from 12 p.m. to 1 p.m.

### LEASING INFORMATION

Please direct all Leasing inquiries to:

Albert Tai, Senior Vice President, Office, Prairies  
Phone: 403-202-7545  
Email: [albert.tai@quadreal.com](mailto:albert.tai@quadreal.com)

## PROPERTY MANAGEMENT

QuadReal CONNECT	<a href="mailto:service@quadrealconnect.com">service@quadrealconnect.com</a>	1-877-977-2262
Security	<a href="mailto:ip.security@quadreal.com">ip.security@quadreal.com</a>	403-218-7733
Property Management Reception		403-202-7555

### MANAGEMENT TEAM

Anne Russell	Property Manager	<a href="mailto:anne.russell@quadreal.com">anne.russell@quadreal.com</a>	403-216-3998
Tony Mackey	Assistant Property Manager	<a href="mailto:tony.mackey@quadreal.com">tony.mackey@quadreal.com</a>	403-202-7521
Robert McMunn	Operations Supervisor	<a href="mailto:bob.mcmunn@quadreal.com">bob.mcmunn@quadreal.com</a>	403-202-7552
Jesse Mullins	Security Supervisor	<a href="mailto:jesse.mullins@quadreal.com">jesse.mullins@quadreal.com</a>	403-218-7734
Jannelle Eddington	Property Administrator	<a href="mailto:jannelle.eddington@quadreal.com">jannelle.eddington@quadreal.com</a>	403-202-7512

## PLUS 15 SYSTEM

Intact Place has three Plus 15 systems leading into the building providing easy and convenient access to shops and restaurants especially when the weather in Calgary hits minus 30.

- On the east side of the building, over 2nd Street, a Plus 15 walkway connects Intact Place with the Bow Parkade.
- On the south side the building is connected by the Plus 15 system with The CORE Shopping Centre, leading into great shopping and excellent restaurants.
- On the north side of the building, over 6th avenue, Intact Place connects with 333 - 5th Avenue and Centrum Place.

### PLUS 15 ACCESS

Monday to Friday: 6:00 am to 9:00 pm  
Weekends / Statutory Holidays: 9:00 am to 7:00 pm

## AMENITIES

### CONFERENCE CENTRE

The Intact Place Conference Centre is located on the second floor of the East Tower. The Conference Centre includes two meeting rooms that can be arranged in several different configurations.

Both Conference rooms are fully equipped with a multimedia system consisting of projectors, sound system and WI-FI internet access. The Conference Centre is available for all Tenants and can be booked though the QuadReal+ app.

For more details, please view the Conference Centre brochure attached at the end of this manual.



## WIRELESS INTERNET

Network: Intact Place Boardroom.  
Password: winter\_2012

## RETAIL

The following retail and services tenants are located on the +15 level of Intact Place:

- Alberta Time Services
- Brewed Just Right
- Intact Place Dental
- Energy Chiropractic
- Dr. Mallary Eisner & Associates
- International News
- True North Mortgage
- Mirabella Tailoring/Alterations
- Tower Cleaners
- Terry's Hair Styling
- National Bank of Canada
- Umberto's Custom Tailoring

## PUBLIC WASHROOMS

Public washrooms are located centrally on the ground floor. Washroom codes are available at the ground floor security desk of the east tower.

## BICYCLE CAGES

Bicycle lock-up cages are located on the P1 and P2 level of the parkade and are accessed by following the painted lanes down the parkade entrance ramp on 2<sup>nd</sup> Street. Entry requires a building access card. Cage access is available free of charge, on a first come first served basis. The bike cage facility is for day use only. Overnight storage of bicycles is not permitted.

In order to provide a safe environment for all, access to the bike cage will only be provided to tenants that have an Amenity Access Waiver completed. The waiver is available on the [building website](#) and once completed, please email it to [AccessControl.Calgary@quadreal.com](mailto:AccessControl.Calgary@quadreal.com) to have access added on your building pass.

## LOCKER AND SHOWER ROOMS

Convenient shower facilities are located on the ground floor in the hallway leading to the loading dock, catering to bike commuters at Intact Place. Lockers are for day use only.

## PROPERTY WEBSITE

The [Intact Place website](#) is an excellent resource for information about the building.

## QUADREAL+ APP

QuadReal+ app allows you to stay directly connected to our teams and provides you with tools and services to optimize your office experience. The App can be downloaded from Google Play and App Store.

Please contact QuadReal Connect at [service@quadrealconnect.com](mailto:service@quadrealconnect.com) to request your custom company registration code.

Once you have downloaded the app, simply fill out the sign-up form and get started.

Please see the QuadReal+ app online reservation tool for further instructions on how to sign-up for the app, how to book the Intact Place Conference Centre, along with instructions for the QuadReal+ desktop version.

## RENT PAYMENT

Rent is due on the first of the month or as indicated in your individual lease. We offer three methods of payment: Pre-Authorized Payment, Electronic Fund Transfer, and cheques. Rent cheques should be made payable to:

***Intact Place  
Suite 2810, 308 - 4th Avenue S.W.  
Calgary, Alberta T2P 0H7***

If you have any questions regarding your rent payments, please contact our office at 403-202-7555.

## MOVE IN/OUT PROCEDURES

For all move-ins and move-outs, please give as much notice as possible to the Property Management Office prior to your moving date so that preliminary arrangements can be made. There is a dedicated service elevator used for move-ins/outs and this will need to be booked in advance by contacting our security desk at [ip.security@quadreal.com](mailto:ip.security@quadreal.com) or 403-218-7733.

After the Tenant vacates the premises, representatives of the Landlord and Tenant will jointly perform a thorough inspection of the premises. A detailed list will be generated from the inspection indicating what items are to be repaired and who is responsible for the cost of repair in accordance with the lease.

In the event of large moves, and with the prior approval of Property Management Office, the main doors may be used. The moving company for the tenant will be responsible for obtaining a parking permit from the City of Calgary to park on 6<sup>th</sup> Ave. SW.

## LOADING AND UNLOADING REQUIRMENTS

The exterior of the premises as well as streets and sidewalks should be kept clear of debris caused by the move. The Tenant is liable to the Landlord for replacement or repair of any damages incurred to the building property during a move. Tenants should ensure that the moving company carries adequate insurance to cover damages. Billing for damages will be made directly to the Tenant, not to the contractor.

All interior surfaces exposed to possible damage because of the move, such as carpets, floor finishes and wall coverings, should be protected.

Tenants are responsible for the removal of the debris caused by the move. Should a Tenant not remove the debris, the building janitorial contractor will clean the areas of the building affected by the move. The cost of this cleaning will be billed to the Tenant as a Tenant cost.

**Loading Dock Height Restriction: 14'**

## KEYING

The Tenant must provide the Landlord with the keys to all entrance doors. All internal doors are the Tenant's responsibility.

## TENANT INSURANCE STANDARD REQUIREMENTS

Below is a summary of standard insurance requirements. Please refer to your lease for complete details on all required insurance coverage.

COVERAGE REQUIRED	AMOUNTS & DETAILS (PURSUANT TO THE LEASE)
Tenant Name and Address	As per the Lease
Certificate Holders Info	QuadReal Property Group c/o Risk Management and Insurance 199 Bay Street, Suite 4900, Toronto, ON M5L 1G2
Commercial Liability (on a per occurrence basis)	\$5,000,000 limit Tenant's Legal Liability Severability of Interest and Cross Liability
Additional Insured (Landlord and QuadReal)	bcIMC Realty Corporation, Intact Place Holdings Inc. QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their respective successors and assigns (add Mortgagee if applicable)
All Risks Property	Full Replacement Cost Business Interruption including Extra Expense Waiver of Subrogation – Loss Payee; Landlord, (if applicable mortgagee or other designate as a Loss Payee) c/o QuadReal Property Group
Insurance Cancellation Notice	Minimum 30 days written cancellation notice to the Certificate Holder

## CONSTRUCTIONS RULES AND REGULATIONS

All Tenants are required to have approval from the Property Manager before engaging in any renovation work on your premises. This includes everything from installing electrical outlets, or painting a wall, to a complete redesign of your office space.

### PRIME CONTRACTOR FOR SAFETY

Section 3 (1) of Alberta's Occupational Health and Safety Act requires a Prime Contractor for Safety whenever two or more employers are engaged in work at a work site. It may be the case that the two employers may not be working at the same time at the site, but their activities may have a health and safety impact on each other or are interrelated.

The Prime Contractor is responsible for coordinating potentially incompatible internal health and safety systems of multiple employers, and for coordinating effective communication in relation to health and safety at the worksite. Should a contractor be completing work within your premises it would be advisable to assign Prime Contractor status to the contractor for the work area involved. Such assignment should be completed in writing in the form of an agreement signed off by the contractor, acknowledging acceptance of Prime Contractor status.

If no agreement is made the responsibility for safety, and any penalties under the Act associated to violation of safety requirements, would fall back to the Tenant. Barriers or other means should physically define contractor work areas to ensure clarity of areas of responsibility. Additionally, the work area should be defined in time in the agreement.

**Please Note:** All contractors are to be familiar with the building Construction Rules and Regulations document which is provided separate to this manual. This document is presented as a summary of key points and is subject to change without notice.

It is the contractor's responsibility to enforce these rules with their employees and subtrades. Contractors and their employees or subtrades are allowed only in those areas in which they are working. Contractors, employees, or subtrades found in unauthorized areas will be removed from the building premises.

## SIGNAGE

### MAIN FLOOR ELECTRONIC DIRECTORY

The Landlord will program Directory Signage into the electronic directory located on the main floor lobby. Any subsequent change will be coordinated by the Landlord. All requests for Directory Signage should be submitted to the Landlord in writing one week prior to occupancy.

### TENANT SIGNAGE

On single Tenant floors the Tenant shall be entitled to install signage in the elevator lobby provided that the size, design, and location of such sign is approved by the Landlord. All costs associated with such signage shall be for the sole cost and expense of the Tenant. Each Tenant is responsible for costs associated with the design, engineering, and installation of their sign as well as all repairs and maintenance after the sign has been approved and installed. Tenants are also required to remove all signs at lease termination and to repair any damages caused by said removal.

On multi-tenant floors, the Landlord will install the Tenant's name on the base building lobby directory board. Tenants on multi-Tenant floors must submit their entry signage to the Landlord for approval.

### SUBMISSION REQUIREMENTS

The Tenant must obtain the Landlord's approval to install any signs on the building prior to any work commencing. Changes should be submitted for approval 4-6 weeks before any changes can be made. Submissions for approval must include a sketch and details outlining the sign design including content, logos, graphics, and location, scale, and installation specifications.

## FREIGHT ELEVATORS

**Dimensions:** Door Opening 47"W x 8'H  
Cab 6'W x 13'H x 10'L  
6500 lbs

### HOW TO BOOK THE FREIGHT ELEVATORS

The freight elevators can be booked after 6 p.m. Monday to Friday. During business hours on weekdays (6 a.m. to 6 p.m.) the freight elevators are available on a first come first-serve basis but should be limited to small one-load trips only.

Bookings require at least 24-hour notice.

The Tenant is responsible to make good any damage caused to the Leased Premises or to the building during such use.

The Landlord will inspect the elevator when the contractor is finished.

For additional information or to make a booking, please contact Intact Place Security at 403-218-7733 or at [ip.security@quadreal.com](mailto:ip.security@quadreal.com).

## SECURITY AND LIFE SAFETY

Intact Place Security have staff on duty 24 hours a day, 7 days a week for your safety, security, and assistance needs. The security desk is located in the main lobby and serves as the central monitoring station of all security and life safety systems. Suspicious and/or criminal behavior should be reported so that Security may respond effectively.

Security can be contacted by phone at 403-218-7733 or by email at [ip.security@quadreal.com](mailto:ip.security@quadreal.com).

Security provides access control for all building occupants, monitors Lost and Found, and offers 'Safe Walk Service', a security escort by request, available within QuadReal managed properties. In addition, Security staff are trained on a variety of emergency scenarios and will provide direction to building occupants as needed.

### FIRE WARDEN TRAINING

Fire Wardens (volunteers provided by Tenants) provide assistance should an emergency arise. The wardens are also responsible for assisting incapacitated people and searching the floor to ensure that everyone has evacuated. Should an emergency arise, instructions from the Fire Wardens are to be carried out by all Tenants.

Fire Wardens receive annual training and routine building evacuation drills are conducted periodically to familiarize Tenants with emergency procedures.

## PARKING

[Impark](#) manages the Intact Place parkade. Parkade access is on south side of 6th Avenue between 2nd and 3rd Street. Public Parking is no available. Monthly parkers get a transponder programmed for the parkade. The transponder should be mounted on the windshield of the vehicle and grants hands-free access. Monthly parking is non-transferrable and parking transponders cannot be shared between individuals.

Monthly parkers will have 24/7 access to the parkade.

**Parkade Height Restriction: 6'**

### CONTACT INFO

**REEF Parking**

Phone: 403-299-7275

Website: [www.impark.com](http://www.impark.com)

**Dagmawi Bekele, REEF Parking Manager**

Phone: 403-560-5902

Email: [dbekele@impark.com](mailto:dbekele@impark.com)

## CLEANING

SerVantage is the base building janitorial services provider for Intact Place, and below is the janitorial scope in the building (dependant on Lease requirements):

### **Daytime cleaning**

- Focus is on common areas and ensuring that washrooms are stocked with supplies.

### **Nightly cleaning**

- Vacuuming high traffic areas
- Spot cleaning carpets, glass doors, partitions, and walls
- Remove garbage
- Kitchens cleaned
- Floors swept and washed
- Dusting conference tables

### **Weekly cleaning**

- Vacuum corners and edges
- Disinfect telephones
- Dust shelving, file cabinets, high dusting
- Clean windowsills and frames
- Damp dust upholstery
- Clean baseboards and corners of tiled areas
- Clean and wash stairways
- Dusting desks and chairs

Note: desks with papers on them are not cleaned.

For additional cleaning services, please contact Karamjit Pannu, Contract Manager, SerVantage at [kpannu@servantage.ca](mailto:kpannu@servantage.ca) or at 403-263-8170.

## RECYCLING

### BASE BUILDING RECYCLING

**Mixed Materials:** (plastic, glass, tin/metal, paper and cardboard, disposable coffee cups etc.). All clean plastic (#1-7), glass, tin/metal (tuna cans, etc.), paper cardboard and disposable coffee cups (with lid separated) can be placed in the large recycling bins, which will be emptied by janitorial staff each night or when the bins are 1/2 or 3/4 full. All cardboard must be flattened.

Our base building program includes individual desk side boxes supplied for mixed materials and large bins to be placed in central areas. Each employee is responsible for emptying their desk side box into a central large bin, which the janitorial staff will empty nightly (or when over half full).

**Pop Cans and Bottles:** We can provide blue bins for can and bottle recycling, which will be emptied as required. Rinsed plastic and cardboard milk containers can also be disposed of in these bins. All proceeds from can and bottle recycling are donated to charity. All Tenants are welcome to arrange their own can and bottle recycling program.

**Compost/Organics:** A green bin is provided for recycling organic waste. These include the following items: coffee grounds (with filters), tea bags, vegetables and fruit waste, meat and bones, paper towel (both soiled and unsoiled) and flowers.

