

April 2024

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

WELCOME TO WESTERN  
CANADIAN PLACE

# Tenant Information Guide



# HELLO

## Welcome to Western Canadian 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 Western Canadian Place 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 [westerncanadianplace.com](https://westerncanadianplace.com).

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

Brenda McManus

**General Manager**

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## For Quick Reference

### 1 | Key Contacts

Emergency  
24-Hour Security Desk  
QuadReal CONNECT

911  
403-216-3999  
1-877-977-2262  
[service@quadrealconnect.com](mailto:service@quadrealconnect.com)

### 2 | QuadReal CONNECT – Key Contact Portal

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

### 3 | QuadReal+ Tenant Portal

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

### 4 | Lost & Found

If you've lost something, please call 403-216-3999 or drop by the Security desk on the main floor by the 6<sup>th</sup> Street SW Entrance. If you've found something, please bring it to the Security desk.

### 5 | Emergency

If you feel a situation at Western Canadian Place is an emergency, please call 403-216-3999. Our team at that number is specially trained to receive emergency calls and dispatch personnel to provide immediate assistance. If an event is life-threatening, please call 911 before calling us.

## Management & Operations Staff

Emergency QuadReal CONNECT		403-216-3999 1-877-977-2262	<a href="mailto:service@quadrealconnect.com">service@quadrealconnect.com</a>
<b>Property Management</b>			
General Manager	Brenda McManus	403-202-7525	<a href="mailto:brenda.mcmanus@quadreal.com">brenda.mcmanus@quadreal.com</a>
Assistant Property Manager	Michelle Berg	403-202-7539	<a href="mailto:michelle.berg@quadreal.com">michelle.berg@quadreal.com</a>
Property Administrator	Deb McWhirter	587-956-2468	<a href="mailto:deb.mcwhirter@quadreal.com">deb.mcwhirter@quadreal.com</a>
<b>Tenant Services</b>			
Customer Relations Supervisor	Sheila Neri	403-202-7579	<a href="mailto:sheila.neri@quadreal.com">sheila.neri@quadreal.com</a>
<b>Security &amp; Life Safety</b>			
Manager, Security & Life Safety	Andrei Rotundu	403-202-7511	<a href="mailto:andrei.rotundu@quadreal.com">andrei.rotundu@quadreal.com</a>
Security Systems Coordinator	John Howe	403-342-8591	<a href="mailto:john.howe@quadreal.com">john.howe@quadreal.com</a>
Security Site Supervisor	Gurmukh Singh	403-333-5702	<a href="mailto:gurmukh.singh@quadreal.com">gurmukh.singh@quadreal.com</a>
Security Desk – Main Floor		403-216-3999	
<b>Building Operations</b>			
Operations Manager	Brent Larose	403-202-7514	<a href="mailto:brent.larose@quadreal.com">brent.larose@quadreal.com</a>
Operations Supervisor	Duncan Harris	587-323-3985	<a href="mailto:duncan.harris@quadreal.com">duncan.harris@quadreal.com</a>

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

# Tenant Services

QuadReal CONNECT

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

## Communications

We believe a thriving community is one grounded in transparency. Throughout your time with us here, you'll see us use a number of communication channels to keep you informed about what's happening. These will include elevator screens, the main floor 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, offers, and more. Download QuadReal+ at [quadrealplus.com](http://quadrealplus.com).

### Tenant Bulletins

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

### MIR3 Mass Notification System

MIR3 is a mass notification system, which will be used for communication during emergencies or incidents. The MIR3 system allows us to share updates about incidents and/or emergencies taking place on or around the property – such as protest/demonstration or fire alarm activations – all within minutes of an event taking place.

Messages will be distributed to the Tenant Emergency Contacts, who will be responsible to distribute accordingly. Messages are mainly sent to e-mail addresses however, for larger, potentially disruptive events, such as a building lockdown, the system may call or send a text message.

### Stat Holidays

Property management operates with a reduced staff on the following stat holidays:

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

This prominent "A" class office complex boasts 1.1 million square feet of office space with Calgary's finest Rocky Mountain vistas. Amenities in the building include: two levels of shops and services, including a full-service cafeteria, fitness centre and conference facility, on-site +15 connections to the north, south and east, on-site property management office and LRT station located within one block from the building.

