

# TENANT MANUAL

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**CF** Polo Park



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## CF POLO PARK TENANT MANUAL

To assist you with the management of your store, we have compiled important information about CF Polo Park. It has been designed to help you and your staff with your day-to-day operations, and answer any question you may have about the Centre.

We strongly encourage you and your staff to familiarise yourself with the operations and services of the Centre, as well as take the time to learn about your fellow tenants.

Should you have any questions or concerns, please do not hesitate to call the Administration Office at 204-784-2520 or Guest Services at 204-784-2523, and we'd be happy to offer our assistance.

Please refer back to these pages periodically for future reference as they will be amended and updated periodically.

### **The Management and Staff CF Polo Park**

This manual is provided subject to corrections or errors, omissions, changes in building procedures or withdrawal at the sole discretion of the Landlord without notice. This information is for guidance only and does not constitute the whole or any part of a contract nor does it operate to modify terms of any Lease.





# CF Polo Park

## General Information

CF Polo Park

## CENTRE ADDRESS

1485 Portage Avenue | Winnipeg, MB | R3G 0W4

## PHONE NUMBERS

Centre Administration: 204-784-2520

Guest Services: 204-784-2523

Security & Life Services: 204-784-2515

Dispatch Centre: 204-784-2533

Fax: 204-772-1574

**Police / Fire / Ambulance:** 911

Winnipeg Police Services **non-emergency** Line: 204-986-6222

## CENTRE HOURS

In presenting a uniform image to our visitors, it is of utmost importance that all stores open and close by the established business hours.\*

### Current Centre Hours

- Monday to Friday: 10:00am to 8:00pm
- Saturday: 10:00am to 8:00pm
- Sunday: 11:00am to 6:00pm

\* Opening and closing time of restaurants, banks, department stores, and other services may vary in accordance with negotiated leases.

The Centre is open from 11:00 am to 6:00 pm on the following holidays:

- New Year's Day
- Louis Riel Day
- Good Friday
- Victoria Day
- Canada Day
- Terry Fox Day
- Labour Day
- Thanksgiving
- The Centre is open from 1:00 pm to 8:00 pm on Remembrance Day
- The Centre is CLOSED on Christmas Day

Tenants will be notified via e-memos and memos of any variation to regular Centre hours. It is a condition of your lease to operate according to Centre hours and during such extended hours, to be determined by the Landlord.

## CF POLO PARK ADMINISTRATION & PERSONNEL

### Centre Administration

The Cadillac Fairview Corporation Ltd. | CF Polo Park | Ontrea Inc  
233 - 1485 Portage Avenue | Winnipeg, MB | R3G 0W4

**Office Hours** Monday to Friday: 8:00 am to 4:00 pm

The CF Polo Park Administration Office is located on Level 2 of the Centre, adjacent to Polo Eateries near the top of the escalators.

### Boardroom Bookings

The boardroom, located in 66Q, is available to all tenants who wish to hold meetings, interviews, etc, during regular business hours. Please call the Administration Office for availability and reservations.

### Boardroom Rules & Regulations

There is a 10 person maximum occupancy, per fire safety regulations. You are required to bring your own supplies (tables and chairs provided). The room must be left in the original orderly state with all garbage and recycling placed in the appropriate bins provided.

#### General Manager

Peter Havens

peter.havens@cadillacfairview.com  
204-784-2524

#### Operations Manager

Nicola Wilson, RPA, CMCP

nicola.wilson@cadillacfairview.com  
204-784-2505 | 204-890-5475  
(cell) | 204-772-1574 (fax)

#### Security & Life Services Manager

Daryl Ford

daryl.ford@cadillacfairview.com

#### Administrative Assistant, Management

Courtney Chohey

courtney.chohey2@cadillacfairview.com  
204-784-2520

#### Administrative Coordinator, Operations

Alona Popsui

alona.popsui@cadillacfairview.com  
204-784-2510

**Senior Supervisor, Security & Life Safety** john.kabaluk@cadillacfairview.com  
John Kabaluk 204-784-2526

**Supervisor, Security & Life Safety** mary.goetz@cadillacfairview.com  
Mary Goetz 204-784-2526

**Marketing Coordinator** holly.thorne@cadillacfairview.com  
Holly Thorne 204-784-2506

**Guest Services Manager** christina.baerr@cadillacfairview.com  
Christina Baerr 204-784-2528 | 204-293-5556  
(cell) | 204-775-8697 (fax)

## GENERAL TENANT POLICIES

### The following fall under the responsibility of the Tenant:

- General Maintenance:** Ceilings, tiles, flooring, painting, and washroom repairs
- Electrical:** Light bulbs, electrical switches, transformers, and any maintenance/repairs to store signage
- Plumbing:** Tenant washrooms and plumbing/leak repairs
- Fixtures:** Shelving, carpet, all display fixtures, cupboards, change rooms, and tenant washrooms
- Doors / Gates:** Lost keys, jammed or malfunctioning doors/locks. Gates are to be cleaned regularly
- Windows:** Signs of any type are NOT to be affixed to windows or exterior walls. Posters promoting outside events are not permitted without the permission of the Administration Office. Windows and frames, as well as storefronts and signage, are to be cleaned regularly. Window cleaning is to be done before or after Centre hours.
- Tools / Ladders:** CF Polo Park does not lend tools or ladders. It is advisable to keep a small toolbox with common tools in your store.

**The following falls under the responsibility of the Landlord:**

**Heating, ventilation & air conditioning (HVAC):** If your store temperature is too hot or too cold, please contact CF Connect at 800-665-1000 or [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com). You can also connect via the web portal [cfconnect.cadillacfairview.com](http://cfconnect.cadillacfairview.com) and maintenance will be dispatched to make the necessary adjustments. To ensure that your HVAC system operates properly, CF Polo Park Maintenance staff will be servicing your heat pumps on a regular basis. It is important to always maintain adequate access to the equipment in your store at all times.

**LIST OF LOCAL VENDORS**

The following is a list of local vendors that you can call if you need general repairs:

**Construction**                      Contact the Administration Office: 204-784-2513  
Oasis Construction: 204-255-5544  
Amarillo Contractors Ltd.: 204-494-2168  
Bonafide Carpentry Services: 204-661-0117

**Plumbing**                              EK Plumbing: 204-470-6599  
DSI Industrial: 204-781-7626

**Sprinkler Systems**                  Vipond: 204-783-2420  
BDR Services Ltd.: 204-586-8227

**Doors**                                      Brother's Lock & Safe: 204-774-5474  
Security Glass: 204-774-9668

**Glass**                                        Security Glass: 204-774-9668  
Overhead Doors: 204-233-8621

**Locks**                                        Brother's Lock & Safe: 207-774-5474

**Electrical**                                  MG Electrical: 204-953-2111  
Exco Electric: 204-633-7305

**Fire Extinguishers**                  Accurate: 204-668-9930  
Bison: 204-237-3473  
Pyrene: 204-783-0470  
ABC: 204-233-6083  
Chubb Edward: 204-235-1859

## TENANT DOS AND DON'TS

### **Do...**

1. Keep the inside and outside of all glass in doors and windows of your store clean
2. Keep all exterior storefront surfaces clean
3. Promptly replace any cracked/damaged storefront window glass
4. Maintain the premises in a clean, orderly, and sanitary condition that is free of insects and rodents
5. Keep all garbage and refuse in pest-proof containers, and remove on a regular basis as prescribed by the Landlord
6. Keep all mechanical apparatus free of vibration and noise which may be transmitted beyond the premises
7. Instruct your employees, agents, and contractors to park only in the area designated by the Landlord as employee parking; instruct delivery personnel to use only designated loading areas
8. Keep corridors and fire exits clear of merchandise and debris

