

Western Canadian Place



Tenant Manual

March 2021

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Welcome to Western Canadian Place, a building managed by QuadReal Property Group

Headquartered in Vancouver, Canada, QuadReal Property Group is a global real estate investment, operating and development company. QuadReal manages the real estate and mortgage programs of British Columbia Investment Management Corporation (BCI), one of Canada's largest asset managers with a \$153.4 billion portfolio.

QuadReal manages a \$37.6 billion portfolio spanning 23 Global Cities across 17 countries. The company seeks to deliver strong investment returns while creating sustainable environments that bring value to the people and communities it serves. Now and for generations to come.

QuadReal: Excellence lives here. For more information, visit: www.quadreal.com.

Management Team

Brenda McManus	General Manager	403-202-7525	Brenda.McManus@quadreal.com
Jerry Serpico	Operations Manager	403-333-0110	Jerry.Serpico@quadreal.com
Michele Bharti	Operations Supervisor	403-888-5302	Michele.Bharti@quadreal.com
Marcel Dubois	Manager, Security & Life Safety	403-371-4218	Marcel.Dubois@quadreal.com
Suzy Mah	Property Administrator	403-202-7577	Suzy.Mah@quadreal.com
Sheila Neri	Customer Relations Supervisor	403-202-7579	Sheila.Neri@quadreal.com
Security	Main Floor	403-216-3999	wcp-security@quadreal.com
QuadReal CONNECT	Tenant Service Centre	1-877-977-2262	service@quadrealconnect.com

The QuadReal Property Group LP site management office is located at:
Suite 245, 801-6th Street SW
Calgary, Alberta
T2P 3V8
Phone: 403-202-7577

Office Hours are Monday to Friday 8:00 am to 4:00 pm.
Security Office Hours (Main Floor) are Monday to Friday 8:00 am to 4:00 pm.

If your call is an after-hours emergency, please contact QuadReal CONNECT at 1-877-977-2262.

Building Addresses:

Western Canadian Place – North Tower

707- 8th Avenue SW
Calgary, Alberta T2P 3G7

Western Canadian Place – South Tower

700 – 9th Avenue SW
Calgary, Alberta T2P 3V4

Western Canadian Place – Atrium

801 – 6th Street SW
Calgary, Alberta T2P 3V8

Building Fact Sheet

<i>BOMA BEST</i>	Awarded December 2013 Level 3	Gross Area	1,098,623 sf
<i>BOMA Calgary</i>	Property Management Team of the Year 2020 TOBY Award 2011	Leasable Office	1,056,992 sf
<i>Address</i>	Suite 245, 801 6 th Street SW Calgary, Alberta, T2P 3V8	Leasable Retail	41,454 sf
<i>Ownership</i>	bclMC Realty Corporation	Parking	
<i>Base Building Electrical</i>	600, 480 Volts 3 Phase Lighting 347 Volt	- Ratio	1: 1500 leasable sf
<i>Base Building Mechanical</i>	Compartmental unit VAV system with perimeter radiant heating	- Rate	\$550.00/month reserved
<i>Building Construction</i>	Reinforced concrete with slab on grade 3 rd floor to parkade. Towers: 4 th to roof is post tensioning cables.	Year of Completion	1983
		HVAC - Hours of Operation	6:00 am to 6:00 pm-weekdays
		Security - Hours of Operation	24 hours manned inhouse security
		Number of Floors	North Tower 41 floors South Tower 31 floors
Typical Floor			
<i>Average Floor Plate</i>	18,000 sf	Floor Loading	65 lbs per square feet
<i>Ceiling Height</i>	Office 8' 6" feet (slab to slab) Retail 9'9"	Construction	Post Tension
<i>Ceiling Grid</i>	2 feet x 4 feet	Crossover Floors	North Tower: 4, 9, 12, 15, 19, 24, 28, 32, 36 and 41. South Tower: 4, 8, 12, 16, 21, 26 and 31
<i>Core Depths</i>	35 feet	Garage Clear Height	Parkade 6'1" Loading dock NT 13'6" ST 10'10"