**Paper Towels:** A paper towels recycling bin is provided in all base building washrooms. Please ensure only clean paper towels are disposed to prevent contamination. Clean paper towels are the towels used to dry your hands, wipe the counters and/or touch door handles.

## EXTENDED RECYCLING PROGRAM

A Recycling Centre is located on the Loading Dock. Tenants are invited to bring down their recyclable items and place them in the appropriate labeled containers/bins.

Acceptable materials include the following: electronics, batteries, wood pallets, and toner cartridges.

**Electronics:** These include computers, printers, cell phones, cell phone chargers, monitors, and small personal electronics. At this time printer cartridges are not accepted. Please dispose of them in the regular waste. Items that are larger than a microwave are NOT accepted.

**Batteries:** Lithium and alkaline batteries are accepted. Due to the potential of a fire hazard, lithium and alkaline batteries must be stored separately. Should you require battery recycling, please enter a work order on QuadReal CONNECT for battery pick-up by our janitorial team.

**Toner Cartridges:** These are accepted with the electronics recycling program, however we recommend contacting your printer provider to inquire about an exchange program.

**Polystyrene** (commonly known as Styrofoam): Should you have polystyrene for recycling, please enter a work order on QuadReal CONNECT for pick-up by our janitorial team.

## MIXED-MATERIALS RECYCLING (NO SORTING)

**Plastics:** Any shrink wraps and soft/hard plastics including numbers 1 through 7 are acceptable. These include your margarine containers, Tupperware/plastic food containers, cleaning bottles, Ziploc bags, bubble wrap, and plastic cups. All food containers MUST be rinsed and dried before discarding to eliminate any odors and bacterial growth. Grocery bags are also acceptable. Styrofoam is not accepted.

**Tin and metal:** Tin and aluminum food cans, tinfoil, and small pieces of scrap metal are all acceptable. Our program currently only accepts small items (i.e., items that fit in the bins, with the lid closed). If larger items are left behind, additional charges will result. Please ensure that all items are cleaned prior to depositing in the recycling bin.

**Paper and Cardboard:** These include newspapers and paper inserts, catalogues and magazines, telephone books, paperbacks books, cardboards like cereal boxes and paper towels. All cardboard must be flattened.

If there are larger items and/or quantities of any of the above that you wish to dispose of, we would be happy to arrange a pickup service for you at an additional cost.

For more information on our base building program, please contact the Tony Mackey at 403-202-7521.





**311/321 – 6th Avenue SW  
Calgary, Alberta**

## **CONSTRUCTION RULES AND REGULATIONS**

QUADREAL PROPERTY GROUP LP  
Suite 2810, 308 – 4th Avenue SW  
Calgary, Alberta T2P 0H7

The “Construction Rules and Regulations” as developed, and as may be amended from time to time, are an extensive summary of the information necessary for Tenants and Contractors undertaking construction work in this property. QuadReal Property Group LP, as agent for the Landlord (the “Landlord”) strongly recommends that a copy of this document be included with Tenant Tender Packages and that a second copy to be posted on the job site. All Contractors are required to comply with the regulations set forth. Failure to do so will result in removal from the premises, delays to the project and additional costs.

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## SECTION I PROCEDURES

### 1.1 GENERAL

The Tenant Guidelines are to be read in conjunction with and form part of the lease document. In the event of conflict between these guidelines and the lease, the provisions in the lease shall prevail.

### 1.2 LANDLORD AND CONSULTANTS

#### Building Landlords Agent and Building Managers

QuadReal Property Group LP  
Suite 2810, 308 – 4th Avenue SW  
Calgary, Alberta T2P 4H4  
Telephone: 403-202-7555

Property Manager	Anne Russell	anne.russell@quadreal.com	403-202-7562
Operations Supervisor	Bob McMunn	bob.mcmunn@quadreal.com	403-202-7552
Assistant Property Manager	Tony Mackey	tony.mackey@quadreal.com	403-202-7521
Supervisor, Security	Jesse Mullins	jesse.mullins@quadreal.com	403-218-7734
Manager, Capital Projects	Hassan Adam	hassan.adam@quadreal.com	587-318-3206

#### Architects and Certified Professional

MTA | Urban Design Architecture  
Interior Design Inc.  
310,625 – 11th Ave SW  
Calgary, Alberta T2R 0E1  
Ph:403-264-8700  
Fax:403-264-8092  
**Attn: Diane Sawa**  
**dianes@mtalink.co**

#### Mechanical Engineers

Smith + Andersen (Calgary) Ltd.  
Suite 420, 840 – 6th Avenue SW  
Calgary, Alberta T2P 3E56  
Ph: 403-261-8897  
Fax: 403-233-0285  
**Attn: Hans Rohmann**  
**hans.rohmann@smithandandersen.com**

#### Structural Engineers

Quinn Saretsky Structural Engineers  
1439 Lake Twintree Way SE  
Calgary, Alberta T2J 2X6  
Ph: 403-289-9937  
**Attn: Graham Armitage**  
**inquiry@quinnssaretsky.com**  
**graham@quinnssaretsky.com**

#### Electrical Engineers & Riser Manager

Mulvey + Banani International (Alberta) Inc  
Atrium #1, 510, 839 – 5th Avenue SW  
Calgary, Alberta T2P 3C8  
Ph: 403-262-7400  
Fax: 403-233-0440  
**Attn.: Nick Halls**  
**nick.halls@mulvey-banani.com**

## PROCEDURES FOR TENANT CONSTRUCTION

### 1.3 LANDLORDS APPROVAL PROCESS

- a) The Landlord requires the following submissions in order to give formal approval of the tenant's plans (all submissions are to be delivered to the attention of the Property Manager):
- i) Three hard copy sets of drawings (Architectural, Mechanical, Electrical and Structural if required). Drawings are to be signed and sealed by qualified professional. It is recommended that the tenant utilize the Landlord's base building consultants to prepare all Mechanical and Electrical drawings. If outside consultants are used the cost for the Landlord's consultants to review the drawings will be passed on to the Tenant.
  - ii) Material samples and color board.
  - iii) Specifications of any equipment being installed.
- b) Prior to the start of work the Tenant or the General Contractor must submit the following to the Property Manager:
- i) Copy of required municipal permits including the Building Permit complete with the Alberta Building Code "A", "B" & "C" Schedules to the Landlord.
  - ii) General Contractor's insurance as outlined in under 1.7 a) iii) of the Rules & Regulations.
  - iii) General Contractor's WCB clearance
  - iv) Contact information (address, office & cell phone, fax and email) for the General Contractor and his site supervisor.
  - v) Contact information (address, office & cell phone, fax and email) for all sub trades.
  - vi) The Tenant should include these Construction Rules & Regulations in all sub trade contracts.
  - vii) The Landlord's written authorization is required before any work can start on site.
- c) Upon the completion of work the Tenant must forward the following to the Property Manager:
- i) As-built drawings, balancing reports and sprinkler & fire alarm verification reports (if applicable) to the Landlord upon completion.
  - ii) Occupancy Permit.

**Work on site can only start once the Landlord's written approval has been issued to the Tenant and/or General Contractor.**

### 1.4 BASE BUILDING INFORMATION

The Landlord will provide the Tenant with (subject to availability) one (1) set of base building information drawings and or AutoCAD Files indicating the major components of a typical floor space. Any additional copies of these drawings that may be required by a Tenant will be provided upon request at the Tenant's expense.

### 1.5 TENANT'S SUBMITTALS

#### a) *Working Drawing Review*

The Tenant will submit three (3) copies of working drawings and specifications to the Landlord for final approval. This submission must include architectural drawings showing: floor plans and partition layouts, power and telephone plans, reflected ceiling plans, sections and details, door and hardware schedules and signage drawings. The submission must also include three (3) copies of engineering drawings showing all proposed changes affecting structure, lighting, electrical, fire alarm, communications, security, HVAC, plumbing and sprinkler systems.

Wherever supplementary work or amendments to the mechanical, electrical or structural base building systems, assemblies, or components are necessary, the Tenant must engage, at their own expense, the services of the Building Consulting Engineers. These consultants will design and inspect the work to ensure performance and compatibility with the building systems. **Alternate engineers cannot be engaged.**

**b) Other Tenant Submittals**

- i) **Schedule** - Three (3) copies bar-type construction schedule, which notes the dates of start and completion for each sub trade section.
- ii) **Finishes** - Three (3) copies finish schedule along with one (1) materials sample and color board. The sample board will be returned.
- iii) **Sub trade List** - One (1) copy of a list of the names of the general contractor and all subcontractors including Name, Address, Contact Names, E-Mail Addresses, Phone and Fax Numbers, who will be constructing the Tenant Improvements.
- iv) **Building Permit** - One (1) copy of all required municipal permits including the Building Permit complete with the required schedules.
- v) **Insurance & WCB** - One (1) copy of the Contractor's insurance certificate and one (1) copy of the Contractor's current WCB clearance certificate.
- vi) **As-Builds & Occupancy Certificate** - Upon completion of the Tenant work, provide one (1) hard copy and one (1) AutoCAD disc of the As-Built drawings of the tenant space and one (1) copy of the city occupancy permit for the space.

Note 1: Approval of plans as outlined in this section does not release the Tenant from his responsibility to ensure that all Tenant Improvements meet building standards as outlined herein with respect to design and/or construction. The Tenant must copy the Landlord on all changes.

**1.6 TURNOVER INSPECTION**

After the required submittals are reviewed and approved by the Landlord, the Property Manager may arrange a meeting on site attended by the Landlord, Tenant, Interior Designer and Tenant Contractor. At this meeting the condition of the premises will be established and the Tenant area will be turned over to the Tenant and Tenant Contractor so Tenant's Improvements may commence.

**1.7 TENANT CONSTRUCTION**

**a) GENERAL CONDITIONS**

- i) All construction must be performed by a general contractor and subcontractors whom the Landlord shall approve; such approval not to be unreasonably withheld. The Landlords reserve the right to inspect and approve all work carried out by the Tenant's contractors to ensure compliance with approved drawings and building standards.
- ii) All carpeting installed using the "direct glue down" method must be adhered with a water-soluble adhesive approved by the Landlord.
- iii) The Tenant Contractor is to provide comprehensive general liability insurance covering work with a limit of five million dollars (\$5,000,000) on any occurrence. The policy will contain a cross liability clause and be extended to include non-owned automobiles and blanket contractual liability. As well, they are to provide an "all risk" of physical loss or damage policy covering the total contract price for Tenant's work. **bcIMC Realty Corporation & Canadian Core Real Estate LP, Intact Place Holdings Inc., QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their respective successors and assigns**, are to be named as additional insured on the policy and this policy shall be written to protect the Landlord's interest in the property. Evidence of the existence of insurance coverage referred to in this section must be submitted to the Assistant Property Manager by means of a "Certificate of Insurance" or a certified copy of the actual policy documents.

- iv) The Tenant Contractor shall furnish written evidence of his and all subcontractors' good standing with the Workers' Compensation Board.
- v) The Tenant Contractor shall provide and maintain adequate safety, first aid and fire prevention facilities during the construction period.
- vi) The Tenant will reimburse the Landlords for reasonable costs, **excluding profit to the Landlords**, but include administration charges for providing electricity, water, natural gas, waste removal, etc. that is consumed by the Tenant Contractor during the tenant improvement construction period.
- vii) The Tenant Contractor must protect base building assemblies, components, and systems during construction, and is responsible for restoring building standard finishes affected or damaged by Tenant construction. Where encroachments beyond construction limits are necessary, the Tenant Contractor shall supply and erect a suitable hoarding at the job site. The hoarding design and location is to be approved by QuadReal Property Group LP.
- viii) Prior to commencement of construction, the Tenant Contractor will make arrangements with the Landlord to inspect the public area adjacent to the construction area to list any existing deficiencies. Following substantial completion, both parties will again inspect these public areas and the Tenant Contractor will be required to repair any new damage which may have occurred during construction.
- ix) All "hazardous" material must be handled and stored in accordance with the Workplace Hazardous Material Information System (WHMIS).
- x) Smoking is not permitted in the building.
- xi) The opinion in writing of the Landlord's architect or engineer shall be binding in both the Landlord and the Tenant respecting all matter of dispute regarding the Landlord's Work and the Tenant's Work including the stage of completion and whether or not such work is completed in a good and workmanlike manner.
- xii) The Tenant covenants and agrees that it will not suffer or permit during the Term of the Lease any builder's lien or other liens for work, layout, service or material as ordered by it or for the cost of which it may be in any way obligated which liens may attach to the Premises or to the improvement of which the Premises form part or to the said Lands and that whenever and so often as any such liens shall attach or claims therefore shall be filed or registered, the Tenant, shall within five (5) days after the Tenant has notice of the claim or lien or of resignation, procure the discharge thereof by payment or by giving security or in such other manner as may be required or permitted by law.
- xiii) No suspended loads will be permitted other than normal ceiling and lighting load from underside or floor or roof structure without written approval of the Landlord.
- xiv) The tenant will be entirely responsible for the security of the Premises during construction of the Tenant's Work and shall take all necessary steps to secure the Premises, and the Landlord shall have no liability for any loss or damage including theft of building materials, equipment or supplies.
- xv) The Tenant is responsible to obtain all permits and licenses, as required by the City of Calgary, except for the base building permits that are provided by the Landlord. Copies of the Tenant Building Permit and Tenant Development Permit (if required) must be submitted to the Landlord prior to the commencement of the tenant's work.
- xvi) All Tenant work within the Premises will adhere to the quality required by the Landlord and will be subject to inspection by the Landlord, the Landlord's Architect or its consultants from time to time. The Tenant shall replace and make good any and all poor workmanship of materials if directed to do so by the Landlord.
- xvii) All items of work undertaken by the Tenant shall be performed by competent workmen whose labor affiliations are compatible with those of others employed by the Landlord and its contractors.
- xviii) Any work impacting any card reader, CCTV Camera, door contact, motion sensor, mag lock, exit button, or APC Panel will only be undertaken by, or under the supervision of the Base Building Security Contractor.
- xix) All Contractors while working within the building must wear **Visible Identification** at all times as issued by Security or the tenant.

b) **APPROVAL FOR CONSTRUCTION**

No construction may commence without:

- i) Written Landlord approval of submitted Tenant architectural, mechanical, structural, and electrical drawings.
- ii) Obtaining a City of Calgary Building Permit and supplying a copy to the Landlord.
- iii) Providing a copy of liability insurance for the tenant work, with a minimum value of \$5 (five) million that includes naming bclMC Realty Corporation & Canadian Core Real Estate LP, Intact Place Holdings Inc., QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their respective successors and assigns.
- iv) Providing evidence of Tenant Contractor WCB registration and proof the account is in good standing.
- v) Providing the Landlord, a list of all contractors and sub trades including contact names and phone numbers; as well as emergency telephone numbers.

