

February 2025

[intactplace.com](http://intactplace.com)

WELCOME TO INTACT PLACE

# Tenant Information Guide



# HELLO

## Welcome to Intact Place

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

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

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

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

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

Anne Russell

**Property Manager**

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## For Quick Reference

### 1 | Key Contacts

QuadReal CONNECT	1-877-977-2262	<a href="mailto:service@quadrealconnect.com">service@quadrealconnect.com</a>
Sharlene Quian	General Manager	<a href="mailto:sharlene.quian@quadreal.com">sharlene.quian@quadreal.com</a>
Anne Russell	Property Manager	<a href="mailto:anne.russell@quadreal.com">anne.russell@quadreal.com</a>
Susan Blackwell	Assistant Property Manager	<a href="mailto:susan.blackwell@quadreal.com">susan.blackwell@quadreal.com</a>
Janelle Eddington	Property Administrator	<a href="mailto:janelle.eddington@quadreal.com">janelle.eddington@quadreal.com</a>
CJ Curtis	Operations Manager	<a href="mailto:cj.curtis@quadreal.com">cj.curtis@quadreal.com</a>
Andrei Rotundu	Manager, Security & Life Safety	<a href="mailto:andrei.rotundu@quadreal.com">andrei.rotundu@quadreal.com</a>
Jesse Mullins	Security Supervisor	<a href="mailto:jesse.mullins@quadreal.com">jesse.mullins@quadreal.com</a>
Intact Place Security	403-218-7733	<a href="mailto:ip.security@quadreal.com">ip.security@quadreal.com</a>
Emergency	911	

### 2 | QuadReal CONNECT – Key Contact Portal

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

### 3 | QuadReal+ Tenant Portal

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

### 4 | Hours of Operation

Property Management Office	8 am to 4:30 pm	Monday to Friday, excluding holidays
Intact Place Security		24 / 7
Building Hours	6 am to 6 pm	Monday to Friday Closed Saturdays, Sundays, Stat Holidays

\$50.00 per hour, per floor for after-hours HVAC

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

## Management & Operations Staff

Emergency 911

### Property Management

General Manager	Sharlene Quian	403-202-7531	<a href="mailto:sharlene.quian@quadreal.com">sharlene.quian@quadreal.com</a>
Property Manager	Anne Russell	403-216-3998	<a href="mailto:anne.russell@quadreal.com">anne.russell@quadreal.com</a>
Assistant Property Manager	Susan Blackwell	587-534-0300	<a href="mailto:susan.blackwell@quadreal.com">susan.blackwell@quadreal.com</a>
Supervisor, Property Administration	Jo Ann Dickie	403-202-7546	<a href="mailto:joann.dickie@quadreal.com">joann.dickie@quadreal.com</a>
Property Administrator	Jannelle Eddington	403-202-7512	<a href="mailto:jannelle.eddington@quadreal.com">jannelle.eddington@quadreal.com</a>

### Tenant Services

Precise ParkLink [www.preciseparklink.com](http://www.preciseparklink.com) 587-329-4399 [quadreal@preciseparklink.ca](mailto:quadreal@preciseparklink.ca)

### Security & Life Safety

Intact Place Security Manager, Security & Life Safety	Andrei Rotundu	403-218-7733 403-202-7511	<a href="mailto:ip.security@quadreal.com">ip.security@quadreal.com</a> <a href="mailto:andrei.rotundu@quadreal.com">andrei.rotundu@quadreal.com</a>
Security Supervisor	Jesse Mullins	403-218-7734	<a href="mailto:jesse.mullins@quadreal.com">jesse.mullins@quadreal.com</a>

Intact Place Security and Life Safety Services have staff on duty 24/7. Please call any time.

### Building Operations

Operations Manager CJ Curtis 403-503-9110 [cj.curtis@quadreal.com](mailto:cj.curtis@quadreal.com)

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

# Tenant Services

QuadReal CONNECT

1-877-977-2262

[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

## Communications

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

### QuadReal+ Tenant Portal

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

### Tenant Bulletins

We also share regular communications about building & operational issues with appropriate tenant contacts. In turn, they're encouraged to share with their colleagues so everyone is kept informed.