Building Systems			
<i>Passenger Elevators</i>	North Tower: 5 low-rise, 4 mid rise and 5 high-rise and 1 shuttle. South Tower: 4 low-rise and 5 high-rises.	Fibre Optic Service	Bell; Shaw; Telus, Zayo
<i>Service Elevators</i>	2 freight elevators, one in each tower	Humidification	Automated system, fully sprinklered; Spray media at make-up air unit
<i>HVAC System</i>	Compartmental unit VAV system with perimeter radiant heating	Life Safety Security System	Card access - 24 hour manned Closed circuit TV
<i>Electrical Capacity</i>	<i>Design</i> 600/480V stepped down to 120/208/347V; Each floor with 30kVA transformer	After Hours HVAC - Capabilities - Rates	<i>Flexible</i> Fans only: \$40 per hour. Fans with A/C: \$75 per hour.
<i>Lighting</i>	2'x4' LED fluorescent fixtures - 347 volt		Flexible

Building Hours

Western Canadian Place is open to the public during the following times:

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

Saturday, Sunday, and Holidays - Closed

Access afterhours is available with your building access card.

+15 Access

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

Saturdays, Sundays and Holidays: closed

For access to Western Canadian Place without a building access card, please use the door on the main floor, closest to the Security Desk.

Amenities

Western Canadian Place has numerous amenities for its Tenants. These include:

1. Sonoma on 9th
2. Terrace Court
3. Tower Cleaners
4. Mane Hair Street Salon
5. Fitness Centre
6. Conference and meetings facilities
7. Sheffield Express

Restaurants

Sonoma on 9th

Located on the main floor and +15 Level of the building. Calgary based, Sonoma on 9th offers a full-service restaurant on the main floor and a Market type Grab and Go on the +15.

Terrace Court

Located on the +30 Level of the building offering breakfast and lunch items to go.

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 support is available for each meeting room and includes video and teleconferencing as well as internet connections. LCD projectors are also available.

The Conference Centre rooms are very popular, so booking as early as possible is advised. Any catering needs can be met by one of our preferred catering companies or the company of your choice.

The Conference Centre is available for all Tenants and can be booked through Property Management at wcpconfbooking@quadreal.com.

Fitness Centre

The Western Canadian Place Fitness Centre is located on the P1 level of the building. It is a full-service facility with a variety of state-of-the-art cardio and strength training equipment. The facility also provides a robust squash program as well as a number of 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 wcpfitness.ab.ca or call at 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 and will be programmed onto the card until after the Tenant has completed a mandatory orientation.

The fitness centre is accessible Monday to Friday 6:00am – 6:00pm, closed on Saturday, Sunday and Holidays. Lockers are day use only. Half-Lockers and Tote boxes are available for rent based on availability.

Bicycle Parking

A large bicycle lock-up area is located on the P1A level of the parkade. We also have non caged areas in the parkade for bicycle parking. It is available at an annual fee of \$60 for general bike parking and \$120 for secured cage bike parking. Access is controlled by security card. Cyclists are reminded to lock their

individual bicycles in the lock-up area. The bike cage facility is for day use only. Overnight storage of bicycles is not permitted.

Western Canadian Website

The Western Canadian Place website <http://www.westerncanadianplace.com/> is an excellent resource for information about Western Canadian Place. Many forms can be downloaded from the site including hot work permits and Request for Access forms.

The site is easy to navigate and provides a starting point for any inquiries about the building or the services we offer.

Wireless Internet

Free Wireless Internet is available in different areas of the building:

Conference Centre boardrooms - for boardroom users. To obtain the log in credentials please contact the Supervisor, Customer Relations at 403-202-7579.

Leasing

For any leasing inquiries, please contact:

Bill Richards – Vice President, Leasing

Email: bill.richards@quadreal.com

Phone: 403-202-7532

Rent Payment

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

**bcIMC Realty Corporation
c/o QuadReal Property Group LP
re: Western Canadian Place
Suite 245, 801- 6th Street S.W.
Calgary, Alberta T2P 3V8**

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

Moving In/Move-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-ins and this will need to be booked in advance by contacting our security office.