Contractors starting construction prior to the above, or not adhering to the following methods or procedures, will be removed from the job site at the discretion of the Landlord.

c) **SECURITY CONTROL FOR ACCESS TO TENANT SPACE(S)**

- i) All Contractors working within Intact Place must have proper written authorization from the applicable tenant to access their space and submitted to Security Supervisor. This would include all Construction and Job Specific one-time contractors. Security will not provide entry without proper authorization at any time to any Contractor.
- ii) For Construction Projects, the Tenant / General Contractor are responsible for supplying a list of all sub-contractors (including subs) requiring access into the building during construction. This correspondence can be addressed to the Property Manager, Operations Manager or Security Supervisor

d) **HOARDING**

- i) The Tenant Contractor must provide and erect any hoarding that may be required by the Tenant Coordinator depending on the nature and location of the proposed work.
- ii) Hoarding cannot be installed or removed without authorization from the Landlord.
- iii) Hoarding door must be closed at all times during construction. Provide two sets of keys for the hoarding door lock to the Landlord for emergency access.
- iv) Keep the exterior of the site or site hoarding clean at all times.
- v) Advertising is not allowed without prior written consent from the Landlord.
- vi) Contractor identification signage is not permitted.
- vii) Wherever the Landlord deems necessary, polyethylene sheeting and sealed joints will be applied to hoardings will prevent dust migration within the building.
- viii) Where the exterior of the hording is visible to the general public the Landlord will provide direction as to the quality of finish to exterior.

e) **COMMON AREAS**

- i) For Tenant construction work, confine all construction materials, store fixtures, tools etc. within the Tenant space.
- ii) Contractors performing work on behalf of the Landlord in common areas, are to store materials, fixtures, tools etc. in an area designated by the Landlord.
- iii) Tenant work in the Common Areas of the building is not permitted.

- iv) Protect all public areas affected by Tenant Construction. Immediately repair any damage as it occurs to the satisfaction of the Landlord. If necessary, the Landlord will make repairs at the Tenant's expense.
- v) No material or debris is to be kept in public corridors or lobbies at any time. Material found will be removed and disposed of by the Landlord at the Tenant's expense.
- vi) Tenant contractors are permitted to use the building **designated** washrooms; however, plumbing fixtures cannot be used for cleaning tools, brushes, etc., or for dumping mud, solvents, paints, etc., and must be well maintained. Repair and cleaning charges arising from misuse are a Tenant responsibility.
- vii) Any common corridor vinyl wall coverings affected by Tenant construction, must be removed from corner to corner and new vinyl to match the existing installed. If the existing vinyl is no longer available, an alternate must be provided for approval by the Landlord. All costs associated with this work are at the Tenant's expense
- viii) Any damage done to the common areas or other Tenant spaces, by the Tenant or their Contractors, must be repaired and/or replaced at the Tenant's cost to the satisfaction of the Landlord.
- ix) Keep emergency exits and access thereto clear at all times.

**f) EXIT SIGNAGE - RUNNING MAN PICTOGRAM**

With this City of Calgary requirement, the Landlord has a participation program in place for the signage at Intact Place as follows:

- i) The Landlord will cover the cost to upgrade the signage to a maximum of 5 fixtures in the base building common area (central elevator lobby and exit corridors).
- ii) In order to maintain consistency with the both the Base Building and Tenant signage we have selected two styles for all tenant/building renovations.
  - a. For the Base Building common areas, the **only** approved fixture is the Lumacell LAE Series (Aluminum Slim Edge-Lit Pictogram Sign) with the housing finish of Textured Aluminum.
  - b. For Tenant spaces, the approved fixture is the Lumacell LA Series (Extruded Aluminum Exit Sign) with the housing finish of Aluminum Brushed. For a consistent look the Tenant's may also choose the Base Building approved sign at their cost.
- iii) The General Contractor will provide a quote for the Base Building fixtures for approval and will invoice QuadReal Property Group Limited Partnership directly for the 5 fixtures once the work is complete.
- iv) Any additional signage requirements based on the Tenant layouts will be the responsibility of the Tenant at their expense.

**g) LOADING DOCK PROCEDURES**

- i) Parking in the Loading area is not permitted. Unload and remove vehicles promptly and DO NOT LEAVE VEHICLES RUNNING. Complaints of noxious fumes will result in the removal of all vehicles from the dock area.
- ii) Make all deliveries through the Loading area and on the designated elevator only. Contractors are to receive their own deliveries at predetermined times and routes. The Landlord's staff will not sign for any deliveries to site.
- iii) No storage is permitted in the dock area. QuadReal Property Group LP employees will not be responsible for any tools or materials left on site by any Contractor or their employees
- iv) Contractors must supply their own carts. Only clean, soft rubber wheeled units are permitted. No pallet jacks with heavy loads are permitted on tiled floors.
- v) Repairs or cleaning to the property resulting from Tenant deliveries will be made by the Landlord at the Tenant's expense. Contractors are responsible for the disposal of any



packing material, such as pallets, crates, etc. These items are not to be left in the loading area.

- vi) Scheduling of deliveries and booking of the elevator shall be made through the base building contractor or the building manager.
- vii) There is a maximum 30-minute time limit for all deliveries to the loading dock. After which vehicles will be asked to vacate the building immediately. Large or time-intensive deliveries to the building may be made after hours if prior arrangements have been made with the Assistant Property Manager.
- viii) No semi-trailer and other commercial trailers units allowed in the loading dock.

**h) HOURS OF WORK (NOISY OR ODOROUS WORK)**

- i) Core drilling, hammer drilling, table saws, power actuated tools and other work of a noisy, dusty, or vibrant nature must be done after business hours. The Landlord is not responsible for any overtime charges relating to after hours work.
- ii) Work that interferes with other Tenants or results in Tenant complaints will be ceased by Security.
- iii) No smoking is allowed at any time in the building.
- iv) Noisy or odorous work migrating to occupied areas that result in Tenant complaints will be stopped.
- v) Radios are not permitted on the job site.
- vi) Odorous materials such as oil base paints, spray applied finishes etc. must be applied after business hours. Provisions must be made for adequate ventilation to ensure safe working conditions. Ensure that lingering odors are cleared prior to the commencement of the next regular business day.
- vii) Painting, wall covering or flooring installations are not allowed in common areas during business hours.
- viii) Building hours are subject to change but for the purposes of this document the building hours are generally **Monday to Friday 5:00 AM to 6:00 PM.**

**i) CORING, CUTTING AND CHIPPING**

- i) All coring, cutting and chipping requires prior approval from the Landlord. Provide a dimensioned floor plan showing the location and size of proposed holes and retain the Base Building Structural Consultant for specific instructions prior to slab work. Contact names and phone numbers are listed at the beginning of this document.
- ii) Contractors are responsible for all fees associated with reviews by the Structural Consultant. Contact the Base Building Structural Consultant for Fee Schedule. Depending on the complexity of the coring, cutting or chipping, periodic site inspections by the Structural Consultant may also be required.
- iii) X-rays are the only accepted method and required prior to any structural work. After x-ray, any and all hole locations are to be approved by the Landlord.
- iv) Make arrangements with the Landlord, prior to x-raying, to ensure public safety.
- v) All slab penetrations must be fire stopped and water sealed to maintain the integrity of the slab.
- vi) The Tenant and Tenant Contractor assume all risks in coring, cutting, drilling or chipping the floor slab. The Landlord, at the Tenant's expense, will repair structural elements or cast in slab services damaged by the Contractor.
- vii) Slab cutting will be by wet saw method only. Saw cutting will require the erection of scaffolding on the floor below to assist in the removal of the concrete pieces.
- viii) The Tenant and their Contractors must provide protection to all existing finishes to the satisfaction of the Landlord before cutting and coring may proceed.
- ix) A Hot Work Permit must be filled out when doing any coring, cutting or chipping in the building. The Hot Work Permit should be filled out at Security Desk 24 hours before work

is to begin. The Hot Work Permit then needs to be signed off by Operations Staff before work is allowed to commence.

**j) GARBAGE DISPOSAL**

- i) The Landlord's garbage bins cannot be used for disposal of construction materials.
- ii) If space is available, the Landlord may provide a location for a Contractor bin.
- iii) Keep the area around bins in a clean and tidy condition at all times.
- iv) Only haul garbage after business hours or by prior arrangements with the Landlord. Garbage should only be moved in the designated elevator and through the loading corridor
- v) Do not leave garbage in common areas.

**k) FREIGHT ELEVATOR USE FOR INTACT PLACE**

- i) Book Elevator with Landlord, at least 24 hours in advance.
- ii) Freight elevator is a Class A elevator with a capacity of 1588 kg and a floor plate of 60" x 77" and a door opening of 41" x 83". Note: cab height 118".
- iii) Single items weighing more than **397 kg cannot** be loaded into the freight elevator without approval from QuadReal Property Group LP. For these types of lifts, the elevator contractor must be on site to supervise and tenants must have appropriate waivers signed and insurance documentation submitted.
- iv) A fee will be charged for all freight elevator bookings to accommodate an elevator attendant.
- v) The Landlord will inspect the elevator when the contractor is finished.
- vi) Do not prop elevator doors open. Damage caused by improper use is the responsibility of the Contractor. Contractors found blocking off the freight elevator during regular business hours will be removed from site.

**l) ACCESS TO EXISTING (OTHER) TENANT SPACE**

- i) Arrange access to existing Tenant spaces through the Landlord.
- ii) Costs incurred by other Tenants, for Security, repairs, or cleaning will be borne by the Landlord at the Tenant's expense.
- iii) The Landlord will not provide access to occupied Tenancies without written authorization from that Tenant.

**m) LIFE SAFETY SYSTEMS**

- i) Contact the Landlord for final tie-in and Verification.
- ii) All disconnects connections and final tie-ins of bells/strobes, sprinklers, pull stations, smoke detectors and other life safety devices must be completed by the Landlord's designated Base Building subcontractor and approved by the Landlord's base building consultant. The Tenant must retain the designated Base Building subcontractor directly. All modifications to the fire alarm system must be verified by the base building electrical engineer upon completion of work prior to occupancy.
- iii) Work affecting Life Safety systems must be completed after normal business hours and coordinated with building management.
- iv) When grinding, soldering, or welding, a 10 lb. ABC fire extinguisher must be available within 10 feet of the Work.
- v) Fire system impairments and sprinkler systems must be put back in to full operation at the end of each day when Contractors leave the site. Extended impairments will not be allowed.
- vi) The contractor shall be charged for fire system impairments that occur after regular business hours.

- vii) At no time shall a floor be left unattended during fire system impairment.
- viii) A Hot Work Permit will be filled out for any fire alarm system impairment. The permit should be filled out at the Security Desk 24 hours prior to work beginning and the Chief Engineer informed work. The Hot Work Permit then needs to be signed off by Operations Staff before work is allowed to commence

**n) FIREPROOFING**

- i) Tenant Contractors, using material that matches the existing level of fire protection, must replace fireproofing which is disturbed or removed. Contact the Base Building Architectural Consultant for the material specification.
- ii) Fire stopping must be installed according to CSA standards and local provincial and building codes.

**o) TENANT CONSTRUCTION**

- i) Provide walk-off mats at entrances to the site to prevent debris and drywall dust from being tracked into corridors or common areas.
- ii) Protect areas and property not part of the construction with dust barriers and coverings.
- iii) During demolition all unused and abandoned electrical, mechanical and communications systems including but not limited to piping, ductwork, conduit, cabling and all associated equipment shall be removed and the contractor is required to make good all connections to existing systems.
- iv) Seal all abandoned slab and fire rated wall penetrations with fire rated materials and methods to the approval of base building engineer
- v) Install only hardware compatible with the Base Building standard and key entrance door and all internal doors to the Base Building master and sub-keying system.
- vi) During the duration of construction, filter material must be fastened to the return air grills at duct shafts by the Tenants Contractor.
- vii) Exterior perimeter wall is not to be punctured or attached to in any form.
- viii) Doors leading into stairways are "Not" to be removed or mechanically altered to remain open.
- ix) Ensure all elevator door sills are vacuumed daily and kept free of all debris. Elevator maintenance call-outs caused by debris in sills will be charged back to tenant contractor.

**p) GENERAL RULES FOR COMMUNICATIONS – CABLING CONTRACTORS**

**i) GENERAL**

- To complete any cable, conduit or service needed within any Intact Place Telephone or Communication Riser room the following must be completed before any work can be done:
  - i) Service provider will have to contact the Riser Manager, to discuss work and review the site.
  - ii) If agreed to MBI will then issue drawings to QuadReal Property Group LP for review & to base building electrical contractor for pricing. Cost of involvement by MBI will be to requestor.
  - iii) Once QuadReal Property Group LP approves drawings and requestor accepts base building electrical contractor pricing, authorization to proceed with install will be issued.
  - iv) After work has been installed and inspected the service provider can do the final connections.

- All cabling from the telecommunications or other communications service provider (TSP) Communications Equipment in the main Equipment Room to the tenant's equipment room ("In-Building Wire") will only be completed by the contractor designated by the Landlord, Trotter and Morton ( the "Base Building Contractor").
- Note that Building Communication Rooms are not secure spaces and are for the common use of all Tenants. Access to these rooms may, from time to time, be allowed to competitors and rivals of the Communications Contractor or the Tenant. The Landlord will not be held responsible for damage or tampering by third parties.
- The Landlord will require the Tenant to provide an Electrical Permit from the City of Calgary before allowing work to start. A Certificate of Compliance must be submitted to the Riser Manager when work is complete.
- Provide "as-built" drawings detailing work completed and locations and turn over to the Riser Manager on the completion of the work.
- The TSP is responsible for In Building Wire supplied to the tenant.

ii) **GENERAL GUIDELINES FOR TERMINATION IN MAIN EQUIPMENT ROOM**

- Cables must be terminated at assigned blocks designated by the Riser Manager. No exceptions.
- Installation methods shall conform to Canadian Telecommunications and BICSI Standards.
- Cables are to be secured to the wall or backboards and may not be supported from other existing cables, conduits, straps, plumbing, sprinkler pipes or other building systems components. Cable support methods shall conform to the Canadian Electrical Code and BICSI Standards.
- All pull strings/cords must be replaced if distribution conduits/pathways are used by the contractors.

iii) **GENERAL GUIDELINES FOR INDIVIDUAL FLOOR COMMUNICATION RISER ROOMS**

- Permission must be obtained from the Riser Manager to reuse existing riser cables and termination hardware. All components must be properly labeled.
- Permission must be obtained from the Riser Manager to use existing sleeves or slots. Direction will be given by Riser Manager as to which sleeves or slots may be used.
- Permission must be obtained from the Landlord's Riser Manager for additional riser holes or sleeves. Core drilled holes will also require prior slab x-rays, and approval of the Landlord's Structural Engineer.
- All riser sleeves must be filled with Factory Mutual or CSA approved fire stopping. All existing fire stopping that has been cut or removed must be repaired in an approved manner.
- Only cables specifically noted by the Riser Manager may be run in free air (i.e. not in conduit) in riser rooms.
- Cables may not be supported from other existing cables, conduits, straps, plumbing, sprinkler pipes or other building systems components. Cable support methods shall conform to the Canadian Electrical Code and BICSI Standards.
- All cables between floors located in the Communication Riser Rooms must be installed in conduit in locations designated by the Riser Manager.
- All new cables must be FT4 or FT6 rated.
- Where riser cable is installed in conduit, the conduit installation must comply with the Canadian Electrical Code.
- Cables and conduits must be labelled inside each pull box, with the Service Provider's name, floor of origin and termination e.g. "Fiberco 4 to 24". Labels must be mechanically imprinted, wrap-around style. Cables which are installed in raceways or conduit provided by the Landlord are to be labeled every 3m and in every junction box.