### Stat Holidays

Intact Place will operate on a weekend schedule on the stat holidays below. There will be reduced staff on-site and a building card will be required for access and to operate the elevators.

New Year's Day  
Canada Day  
Remembrance Day

Family Day  
Civic Holiday  
Christmas Day

Good Friday  
Labour Day  
Boxing Day

Victoria Day  
Thanksgiving Day

# About Your Building

## The Site

Situated in the heart of downtown Calgary, Intact Place is a premier A Class office complex featuring postmodernism architecture and a distinct atrium completely enveloped in glass, letting natural light fill the space. Constructed in 1980, the building is comprised of two twin office towers on 1.5 acres, totaling a combined 464,757 square feet.

Centrally located, the complex boasts a Walk Score® of 96 and a Transit Score 85, with a multitude of city bus routes within one block in all directions and Calgary's Light Rail Transit (LRT) system accessible right outside of the front entrance. Three Plus 15 skywalk systems directly connect occupants with the Core Shopping Centre, Bow Valley, parkades, hotels, restaurants, and other major office buildings in the downtown core, making Intact Place a major hub in the Plus 15 network.

Intact Place is notably the first commercial office building in downtown Calgary to connect to Calgary District Heating, the city's centralized heating plant for the downtown core. This initiative is part of QuadReal's ongoing commitment to optimizing environmentally responsible and long-term building operations.

## Accessibility

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



## ESG

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

## Smart Buildings

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

## Awards

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

[BOMA Best Gold Certification | 2023](#)  
[Fitwel Certification | 2022](#)  
[LEED Gold Certification | 2018](#)  
[BOMA Outstanding Building of the Year | 2016](#)  
[BOMA Best Gold Certification | 2016](#)  
[BOMA 360 Certification | 2016](#)

## Building Amenities

### Parking

Precise ParkLink manages the Intact Place parkade. Parkade access is on south side of 6th Avenue between 2nd and 3rd Street. Public Parking is not 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.

Parkade Height Restriction: 6'  
Loading Dock Height Restriction: 12 ft 4 in (3.8 m)

Precise ParkLink                      587-329-4399                      [quadreal@preciseparklink.ca](mailto:quadreal@preciseparklink.ca)                      [www.preciseparklink.com](http://www.preciseparklink.com)

Tenant Rates  
Unreserved: \$500 (+GST)  
Reserved: \$590 (+GST)

Monthly parkers have 24/7 access to the parkade.

### Active Commuter Indoor Bike Parking

For safety reasons and as per Tenant Leases, we don't allow bikes within Tenant Premises or Common Areas, but you do have an option for securely locking up your bike while you're at work, located on Level P1 and Level P2.

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Bike parking is available free of charge, on a first come first served basis. Bike parking is for day use only. Overnight storage of bicycles is not permitted. For safety reasons, the charging of e-bikes or scooters is prohibited within the building. This includes charging removable batteries in the office.

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 Agreement 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 to your access card.

### Active Commuter Shower Facilities

For your convenience, there are accessible, barrier-free showers available on a first-come, first-serve basis to all tenants. They're located on the ground floor in the hallway leading to the loading dock.

The shower facilities are equipped with clothes steamers, hair styling appliances and towel service.

Shower access is by building card and requires a signed [Amenity Access Waiver](#) form. Once we have received your Amenity Access Waiver form, your pass card will be updated (please allow 24 hours), granting you access to the showers.

### Conference Centre

The Intact Place Conference Centre is located on the second floor. It includes two meeting rooms that can be arranged in several different configurations or combined to meet the needs of your event.

Audio/visual equipment and internet access are provided and teleconferencing capabilities are available. The Conference Centre is available for all Tenants and can be booked through the QuadReal+ app.