### **Don't...**

1. Block fire exits or corridors
2. Commit or permit waste upon, or damage to, the premises, or any nuisance or other act that disturbs the enjoyment of the other Tenants or visitors to the Centre
3. Permit odours, vapours, steam, water, vibrations, noises, or other undesirable effects to emit from the premises
4. Place or maintain any merchandise or other articles in any vestibule or entry to the premises, on adjacent footwalks, or elsewhere on the exterior of the premises or common areas
5. Permit accumulation of garbage or other refuse within or outside the premises
6. Distribute handbills or other advertising matter to visitors to the Centre other than within the premises
7. Permit the parking of delivery vehicles to interfere with the use of fire lanes, any driveway, walkway, parking facilities, mall, or another area of the Centre
8. Receive, ship, load, or unload articles of any kind including merchandise, supplies, materials, debris, garbage, and other chattels except through service access facilities designated by the Landlord

9. Use the plumbing facilities for any other purpose than for those for which they are constructed
10. Use any part of the premises for lodging, sleeping, or any illegal purposes
11. Cause or permit any machines selling merchandise, rendering services, or providing (however operated) entertainment to be present on the premises unless consented to in advance in writing by the Landlord
12. Solicit business and/or display merchandise except on the premises
13. Allow anything to interrupt the flow of traffic to, in, and from the Centre, or obstructs the free movement of persons in, to, or from the Centre
14. Post or hang any banners, leaflets, posters, or temporary signage not approved by the Landlord
15. Dispose of store garbage or refuse in the common area garbage or recycling cans
16. Permit on the premises any transmitting device or erect an aerial on any exterior wall of the premises or any common area, or use travelling or flashing lights, signs, televisions, or other audio-visual/mechanical devices that can be seen outside the premises, or loudspeakers, televisions, photographs, radios, or other audio-visual/mechanical devices that can be heard outside the premises
17. Cause or permit any merchandise to block or interfere with access to fire-pull stations or impede fire sprinkler flow patterns
18. Store material or merchandise within 18 inches of sprinkler heads
19. Store material within 36 inches of an electrical panel which may block or render the panel inaccessible

## SALES REPORTS

Your company is required to forward monthly gross sales reports to the Landlord as per the conditions stipulated in your leasing documentation. On the 10th of each succeeding month (or by the date specified in your leasing documentation) please submit your store's gross sales in one of the following ways:

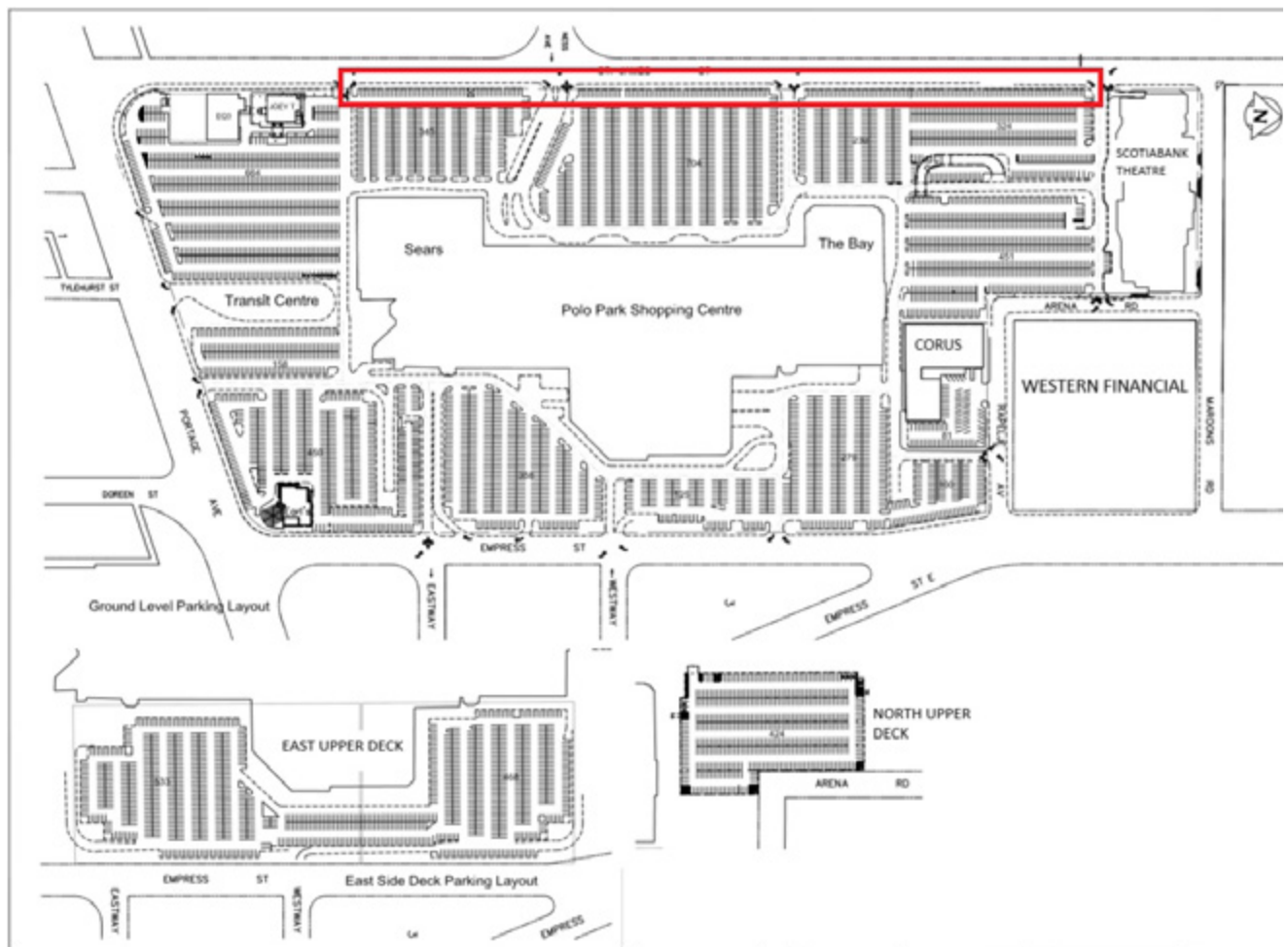
- Deliver to the Administration Office
- Mail to the Administration Office, 66Q-1485 Portage Avenue, Winnipeg, MB, R3G 0W4
- Email to [POLsales@cadillacfairview.com](mailto:POLsales@cadillacfairview.com)

## EMPLOYEE PARKING

CF Polo Park visitors deserve the convenience of parking as close to entrances as possible. A convenient parking space is worth several hundred dollars per day to our tenants. To ensure the best parking stalls are available for visitors, all employees must park only in the appropriate employee parking area. Employee parking is at your risk and discretion.

Any employees found parking in non-designated areas are subject to ticketing and/or towing from the property.

Overnight parking is not permitted without prior approval from security. Anyone with special needs is to contact the Administration Office for further details.



Tenant Parking Map

## STOREFRONT REGULATIONS

### Signage & Advertising

All tenants will ensure that all signage is professional; **freehand signs are not permitted**. All signage should be either hung or self-adhered, not taped to the window or wall. Any signage deemed unacceptable by the Landlord will immediately be removed. Signage includes, but is not limited to, hanging signs and price tags.

The Tenant must obtain approval from the Landlord for any advertisements regarding occupancy in the Centre before such advertisement is broadcast or publicized.

### Lease Lines

Please ensure that merchandise racks, tables, signs, or displays do not protrude beyond your store's lease line and into the common area. This is for the safety of our visitors. Additionally, it reduces visual clutter in the Centre.

Strict enforcement of this rule by Security & Life Safety Officers is necessary to eliminate hazards and liability concerns, as well as to maintain consistency and a professional presentation throughout the Centre. Any breach of these rules may result in a default.

If you are uncertain where your lease line is, please contact the Administration Office for clarification. A good rule of thumb is if you have to move your sign inside your gate when closing, it is likely located in the common area. Alternatively, if signage is flush with your storefront window, you are likely within your lease line.