- All conduit installed shall have a pull box installed on approximately every third floor as designated by the Riser Manager. Conduit and cable must be installed in a neat and workmanlike manner so as not to interfere with existing installations or to make them inaccessible.
- The communication riser rooms are intended for tenant cables to pass through only. The communications room may be used for cross-connects (termination blocks) only with special permission from the Riser Manager. All Tenants' communications equipment must be located within the Tenants' space and not in the Communications Riser Rooms. Permission will be required from the Landlord for locating any type of terminations within the communication riser room.
- All inter-floor connections must be made within the tenant's space. Permission will be required from the Riser Manager for locating patch Core drilled holes and will also require prior slab x-rays, and approval of the Landlord's Structural Engineer.
- All cables that are obsolete or abandoned are to be completely removed back to the source.
- All pull strings/cords must be replaced if distribution conduits/pathways are used by the contractors.

iv) **GENERAL GUIDELINES FOR HORIZONTAL CABLING WITHIN TENANT SPACES**

- All cables must be plenum rated FT4 or FT6.
- Cables must be installed in conduit or on cable trays or free air. Where run in free air, cables are to be bundled together and fastened at the underside of a slab above every 1.5m, using J-hooks or other approved methods. Cables may not be laid on top of T-bar or ceiling tiles, nor may be suspended by T-bar hangers, nor may they be supported from other cables, conduits, plumbing, sprinkler pipes or other inappropriate hardware.
- All pull strings/cords must be replaced if distribution conduits/pathways are used by the contractors.
- All ceiling tiles must be placed back in their proper location after use. All damaged tiles are the responsibility of the contractors and must be replaced immediately or brought to the attention of the building Landlord or facility representative.
- All cables installed above drywall ceilings and in ceiling spaces of Tenants below are to be installed in conduit.
- All cables, which are obsolete or abandoned, are to be completely removed back to the source.
- Cable and conduit routes shall be perpendicular to the building lines and shall not be routed in a haphazard manner.
- Upon completion of cabling, the Tenant will submit to the Riser Manager a drawing showing all tagged cable locations.

q) **Base Building Systems**

- i) Contact the Landlord for all work affecting Base Building HVAC, Electrical, Plumbing, Life Safety, Architectural or Structural Systems.
- ii) The potential for accidental power outages to large parts of the building exists. The Contractor is expected to use caution and inspect the work prior to energizing the system. Ensure only qualified personnel work on the electrical system. Refer to Electrical Drawings for work to be performed exclusively by Base Building Electrical Contractor.
- iii) Contact the Landlord to reset tripped circuit breakers.
- iv) Damages to Landlord or existing Tenant systems will be repaired by the Landlord at the Tenant's expense.
- v) Clean all air diffusers, grills, and perimeter radiant units upon completion of work and prior to occupancy.
- vi) Remove filters installed on RA ductwork at the end of construction.

- vii) Welding within or on premises may only be performed after completing a Hot Work Permit 24 hours in advance of work commencement and must conform to specific guidelines regarding handling of smoke, pressurized tanks, WHMIS, and fire alarm.

r) **METERS**

- i) Check meters for gas, water and electrical may be required to monitor disproportionate utility consumption. Confirmation from the Building Manager is required. Refer to Mechanical and Electrical drawings for meter information. Meter type shall be specified by base building consultants.

s) **AIR BALANCING**

- i) Upon completion of work, submit 2 copies of Air Balancing Report to the Building Manager. Air Balancing must be completed by Hydro Air.

t) **CONSTRUCTION CLEANING**

- i) Cleaning necessitated by Tenant construction, must be coordinated with the building custodial contractor at Tenant's expense.
- ii) The following list represents the minimum standard for construction cleaning, prior to Tenant move-in:
  - Dust horizontal surfaces (windowsills, ledges, counters, cupboards, vents, etc.)
  - Clean interior windows and window frames
  - Clean all doors and frames
  - Spot wipe walls as required
  - Clean kitchen sinks, fixtures, cupboards, cupboard interiors, appliances
  - Total and complete cleaning of washrooms
  - Vacuum all carpets
  - Dust mop, wet mop, or, if necessary, strip, seal and wax all hard surface flooring
  - Spot clean elevator doors as required
  - Clean all light lenses after construction is complete.
  - Wipe and clean air diffusers and radiation fins and cabinets.
- iii) Maintain ceiling plenum clean and free of construction debris and off-cuts. Inspect upon completion of the project. Costs required to clean plenum areas will be charged back to the Tenant.

u) **OCCUPATIONAL HEALTH AND SAFETY**

**PRIME CONTRACTOR FOR SAFETY**

Each project will be required to have a Prime Contractor for Safety.

The Contractor shall:

- i) Be the Prime Contractor for Safety or shall adhere to the safety protocols of another Contractor assigned this role for the work area, and acknowledge in writing acceptance of Prime Contractor status.
- ii) covenant and agree not to do or omit to do anything in the performance of the Work that would cause itself, the Landlord, Landlord's Agent, Building Manager, or any other person who assumes or is responsible for the role of the Prime Contractor for Safety, to be in breach of the duties and responsibilities of any Prime Contractor for Safety with respect to the Work

**The Prime Contractor for Safety:**

- i) shall undertake the duties of the Prime Contractor for Safety as outlined in the applicable legislation; and
- ii) represents and warrants that it has adequate resources and is experienced and competent to be Prime Contractor for Safety and will maintain adequate and competent supervisors to oversee and ensure compliance with all health and safety requirements.

The Contractor shall at all times comply with all federal, provincial and local laws, statutes, rules, regulations, notices, orders and amendments thereto respecting occupational health and safety and workers.

v) **ENFORCEMENT**

IT IS THE TENANT'S RESPONSIBILITY TO ENFORCE THESE RULES WITH THEIR EMPLOYEES, CONTRACTORS AND SUBTRADES. CONTRACTORS AND THEIR EMPLOYEES OR SUBTRADES ARE ALLOWED ONLY IN THOSE AREAS IN WHICH THEY ARE WORKING. CONTRACTORS, EMPLOYEES, OR SUBTRADES FOUND IN UNAUTHORIZED AREAS WILL BE REMOVED FROM THE BUILDING PREMISES.

**1.8 BASE BUILDING CONTRACTORS**

In general, all work associated with the vertical distribution infrastructure is to be performed exclusively by Base Building Contractor associated with that discipline.

- i) All electrical final connections of devices to existing 480-volt system, the buss duct and low voltage switching shall be done by the base building electrical contractor.
- ii) Ventilation modifications to the vertical shafts shall be done by base building mechanical contractor.
- iii) ALL heating and cooling riser modifications shall be done by base building mechanical contractor.
- iv) ALL HVAC control work which ties into the base building automation system shall be done by base building controls contractor and verifications shall be completed by the base building Mechanical Consultant.
- v) ALL base building security system modifications shall be completed by base building security contractor.
- vi) ALL fire alarm system modifications shall be completed by base building fire alarm contractor and verifications are to be completed by the base building Electrical Consultant.
- vii) ALL electrical modifications to the fire alarm system and the base building security system shall be completed by the base building electrical contractor and verifications are to be completed by the base building Electrical Consultant.
- viii) ALL work within the communications rooms as detailed in Section 1.7.p shall be completed by base building communications contractor.
- ix) All Sprinkler riser modifications shall be completed by base building sprinkler contractor.
- x) Plumbing modifications to existing domestic, sanitary and vent vertical risers shall be completed by base building mechanical contractors.
- xi) Air or water balancing of base building systems shall be completed by base building air balancing contractor.

**Base Building Controls Contractor**

Siemens Building Technologies Ltd.  
24, 1930 Maynard Road SE  
Calgary, Alberta  
Ph:403-259-3404  
Fax: 403-252-8578  
**Att: Amber Watt**  
**amber.watt@siemens.com**

**Base Building Mechanical Contractor**

Trotter & Morton  
5711 – 1st Street SE  
Calgary, Alberta T2H 1H9  
Ph:403-255-7535  
Fax:403-640-0767  
**Attn: Mike Loughlin**

**Base Building Fire Alarm Contractor**

CHUBB Edwards  
Suite 8 – 1470 28th Street NE  
Calgary, Alberta T2A 7W6  
Ph:403-291-3433  
Fax: 403-259-8422  
**Attn: Ana Vargas**  
**ana.vargas@chubbfs.ca**

**Base Building Communications Contractor**

Trotter & Morton  
5711 – 1st Street SE  
Calgary, Alberta T2H 1H9  
Ph:403-255-7535  
Fax:403-640-0767  
**Attn: Simon Momm**  
**smomm@tmlgroup.com**

**Base Building Electrical Contractor**

Trotter & Morton  
5711 – 1st Street SE  
Calgary, Alberta T2H 1H9  
Ph:403-255-7535  
Fax:403-640-0767  
**Attn: Simon Momm**  
**smomm@tmlgroup.com**

**Base Building Air Balancing Contractor**

Hydro Air Technical Services  
9832 Fairmont Drive SE  
Calgary, Alberta  
Ph:403-252-5549  
Fax:403-252-5540  
**Attn: Allan Reid**

**Base Building Sprinkler Contractor**

DT Fire Protection Systems Ltd.  
#17 12235 30 Ave NE  
Calgary, Alberta  
Ph:403-569-1103  
Fax: 403-569-1275  
**Attn: Doug Hamilton**  
**admin@dtfireprotection.com**

**Base Building Security Contractor**

Siemens Building Technologies Ltd.  
24, 1930 Maynard Road SE  
Calgary, Alberta  
Ph:403-259-3404  
Fax:403-252-8578  
**Attn: Dean Letendre**  
**dean.letendre@siemens.com**



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## Introduction

This Tenant Green Design Guide is supplemental to and is intended to be read and used in conjunction with the buildings' Tenant Design Criteria Manual.

This guide contains general information, procedures and recommendations designed to assist tenants in the design and construction of their improvements within their premises with the ultimate goal of being environmentally responsible and economically profitable and creating a healthy workplace for all employees.

The Lease and any other agreement(s) between the tenant and landlord of the building shall govern and take precedence over any information included in the Tenant Design Criteria Manual and this Tenant Green Design Guide.

## Our Commitment

We are committed to strategically develop and continually improve environmental best practice with regard to our managed properties and the impact they have on the communities in which we do business. These principles embody the elements of sound property management practices with social and environmental principles of sustainability.

We seek the involvement of stakeholders, including our clients, employees, tenants and suppliers, in our efforts to reduce greenhouse gas emissions, increase waste diversion and assist us in reducing the environmental footprint of the properties that QuadReal manages.

This commitment takes many forms, including the development of a culture of conservation and sustainability through appropriate and effective communication. We offer education programs to staff and we engage tenants in conservation practices and stewardship as well as inform all parties on the use of effective waste, energy and utilities management principles, all of which are incorporated in this Green Design Guide.

You play an important role in our building and we want you to know about our commitment to Responsible Property Management. Please visit our website for more information about our promise and for a listing of all of our buildings that have been certified "Green" or have received industry related awards and recognition.

## Why a Green Design?

It is well documented that more than 30% of the total energy produced and 60% of the electricity generated is consumed by buildings annually. Additionally, a typical North American commercial construction project generates up to 1.13 kilograms or 2.5 pounds of solid waste per square foot of occupied floor space.

Green Design not only has a positive impact on public health and the environment, it reduces operating costs, enhances employer organizational marketability, has the potential to increase occupant productivity and demonstrates a commitment to a sustainable community. Beyond that, it contributes to a

sustainable environment by reducing our energy and natural resource consumption and cutting down on the waste and pollution we create.

Many leading organizations consider the impact their workplaces have on a range of financial drivers and a Green Design can assist in securing a competitive advantage. This can provide the following benefits:

- ✓ Enhance company reputation
- ✓ Attract and retain talented employees
- ✓ Enhance employee wellbeing and productivity
- ✓ Enhance and protect organizational knowledge
- ✓ Reduce Liability

Some of the economic benefits of a green building are:

- ✓ Lower utility bills and operating costs because of energy and water efficiency systems
- ✓ Lower waste and dumping costs because of landfill diversion measures (recycling/reuse programs) used during construction and occupancy
- ✓ Lower energy bills from efficiencies in HVAC systems
- ✓ Fewer employee sick days taken and heightened worker productivity because of improved indoor air quality

## Getting Started

Whether you have an in-house team that serves your facility design needs or you rely on outside firms to assist you, it is paramount that you select design consultants that are wholly committed to a Green Design. Once your design team is established choose other advisors (including engineers, suppliers, commissioning services and contractors) that are equally engaged in environmental best practices.

Key considerations in a Green Design include:

- ✓ Energy efficiency in mechanical and electrical installations that addresses thermal considerations, noise and indoor air quality and meets flexibility and privacy needs
- ✓ Environmentally friendly interiors that support healthy work environments and avoid / minimize harmful emissions
- ✓ Effective Waste Management practices and indoor environmental controls during renovation work

This document includes a number of initiatives and strategies that should be considered when arranging service agreements and construction documents and will assist you in developing and refining plans and specifications that achieve your Green Design goals.

Often the first question asked is “What does a Green Design cost?” Many measures can be done with no additional cost while others may involve minimal upfront costs but will save money over the long haul. Some green measures may cost considerably more, but yield benefits that are more difficult to quantify, such as improved productivity. In all cases, the key to eliminating or minimizing additional costs is to establish your design team and set your goals very early in the process.

## Energy Efficiency

### Water:

It is important to consider reducing our consumption of this resource in order to ease the burden on water and sewer infrastructure systems in our cities. Through Green Design you can maximize water efficiency within your space to reduce the burden on water supply and waste water systems.

These strategies, in aggregate, will help you to reduce potable water consumption up to 20% over a typical installation. Use the following as a guide to achieving this goal:

Fixture	Maximum Flow Requirement				Index:
Water Closets	6.0	(LPF)	1.6	(GPF)	(LPF) liters per flush
Urinals	3.8	(LPF)	1.0	(GPF)	(LPM) liters per minute
Shower Heads	9.5	(LPM)	2.5	(GPM)	(L/CY) liters per cycle
Faucets	8.3	(LPM)	2.2	(GPM)	(GPF) gallons per flush
Replacement Aerators	8.3	(LPM)	2.2	(GPM)	(GPM) gallons per minute
Metering Faucets	0.95	(L/CY)	0.25	(G/CY)	(G/CY) gallons per cycle

Choose the most efficient water consuming fixtures available when installing new fixtures, whether these are for a kitchen, private bathroom, employee gym, etc. Technologies are changing at a rapid pace so ensure your consultants incorporate the best available in your Green Design.

### Lighting:

Understandably, a lot of emphasis goes into designing premises lighting in a Green Design. After all, it accounts for more than 60% of total premises energy costs and represents the largest single opportunity for savings. **The building standard lighting system already achieves a high level of energy performance though the use of T8 lighting and proper spacing of fixtures.**

Taking advantage of as much natural light as possible should be the initial focus. Next is an efficient lighting design. Energy efficient solutions are flooding the marketplace at an increasing rate and your design team is crucial to ensuring latest technologies are used.