### Accessibility

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

### ESG

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

### Awards

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

BOMA Calgary – Property Management Team of the Year  
BOMA BEST - Gold  
Fitwel Viral Response Certified

### Parking

Western Canadian Place Parkade is accessed off either 9th Avenue SW or 7th Street SW through the back alley (behind the ENMAX building). Centennial Parkade is accessed off 9th Avenue SW or 5th Street SW.

Western Canadian Place  
Maximum Vehicle Height: 6 feet 1 inch

Centennial Parkade  
Maximum Vehicle Height: 6 feet 8 inches

Tenant Rates  
Scrambled - \$485 (+GST) – Centennial Parkade  
Reserved - \$550 (+GST) – Both Parkades

Monthly parking spaces are typically normally assigned in accordance with your lease. Please call our Property Administrator at 587-956-2468 for parking inquiries.

### Active Commuter Indoor Bike Parking

We don't allow bikes, e-bikes or scooters within tenant premises or common areas, but you do have a couple options for securely locking up your bike while you're at work, located in the Western Canadian Place parkade. For safety reasons, the charging of e-bikes or scooters is prohibited within the building. This includes charging removable batteries in the office.

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We have outdoor bike racks located along 8<sup>th</sup> and 9<sup>th</sup> Avenues SW.

We also have indoor bike parking for all tenants, located in the Western Canadian Place Parkade, a separate access card is required for the parkade.

Bike parking is available free of charge, on a first come first serve basis. Bike parking is for day use only. Overnight storage of bicycles is not permitted. Access to indoor bike parking is by registered pass card and requires a signed waiver form, which can be found in QuadReal+. Please complete and submit the waiver form within the app.

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

### Fitness Centre

The Western Canadian Place Fitness Centre is located on the P1 level of the building. It is full-service facility (18,000 sf) with a variety of state-of-the-art cardio and strength training equipment. The facility also provides a robust squash program as well as several wellness services and fitness classes. Comfortable and convenient shower and change facilities are also available.

A complete listing of services can be found on their website <http://wcpfitness.ab.ca/> or contact them at (403) 662-2240.

The Fitness Centre is available to our Tenants and the public. Tenants have preferred pricing and Personal training is also available for a fee. Access to the Fitness Centre is via the base building access card and will not be programmed onto the card until after the Tenant has completed a mandatory orientation.

Lockers are day use only. Half-lockers and Tote boxes are available for rent based on availability.

Hours of Operation:      Monday to Friday: 6 am – 6 pm  
Saturday, Sunday, and Holidays – CLOSED

### Conference Centre

The Western Canadian Place Conference Centre is located on the +30 level. The Conference Centre includes four meeting rooms available to Tenants Only at no charge.

ROOM A – Theatre style – up to 80 people  
ROOM B – Round Table – up to 35 people  
ROOM C – U-Shaped Style – up to 20 people  
ROOM D – Boardroom – up to 24 people

Rooms A, B, and C can be expanded to accommodate larger groups of up to 200 people in theatre style seating.

Audio/visual equipment and internet access are provided as well as LCD projectors. Any catering needs can be met by one of our preferred catering companies or the company of your choice.

The Conference Centre can be booked through QuadReal+ App and if you have not yet signed up for the application, and have questions regarding registration, please contact our Customer Relations Supervisor.

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## General Information

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

### Property Management Office

Western Canadian Place  
801-6<sup>th</sup> Street SW, Suite 245  
Calgary AB T2P 3V8

Phone 403-216-3980

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

### Office Leasing

Albert Tai, Senior Vice President, Office, Prairies  
403-202-7545  
[albert.tai@quadreal.com](mailto:albert.tai@quadreal.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 is off either 9<sup>th</sup> Avenue SW or 7<sup>th</sup> Street SW.

The loading dock is open 8 am to 4 pm 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 4.14 M (13 feet 6 inches).
- Maximum time permitted in the loading dock area is 15 minutes.
- There is no dockmaster, Tenants are responsible for accepting their deliveries and Property Management is not responsible for items left on the dock unsupervised.
- All couriers are to report into the Security Desk on the main floor. Security is not able to accept or sign for any packages.

### Janitorial Services

QuadReal CONNECT

1-877-977-2262

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.