### Windows

The Tenant will be responsible for maintaining the cleanliness of their storefront windows at all times. Any window washing must be completed outside of regular Centre hours.

### Helium Balloons

The Tenant will not display or distribute helium-filled balloons in, at, or around the Centre.

### Deliveries

Due to strict City of Winnipeg noise bylaw enforcement, shipping and receiving are only permitted between the hours of 7:00 am and 9:00 pm Monday to Friday, or from 9:00 am to 4:00 pm on Saturday. On Sundays and holidays, the loading docks are closed, although they can be opened upon request.

All deliveries must only be received through any of the loading docks closest to your store. Deliveries are **not** permitted to be received through our main Centre entrances. Delivery vehicles parked in unauthorized areas are subject to ticketing and/or towing. Please instruct your delivery person to not leave delivery vehicles unattended.

**No** pallet jacks are to be used inside the Centre. All pallets must be removed by the delivery person who brought them. Any pallets left behind will be subject to disposal fees levied against the Tenant.

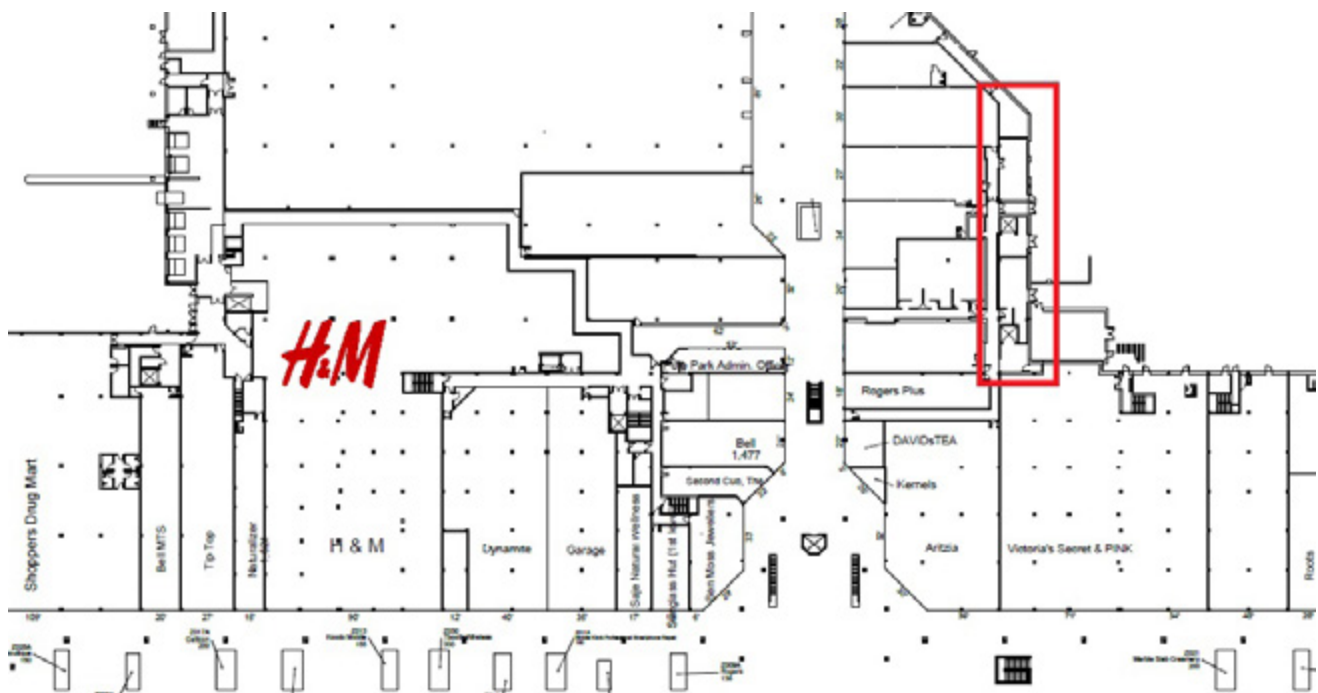
## RECYCLING & WASTE REMOVAL



### Garbage & Refuse Removal

All Tenants are responsible for removing their own refuse, cardboard, plastic, and recyclables, and taking it to the compactor areas located at the loading docks as shown on the Centre floor plan.

CF Polo Park is committed to protecting our environment and we encourage tenants to reduce, reuse, recycle, and recover wherever possible. If you require assistance with our recycling program, please contact the CF Connect Service Centre for assistance at (800) 665-1000 or email [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)



Waste Map

### Recycling & Waste Centre

The new features of the Recycling & Waste Centre include:

- One consolidated area for waste and recycling
- General garbage / refuse
- Organics
- Comingled Recycling
- Cardboard

- Specialty recycling (supporting Diabetes Canada)
- Textiles and used household items

All are clearly identified with “Garbage Only” or “Cardboard & Paper Only” signage. Please deposit your refuse in the appropriate area.

### **Used Cooking Oil and Food Hall organic waste**

Will remain in the refrigerated room on Level 2 in the East Service Corridor.

### **Grease from food tenants**

Must be disposed of in the large black grease bins located in the designated area. **Do not** pour grease down the drain.

### **Bulk Glass Recycling (bottles and glass jars)**

Will remain in the South East basement area.

### **Metal Recycling**

Will remain in the North Loading Dock.

### **Plastic hangers / Plastic Bags / Plastic Wrap Recycling**

Tenants can take plastic hangers (with metal hooks as well), plastic bags, and plastic wrap, and deposit them in the appropriate recycling centre. All are required to be bagged in a separate clear bag.

### **Fixture & Display Material Disposal**

Tenants are responsible for the removal of store fixtures and display material. Fixtures are **not** to be left in the loading docks. You must make arrangements to have the, disposed of by a qualified waste removal company; search online for “garbage collectors”. Tenants can also donate to Habitat for Humanity, attention Gareth Mills, Manager, Procurement, by calling 204-235-2189

### **Access to the Recycling & Waste Centre:**

- Level 1 - service corridor located between David’s Tea and Rogers
- Level 2 - behind Bath & Body Works using either elevator #1 (behind Footlocker) or Elevator #2 (behind South East Freight)

### **Acceptable Paper / Carboard Materials**

- All coloured and white paper (staples and paper clips are accepted)
- Bond or photocopy paper
- Boxboard (flattened); ie shoeboxes
- Carbonless (NCR) paper
- Cardboard

- Cash register tape
- Paper packaging material
- Newspaper and magazines
- Envelopes (with or without windows)
- Flyers and junk mail
- Post-it notes
- Shredded paper
- Telephone books
- Coffee cup sleeves
- Forms (NO CARBON PAPER)

### Acceptable Metal / Glass / Plastic Materials

- Aluminum beverage cans
- Glass bottles and jars
- Plastic coffee cup lids
- Plastic cutlery
- Plastic drinking straws
- Steel food containers
- Plastic screwtop bottles
- Clear plastic drinking cups
- Yogurt containers
- Plastic deli containers
- Rigid plastic packaging
- Plastic milk jugs
- Clear plastic bags / packaging
- Plastic hangers

### Not Accepted Materials

- Coated plastic cups and containers
- Styrofoam cups and containers
- Wax paper
- Carbon paper
- Tissue paper
- Paper towels and napkins
- Paper food-wrapping materials
- Courier envelopes with plastic lining
- Waxed cardboard
- Bubble wrap
- Styrofoam packaging

**Note: Due to Manitoba legislation, it is unlawful to dispose of hazardous materials such as paint, chemical cleaners, etc, in the compactors. Please take hazardous materials to the regional recycling depots:**

Miller Environmental:	1803 Hekla Avenue, Winnipeg	204-925-9600
Environmental Disposal Solutions (EDS) :	1655 Inkster Blvd, Winnipeg	204-694-1077

### OTHER RECYCLING OPPORTUNITIES

- Organic materials such as food waste, paper hand towels, and wooden stir sticks can be composted, and this service is available at CF Polo Park.
- E-waste such as computers, printers, and POS machines can be recycled at CF Polo Park. Please contact us for collection from your space.
- Used toners may be able to be recycled; contact your service provider. If they do not offer that service, you can bring these items to the Administration Office for recycling.
- Batteries can be recycled at CF Polo Park. Please contact us for collection from your space.