A Green Design for lighting incorporates many elements, the highlights of which are detailed below:

- ✓ Use energy efficient fluorescent lights with electronic ballast (less than 10W/m<sup>2</sup>) for general office lighting
- ✓ Design for light levels to 35-40 foot candles or 1 watt per square foot and incorporate task lighting where higher lighting levels are needed.
- ✓ For special purpose lighting, use compact fluorescents or LED's.
- ✓ Install comprehensive occupancy based lighting control systems with appropriate zoning and incorporate daylight harvesting (use of natural light within 4.5 meters (15 feet) of windows and under skylights). Simple solutions include occupancy sensors in private offices or meeting rooms and/or electronic dimmer switches.
- ✓ Use LED in exit signs which only consume 1.6W of power versus 30W in conventional signs.
- ✓ Where the base building system does not meet your needs you may wish to consider installing upward facing or indirect lighting using parabolic lenses to reflect off the ceiling as a replacement to standard overhead fluorescent fixtures. Not only does this system produce a softer and shadow free light, computer screen glare is also reduced.

An added benefit to lowering the energy use in lighting systems is the reduction in the heat loads created which has a positive effect in the cooling system/s of the building.

## Heating Ventilation and Air Conditioning:

Improved and enhanced indoor air quality is fundamental in achieving overall employee satisfaction. Thus your goal is to establish and design to quantifiable standards for indoor air quality (IAQ) performance.

A successful Green Design for HVAC is often conditional on the base building capacities and systems. Where feasible:

- ✓ Provide for separate control zones in every room or area with a solar exposure
- ✓ Zone interior spaces separately
- ✓ Install controls and systems capable of sensing space use and modulating HVAC systems in response to space demand. This includes private offices and specialty occupancies (conference rooms, kitchens, etc.)

## Equipment and Appliances:

Install only Energy Star rated equipment and appliances, including kitchen and laundry appliances, office equipment, electronics and commercial food service equipment and, more importantly, ensure equipment and computers are turned off when not in use.

## Energy Measurement:

The ability to track energy consumption within the premises is a key step in energy conservation and awareness. It allows ongoing accountability and optimization in energy performance over time. By installing metering equipment that measures and records consumption within your space on all electrical, gas and water services you are able to monitor energy usage, which in turn allows you to identify, influence and see the results of any energy programs and initiatives you undertake.

For larger projects, continuous metering equipment should also be installed for the following end uses:

- ✓ Lighting systems and controls
- ✓ High consumption areas such as computer / server rooms
- ✓ “plug load” measuring consumption of office equipment, photocopiers, computers, etc. which are plugged into electrical outlets throughout your space

## Construction and Commissioning:

The construction phase begins once you have a contract with the contractor you have selected. It ends when the project is complete and ready for occupancy. The last step prior to occupancy should be a commissioning period.

A project cannot be deemed a success until proven with written verification that confirms the project's mechanical, HVAC and electrical systems are installed and calibrated and performance is validated to the intended design. This verification process is completed by a commissioning team and should be included as part of your project work.

## Further Reductions in Footprint:

In order to further reduce your energy footprint once you have designed and constructed efficient space, you may want to give consideration to purchase Green Power for your premises.

## Environmentally Friendly Interiors

### Floor Materials:

Floor finishes have the greatest single environmental impact of any fixed item over the life of a typical tenant's occupancy timeframe. This is due to a tendency to replace floor materials at the end of every lease cycle. If reusing existing floor finishes is not possible or practical, many environmentally friendly options are available at similar and often lower cost than typical selections. For example:

- ✓ Use modular carpets, reconditioned options or those with high recycled content
- ✓ Choose low emissions products
- ✓ Use linoleum instead of vinyl
- ✓ Select carpets from vendors who will take back the product for recycling at the end of its useful life.

### Walls, Wallcovering & Paint:

Research indicates a link between open plan work environments and improved organizational learning. By reducing the amount of walls or offices and moving towards an "open work" plan, you are not only reducing upfront costs, but increasing employee morale and wellbeing. This has the potential to generate further proven organizational productivity through inherent increases in natural light and better ventilation associated with this design approach.

Minimize the amount of volatile organic compounds "VOC" in paints, adhesives and sealants that are specified. This contributes to a healthier and more pleasant work environment for staff, especially at the beginning of your occupancy. Natural paints cost only a little more than standard paints and are completely VOC free. These provide a tangible demonstration of your company's commitment to maintaining a healthy environment for employees. Avoid the use of vinyl wall coverings as much as possible as most tend to have a high VOC content.

### Furniture:

Workstations can also have a significant environmental impact, particularly if they are not designed for easy assembly and reassembly, and capable for reuse or recycling. Improvements to indoor environment quality can be attained through the use of products that contain no or low "VOC".

General office furniture contributes to a significant percentage of waste going to landfills. Consider reusing as much office furniture as possible which saves money and the environment. Cost effective, environmentally and healthy (no or low VOC) products are readily available and some manufactures agree to take back products for reuse or recycling at the end of your use.

## Millwork:

A Green Design incorporates built in waste receptacle millwork to ensure that all recyclable materials generated within your space is diverted from landfill. The following waste streams should be taken into consideration when working with your property management team:

### **Kitchens/Kitchenettes/Serveries**

- Organic Waste
- Cans and Bottles
- Paper
- Plastics and Styrofoam

### **Photocopy Areas**

- Paper
- Toner Cartridges
- Battery Recycling

### **Meeting/ Boardrooms**

- Paper
- Cans and Bottles
- Waste
- Organic waste

Each receptacle should be properly labeled according to the building's identified waste streams.

## During Construction or Renovations

### Waste Management:

An effective waste management program is based on the 3Rs, Reduce, Recycle and Reuse.

The element that needs to be considered right from the start is REUSE!

If your Green Design requirements are due to a relocation, be sure to walk through your new premises and give careful consideration to any existing fixtures and furniture that can be reused. Also look to reuse whatever materials, equipment and resources you can from your existing premises.

If demolition of some or all of the premises is to be undertaken ensure suppliers, contractors and/or subcontractors retrieve / retain packaging (e.g. skids, plastic wrap etc.) for reuse.

This leads us to the next step in waste management, RECYCLE!

Your contractor should be advised to contact local salvaging/recycling companies and arrange for recycling services. At a minimum, you should ensure your contractor recycles the following waste materials that could not be reused and may be generated throughout demolition or construction:

- |                              |                  |
|------------------------------|------------------|
| ✓ Concrete / masonry / stone | ✓ Plastic        |
| ✓ Steel and other metals     | ✓ Blue Box waste |
| ✓ Wood                       | ✓ Glass          |
| ✓ Gypsum                     | ✓ Ceiling tiles  |
| ✓ Cardboard                  | ✓ Carpet         |

The final step in your waste management efforts is to REDUCE!

Prevent damage of materials due to mishandling, improper storage and contamination so they do not end up as waste. Where possible, use prefabricated components built at a central facility to avoid waste generation at the site.

An important element of the commitment to waste management is ensuring effective documentation is kept during the construction process. This is done through a Waste Diversion Report. The report is comprised of a compilation of waybills, invoices, letters and other documentation from your suppliers/contractors that is appropriately indexed and shows product types, quantities and details of

waste diverted and waste sent to landfill. A copy of your Waste Diversion Report should be provided to us when completed.

It is therefore essential that you inform your contractor early in the renovation process about the following processes and procedures that form part of a Green Design.

Designate a central Waste Collection Area onsite that is dedicated to the separation and storage of all waste generated during demolition and construction.

- ✓ Provide separate containers in the Waste Collection Area that are sized to accommodate the estimate amount of each waste type and quantity.
- ✓ Clearly indicate the material type being stored in each container using appropriate signage and labels.
- ✓ If space is insufficient to provide proper sorting, ship all materials to a sorting station.
- ✓ Co-ordinate daily inspections of containers to check for and remedy cross contaminations.
- ✓ Ensure the material type is clearly labeled on each container.
- ✓ Arrange for and/or promptly transport containers to receiving facilities when containers are full.

Provide “blue box” recycling bins on site for recycling waste generated by site workers and visitors. Waste deposited in the bins should include aluminum, food or beverage cans, glass and plastic bottles and jars for food or beverage, cardboard and paper products.

Within 14 days...

- ✓ Have suppliers and contractors provide a letter listing the item(s) to be reused and the item(s) and quantity being removed from the site.
- ✓ Those items being removed from the site should show a list of proposed salvaging / recycling facilities to be used and further specify the material(s) that will be accepted by each facility and whether the material(s) will be reused, recycled or sent to landfill.
- ✓ Follow any salvaging / recycling facilities’ material acceptance requirements to ensure materials are properly sorted, grouped and packaged for collection.

Additional information and suggestions on waste management practices can be found on these websites:

Halton Region - [http://www.halton.ca/living\\_in\\_halton/recycling\\_waste](http://www.halton.ca/living_in_halton/recycling_waste)

City of Toronto - <http://www.toronto.ca/garbage/index.htm>

Web Based - Buy and Sell of Recycling materials - <http://www.recycle.net/>

## Indoor Environment:

Prevent indoor air quality problems arising from the construction / renovation process.

Protect all materials from moisture damage whether stored on-site or installed with the use of absorptive materials. Provide filtration media with a Minimum Efficiency Reporting Value (MERV) of 8 at each return air grill when air handlers are used during construction. Air handling systems serving the premises will only be turned on in the construction area when filters have been installed.

Additionally, reduce the quantity of indoor air contaminants that are odorous, potentially irritating and/or harmful to the comfort and well-being of installers and occupants. This would include adhesives, sealants and sealant primers. Specify low volatile organic compound “VOC” materials in all products being used. This is often accomplished with no additional cost.



Special consideration should be given to the selection of furniture and fixtures to ensure VOC levels are minimized and sufficient time for “off gassing” of new furniture is allowed to occur in a warehouse designed for this purpose rather than on the construction site. Be sure to order these products early in your process so it does not delay your overall construction schedule.

## Information and Resources

To assist you in identifying environmentally friendly and sustainable (“green”) goods and services; sourcing, using and disposing office products in an environmentally preferable manner; and recognizing the vast array of products and services available, we have identified a few of the thousands of web sites available in your pursuit of Green Design.

**EcoLogo™ Program** – Launched by the Canadian Federal government in 1988, EcoLogo™ has grown to service thousands of buyers and sellers of green products throughout the United States and Canada. EcoLogo™ is North America’s oldest environmental standard and certifications organization. At this site, you will be able to make important, green conscious decisions while you browse through a list of over 7,000 product and service offerings. <http://www.ecologo.org/en/>

**Bullfrog Power** – Bullfrog sources power exclusively from generators who meet or exceed the federal governments Environmental Choice Program EcoLogo™ standard for renewable electricity. <http://bullfrogpower.com>

**Public Works Canada** - offers a number of reference guides and publications including Environmentally Responsible Green Office and an Environmentally Responsible Construction and Renovation handbook. <http://www.pwgsc.gc.ca/realproperty/text/publications-e.html>

**BUILDSMART®** - a program of Metro Vancouver, is a sustainable building information source for the design and construction industry, helping make smart, sustainable choices when crafting the future of our constructed environment. The site features a sustainable products directory, technical resources, and information covering the life cycle of a building including; Design, Construction, Operations, Retrofit/Renovation and finally Deconstruction. <http://www.gvrd.bc.ca/BuildSmart/>

## Taking it to the Next Level

If you wish to take your commitment to designing and constructing sustainable office interiors to an elevated level we highly recommend you consider certification of your interior renovations to the LEED® - CI rating system offered by the Canadian and United States Green Building Councils. A two page summary is attached to this guide as Schedule 1 with detailed information available at the following websites:

<http://www.cagbc.org/>

<http://www.usgbc.org/>

Of paramount importance is to ensure your consultants are LEED Accredited Professional with experience in LEED accreditation programs to alleviate costs that can be associated with their learning curve.

## Schedule 1

### LEED® - CI Summary

#### What is LEED?

The Leadership in Energy and Environmental Design (LEED) Green Building Rating System™ is a voluntary, consensus-based national rating system that encourages and accelerates global adoption of sustainable green building and development practices through the creation and implementation of universally understood and accepted tools and performance criteria.

#### LEED Basic Facts

- LEED is implemented by the Canadian Green Building Council for the Canadian market and by the U.S. Green Building Council for the United States market which are not for profit and non profit organizations respectively
- LEED is a point-based system for rating the environmental performance of buildings
- Ratings of CERTIFIED, SILVER, GOLD or PLATINUM are awarded based on the number of points a project achieves
- LEED includes a third-party review and certification process
- There are several versions of LEED, each addressing different building types and construction scopes

#### LEED –CI

LEED for Commercial Interiors is the green benchmark appropriate for the tenant improvement market. It is the recognized system for certifying high-performance green interiors that: are healthy, productive places to work; are less costly to operate and maintain; and have a reduced environmental footprint. LEED–CI provides a framework to make sustainable choices to tenants and designers who do not occupy whole buildings.

LEED–CI addresses the following categories of environmental performance, which are explained in more detail in the sections that follow:

- Sustainable Sites
- Water Efficiency
- Energy & Atmosphere
- Materials & Resources
- Indoor Environmental Quality
- Innovation in Design

#### Sustainable Sites

This section looks at the environmental choices in terms of the site, its surroundings and certain aspects of the base building in which the LEED–CI project is taking place. A number of the issues addressed in this section may be outside of the scope of influence of the tenant. Within Sustainable Sites, LEED–CI addresses environmental performance in areas such as the reuse of brownfield sites, stormwater management, heat island effect, on-site renewable energy and transportation management.

## Water Efficiency

Points for water efficiency are awarded to project teams for their reduction in potable water use relative to standard practice. Low flow fixtures such as toilets, showers and faucets all contribute towards these points.

## Energy & Atmosphere

Energy conservation may be the most important way to reduce the negative environmental impact of buildings, since energy use is implicated in resource depletion, global warming and air pollution to name but a few impacts.

To reflect the importance of this section, it contains three prerequisites – mandatory measures that must be completed in order to obtain any level of LEED certification. These are:

- Fundamental Commissioning – to ensure that testing procedures are conducted before tenant occupancy
- Minimum Energy Performance – to ensure compliance with energy code standards
- CFC Reduction – to ensure the avoidance of ozone depleting CFCs in mechanical equipment

LEED rewards projects with points for meeting or exceeding energy efficiency standards for lighting, HVAC and appliances. Points are also available for electricity from green sources, energy metering and enhanced commissioning.

## Materials and Resources

The energy and resources required to extract, manufacture and transport building materials have significant environmental impacts. To reduce these impacts, the design team should emphasize the use of materials that have a minimal environmental impact and low embodied energy.

This section has one prerequisite – the provision of space for storing recyclables in the finished project – and also assesses the recycled content, reused content and locality of the materials used. Points are also available for diverting construction waste from landfill and selecting sustainable materials such as FSC certified wood or rapidly renewable materials such as bamboo.

## Indoor Environmental Quality

Earth-conscious building design doesn't stop at the building entrance, but includes issues related to the indoor environment: air quality, natural lighting and outdoor views. Healthy workspaces mean healthy, happy and productive staff with reduced absenteeism; many measures in this section make commercial sense too.

All projects must comply with two prerequisites in this section – tobacco smoke control and ventilation rates in accordance with or better than minimum standards.