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General housekeeping of common 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@quadrealconnect.com](mailto:service@quadrealconnect.com).

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

## General Tenant Space

### Nightly Services (5 times weekly)

- Carpet stains will be spot cleaned except for major spillage, which will be steam cleaned.
- Carpeted traffic areas will be vacuumed.
- Carpeted areas will be vacuumed 'wall to wall' once per week.
- Tiled floors will be swept, and damp mopped.
- Waste receptacles will be emptied, damp wiped, if necessary and refuse removed to the designated area for disposal. Recycling container in the office areas will be emptied into central bins by the individual office tenant occupants. The contractor shall remove the materials from the central Recycling bins when half full to the designated area for disposal. The contractor should not remove garbage from any other areas other than the contents of the waste receptacles unless it has a garbage sticker applied.
- Dishes, coffee cups, etc. will be removed from boardrooms and placed in the kitchen sink.
- The horizontal surfaces of furniture and fixtures within normal reach will be dusted i.e. non-fabric chairs, filing cabinets, ledges, radiator cabinets, tops of desks and tables. Desks, credenzas, and tables that have an accumulation of paper are not to be cleaned.
- Finger marks are to be removed from doors, door glass, glass-top desks, glass side tables, glass partitions, walls, and other surfaces.

### Weekly

- Wall hanging, tops of doors, high ledges, cabinets, exit signs, wall clocks, etc. will be dusted once per week.
- Open shelving will be dusted with a treated cloth weekly.
- Metal work will be cleaned and polished weekly.

### Monthly

- Vertical surfaces, i.e. sides of desks, non-fabric chairs, tables and filing cabinets will be dusted with a dust treated cloth once per month.

### Annually

- High dusting of return air grills, vents, etc.
- Tiled floors will be machine scrubbed.

### **Periodic Services**

- Waste receptacles will be damp wiped or washed as needed.
- Partition glass to be washed both sides.
- Telephone headset. Occupied desks/offices will only be done at occupant's request.

### **Washrooms:**

#### **Nightly Services**

- Floors to be swept and washed using a germicidal detergent.
- Mirrors, vanities, and metal will be cleaned and polished.
- Basins, bowls, and urinals will be sanitized using a germicidal cleaner.
- Both sides of toilet seats will be washed with disinfectant.
- Tops of partitions will be dusted.
- Wall, cubical partitions, and doors will be spot cleaned.
- Paper towel and sanitary disposal receptables will be emptied and cleaned. Waste to be removed to the designated area for disposal.
- Toilet tissue holders, soap and paper and hand towel dispensers will be replenished.

#### **Weekly**

- Floor corner areas where cubicle partitions meet the floor will be scrubbed a minimum of weekly and more frequently if required.
- Water will be added to floor drains as required to control odors, but no less than weekly.

#### **Monthly**

- Partitions and tiled walls will be washed once per month.
- Air grills and lights to be dusted monthly.
- Floors will be machine scrubbed monthly.

### **Periodic Services**

- Urinals and bowls will be treated and de-limed if needed.

## **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.

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- 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.

## Signage

### Main Floor Electronic Directory

The Landlord will program Directory Signage into the electronic directories located on the main floor adjacent to the security desk and on the +15. 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.

### Signage Submission Requirements

The Tenant must obtain the Landlord's approval to install any signs within elevator lobbies 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.

Approximately 3 to 6 months prior to your lease expiry date, representatives of the Landlord and Tenant jointly perform a thorough inspection of the premises. A detailed list will be generated from the inspection indicating what items are to be required and who is responsible for the cost of repair in accordance with the lease. A final inspection is scheduled after the lease expiry confirming all outstanding items have been addressed to satisfaction of the Landlord.

### Freight Elevator

#### Dimensions

The dimensions of the North and South tower freight elevators are identical:

Door Opening: 42" W 84"H

Cab: 67" W 113"H 71" L

#### How to Book the Freight Elevator

The freight elevator can be booked after 6 p.m. Monday to Friday, or on weekends. During business hours on weekdays (6 a.m. to 6 p.m.) 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 elevators when the contractor is finished.

For additional information or to make a booking, please contact QuadReal CONNECT at 1-877-977-2262 or at [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Office Suite Waste & Recycling

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

We conduct a robust recycling program of paper, glass bottles, aluminum cans, organics, electronic waste, batteries and more.