Loading and Unloading Requirements

The exterior of the premises, as well as streets and sidewalks should be kept clear of debris caused by the move.

The Tenant is liable to the Landlord for replacement or repair of any damages incurred to the building property during a move. Tenants should ensure that the moving company carries adequate insurance to cover damages. Billing for damages will be made directly to the Tenant, not to the contractor.

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

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

Keying

QuadReal controls all keys for locks throughout the complex. A tenant can utilize a locksmith of their choice however, if choosing a locksmith not utilized by QuadReal, the attending personnel will be required to complete a contractor orientation PRIOR to any work commencing. The Security Centre controls the codes required for the cores installed in the doors therefore, locksmiths will be required to meet with the System Co-ordinator for this information. Keys will not be provided directly to the tenant by the locksmith and will be required to be registered and logged as part of the building keyway. All tenant locks must be compatible with the building keyway.

Move-Out

Approximately 3 to 6 months prior to your Lease expiry date, 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. A final inspection is scheduled after Lease expiry confirming all outstanding items have been addressed to satisfaction of the Landlord. The inspection sheet is signed off by both the Tenant and Landlord for record keeping.

Tenant Insurance Requirements

In accordance with the terms of your lease, the landlord is to be provided with evidence of insurance coverage meeting the requirements of the lease at all times during the lease term.

While the tenant is obligated to ensure complete coverage in accordance with the lease, there are certain items that must be evidenced on the Certificate of Insurance. As a minimum, the certificate must contain the following criteria:

1. "Insured" must be the tenant's legal company name
2. location must be the correct address of the leased Premises under the Lease
3. Commercial General Liability must be \$5,000,000 "per occurrence"
4. Additional Insured must be the Owner and Landlord as follows:
 - bcIMC Realty Corporation, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their successors and assigns.
5. Insurance Certificate is to be forwarded to:

New Tenants

QuadReal Property Group
Suite 245, 801-6th Street SW, Calgary AB T2P 3V8

Renewed insurance

QuadReal Property Group LP
Commerce Court West, 199 Bay Street Suite#4900, Toronto ON M5L 1G2

Please refer to the table below to find out QuadReal's Standard Insurance Requirements:

QuadReal's Standard Insurance Requirements

Insurance Type	Label
Commercial General Liability	QuadReal Property Group LP is the certificate holder – Quadreal Property Group LP, Commerce Court West, 199 Bay Street Suite#4900, Toronto ON M5L 1G2
Commercial General Liability	All the insurers licensed to business in Canada
Commercial General Liability	Minimum of 30 days cancellation notice included for all insurers
Commercial General Liability	Landlord listed as additional insured – bcIMC Realty Corporation
Commercial General Liability	QuadReal Property Group Limited Partnership listed as additional insured - bcIMC Realty Corporation, QuadReal Property Group Limited Partnership, QuadReal Property Group G.P. Inc., and their successors and assigns.
Commercial General Liability	\$5,000,000 for Commercial General Liability
Commercial General Liability	Per occurrence for bodily injury, personal injury, property damages, loss of use
Commercial General Liability	Tenant's legal liability
Commercial General Liability	Blanket written contractual liability
Commercial General Liability	Severability of interest and cross liability
Commercial General Liability	Employers liability
Commercial General Liability	Non-owned auto
Commercial General Liability	Products and completed operations
Commercial General Liability	Sudden and accidental pollution liability
Commercial General Liability	Owners and contractors protective
All Risk Property Insurance	QuadReal Property Group LP is the certificate holder – QuadReal Property Group LP, Commerce Court West, 199 Bay Street Suite#4900, Toronto ON M5L 1G2
All Risk Property Insurance	All the insurers licensed to business in Canada
All Risk Property Insurance	Minimum of 30 days cancellation notice included for all Insurers
All Risk Property Insurance	Landlord named as loss payee – bcIMC Realty Corporation
All Risk Property Insurance	Waiver of subrogation
All Risk Property Insurance	Business interruption insurance included (Minimum 12 months indemnity period)
All Risk Property Insurance	Replacement Cost
All Risk Property Insurance	Flood
All Risk Property Insurance	Earthquake
All Risk Property Insurance	Collapse