Beyond that, LEED encourages a healthy working environment in two ways. First, LEED awards project points for minimizing harmful substances such as pollutants from construction process and harmful substances (particularly VOCs) in materials, paints, sealants and furniture. Second, LEED recognizes design features that actively contribute toward health and well being, namely natural day lighting, views out and comfortable and controllable heating, ventilation and lighting systems.

## Innovation in Design

The final section allows projects to be rewarded for innovation measures not covered elsewhere in LEED or to achieve points by demonstrating “exceptional performance” in one of the areas covered by LEED.



# Stay Connected

QuadReal CONNECT is the contact centre operation within QuadReal, serving our Office, Industrial and Retail customers. We ensure that your service request is dispatched to a dedicated team member, and our process is designed to keep you informed from the time you place your request to the moment it's resolved.

To get started, visit [quadrealconnect.com](https://quadrealconnect.com)

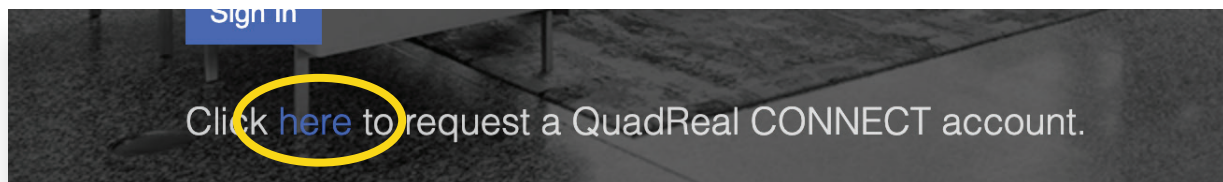
Email your inquiries to  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

Need to talk to us directly?  
Call 1-877-977-2262



## Requesting Web Portal Access

Portal Access can be requested at [quadrealconnect.com](https://quadrealconnect.com),  
by clicking the link underneath the Sign In button

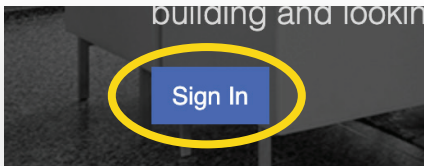


- 1 Fill in the **Request Login form** and click Submit.
- 2 A Contact Centre representative will respond to your request as quickly as possible, within one business day.
- 3 Once the profile has been created, you will receive an email **containing a link** to complete the set up process.
- 4 After receiving the welcome email, click the link to activate the new account. Follow this by clicking “**Continue**” and “**Register**”.
- 5 When presented with the **Sign In** page, click the link located near the bottom.  
*\* Click here to complete your registration if you’ve received an invitation*
- 6 Sign in using the email address to whom the invitation was delivered, and create a password  
*\* Click here to complete your registration if you’ve received an invitation*
- 7 Update your information in **My Settings**

# How to put through a **service request**

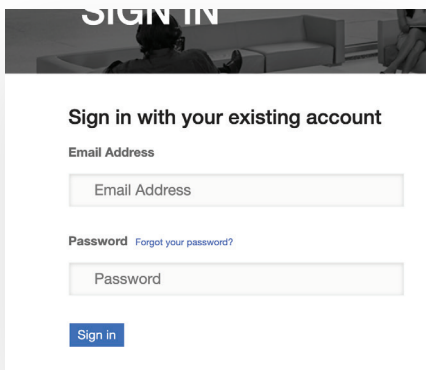
1

Portal Access can be found at [quadrealconnect.com](http://quadrealconnect.com)  
Click **Sign In**



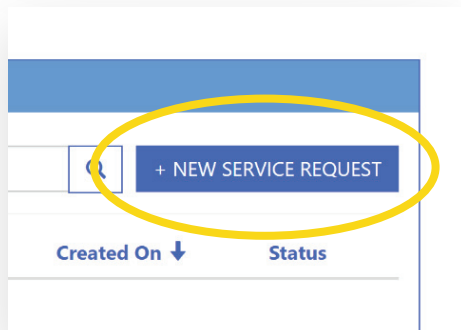
2

Enter **email address** and **password**



3

Click **'New Service Request'**

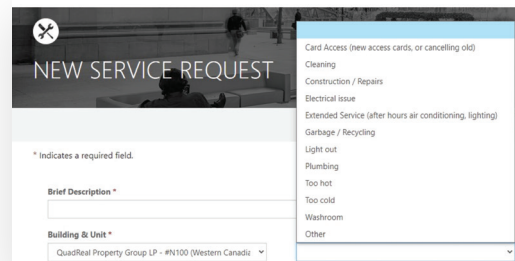


4

Fill in each field accordingly, being sure to choose the correct **'Building & Unit'**

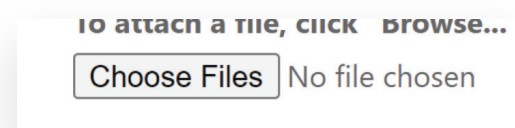
5

Select the **service request type** from the dropdown



6

If there is a picture or other file associated with the request, it can be **attached** using the **'Choose Files'** button



7

Click **Submit**

QUADREAL+ APP  
RESERVATION TOOL  
INTACT PLACE



[intactplace.com](https://intactplace.com)  
Revised March 24, 2023





## QUADREAL+ APP ONLINE RESERVATION INSTRUCTIONS

1. Download QuadReal+ App:

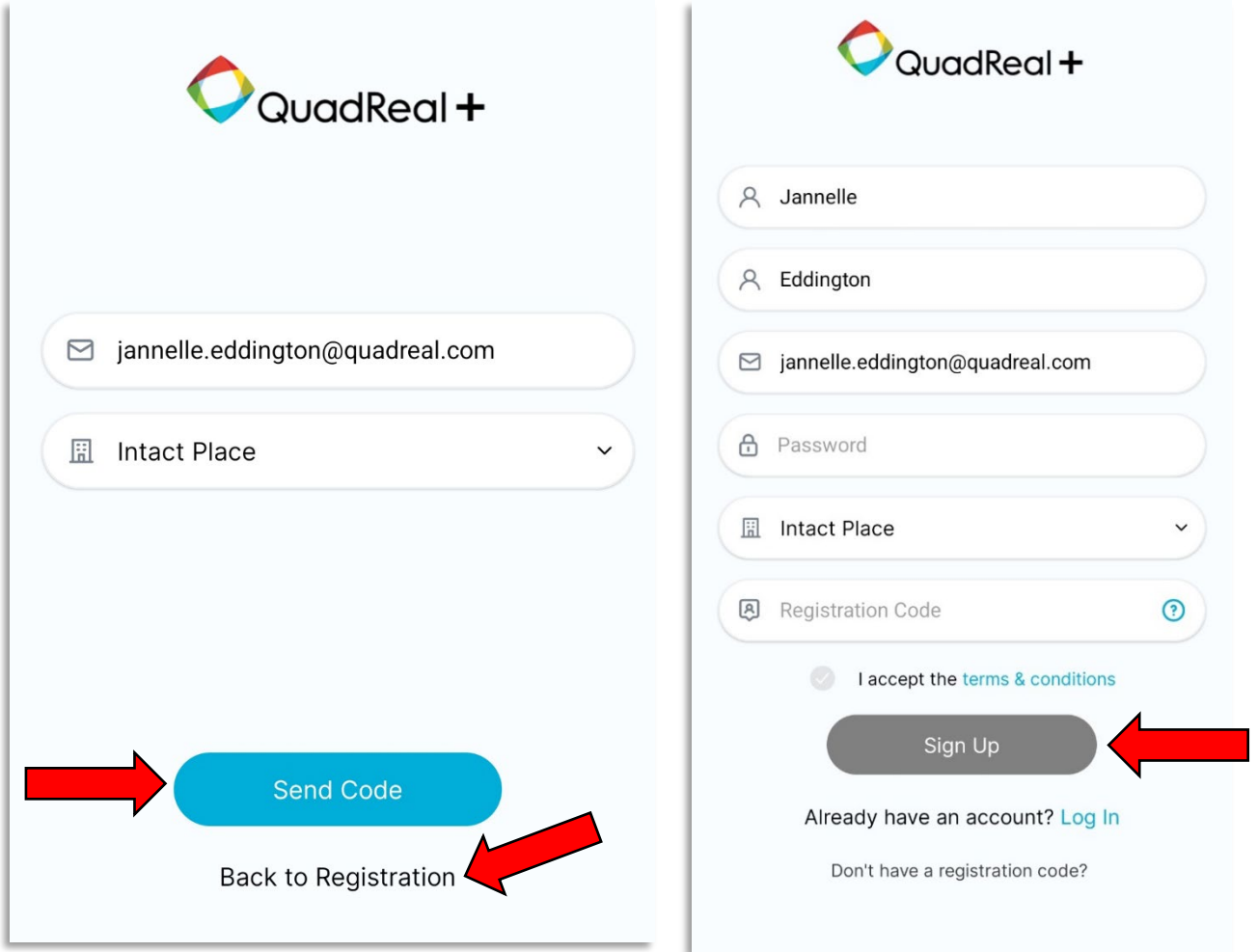
Download the app at:



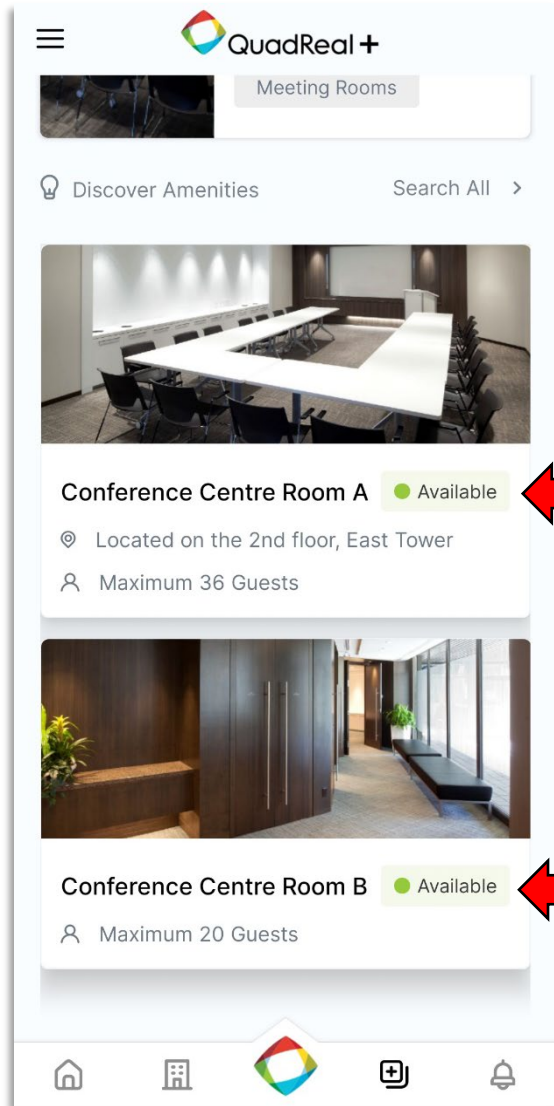
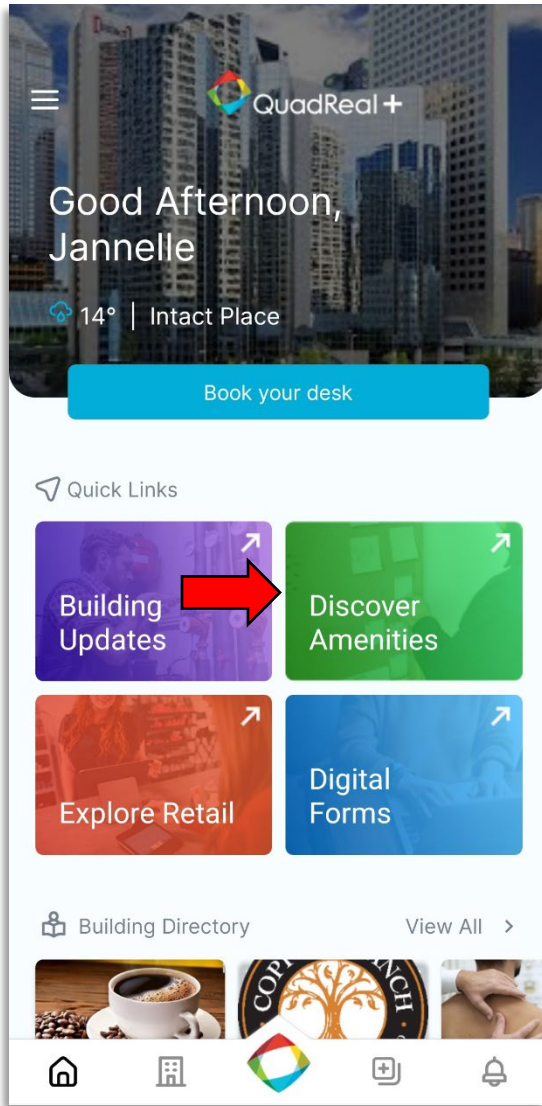
2. Sign up for an account. Fill in all required fields, including selecting your login password. To set up your account, a registration code is required. Please select '**Don't have registration code?**' to request your code.

3. Enter your work email address, select your building and you will soon receive an email with the registration code. You can also contact QuadReal Connect at [service@quadrealconnect.com](mailto:service@quadrealconnect.com) to request your registration code.

Upon receiving your code, return to the registration page to sign in using your code.



- 4. On the home screen, select **Discover Amenities**, which is the green icon under quick links. This will take you immediately to the amenities page where you can select the meeting room you would like to reserve. Click on the room you would like to reserve to start the reservation process.



## 5. Fill in all fields on the booking form selecting:

- required date
- meeting start and end time
- enter the number of attendees
- select your catering options
- select room set up option
- Request


Select your date below

< June 2022 >

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Choose a time slot for your booking  
no limit

Start

 Number of Guests  
max. 36 people

Will you be providing any of the following?

Alcohol

Catering

None of the Above

Select your setup options

Theatre

U-shape

Boardroom

Classroom

Additional Notes

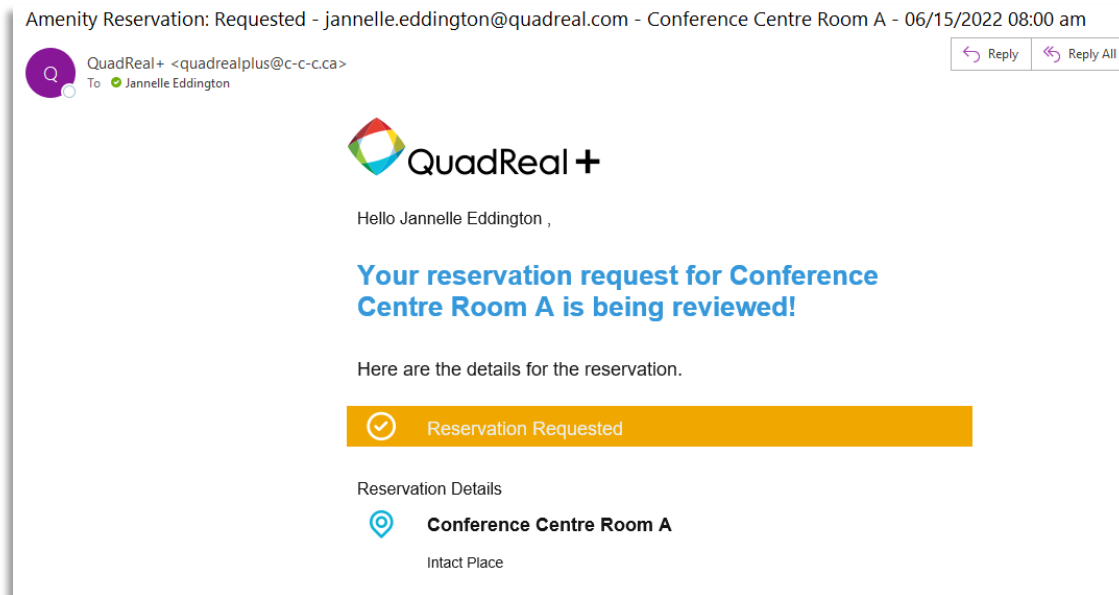
Write additional notes here...