## CF Polo Park

Administration Office at 204-784-2523 and Guest Services at 204-784-2523

THE RECYCLING SYMBOLS AND WHAT THEY MEAN

### **Plastic #1 - PETE or PET (Polyethylene Terephthalate)**

This is found mainly on soda bottles, water bottles, beer bottles, salad dressing containers, mouthwash bottles, and peanut butter containers. Plastic #1 is recycled into tote bags, furniture, carpet, panelling, fibres, and polar fleece.

### **Plastic #2 - HDPE (High-Density Polyethylene)**

This is found mostly in milk jugs, household cleaner containers, juice bottles, shampoo bottles, cereal box liners, yogurt tubs, and butter tubs. Usually, it is opaque; it is considered safe and has a low risk of leaching. Plastic #2 is recycled into pens, recycling containers, lumber, fencing, detergent bottles, and more.

### **Plastic #3 - V or PVC (Vinyl)**

This is found in shampoo bottles, clear food packaging, cooking oil bottles, piping, and windows. Plastic #3 is recycled into panelling, flooring, speed bumps, and roadway gutters.

### **Plastic #4 - LDPE (Low-Density Polyethylene)**

This is found primarily in squeeze bottles, shopping bags, clothing, carpet, bread bags, and some food bags. Plastic #4 is recycled into compost bins, trash can liners and cans, floor tiles, and shipping envelopes.

### **Plastic #5 - PP (Polypropylene)**

This is typically found in yogurt containers, ketchup bottles, syrup bottles, and medicine bottles. Plastic #5 is recycled into brooms, auto battery cases, signal lights, ice scrapers, and bicycle racks.

### **Plastic #6 - PS (Polystyrene)**

#### **This is not accepted as a recyclable item at CF Polo Park**

This is found in CD cases, egg cartons, meat trays, and disposable plates / cups. Plastic #6 is recycled into egg cartons, foam packing, and insulation.

### **Plastic #7 - OTHER**

#### **This is not accepted as a recyclable item at CF Polo Park**

This is found in sunglasses, iPod cases, computer cases, nylon, 3- and 5-gallon water bottles, and bullet-proof materials. Plastic #7 is recycled into plastic lumber and other custom-made products.



**Cadillac Fairview** is committed to producing quality and effective waste programs. Currently, the Polo Park recycles approximately 53% of our total waste, meaning that more than 47% of the waste we produce is sent directly to the landfill. We have a capture rate of 69.7%, which measures effectiveness in engagement with the recycling program by showing the percentage of recyclable materials given the current acceptance criteria that was recycled. We can reach 76.6% diversion if we all do our part to put our recyclables in the appropriate bin. According to our most recent audit, an estimated 19% of our garbage stream consisted of organic waste, which means we have ample opportunity for improvements to our diversion rate by effectively using our organic waste recycling program. As food service retail tenants, you play a key role in reaching this goal. With your participation and continued dedication to improving our program, we can be leaders in the industry and move Winnipeg forward in sustainability.

**Program Updates:** CF Polo Park has introduced a centralized recycling centre to streamline the waste collection process and improve accessibility to specialty streams.



### Why Recycle?

- Help our environment by reducing the amount of waste going to landfill, preserve natural resources, and make us less vulnerable to increasing disposal costs.
- Uphold a positive image in the community by communicating that we care about the environment.
- Help the city of Winnipeg reach their overall goal of 50% diversion across residential and the Industrial, Commercial, and institutional (IC&I) sectors.

### GOVERNMENT OF MANITOBA WASTE AND RECYCLING REGULATIONS AND PROGRAMS

- **Manitoba Compost Program (2014):** Incentive programs for compost facilities processing more than 2,500 tonnes of organic waste each year to help cut organic waste in half and divert 100,000 tonnes annually.
- **The Waste Reduction and Prevention (WRAP) Act (2013):** Outlines program requirements for high priority materials deemed to pose a threat to the environment, including packaging, printer paper, electronics, etc. to those who supply or non-locally purchase these materials. Non-Compliance can result in fines up to \$500,000. Click [here](#) for the regulations.
- **Manitoba Waste Reduction and Recycling Support Landfill Level (WRARS) (2019):** Fees of \$10 per tonne for all solid wastes that are used to support municipal and Provincial recycling programs.

### GOVERNMENT OF CANADA SINGLE USE PLASTIC BAN

The federal government has rolled out a phased ban of all single use plastics, starting with products such as bags, stir-sticks, cutlery, and straws, for both manufacturing and imports into Canada starting at the end of 2021. We recommend a proactive approach to upcoming regulations to mitigate risk and ease the transition away from single use plastics.

### About GREEN AT WORK™

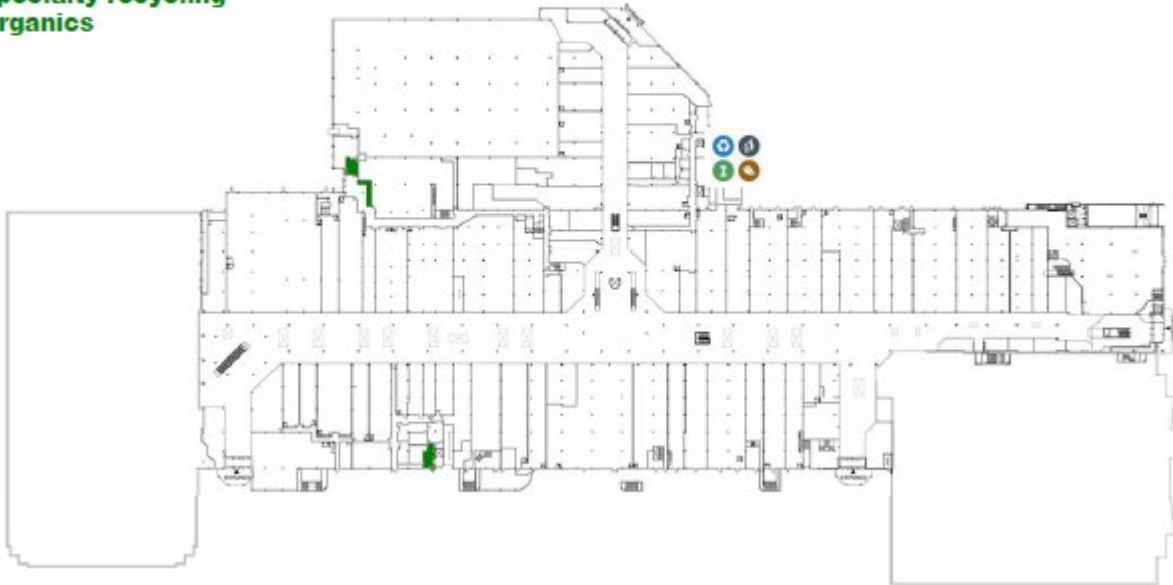
GREEN AT WORK™ is Cadillac Fairview's ongoing national commitment to corporate social responsibility. It represents the belief that by working with our tenants, employees, suppliers and customers, we can 'build sustainability together™'. The premise of GREEN AT WORK™ is the idea that sustainability is both the right thing to do and the smart thing to do. We realize that our sustainable operations reduce operating costs, earn tenant loyalty and provide a healthier working environment for us all.