Cardboard boxes should be flattened and marked for recycling for removal by housekeeping staff in the evening. Please affix an orange waste sticker to any flattened cardboard boxes. These stickers can be obtained by calling QuadReal CONNECT at 1-877-977-2262.



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QuadReal can support tenants in establishing centralized recycling habits. Waste and recycling signage is available upon request.

## Recyclable Items

### Paper Products

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

### Cans / Glass / Plastics:

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

### Organic Waste

All meat, poultry & fish bones, soup, bread, fruit & vegetables, leftovers, coffee grounds, filters (excluding K-Cup or Pods), tea bags, soiled paper/other, napkins, paper towels, compostable fibre containers.

### Electronic Waste

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

Electronic waste can be retrieved by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Lamps

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

### Waste Removal Service

We conduct this complimentary service each night, Monday through Friday (excluding stat holidays). It includes pick-up from individual tenant areas of regular waste, recycling receptacles, and any large boxes displaying an orange "Garbage Please Remove" sticker. These stickers can be obtained by calling QuadReal CONNECT at 1-877-977-2262.

## Retail Waste & Recycling

### Wet Food Waste

Green organic tote containers are available at several locations throughout service corridors for the storage and collection of organic / food waste. You are responsible to deliver your waste to the recycling centre in the loading dock or via the receptacles in the food court service corridor.

Please note that leaving any waste material in the corridors outside the designated rooms violates the fire code. It may result in your being liable for a heavy fine.

### Service Area Inspections

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We will maintain all common service areas. Any material left in the service areas will be removed immediately and discarded at the tenant's expense.

If you have special requests for waste removal, please call QuadReal CONNECT at 1-877-977-2262 or email [service@quadrealconnect.com](mailto:service@quadrealconnect.com). There may be a cost associated with special requests.

## 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, Western Canadian Place is equipped with emergency power diesel generators, programmed to come on within 10 seconds of losing power. Sufficient lighting is provided on emergency power to allow you and your coworkers enough visibility to evacuate using the stairwells if necessary.

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

### Heating & Cooling

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

- Furniture must be 12 inches from floor-mounted convection units around the perimeter of your space. Obstructing these interferes with proper temperature control.
- Keep papers and other items off exposed radiation grills.
- Don't obstruct thermostats with furniture or cabinets.
- Following tenant premises construction, airflow to your floor must 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 learn more.

### Lighting Control

Office lighting is controlled by motion sensors on most floors. The lighting schedule is controlled by the building automation system. (Emergency lighting is in place 24/7). For any service requests, please let us know by contacting QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com). For after-hours lighting requests please call the security desk at 403-216-3999

### Indoor Air Quality Testing

We contract third-party environmental consultants regularly to test the air quality at Western Canadian 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.

## Construction Services

### **Contractor Rules and Regulations:**

All Tenants are required to have approval from the Property Management 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. Please contact the management office for a copy of the regulations.

### **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.

## Security & Life Safety

Security Desk	Main Floor	403-216-3999	<a href="mailto:WCP-security@quadreal.com">WCP-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 Systems Coordinator	John Howe	403-342-8591	<a href="mailto:john.howe@quadreal.com">john.howe@quadreal.com</a>
Security Site Supervisor	Gurmukh Singh	403-333-5702	<a href="mailto:gurmukh.singh@quadreal.com">gurmukh.singh@quadreal.com</a>
Customer Relations Supervisor (Access Cards)	Sheila Neri	403-202-7579	<a href="mailto:sheila.neri@quadreal.com">sheila.neri@quadreal.com</a>

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. Even our CCTV and elevator control systems are helping to ensure our operations are at the forefront of modern security solutions.

### Emergency

If you feel a situation at Western Canadian Place is an emergency, please call 403-216-3999. Our team at that number is specially trained to receive emergency calls and dispatch personnel to provide immediate assistance. If an event is life-threatening, please call 911 before calling us. It is recommended that you encourage all employees to have these numbers stored in their mobile devices.

To obtain stickers displaying these numbers, please contact QuadReal CONNECT at 1-877-977-2262 or [service@quadrealconnect.com](mailto:service@quadrealconnect.com).

### Access Control

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

A building pass card is required for after hour access to enter the main entrance doors on on 6<sup>th</sup> Street SW.