For more information about our Conference Centre, please visit our website at [intactplace.com](http://intactplace.com).

### WIFI Information for the Conference Centre

Network: Intact Place Boardroom  
Password: winter\_2012

### Retailers located in Intact Place

#### Alberta Time Services

Alberta Time Services specializes in luxury watch repairs & sales. Visit their [website](#) for more information.  
Hours of Operation: 9:00 am to 4:30 pm, Monday to Friday

#### Brewed Just Right

Brewed Just Right offers a selection of breakfast & lunch items, as well as catering options.  
Hours of Operation: 6:00 am to 5:00 pm, Monday to Friday

#### Dr. Mallary Eisner & Associates Optometry

Dr. Mallary Eisner & Associates offer a range of optometry services, as well as eyeglass & contact lens sales. Visit their [website](#) for more information.  
Hours of Operation: 8:30 am to 5:00 pm, Monday to Friday

#### Energy Chiropractic Calgary

Energy Chiropractic offer a variety of chiropractic & massage services. Visit their [website](#) for more information.

### **Energy Plaza Dental**

Energy Plaza Dental provides a ranges of dentistry services to downtown clientele. Call 403-264-2000 for more information.

Hours of Operation: 7:30 am to 6:00 pm, Monday to Friday

### **INS Market**

INS Market offers a variety of snacks & beverages, as well as other convenience store fare.

Hours of Operation: 8:30 am to 4:00 pm, Monday to Friday

### **Mirabella Tailoring & Alteration**

Mirabella Tailoring & Alteration offers a variety of custom clothing & accessory alteration services. Call 403-266-6254 for more information.

Hours of Operation: 9:30 am to 5:30 pm, Monday to Friday

### **Tower Cleaners**

Tower Cleaners offers a range of cleaning services, including dry cleaning, laundry, and accessory cleaning. Visit their [website](#) for more information.

Hours of Operation: 8:00 am to 4:30 pm, Monday to Friday

### **True North Mortgage**

True North Mortgage offers mortgage brokerage services. Visit their [website](#) for more information.

Hours of Operation: 8:00 am to 5:00 pm, Monday to Friday

### **Umberto Custom Tailors**

Umberto Custom Tailors specializes in creating custom bespoke suits, custom footwear, high-end ready-to-wear suites, and alteration/tailoring. Visit their [website](#) for more information.

Hours of Operation: 9:00 am to 6:00 pm, Monday to Friday & 9:00 am to 5:00 pm, Saturday

### **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 Hours**

Monday to Friday: 6:00 am to 9:00 pm

Weekends / Statutory Holidays: 9:00 am to 7:00 pm

## General Information

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

QuadReal CONNECT

1-877-977-2262

[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### Property Management Office

QuadReal Property Group Limited Partnership  
Suite 2810, 308 4th Avenue SW  
Calgary, AB, T2P 0H7  
Phone 403-202-7555  
Monday – Friday  
8 am – 4:30 pm  
(Excluding holidays)

### Office Leasing

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

Ashley Dundas, Director, Leasing  
403-202-7514  
[ashley.dundas@quadreal.com](mailto:ashley.dundas@quadreal.com)

### Retail Leasing

Ron Odagaki, JLL Leasing  
403-456-3245  
[ron.odagaki@jll.com](mailto:ron.odagaki@jll.com)

## Building Services

QuadReal CONNECT

1-877-977-2262

[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### Work Authorization and Access Permit (WAAP)

The WAAP is to be completed by Tenants to allow access to Contractors for any work that is occurring within the Tenant premises.

Work is defined as, but not limited to, the following: construction, carpet cleaning, painting, furniture/personnel moves, electrical work, mechanical work, printer/copier maintenance, appliance repairs, audio-visual requirements.

### Annual Access Permit Authorization

The Annual Access Permit Authorization is to be completed by Tenants to provide specified access for couriers, deliveries, caterers, etc. Examples include office supply deliveries, paper shredding companies, visual inspections, catering companies, coffee supplies and couriers.