# CF Polo Park Waste Program Map (2021)

## Waste and Recycling Centre

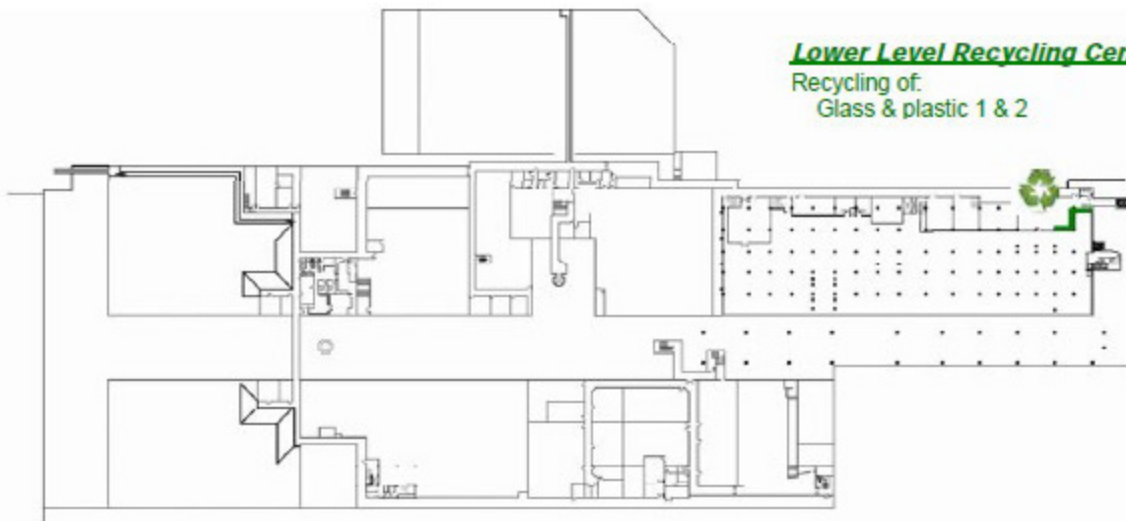
Located behind main level public washrooms

- Garbage,
- Mixed recycling,
- Cardboard,
- Specialty recycling
- Organics



## Lower Level Recycling Centre

Recycling of:  
Glass & plastic 1 & 2



*Together we can make a difference!*



What does **1,630,000** pounds of recycling look like?



By recycling mixed papers, we saved enough water to fill **102,000** water cooler jugs!



We recycled enough cardboard to save **9,370** trees from being cut down (which take 25 years to grow)!
































We recycled the weight equivalent of **351** Tesla Model S electric vehicles



Enough plastic bottles were recycled this year to produce **11,600** XL polyester t-shirts

FOOD SERVICE TENANT WASTE & RECYCLING GUIDE 2021

MIXED RECYCLING (CARDBOARD, PAPER, METAL, PLASTICS)				
				
Corrugated Cardboard	Mixed Paper	Boxboard	Magazines, Flyers, Newspapers, Books, & Catalogues	
				
Aluminum & Metal Cans	Plastics #1-5 & 7	Plastic Wrap (Bagged Separately)	Bunched Plastic Bags	Polycoat Cartons
<p><b>Step 1:</b> Use clear blue bags. Place bags in the appropriate bin located in the <a href="#">Waste and Recycling Centre</a>. Building staff are typically present to transfer bags to the mixed recycling compactor unless otherwise advised.</p> <p><b>Step 2:</b> Use appropriate compactor protocol for safe disposal of waste and recycling.</p> <p>* Please ensure all bottles and containers are <u>clean and empty</u>.</p>				
GLASS & #1-2 PLASTICS				
				
#1 Plastic Beverage Containers	#2 Plastics (Milk Jugs, Cleaning Products, etc.)		Glass Bottles	
All Building Staff to bring refundable containers to the <a href="#">Lower-Level Recycling Centre</a> .				
SPECIALTY RECYCLING				
				
Batteries	Light Bulbs	E-Waste	Textiles	Metal, Wood, & Paint Cans
<p>All specialty streams are located in the <a href="#">Main Level Recycling Centre</a>.</p> <p><b>Tenants:</b> Bring all specialty waste to appropriate bins in the Recycling Centre. If required, submit a service call for maintenance staff to transport specialty waste to loading docks. Ask your supervisor or call the CF Connect Call Centre (1-800-665-1000) for questions about any specialty items, the program, or to request a specialty waste pick-up. <u>Do not put these materials into other compactors or bins.</u></p> <p><b>Grease Collection:</b> Bring grease and cooking oil to the <a href="#">grease recycling system</a> in the <a href="#">Waste and Recycling Centre</a>.</p>				
ORGANICS RECYCLING				
				
Fruits, Vegetables, Bread, Grains, Meats, etc.	Soiled Napkin & Compostable Items	Coffee Grounds, Filters, & Tea	Small Bones & Shells	
<p><b>NO:</b> Plastic bags, Styrofoam, paper, plastic drinking cups, packaging materials, utensils, diapers, frying oil. Large items like whole melons, large bones, whole corn cobs, etc. as it damages the system.</p> <p><b>Food Service Tenants:</b> Bring organics in <b>compostable bags</b> to the <a href="#">organic's totes</a> in the <a href="#">main level Waste and Recycling Centre</a>.</p>				
LANDFILL GARBAGE				
				
Styrofoam & Soiled Food Packaging	Waxed/Foil Paper & Plastic Wrap		Plastic Straws, Stir-Sticks & Cutlery	
				
Tape & Latex	PPE Masks	Unlabeled & Black Plastic	Coffee Cups & Lids	
<p><b>Step 1:</b> Use clear garbage bags. Place garbage in the <a href="#">landfill waste compactor</a> located in a <a href="#">Waste and Recycling Centre</a>.</p> <p><b>Step 2:</b> Close the compactor door, enter the 4 digit security code and press *. Compactor will start automatically.</p>				

Program Manager: CD SONTER [www.cdsonter.com](http://www.cdsonter.com) 2021

□

# Go Beyond Recycling. Reduce & Reuse!

The primary focus in minimizing our waste generation is reducing the volume of waste we produce; followed by reusing our waste materials; and finally recycling. Here are some simple and effective ideas to assist you in reducing the amount of waste that you generate:

## Reduction Opportunities

- ▶ Work with your suppliers to reduce the amount of packaging used.
- ▶ Integrate waste management and end of life criteria into procurement policies.
- ▶ Buy products with recyclable or recycled content.
- ▶ Purchase or sell products with no packaging, less packaging, or reusable packaging.
- ▶ Package lunch and snacks in re-usable containers.
- ▶ Use reusable cups and dinnerware rather than disposable ones.
- ▶ Keep mailing lists current to avoid duplication.

## Reuse Opportunities

- ▶ Reuse the bags, boxes, and packing material you receive.
- ▶ Donate products to hospitals, libraries, schools, and other organizations.
- ▶ Convert scrap paper into memo pads or shred for packing material.
- ▶ Sell reusable bags and encourage customers to reuse them for their purchases.

## Did you know...




- ▶ Paper can be recycled six times before the fibres become too weak.
- ▶ Aluminum can be recycled repeatedly, and most empties are typically melted, re-cast, and refilled within 60 days.
- ▶ Steel never loses quality or strength, making it an endlessly recyclable material.
- ▶ Glass bottles and jars can be recycled to make new glass containers as glass is an infinitely recyclable material.
- ▶ Polyethylene Terephthalate (PET) plastic is endlessly recyclable and is commonly recycled into new bottles as well as items such as polyester, brush bristles, carpet, and plastic wood furniture.



# HOW IT'S RE-MADE! COOL Recycling Products






**Watch your bottom line!**




Recycling fine paper uses 75% less energy & 50% less water than making from raw material. Recycled paper can be made into paper hand towels, toilet tissues, and other paper products.

**Old News? Think Again**

Old newspaper may look useless, but it can be made into a number of things including cereal boxes, egg trays, animal bedding, and new newspaper. Recycling 1 metric tonne of newspaper will save 19 trees from being cut down. So continue recycling & read about how many trees you saved in tomorrow's news!