### Cross-Over Floors

Cross-over floors are located in the North Tower on floors 4, 9, 12, 15, 19, 24, 28, 32, 36 and 41, and in the South Tower on floors South Tower: 4, 8, 12, 16, 21, 26, and 31.

### 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 Security Desk at 403-216-3999. 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 Security Desk at 403-216-3999 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 the Security Desk at 403-216-3999.

## **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 the Security Desk at 403-216-3999.
- Follow the direction of building and emergency personnel. If the bomb threat was written on a letter or by email, don't discard that. Be prepared to provide all this info to building and emergency personnel.

## **Fire Alarm Tones**

The fire alarm system broadcasts two separate tones.

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

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

## **Floor Warden Team**

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

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

When your team is formed, they should decide who will perform each duty and who will be selected to search each section of their floor. Having a plan in place, designating a meeting area, and practicing your plan will better prepare your coworkers for an emergency.

The floor warden team is responsible for searching the floor and directing staff to exits. Therefore, it's important for everyone in your office to know the layout of your floor and location of exits.

When a fire alarm sounds, the floor warden team should immediately proceed to the elevator lobby to ensure all team members are present. If a team member is absent, the duties will have to be shared.

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

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

### Floor Warden

The floor warden is the leader of the team in charge of directing team members during an emergency. They also ensure the team is trained and that any vacancies are filled immediately.

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

### Assistant Floor Warden

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

### Assistance Monitors

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

### Earthquakes & Tornadoes

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

- Take cover under a desk, table, or the nearest interior doorway. Hold onto whatever you're under.
- Keep away from windows and glass doorways.
- Don't use elevators. You could become trapped if the power goes out.
- Don't leave cover until it's safe to do so. Follow the directions of building staff.
- If someone is injured, call 911 and then call the Security Desk at 403-216-3999.

### Power Outage

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

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

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

### In Case of Fire

- Leave the affected area immediately, closing all doors behind you.
- Activate the nearest fire alarm and evacuate via the nearest stairwell.
- While exiting the floor, advise anyone you see to evacuate.
- From a safe location, call 911. Then call the Security Desk at 403-216-3999.

**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 the Security Desk at 403-216-3999.

## Public Area Fire Alarms

If you're in a public area, such as the Atrium, 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) and their Assistant should go to the elevator lobby, use the fire phone to report their location, and wait for further instructions or assistance.

Floor warden team members should report the location of any PRA using the **FIRE** phones on the floor and by visiting the Security Desk on the main floor.

Calgary Fire Services 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 the Security Desk at 403-216-3999. Indicate your location and if possible, have someone available to meet with the security officer who is dispatched.

Western Canadian 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 Western Canadian 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.



## Tenant Information Guide

January 2024

- Western Canadian 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 Western Canadian Place the urban community it is. As a result, this is an entirely smoke-free property, indoors and outdoors with the exception of designating smoking area. 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 Western Canadian Place.
- Do not tape down extension cords.

## General Security

### Office Security

You can help ensure Western Canadian 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.

## Tenant Information Guide

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### Personal Security Escorts (Safe Walk)

Our Security staff are available to provide a security escort to your vehicle in the parking garage, free of charge. Please contact Security at 403-216-3999 and allow a few minutes for someone to come to you.

### Unauthorized Canvassing & Soliciting

Soliciting of any kind is not allowed at Western Canadian Place. If someone comes to your office claiming they are selling something, please call Security at 403-216-3999.

## General Administration

### Rental Payments

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

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

Rent cheques should be made payable to

**Western Canadian Place ULC**  
c/o QuadReal Property Group LP  
Suite 245-801-6<sup>th</sup> Street SW  
Calgary AB T2P 3V8

If you have any questions regarding your rent payments, please contact our office at 403-216-3980.

### Insurance Certificate

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

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

#### Coverage Required

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

Tenant Name and Address	As per the lease
Certificate Holders Info	QuadReal Property Group Suite 245, 801-6 <sup>th</sup> Street SW, T2P 3V8
Commercial Liability	\$5,000,000 limit, including (on a per occurrence basis) Tenant's Legal Liability, Severability of Interest and Cross Liability
Additional Insured	Western Canadian Place ULC, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their respective successors and assigns.
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