All Risk Property Insurance	Extra expense
All Risk Property Insurance	Sewer backup
All Risk Property Insurance	Leasehold improvements
All Risk Property Insurance	By law endorsement
All Risk Property Insurance	Plate glass insurance
All Risk Property Insurance	All other property/equipment owned by the tenant
Boiler machinery (Equipment breakdown)	QuadReal property Group LP, is the certificate holder - QuadReal Property Group LP, Commerce Court West, 199 Bay Street Suite#4900, Toronto ON M5L 1G2
Boiler machinery (Equipment breakdown)	All the insurers licensed to business in Canada
Boiler machinery (Equipment breakdown)	Minimum of 30 days cancellation notice included for all insurers
Boiler machinery (Equipment breakdown)	Landlord named as loss payee - bclMC Realty Corporation

*** lease agreement supersedes above**



No.: 2018-1

Dated: January 8, 2019

This document supersedes any certificate previously issued under this number

This is to certify that the Policy(ies) of insurance listed below ("Policy" or "Policies") have been issued to the Named Insured identified below for the policy period(s) indicated. This certificate is issued as a matter of information only and confers no rights upon the Certificate Holder named below other than those provided by the Policy(ies).

Notwithstanding any requirement, term, or condition of any contract or any other document with respect to which this certificate may be issued or may pertain, the insurance afforded by the Policy(ies) is subject to all the terms, conditions, and exclusions of such Policy(ies). This certificate does not amend, extend, or alter the coverage afforded by the Policy(ies). Limits shown are intended to address contractual obligations of the Named Insured.

Limits may have been reduced since Policy effective date(s) as a result of a claim or claims.

Certificate Holder: QuadReal Property Group LP, Commerce Court West, 199 Bay Street Suite #4900, Toronto ON M5L 1G2	Named Insured and Address: XXXXX XXXXX XXXXX XXXXX XXXXX
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This certificate is issued regarding:

Type(s) of Insurance	Insurer(s)	Policy Number(s)	Effective/ Expiry Dates	Sums Insured Or Limits of Liability	
COMMERCIAL GENERAL LIABILITY <ul style="list-style-type: none"> Personal Injury Non-Owned Automobile Employer's Liability Contractual Liability Tenants Legal Liability Owners and Contractors Protective Severability of Interest Sudden and accidental pollution liability 	XXXXXX	XXXXXX	XXXXXX	Limit of Liability	\$5,000,000 Per occurrence for bodily injury, personal injury, property damages, loss of use
PROPERTY ALL RISKS <ul style="list-style-type: none"> Waiver of Subrogation (only where required by contract) Business interruption insurance included (Minimum 12 months indemnity period) Replacement Cost Flood Earthquake Collapse Extra expense Sewer backup Leasehold improvements By law endorsement Plate glass insurance All other property/equipment owned by the tenant 	XXXXXX	XXXXXX	XXXXXX	Limit of Liability	Per Interest in Property
BOILER & MACHINERY	XXXXXX	XXXXXX	XXXXXX	Limit of Liability	Per Interest in Property

Additional Information:

bcIMC Realty Investment LP and QuadReal Property Group Limited Partnership by its General Partners, QuadReal Property Group G.P.Inc. their successors and assigns are added as Additional Insureds under the Commercial General Liability policy, but only with respect to liability arising out of the operations of the Named Insured.

Loss if any, under the Property and Boiler & Machinery policy is payable to bcIMC Realty Investment C/O QuadReal Property Group LP, as their interest may appear.

Notice of cancellation:

Should any of the policies described herein be cancelled before the expiration date thereof, the insurer(s) affording coverage will endeavour to mail 30 days written notice to the certificate holder named herein, but failure to mail such notice shall impose no obligation or liability of any kind upon the insurer(s) affording coverage, their agents or representatives, or the issuer of this certificate.