**Cardboard Furniture?**

Sounds like a fantasy from the Jetsons? Nope, recycling cardboard boxes can be turned into cool products such as cardboard furniture, new boxes, picture frames, journals and book covers.


**What a Steel!**






Thanks to recycling old steel cans, steel can be transformed into reinforcing bars, chains & car parts. This greatly reduces costs, pollution & energy (reusing steel cans alone reduces energy use by 74%). Every tonne of recycled steel cans saves 1.4 tonnes of iron ore. How's that for a strong statement!




**Want to Stay Warm in the Winter & Cool in the Summer?**





Producing new products from recycled plastic reduces pollution and uses 1/3 less energy than if products are made from virgin materials. Water bottles (PET Plastic) is recycled into polar fleece jackets and scarves. And that is not all! Other products include fiberfill for jackets and blankets, rope, carpet, car bumpers, brush bristles, sign posts, and new bottles. Recycled HDPE plastic can be made into pipe, flower pots, plastic lumber, and of course blue boxes!

**Music from a Can? That Sounds Tinny to Me!**

Aluminum cans can be recycled and made into CDs and DVDs. Recycling aluminum cans not only saves energy, but also raw materials. It takes an approximately 7 tonnes of raw material to produce 1 tonne of aluminum. Next time you drink a can of pop while enjoying the rhythm of the city, think about all the energy & raw materials you'll save by recycling the can when you're finished.

# Frequently Asked Questions

## 1. Why does recycling cost money?

Recyclables must be collected, processed, and shipped to companies that can use them as raw materials to produce new products. Each step of the process has an associated cost. Revenues for recycled materials fluctuate like the price of any other raw material, and as such do not always cover processing costs. Landfilling and resource recovery also have associated costs, which are often higher than the cost to recycle. These other methods of managing our waste do not provide any of the environmental benefits that recycling provides. When we make new products from recycled material, we save energy, prevent pollution, reduce air emissions, save natural resources, and reduce the emissions of greenhouse gases that contribute to climate change.

## 2. Why aren't all plastics stamped with the Mobius Loop symbol recyclable?



The plastic container code identifies the seven thermoplastic resins by a number and an abbreviation (#1-7; PET, HDPE, LDPE, PP, etc.). The code does not denote recyclability; it merely identifies each resin by its chemical composition. The plastic industry designed the code, hoping that all plastics would ultimately be recycled.

Resin Code							
<b>Acronym</b>	PET	HDPE	PVC	LDPE	PP	PS	Other
<b>Full Name</b>	Polyethylene Terephthalate	High-density Polyethylene	Polyvinyl Chloride	Low-density Polyethylene	Polypropylene	Polystyrene	Unspecified Plastics (acrylic, polycarbonate, nylon, and combinations of multiple plastics)
<b>Example</b>	Water Bottle	Jugs & Buckets	Blister Packaging	Clear Plastic Film/Wrap	Yogurt Containers	Styrofoam	Water Cooler Jugs

## 3. Why do different cities/office buildings collect different items in their recycling programs?

The recycling program in place depends mainly on the hauler that services the property, as well as the commitment level of the property. At CF Market Mall, we have addressed all major waste streams and selected a waste hauler who can make that process easy and convenient for you.

Our recyclables are sent to a material recovery facility (MRF) or processing center. There, the materials are sorted into different categories via manual and mechanical sorting. At the MRF, like-materials are grouped together in large quantities and sold to businesses that can transform them into new products.

## 4. What is a diversion rate?

The diversion rate is calculated by dividing the amount of waste that is diverted away from landfill by the total amount of waste produced (including the amount sent to landfill).

**Capture rate** measures the effectiveness of the waste and recycling program as well as the engagement in the program as it shows the percentage of recyclable materials given the acceptance criteria applicable at the site that are recycled.



COACH

# Security & Life Safety

CF Polo Park

## SECURITY CONTROL CENTRE (AVAILABLE 24/7): 204-784-2515

Daryl Ford, Security & Life Services Manager:	204-784-2525
Security Dispatch Centre:	204-784-2533
Administration Office:	204-784-2500
Winnipeg Police Services Non-Emergency Line:	204-986-6222
Emergency Measures Organization:	204-945-4772
Poison Control:	855-776-4766
City of Winnipeg Services:	311

## GENERAL SECURITY POLICIES

### Employee Access

We allow 60 minutes after the Centre closes for tenant employees to complete their closing duties. Employees who need additional time in the store after hours (ie for a staff meeting or inventory) are required to complete an Access Permit. Access Permit forms are available from the Security & Life Safety Office, Guest Services, or the Administration Office.

If tenant employees are required to access the Centre before 9:00 am Monday to Saturday (or before 10:00 am on Sunday) they will need to enter through the Security After-Hours Entrance, which is located on the west side of the Centre, parallel to St. James Street between Scotiabank and Urban Planet. All employees using this entrance must sign in at the Security Control Centre.

### Sales Events

After-hours sales events are approved on a case-by-case basis by Centre Management. Please supply details to the Administration Office well in advance of the event date as there is paperwork that will need to be completed. Please request more information from the Administration Office.

Stores may be required to pay for additional security, depending on the size and nature of the event, or outside the Centre operating hours. The name of the security company must be provided to the Security & Life Safety Manager a minimum of twenty-four (24) hours prior to the event or admittance may be denied.

### Use of Outside Security Agencies

Some Tenants may choose to employ Loss Prevention or uniformed security officers. As part of our policies, we request that any security personnel being used remain within the store premises while in uniform.

Armed security officers engaged in deposit pickups are requested to complete their business in a timely fashion and not take breaks or loiter in Centre common areas.

### **Found Property**

Any found items should be turned into Guest Services without delay. Most visitors will contact Guest Services to report missing items.

### **Contractor Access**

Any contractors requiring access to the building electrical / telephone rooms, roof areas, or access to the Centre after hours must first visit the Security Control Centre to sign in and out. Approval of work must be obtained prior to work commencement by Centre Management so that the approval can be properly reviewed. Security & Life Safety Officers will deny access to any contractors without Administration or Maintenance approval.

### **Tenant Safety Inspections**

AS part of our corporate and insurance requirements, we are to inspect each Tenant space every six (6) months (every three (3) months for Food Court Tenants and other food use spaces). This is to identify any hazardous or unsafe conditions that could impact the Centre if not corrected. The general scope of the audit will be conditions related to fire code, WCB requirements, and material storage.

The inspections will be completed by Security & Life Safety Officers and a form will be used to record each inspection, a copy of which will be left at the store. A follow-up will be scheduled if there are any issues that need to be addressed. All Tenants must be fire and life safety code compliant.

### **Safety Regulations**

We expect all Tenants and any contractors you engage to follow safe work procedures to meet Workplace Health & Safety regulations. Unsafe work practices can lead to serious accidents, exposing visitors and Tenants to injury, as well as affect the reputation of CF Polo Park and our Tenants.

An excellent resource is Safe Work Manitoba, and we recommend that all Tenants review these guides on their website:

- Health & Safety for Retail
- Small Business - Preventing Violence, Robbery, and Theft
- Health & Safety for New Retail Workers

The Security & Life Safety Manager has copies of the above documents that can be made available upon request.

## SECURITY SERVICES

The overall objective of our Security & Life Safety Department is to provide a safe, comfortable environment for all Centre employees and visitors. Your feedback and input is critical to ensuring this is accomplished.