To save you time and effort, access for individual vendors can be blanketed for a calendar year (e.g. January 1 – December 31) on the same form instead of having to submit multiple work permits.

Please contact the Assistant Property Manager for more information.

## Loading Dock

### Location & Hours

Access the loading dock off the 6<sup>th</sup> Avenue SW parking entrance and follow the Loading Dock signs.

The loading dock is open 8am to 4pm Monday to Friday. It's closed weekday evenings, weekends, and holidays, with the exception of pre-arranged bookings.

### Usage

- All deliveries are restricted to the loading dock and must be transported via the freight elevators.
- Please turn off your vehicle when it's parked in the loading dock. No idling
- Maximum truck height at the loading dock is 12 ft 4 in (3.8 m). Maximum length is 32 ft.
- Maximum time permitted in the loading dock area is 20 minutes.
- Drivers are required to sign in and out at the Security Desk.

## Janitorial Services

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

General housekeeping for office suites is provided daily 5 days a week. If you have additional housekeeping needs in your area, please call Assistant Property Manager [susan.blackwell@quadreal.com](mailto:susan.blackwell@quadreal.com) at or at 587-534-0300.

General housekeeping of common mall areas, public washrooms and service corridors is provided daily Monday to Friday. Additional housekeeping can be arranged at your convenience. Please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadreaconnect.com](mailto:service@quadreaconnect.com).

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

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

Tenants are responsible for the cost of any pre-cleans necessary to prepare the premises for staff after both the tenant's leasehold improvement and moving contractor have completed their work. The Assistant Property Manager can coordinate with our Janitorial Contractor to provide pre-clean services at a quoted rate.

## Housekeeping: General Tenant Space

### Nightly

- Sweep/mop tiled floors.
- Vacuum all carpeted high traffic areas.
- Empty all waste bins & replace liners as needed.

- Remove all collected trash to designated area.
- Recyclable material is removed from large, centralized recycling bins when filled 50% or more.
- Spot clean/dust all horizontal surfaces.
- Remove fingerprints from glass surfaces.

### **Weekly**

- Vacuum carpets wall to wall.
- High dusting of wall hangings.
- Dust high and low areas.
- Damp dust upholstery.
- Clean baseboards and corners of tiled areas.
- Clean and wash stairways.
- Dusting desks and chairs.
- Clean windowsills and frames.
- Clean air diffusers.

### **Monthly**

- Clean glass tops.
- Wash waste containers.
- Spot clean and vacuum chairs.
- Damp wipe vinyl and leather furniture.
- Polish door kick plates.

### **Quarterly**

- Dust, polish and spot wash light fixtures within reach.
- Scrub and wax hard floors.

### **Washrooms**

- Sweep and/or vacuum all flooring and washed with germicidal detergent.
- Wash with germicidal detergent and polish faucets, toilet seats, hinges, and valves.
- Wash and sanitize all fixtures, basins, toilet bowls, waste containers and urinals.
- Clean and dust walls, partitions, and all other ledges within reach.
- Clean and wash electric hand dryers and air intakes.
- Empty and clean garbage and sanitary disposal receptacles.
- Empty trash, recyclable and sanitary napkin receptacles, and place contents in designated areas.
- Replenish all supplies.
- Clean mirrors and vanities.
- Spot clean dispensers, walls, doors, and kick plates.

## Signage

### Main Floor Electronic Directory

The Landlord will program Directory Signage into the electronic directory located on the main floor adjacent to the escalators. 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.

### Elevator Signage

Full Floor Tenants may submit their complete company name and their logo in .eps or .jpeg format to the Assistant Property Manager to be added on the touch screen building elevators.

Partial floor Tenants and subtenants can also be added if capacity is available.

### 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.

### Signage 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.

## Move In/Out Procedures

On 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-in/out and this will need to be booked in advance by contacting the security desk on the main floor.

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.