[Cancel](#)

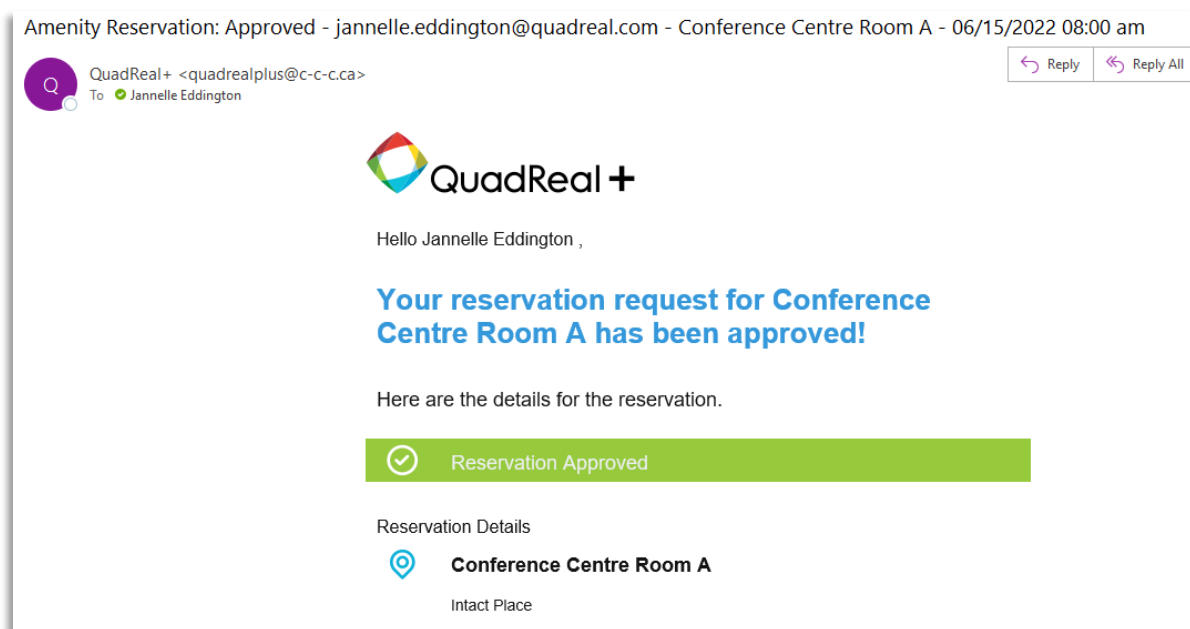
**Please note that 90 minutes are allocated for cleaning and set up between meetings.**

**Example: if a meeting is booked from 8 a.m. to 11 a.m.,  
the following available reservation slot is 12:30 p.m.**

6. Following your reservation request, you will receive an email notifying you that the reservation has been received and is being reviewed.



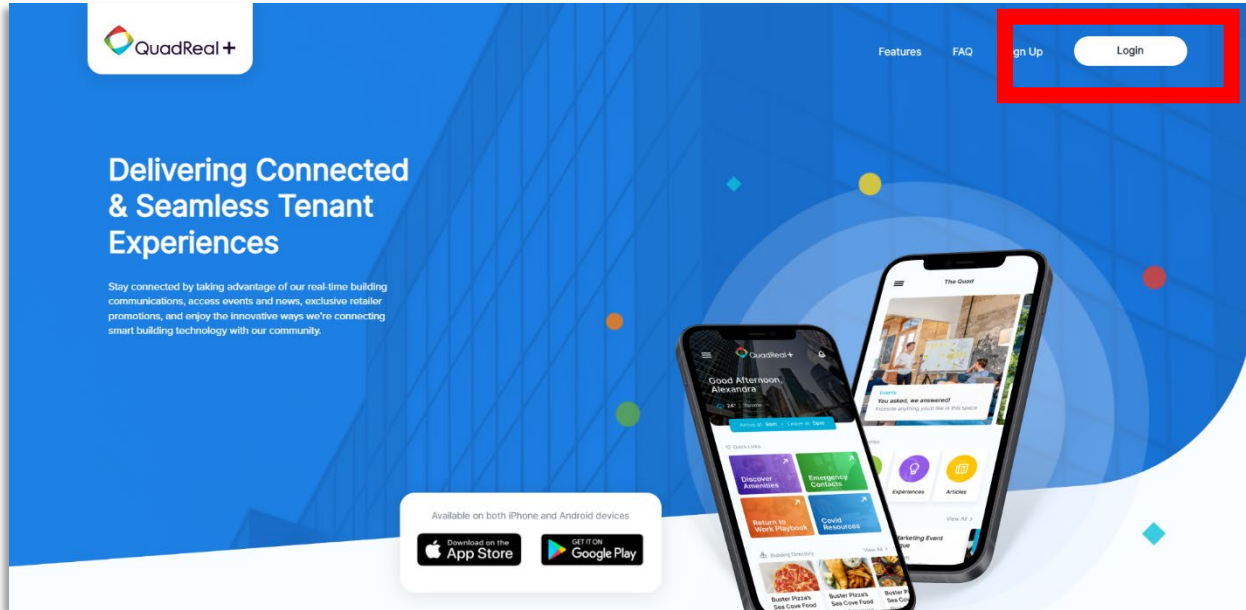
When the meeting request details have been verified, you will receive a second email confirming the approval of your request.



- Please note that a meeting request is confirmed only after you receive the approval email.
- Please do not reply to the confirmation emails if you require any changes to your meeting. Contact Service Connect at [service@quadrealconnect.com](mailto:service@quadrealconnect.com) for any additional changes.

## QUADREAL+ APP ONLINE RESERVATION INSTRUCTIONS

### DESKTOP VERSION

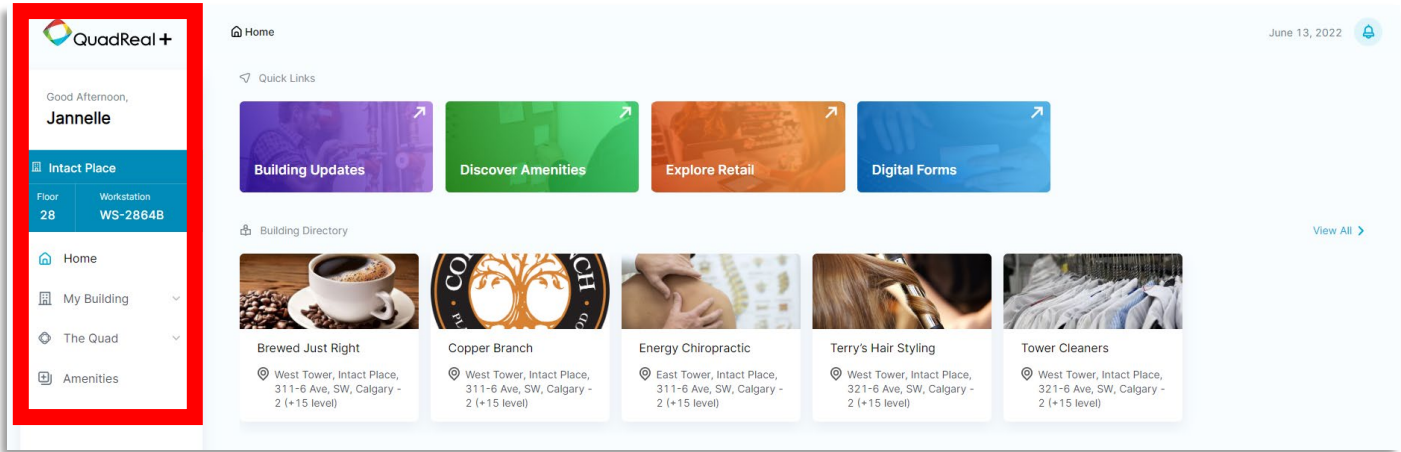


A desktop version of the booking tool is also available here <https://qradmin.vercel.app/>.

Access the website and you can sign up for an account if you have not downloaded the app on your mobile device(s). Signing up for an account on the desktop version should be completed following steps 2 and 3 described under the mobile app section.

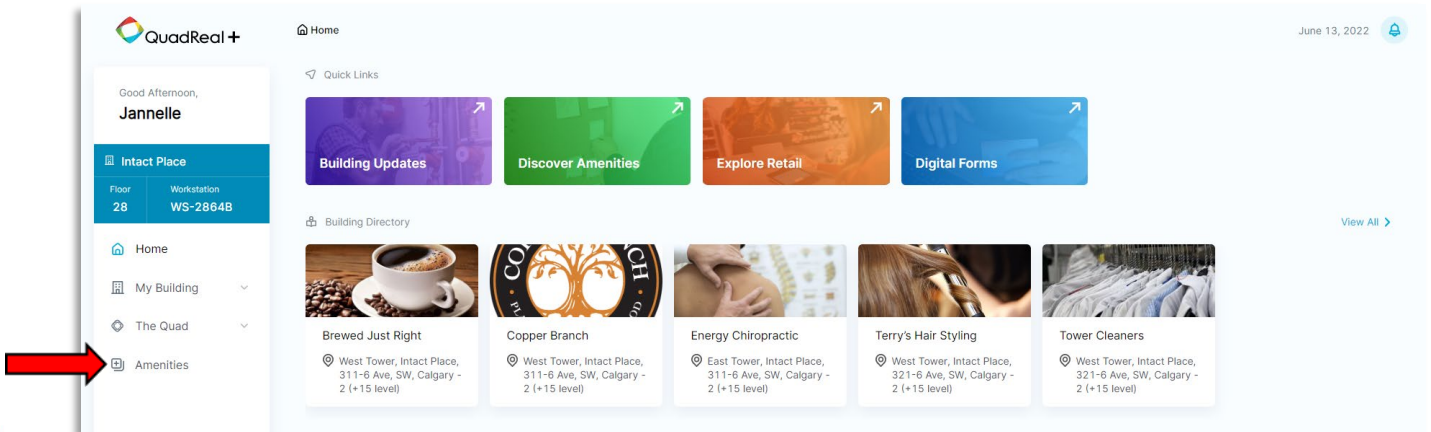
If you have already downloaded the app, access the website, and log in with your QuadReal+ app username and password.

Please note the left side menu includes access to online Events registration, Articles and more.

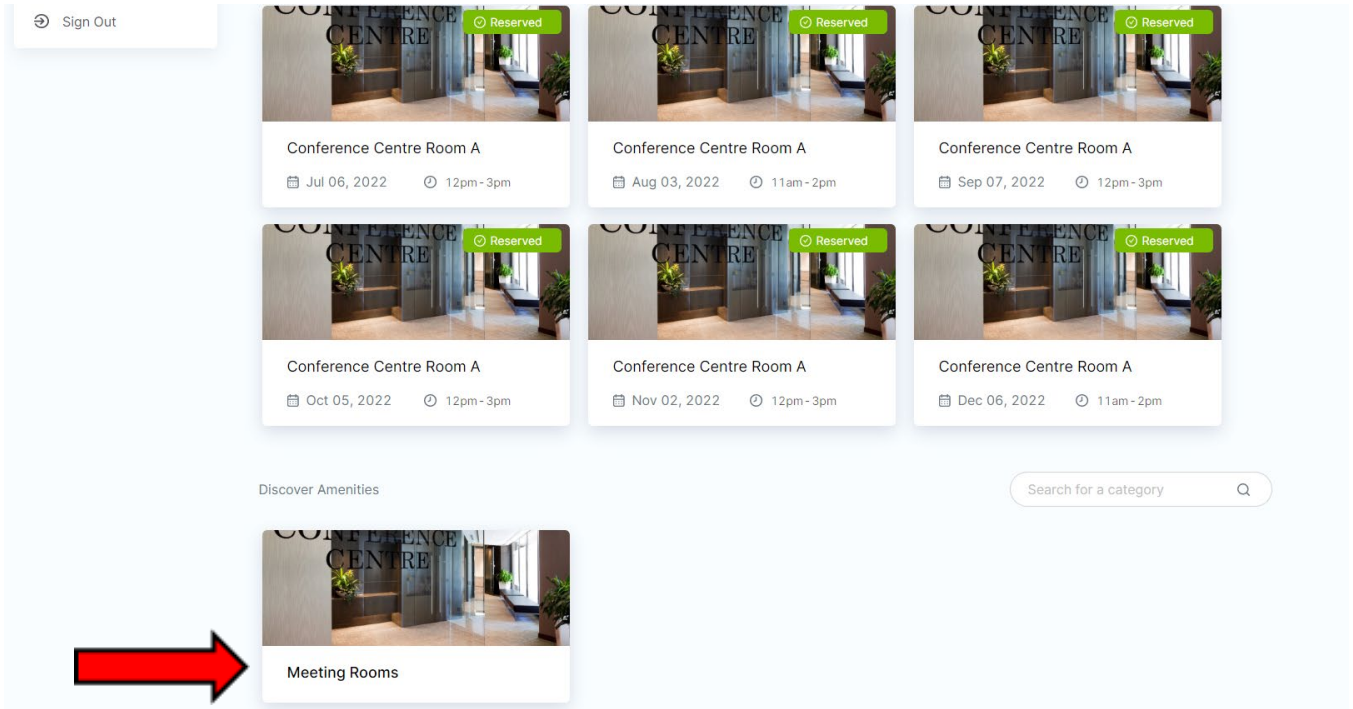


**Placing a reservation request on the website:**

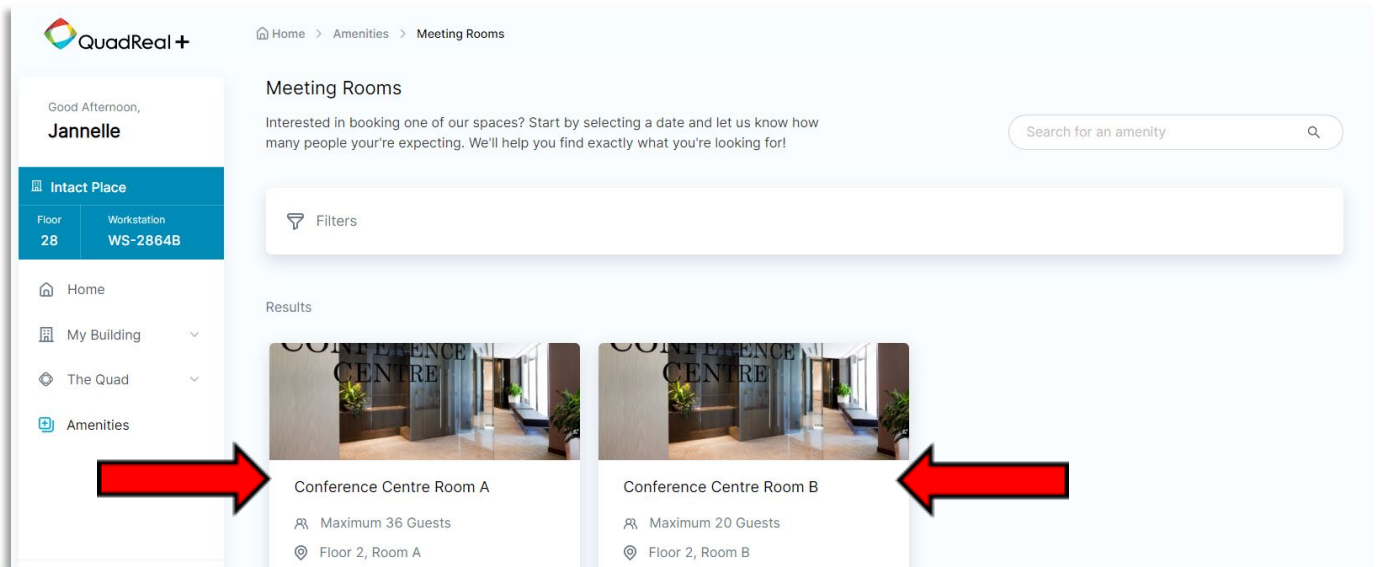
1. Select **Amenities** in the page left side menu.