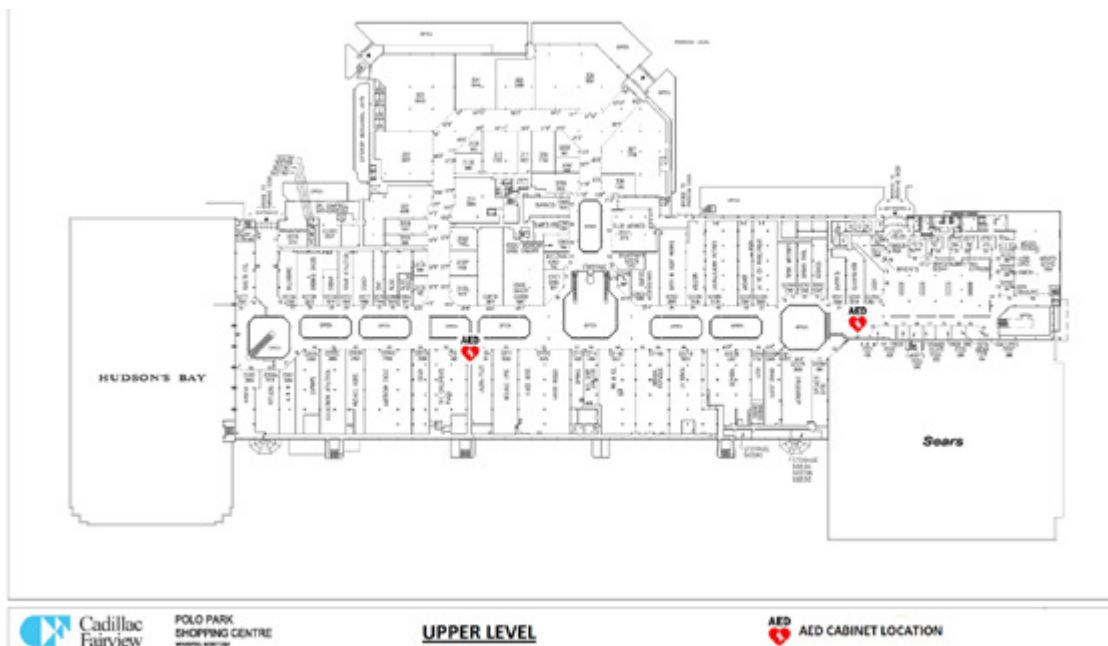
Security & Life Safety Officers are on duty 24/7. Officers patrol interior common areas, as well as exterior areas of the Centre, respond to accidents and emergencies, assist visitors and Tenants, and enforce Centre regulations. The team also conducts regular parking lot patrols using uniformed, highly visible vehicles.

### Safe Walk

Security & Life Safety Officers are available to assist visitors and Tenants to vehicles and on property transit stops. However, they are not permitted to leave the Centre property. To schedule a Safe Walk, please call them with fifteen (15) minutes or more notice.

### First Aid

All Security & Life Safety Officers are trained in Level 2 First Aid, CPR, and AED (Automatic External Defibrillators). They are available to assist with any first aid or medical emergencies. Stores with their own first aid personnel are reminded to please notify our Security Control Centre if they have called 911 as our team can assist with meeting emergency services and escorting them to your store.



## **Mobile Patrols**

High visibility security vehicles equipped with special lighting are used to conduct parking lot patrols. The vehicles have emergency response equipment such as fire extinguishers, first aid kits, and traffic management equipment. Mobile parking lot patrols are conducted at various times throughout the day, including after hours.

## **Criminal Act Response**

Our Security & Life Safety Officers are restricted from making arrests on behalf of Tenants for incidents of shoplifting, fraud, or other criminal acts. However, they can be called to assist with peacekeeping in the event store personnel are detaining or arresting an individual. The presence of our Officers can help de-escalate a situation until police can be summoned to the area. We recommend that Tenants consult with their individual corporate policies regarding making arrests.

## **Suspicious Activity Response**

Security & Life Safety Officers are available to respond to stores for any type of suspicious activity. Officers are also available to assist with a walkthrough of your store or stand by to ensure employees are safe and comfortable.

## **Camera Monitoring**

Surveillance cameras are placed throughout the interior and exterior common areas of the Centre. A Security Control Centre is in place for Officers to complete video patrols of key common areas, 24 hours a day, seven days a week. When calling Security about suspicious or criminal activity, please do your best to have an easily identifiable description and direction of travel prepared so dispatch operators can locate the suspect.

Following a serious incident, Security & Life Safety Officers will review footage for evidence. Please note that due to privacy regulations and evidence handling procedures, our Officers can only provide copies of footage directly to the police. Cadillac Fairview has a comprehensive privacy policy regarding cameras; please contact Daryl Ford, Security & Life Safety Manager, at 204-784-2525 for more information.

## **VISITOR INTERACTIONS**

In a retail environment, you will sometimes have to deal with difficult or irate visitors. They may become aggressive, leaving you feeling threatened or vulnerable. Under the Petty Trespass Act, you can simply ask a difficult visitor to leave the premises. If the visitor refuses, call Security & Life Safety at 204-784-2515 and tell them you have a hostile customer who refuses to leave. NOTE: do not ask someone to leave if you feel that might make them more aggressive.

Try to diffuse the situation by:

- Asking questions to help understand what the visitor's concerns are
- Encourage the visitor to speak with the Manager or someone else who has the authority to make decisions or changes, if you are not in a position to do so
- Focus on being respectful and courteous. Try to remain calm, and try to calm the visitor
- Avoid focusing on who is right or wrong. Focus instead on determining what will satisfy the visitor
- Ignore any insults; bring the discussion back to the real issue
- Listen carefully, and try to put yourself in the visitor's shoes
- If the visitor is disruptive and noisy, and it's safe to do so, move to a quieter location
- If you cannot calm the visitor, ask for help

### **Abusive Visitors**

Abusive conduct does not necessarily include physical violence, but physical violence often starts with abusive conduct, including demeaning, degrading, intimidating, offensive, or otherwise abusive expressions, unwanted sexual attention, bullying, or stalking. **No form of abuse is acceptable**

If you are faced with abusive conduct:

- Tell the visitor to stop. Do this right away before the unwanted behaviour becomes a pattern
- Tell the visitor why their behaviour is unacceptable. If the visitor persists, ask them to leave
- Report the incident to your employer or the person who would typically address this type of complaint
- If you believe you are being stalked or followed, call the police
- If the threat or abuse is from someone directly connected to your personal life, call the police, especially if the situation is escalating
- Call Security & Life Safety to make them aware of the situation. Security escorts and alternative parking arrangements are available

### **Suspicious Persons**

Sometimes when somebody is in your store, it doesn't feel right. You may notice something odd about a person's appearance, body language, or mannerisms which may make you feel concerned.

When a suspicious person is in the store, assess the situation carefully following these guidelines:

- Listen to your instincts. Remember that your safety is more important than the goods in the store
- Contact Security & Life Safety at 204-784-2515 or your own security / loss prevention personnel. Describe the situation, the suspicious person, and how long they have been in the store
- If someone has been in the store a long time and they seem to be looking for something, ask loudly whether they need help. Stay at least an arm's length away from the person
- Consider whether you need to move to the store's secure location, where you can safely monitor the store

## VIOLENCE & LOSS PREVENTION

The following are recommended guidelines for Tenants to follow. They are based on SafeWork Manitoba guidelines. Your store / company may have similar written procedures and those would take precedence over these general guidelines.