MarshCanadaLimited

120BremneBoulevard
Suite800
TorontoONM5J0A8
Fax:604-685-3112

SAMPLE DRAFT

Construction Rules and Regulations

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

Prime Contractor for Safety

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

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

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

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.

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, which approval shall not be unreasonably withheld or delayed. 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, which approval shall not be unreasonably withheld or delayed.

Submission Requirements

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

Freight Elevators

Dimensions:

Door Opening: 42"W 84"H

Cab: 67"W 113"H 71"L

The freight elevator can be booked through building security.

Shipping and Receiving

Both the South and North towers are equipped with a loading dock area for Receiving at Western Canadian Place. Hours for receiving shipments are Monday – Friday 8:30 am to 11:30 am and 1:00 pm to 4:00 pm.

All incoming mail for Canada Post will be delivered to the Tenant mailboxes located on main floor. All outgoing mail for Canada Post is the responsibility of the Tenant.

Security and Life Safety

Western Canadian Place is supervised by Security staff 24/7. The security desk is located in the main lobby and serves as the central monitoring station of all security and life safety systems. Suspicious and/or criminal behaviour should be reported so that Security may respond effectively.

Security provides access control for all building occupants, monitors Lost & Found, and offers 'Safewalk' – a security escort by request. In addition, Security staff are trained on a variety of emergency scenarios and will provide direction to building occupants as needed.

Floor Warden Program

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 situation 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. Further Details can be found in the Floor Warden Manual.

Floor Warden Manuals are available from the Manager, Security and Life Safety for QuadReal or through the Key Tenant Contact or Chief Floor Warden (Husky).

Parking

Western Canadian Place Parkade access is accessed off either 9th Avenue SW or 7th Street SW through the back alley (behind the ENMAX building). You will need a building issued access card programmed for the parkade. Please note that all parking stalls are reserved 24/7.

Current Tenant Rates:

Reserved: \$550
Parkade Height Restriction: 6'1"

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

Centennial Parkade: Clearance: 2.05m (6' 8") Hours of Operation: Monday to Sunday 24 hrs, please contact our office for more information.

Lost and Found

1. Items are to be turned into the main lobby Security Desk when found. Security will complete a found form and obtain the name and contact information of the person turning the item in, a description of the item and where it was found. Items will be checked for identification and if owner information can be confirmed, an attempt will be made to contact the owner.
2. If an item is lost, it can be reported to the Security Desk and Security will complete a lost form for the item indicating the name and contact information for the person who lost the item. They will also require the description of the item and where it was last seen. If the item is found, the owner will be contacted using the information provided.
3. All items will then be logged, tagged, and secured.
4. Can be claimed at the Security Centre, main floor adjacent to the down escalator between the hours of 7:00am to 3:00pm, Monday to Friday.

Recycling

Base Building Recycling

Mixed Materials (all clean plastics, glass, tin/metal, etc.): 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 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 Towel: 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.

Electronics: These include computers, printers, cell phones, cell phone chargers, monitors, and small personal electronics. At this time 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 wire cage located on the South Tower Loading Dock. Items that are larger than a microwave are NOT accepted.

Extended Recycling Program (COMING SOON)

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.

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 office located on P1, and alkaline batteries are to be placed in the battery pail located in the Recycling Centre.

Polystyrene (commonly known as Styrofoam): All clean, white polystyrene is accepted with the #6 marking. 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 or at 1-877-977-2262.

Mixed-Materials Recycling (No Sorting)

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

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

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

For more information on our base building program, please contact the Property Manager.



Tenant Service Centre

OUR COMMITMENT TO RESPONSIVE CARE

At QuadReal CONNECT Customer Service, we're committed to providing outstanding customer care and dependable, high quality service.

How to contact our Tenant Service Centre:

- **Call 1-877-977-2262**

Need to talk to us directly? Our customer care specialists are available to help you 24/7.

- **Place an online service request**

Complete the online form at your convenience. We'll track your request with a confirmation number so that our property management team can assist you promptly.

Please place your request online by accessing our website:
www.quadrealconnect.com

- **Email your request**

If you prefer to send us your request through email, our team will be happy to assist you.

Email us at service@quadrealconnect.com