## Freight Elevator

**Dimensions:** Door Opening - 57" W 8'H      Cab – 6' W 13'H 10' L  
6500 lbs

### How to Book the Freight Elevator

The freight elevator can be booked after 6 p.m. Monday to Friday. During business hours on weekdays (6 am to 6 pm) the freight elevator is available on a first-come, first-serve basis but should be limited to no more than 5 trips in the day.

Bookings require at least 24 hours' 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 freight 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).

## Pest Control

QuadReal deploys an Integrated Pest Management system (IPM) defined as an environmentally sound, cost effective and sustainable process of preventing and suppressing insect, plant, and animal pests – both indoors and outdoors.

Standard parts of the QuadReal IPM Program may involve but not limited to the following steps:

- Routine inspections, monitoring and specific targeting of pests commonly known to the region.
- Structural and procedural modifications to reduce food, water, harborage, and access points used by pests.
- Use of non-pesticide alternative technologies, e.g. trapping and monitoring devices.
- Judicious use of least-toxic pesticide formulations and application methods.
- If pest activity is observed and non-pesticide forms of prevention have been exhausted, the building pest control vendor may use pesticides: If a pesticide application must be applied, occupants are to receive notification through signage at the application site at least 24 hours in advance of any application or within 24 hours in the case of emergency situations.
- QuadReal's Pest Control Vendor must keep records of all products used on site, copies are available for review, please contact at QuadReal Connect at [service@quadrealconnect.com](mailto:service@quadrealconnect.com) or 1.887.977.2262.

As the building owners and managers, we invest time and resources to ensure pest free environment within the office tower areas under our control, we rely on a partnership with our tenants to do their due diligence remediating or mitigating pest within their office areas.

Below are some preventative measurements that could be helpful within your space to reduce pests:

- Regular inspections and monitoring for the presence of pests.
- Having a professional plant care person review all plants in the office space and removal of landscape features that may harbor pests.
- Use of appropriate biological controls when needed.
- Ensuring food-service areas / break rooms are kept clean and waste kept in airtight containers.
- Rinsing or isolating empty beverage containers to deter sugar-loving pests.
- Cleaning all spills promptly, eliminating clutter to simplify cleaning, and minimizing hiding places for pests.
- Educating occupants to clean recycled containers before putting them into proper recycling receptacles.

Tenant should understand that while the Landlord has the responsibility to control pests associated with the common areas the onus is on the Tenant to keep their Premises pest-free. Should the Tenant need assistance with setting up their own Pest Management System they can reach out QuadReal Connect @ [service@quadrealconnect.com](mailto:service@quadrealconnect.com) or 1.887.977.2262, and a QuadReal representative would be happy to assist.



## Recycling Program

### Base Building Recycling

#### Centrally Located 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, water bottles, 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 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 and 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 can arrange a pickup service for you at an additional cost.

For more information on our base building program, please contact the Assistant Property Manager at 587-534-0300 or at [susan.blackwell@quadreal.com](mailto:susan.blackwell@quadreal.com).

**Desk-Side Mixed Materials Recycling:** (No sorting bins). 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 blue 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 the Make-A-Wish Canada Foundation. 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, and flowers.

**Paper Towels:** A paper towel 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, toner cartridges, polystyrene.

**Electronics:** These include computers, printers, cell phones, cell phone chargers, monitors, and small personal electronics. Currently printer cartridges are not accepted. Cables and CDs are not considered electronics and are not to be discarded in the electronics bin. Please dispose of them in the garbage compactor or include them with 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. Lithium batteries are to be given to the Shipping and Receiving office and alkaline batteries are to be placed in the battery pail located in the Recycling Centre. Toner Cartridges are only accepted if your supplier will not recycle for you.

**Wood Pallets:** Wood pallets are to be discarded within the designated area within the Recycling Centre. For arrangements to dispose of large quantities of wood pallets, please contact QuadReal Connect @ [service@quadrealconnect.com](mailto:service@quadrealconnect.com) or 1-877-977-2262 and a QuadReal representative would be happy to assist.