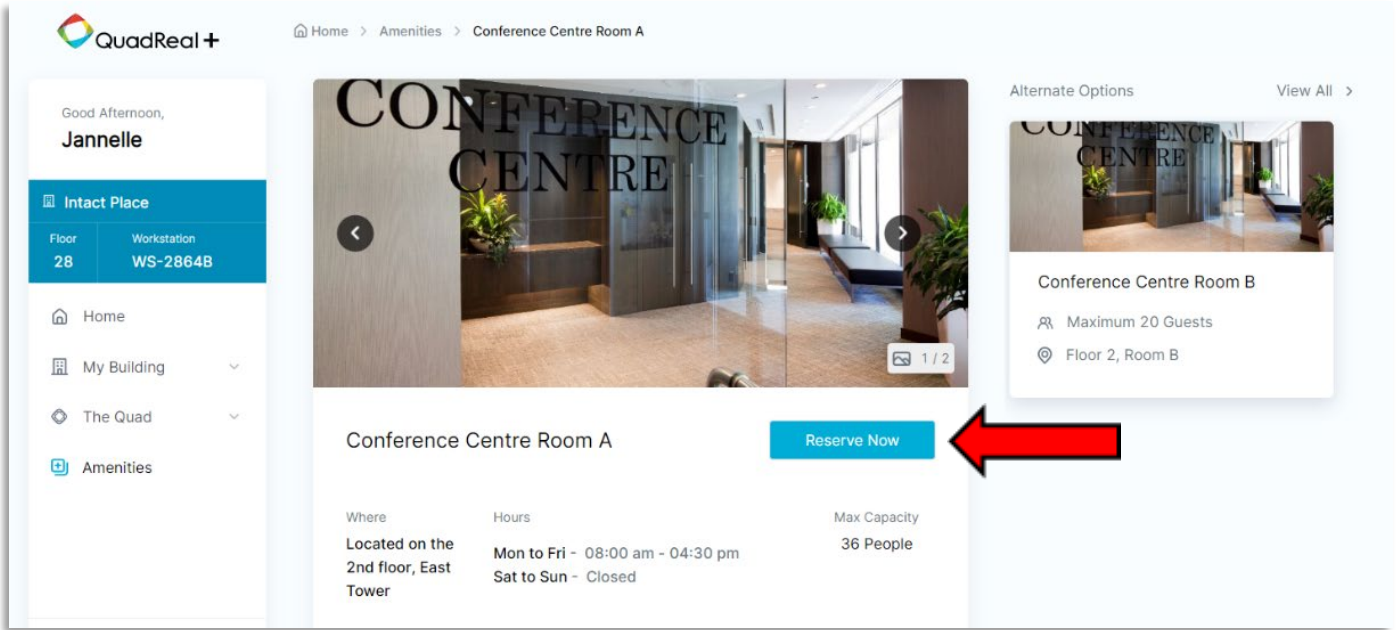
2. In the following screen, select **Meeting Rooms**.



3. Select the meeting room you wish to reserve. Next select **Reserve Now**.







4. Complete the reservation entering all required meeting details (date, start/end time, number of attendees, catering details, room set-up, additional notes, request reservation).

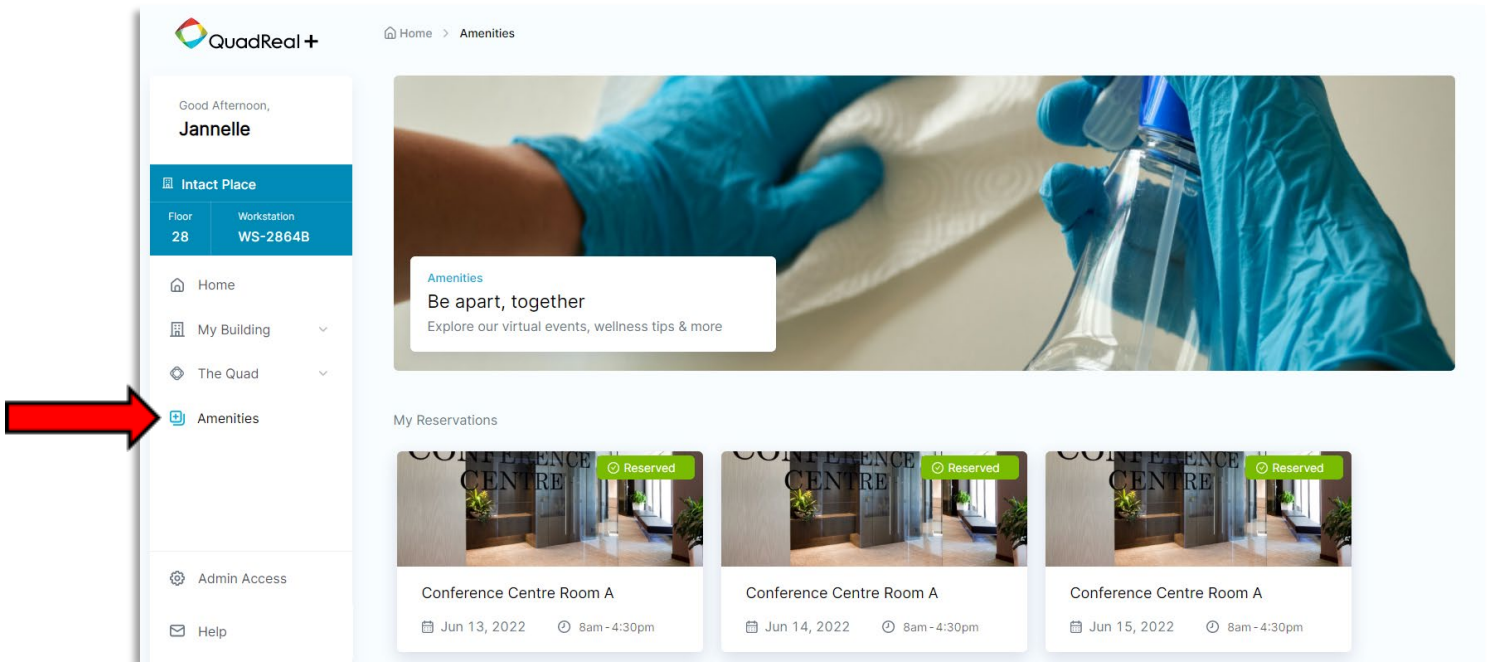
The screenshot shows the 'Reservation Details' form. It includes a summary of the room selection: 'Conference Centre Room A' located on the 2nd floor, East Tower. Below this, a section titled 'Please complete the form below to complete your reservation request' contains several input fields: 'Select Time(s) and Date(s)' with a date picker, 'Start Time' with a dropdown menu, and 'How many people will attend?' with a numeric input set to '1' (out of a 36 Max). To the right, a section asks 'Will you be providing any of the following?' with radio button options for 'Alcohol', 'Catering', and 'None of the Above'. Below that, 'Select your setup options' includes checked radio buttons for 'Theatre', 'U-shape', 'Boardroom', and 'Classroom'. At the bottom, there is a checkbox for 'I accept the terms and conditions' and two buttons: 'Cancel' and 'Request Reservation'.

- 5. Upon submitting your reservation, you will receive an email informing you that QuadReal have received your request and are reviewing it.

When the meeting request details have been verified you will receive a second email confirming the approval of your request.

*(Samples of these emails are in the mobile app section of this document.)*

- 6. All your approved meeting reservations can be viewed in the **Amenities** screen.



- The website version allows you to modify or cancel a reservation. Select the reservation you would like to amend and select **Modify**.

You will receive an email notifying you of the requested changes.

The screenshot displays the QuadReal+ app interface for a reservation. On the left, a navigation menu shows 'Intact Place' with details for Floor 28 and Workstation WS-2864B. The main content area features a large photo of 'CONFERENCE CENTRE' with a green 'Amenity Reserved' status bar. Below the photo, details for 'Conference Centre Room A' are listed, including location (2nd floor, East Tower), hours (Mon to Fri 08:00 am - 04:30 pm, Sat to Sun - Closed), and max capacity (36 People). On the right, the 'My Reservation Details' panel shows the room name, location, dates (June 13, 2022), time (08:00 am - 04:30 pm), and 10 guests. A red arrow points to the 'Modify' button in this panel.

## REMINDERS

- The online booking tool is available through the QuadReal+ app or the desktop version, both requiring you signing up for an account.
- There is a 90 min. cleaning period between meetings.
- A reservation request is confirmed only after receiving the approval email.
- Do not reply to the confirmation emails. For any questions or inquiries, please contact Service Connect at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

## TENANT CONTACT INFORMATION FORM INTACT PLACE

COMPANY NAME:	
SUITE NUMBER(S):	
RECEPTION TEL. #:	

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### CONTACT INFORMATION

The names included in this section will receive **ALL** tenant communications *without* exception. We are unable to forward specific communication pieces to persons not listed in this section. Any specific information distribution requests must be managed internally through your own communication channels.

<b>PRIMARY CONTACT:</b>		
OFFICE PHONE		CELL PHONE
EMAIL		

<b>SECONDARY CONTACT #1:</b>		
OFFICE PHONE		CELL PHONE
EMAIL		

<b>SECONDARY CONTACT #2:</b>		
OFFICE PHONE		CELL PHONE
EMAIL		

***Kindly note that all Primary Contacts and Secondary Contacts will also be listed as Emergency Contacts and will receive all Tenant Bulletins and Emergency communications.***

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	<b>LEASE DECISION MAKER</b>	
<b>LEASE DECISION MAKER:</b>		
OFFICE PHONE		CELL PHONE
JOB TITLE		

---

## IT CONTACT

<b>PRIMARY IT CONTACT #1:</b>		
OFFICE PHONE	CELL PHONE	
EMAIL		

<b>PRIMARY IT CONTACT #2:</b>		
OFFICE PHONE	CELL PHONE	
EMAIL		

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## EMERGENCY CONTACT INFORMATION

<b>EMERGENCY CONTACT #1:</b>		
OFFICE PHONE	CELL PHONE	
EMAIL		

<b>EMERGENCY CONTACT #2:</b>		
OFFICE PHONE	CELL PHONE	
EMAIL		

***Emergency Contacts will only receive Emergency communications.***

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<b>ACCOUNTING CONTACT:</b>		
EMAIL		

<b>ACCOUNTING CONTACT:</b>		
EMAIL		

*I agree that QuadReal Property Group LP may collect, use, store & otherwise process my name and other personal information that is required for the participation in the Emergency Contact List. I agree that QuadReal Property Group LP may continue to store & otherwise process such information after I have ceased to participate in the Emergency Contact List for purposes of proper administration of the Emergency Contact List. I also consent to the collection, use, and disclosure of my personal information by and to agents, contractors, and service providers of QuadReal in connection with the forgoing purposes.*

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**Please return the completed tenant contact form via e-mail: [jannelle.eddington@quadreal.com](mailto:jannelle.eddington@quadreal.com)**

# INTACT PLACE CONFERENCE CENTRE INFORMATION



**311/321 6th Avenue SW  
Calgary, AB  
T2P 3H3**



## General Information

The Intact Place Conference Centre was designed to accommodate the tenants of Intact Place. Tenants may book functions up to 6 months in advance. Intact Place tenants can use the meeting rooms free of charge. The Conference Centre can be booked no later than 2 business days in advance. Availability can be viewed on our website, [www.intactplacecalgary.com](http://www.intactplacecalgary.com) under the Conference Centre tab.

## Meeting Room Features

The Intact Place Conference Centre includes two spacious rooms that may be configured to fit 12 people to 36 people. Both rooms have state-of-the-art audio visual equipment, access to internet, as well as teleconferencing capabilities.

Meeting room A includes:

- 1 HD projection screen
- 1 podium
- Polycom conference phone

Meeting room B includes:

- 1 HD projection screen
- 1 podium
- Polycom conference phone

*Please note:* Tenants will be required to provide their own laptop computer for presentations.



## Meeting Rooms Set-up and Capacity

Set up	Room A	Room B
U shape	20 seats	12 seats
Classroom	16 seats	12 seats
Boardroom	20 seats	12 seats
Theatre	36 seats	20 seats

## Bookings Sessions

The sessions available for booking are as follows:

Session A	Session B	Session C	Session D
8:00 am to 4:30 pm	11:00 am to 1:30 pm	8:00 am to 12:00 pm or 12:30 pm to 4:30 pm	After 5:00 pm Subject to approval





## Booking Information

Tenants can book a meeting in the Intact Place Conference Centre online via the QuadReal+ App.

The online booking process is easy, reliable and allows you to complete the booking in a few simple steps. Once your request is submitted, we review the details of your request and will email you the booking confirmation.

Booking requests can also be edited and cancelled using the QuadReal+ App.

Please see the QuadReal+ App Reservation Tool for more information.

## After Hours Functions

If you are planning an after business hours event in the Conference Centre, please contact the Property Administrator to consult with planning.

All after hours functions will be billed full charges of \$500.00 for a maximum of 4 hours. This real cost will cover security, cleaning and HVAC etc.

All other expenses incurred by an after hours function, will be charged to the user at cost plus an administration fee of 15%.

Any changes to an after hours booking reservation must be finalized with the Conference Centre no later than one (1) week prior to the function.

Intact Place tenants or any other group using the Conference Centre are responsible for any damages incurred during their function. Any user with outstanding invoices from the Conference Centre may be denied further access to the Centre until arrears are paid in full.

There is absolutely NO SMOKING in the Conference Centre. There are designated areas outside of the building.

Conference Centre management has the right to restrict or suspend any tenant accessing the Conference Centre for not respecting the above rules and regulations.