**Polystyrene (commonly known as Styrofoam):** All clean, white polystyrene with the #6 marking is accepted. Place polystyrene in a clear bag into the freight elevator lobby, and the janitorial service provider will pick up and place into the dedicated Recycling Centre. Tenants can obtain clear bags by placing a QuadReal CONNECT request at [service@quadrealconnect.com](mailto:service@quadrealconnect.com) or at 1-877-977-2262.

## Central Operations

### Electrical / Mechanical Services

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

### Emergency Power

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

Emergency generators are tested in accordance with CSA Standards.

### Heating & Cooling

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

- Don't obstruct thermostats with furniture or cabinets. Have an understanding of how the thermostats work and the associated zones. Should you have any questions, please contact QuadReal CONNECT and a team member can assist.
- Following tenant premises construction, airflow to your floor should be balanced by an air balancing technician in accordance with the building's Construction Rules and Regulations manual.

### Energy Management Advice

You always have control over the energy used in your office space, but we do offer advice on ways to manage energy consumption and reduce costs. Please call QuadReal CONNECT to learn more.

### Lighting Control

Office lighting is controlled by motion sensors on each floor. The system ensures lights are on while movement is detected and turns it off when the floor is no longer occupied. Emergency lighting cannot be turned off for any reason. If you feel your lights aren't performing, please let us know by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Tenant Metering

Each tenant space is individually metered to gauge electrical consumption. This means you only pay for your usage. All utility charges are already included in your rent. Then at year-end, a rebate or an additional charge is levied to ensure you're only paying for your actual consumption we've recorded.

If you want a more detailed breakdown of your monthly consumption, please call Property Management at QuadReal CONNECT at 1-877-977-2262 or at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### **Indoor Air Quality Testing**

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

### **Chemical Handling / Storage**

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

## **Security & Life Safety**

Intact Place Security		403-218-7733	<a href="mailto:ip.security@quadreal.com">ip.security@quadreal.com</a>
Manager, Security & Life Safety	Andrei Rotundu	403-202-7511	<a href="mailto:andrei.rotundu@quadreal.com">andrei.rotundu@quadreal.com</a>
Security Supervisor	Jesse Mullins	403-218-7734	<a href="mailto:jesse.mullins@quadreal.com">jesse.mullins@quadreal.com</a>
Emergency		911	

Nothing is more important to us than the health and safety of our community here. With 24/7 onsite security, we're here to support you day and night. In addition, our CCTV and elevator control systems are helping to ensure our operations are at the forefront of modern security solutions.

### **Emergency**

If you feel a situation at Intact Place is an emergency, please call 403-218-7733. Our Security team is specially trained to receive emergency calls and dispatch personnel to provide immediate assistance. If an event is life-threatening, please call 911 before calling us. For non-emergencies, please call 403-218-7733. It is recommended that you encourage all employees to have these numbers stored in their mobile devices.

### **Access Control**

All Intact Place elevators are card-access controlled from 6 pm to 6 am, Monday to Friday, and 24 hours on weekends and stat holidays.

An access card is required to enter the building after-hours. For access to Intact Place without an access card, please use the intercoms at the East or West lobby doors to call security.

### **Suspicious Persons**

If you see a suspicious or unknown person on your floor and you feel comfortable approaching them, ask if you can assist them. If they have a valid reason to be there, they'll say so.

If they don't wish to explain or if you're not comfortable approaching them, call the emergency line at 403-218-7733. Provide us with a description of the person and where you saw them, and we'll dispatch security to attend.

### **Suspicious Packages**

If you find a suspicious package in your office or a public area, don't assume it's harmless. Don't touch it and leave that area immediately. Call the emergency line at 403-218-7733 and we'll send security.

If you receive a package containing suspicious material, don't disturb it. If it's safe to do so, carefully cover it and ensure no one comes near the package. Call 911 and then call Intact Place emergency at 403-218-7733.

## **Bomb Threats**

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

- Ask the caller questions like: Where is the bomb? When will it go off? What type of bomb is it? Why are you doing this?
- Try to write down the caller's exact words and make notes about their voice. Make note of any background noise like music or traffic.
- Note when the call started and ended.
- Once ended, call 911 immediately. Then call Intact Place emergency at 403-218-7733.
- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

## **Floor Warden Training**

Floor 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 is out. Should an emergency arise, instructions from the Floor Wardens are to be carried out by all Tenants.

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

## **In Case of Fire**

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.
- From a safe location, call 911. Then call Intact Place emergency at 403-218-7733.

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

## **Evacuation**

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

- It can be strenuous to walk down the stairs, so remember to pace yourself. If you feel tired or ill, don't be afraid to stop on a landing for a few minutes. If you see someone fall or take ill during an evacuation, call Intact Place emergency at 403-218-7733.
- Crossover floors: 05, 09, 15
- West Tower Muster Point: First Canadian Centre front plaza
- East Tower Muster Point: First Canadian Center Park

### **Public Area Fire Alarms**

If you're in a public area, such as the Plus 15, a restaurant, or the parking garage, remain where you are and listen to the instructions of the building personnel. If it becomes necessary to evacuate, follow the signs to the nearest exit.

### **Persons Requiring Assistance**

We have procedures in place to assist anyone unable to evacuate due to a health condition. When the evacuation tone sounds, any person requiring assistance (PRA) should go to the elevator lobby and use the fire phone to report their location.

Floor warden team members should report the location of any PRA using the fire phone and by visiting the Security Desk located in the Intact Place lobby.

Calgary Fire Department will assess the situation and determine if any PRA needs to be evacuated from their floor.

### **Medical Emergency**

If there is a medical emergency, remain with that person and try to make them feel comfortable. Have someone call 911 as well as Intact Place emergency at 403-218-7733. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

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

### **Fire Drills**

Fire drills are conducted on an annual basis throughout Intact Place.

### **Fire Prevention**

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

### **Smoke-Free Policy**

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

- cigarettes, cigars,
- vape pens & e-cigarettes
- pipes, hookahs, water pipes
- all tobacco products, including chewing & dipping tobacco
- all cannabis products

### **Holiday Season Safety**

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

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

### **General Security**

#### **Lost & Found**

If you've lost something, please call 403-218-7733 or drop by the Security desk on Intact Place lobby. If you've found something, please bring it by the Security desk.

#### **Office Security**

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

#### **Extra Security Guards Requests**

Our Extra Security Guard program enables tenants to book security guards for events or construction. The fee to book a security officer is an hourly rate charged at a 4-hr minimum.

- To book a security guard please contact the Security Supervisor at 403-218-7734.
- Please provide at least 2 business days' advance notice.

#### **Safe Walk Program**

Our Security staff are available to provide a security escort to your vehicle in the parking garage, free of charge. Please contact Security at 403-218-7733 and allow a few minutes for someone to come to you or meet the guard at the Security Desk.

### Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at Intact Place. If someone comes to your office claiming they are selling something, please call Security at 403-218-7733.

## General Administration

### Rental Payments

Rent is due on the first of the month or as indicated in your individual lease. We offer two methods of payment:

1. Pre-Authorized Payment, and
2. Electronic Fund Transfer.

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

### Insurance

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

#### Coverage Required

Tenant Name and Address  
Certificate Holders Info

Commercial Liability  
(on a per occurrence basis)

Additional Insured  
(Landlord and QuadReal)

All Risks Property

Insurance Cancellation Notice

#### Amounts and Details (pursuant to the Lease)

As per the lease  
QuadReal Property Group  
c/o Risk Management and Insurance  
4900-191 Bay Street, Toronto, ON, M5L 1G2

\$5,000,000 limit  
Tenant's Legal Liability  
Severability of Interest and Cross Liability  
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).

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  
Minimum 30 days written cancellation notice to the Certificate Holder