### **Shoplifting (Theft)**

It is easier, and safer, to prevent shoplifting than it is to deal with a shoplifter. Watch out for people who:

- Seem nervous or avoid eye contact
- Wander around the store without buying anything
- Leave the store and come back soon after
- Stay in a part of the store where it is difficult to see them
- Keep looking around or are watching you
- Enter the store with bags from a store that is not located within the Centre

To discourage potential shoplifters:

- Greet and acknowledge anyone who enters your store
- Be friendly and polite to all visitors, and ask whether they need assistance
- Make friendly eye contact with the visitor
- Keep the store clean and orderly
- Know where shoplifting is most likely to occur
- Make your store a less desirable target

If you suspect someone is shoplifting:

- Play it safe, and don't be a hero
- Do not chase the suspect, as this can quickly lead to violence
- Don't accuse the person of stealing
- Don't try to physically stop the suspect
- Don't lock the door to keep the suspect from leaving
- Stay at least an arm's length away from the suspect
- Give the suspect a chance to pay for the item or put it back. Be sure to know what was taken, and where the suspect hid it, then politely ask "are you ready to pay" or "would you like a bag for [the item]"?
- If you feel frightened or uneasy, do not continue to confront the suspect. Get help when it is safe to do so; alert your supervisor or any other employees who can help you
- If you sense a threat of violence, or if highly valuable items are being stolen, call Security & Life Safety at 204-784-2515. Officers will attend to ensure the safety of all persons while your staff member affects the arrest. **Reminder that Security & Life Safety officers are stricted from making arrest on behalf of tenants in incidents of shoplifting**

After the shoplifter has left:

- Inform your supervisor or employer. Record the date and time of the incident, and write down as much information about the person as possible, including the direction of departure, height / weight, hair style / colour, skin colour, notable features such as scars or tattoos, clothing (especially footwear), and mannerisms
- Notify Security & Life Safety and request that an Officer attend your store to take a report. Be sure to inform them that the theft is no longer in progress

## **Robbery**

The difference between theft and robbery: theft refers to someone stealing something in secret. Robbery refers to someone stealing something using force or threat of violence. Robberies typically present the greatest risk of violence to retail workers and visitors. Making your store a more difficult target will help protect you and your co-workers, and will provide a safer environment for visitors.

To prevent robberies:

- Dress neatly, and keep your store organized and clean. A tidy, orderly store is inviting to visitors, but not to robbers
- Keep the store well-lit. Report any burned out bulbs to your manager or employer
- Make eye contact and offer customers a friendly greeting as they enter the store
- Stay alert; watch for people showing the same behaviors as potential shoplifters

- If you see something suspicious, call Security & Life Safety at 204-784-2515
- Handle cash carefully and keep the amount in the registers to a minimum

If someone tried to rob your store:

- Cooperate, give the money, and don't resist
- Assume there is a weapon, even if you can't see one
- Stay calm and cautiously observe as much as you can about the robber. Don't stare, as this might aggravate the robber
- Don't lock the door to keep the robber from leaving
- If you don't understand what the robber is telling you to do, ask for clarification
- Keep your hands in sight of the robber, and don't make sudden movements
- Tell the robber if you have to reach for something, if there is another employee in the store, or if something will make an unexpected noise
- Keep it brief; the longer a robbery takes place, the more nervous the robber becomes
- Be as calm as possible; handle the situation as if it were a normal transaction
- Activate the alarm only **after** the robber has left

After the robber has left:

- Don't chase or follow them
- Lock the store
- Call the police and follow their instructions, then call your supervisor to report the robbery. Call Security & Life Safety as well
- Ask any witnesses to stay until the police arrive. Try to make them as comfortable as possible
- Preserve the crime scene. Don't allow anyone to touch anything that might be considered evidence, and don't resume business until after the police have taken statements from everyone
- Don't discuss the robbery with anyone until after the police have taken statements from everyone

Record the time and date of the incident, and write down as much information about the robber as possible. Share it with the police, Security & Life Safety, and your supervisor / employer

## EMERGENCY PROCEDURES

CF Polo Park has a comprehensive Emergency Plan and personnel trained to respond to a variety of incidents. However, during a major incident, resources can be strained and we recommend all Tenants set up their own Emergency Preparedness Plan for their store, and be prepared to be self-sufficient for 72 hours. Personal safety kits are ideal in the event that tenants are required to evacuate but are unable to go home due to infrastructure being shut down.

The Centre can be evacuated for a variety of reasons, including fire, hazardous materials spills, bomb threats, power failures, or other life threatening emergencies.

If an evacuation is required, announcements will be made over the Public Address system. Tenants should direct visitors to the nearest entrance and close their stores. Building personnel will be located by each public entrance to direct Tenants and visitors to move as far away from the building as possible.

Store Managers should ensure they have Business Disruption Plans in place, and be prepared for several or more hours of disruption in the event of a Centrewide emergency. For assistance in locating resources to prepare plans, please contact Daryl Ford, Security & Life Safety Manager, at 204-784-2525.

### **Civil Disturbance**

A person or group of persons may disrupt store operations or threaten the safety of individuals. If aggressors enter your store, remain calm and do not provoke any individual. If it is safe to do so, call Security & Life Safety at 204-784-2515. If possible, instruct visitors and employees to leave the immediate area of disturbance. You can also lock down your store and secure shelter if needed (see STORE EVACUATION).

### **Code Pink (Missing Child)**

If a visitor tells you their child is missing, get as detailed of a description as you can, including the child's name, age, hair colour, eye colour, approximate weight and height, and the clothing they are wearing (especially their shoes). Immediately inform Security & Life Safety by calling 204-784-2515 so assistance can be provided. Notify all store employees so they can check the store and watch all exits.

If the child is located and appears to be unharmed, call back to Security & Life Safety if they have yet to arrive. If the child is found accompanied by someone other than the parent or guardian, try to delay their departure. Explain to the person that a child has been reported missing and give a detailed description of the child. Inform Security & Life Safety so they can intercept the person before they leave the Centre. Also, call 911 and provide them with a detailed description of the person who was accompanying the child.

**If a lost child approaches a store employee**, make the child feel comfortable and let them know you will help them find their parent or guardian. Attempt to get the child's name, the name of their parent or guardian, and approximate location of where the child became separated from their parent or guardian. Immediately inform Security & Life Safety by calling 204-784-2515 so assistance can be provided.

Have a store employee stay with the child until the parent or guardian is located, or until a Security & Life Safety Officer has arrived. Do not allow the child to wander through the store or leave the store unattended. If the parent or guardian has been located and has been reunited with their child, call Security & Life Safety if they have not yet arrived.

## **Store Evacuation**

In the event of an evacuation order, your store will generally be required to:

- Cease store operations and direct all visitors to exit the Centre. Please give special consideration to those who may require additional assistance while evacuating
- Check the store to ensure no visitors remain, including in washrooms and change rooms
- If it is safe and there is sufficient time to do so, lock up your store
- Take emergency supplies (if any) and proceed with your employees outside, as far from the building as possible
- Perform a roll call of all employees and be prepared to update Management and local authorities as necessary if anyone is missing. Ensure that at least one keyholder remains in the area in the event that emergency responders need to access your store as part of their response
- Await a formal announcement from Security & Life Safety Officers and local authorities as to when it is safe to reenter the Centre. Officers will designate entry points. The public will be allowed to enter the building when it is deemed to be safe

**During a significant incident**, it may be difficult for Centre Management to answer direct inquiries. It is important that your store emergency contact lists are updated so that information can be relayed to you and your team.

**During an extended evacuation** Tenants are to use the Security & Life Safety phone number 204-784-2515 for any inquiries (pre-recorded messages may be set up to supply information). The Administration Office phone number will be used for visitor inquiries.

## **Power Outages**

In the event of a power outage:

- Have all visitors stay in place until Store Management has been able to assess the situation and determine if it is safe to leave
- Should no injuries be involved, direct all visitors and employees to the front of the store
- If it is safe to do so, proceed with individual store closure procedures as part of your corporate policies
- If it's only your store that is affected, contact Security & Life Safety 204-784-2515 for more information on the outage
- If multiple units are affected, wait for an announcement from Security & Life Safety as to the sta-

tus of the outage. It will normally take up to 30 minutes for Security to receive an update from Manitoba Hydro

- Should the outage be expected to last longer than four (4) hours, an evacuation order may be given

## **Discovery of Fire**

Upon the discovery of a fire, please remain calm and do the following:

- Pull the nearest manual fire alarm pull station to activate the fire alarm system. Refer to the Evacuation Map for locations
- Call the Security Control Centre 204-784-2515 and provide the location of the fire
- Remove visitors and staff from the immediate area of the fire
- If possible, close doors to help contain the fire and then leave the area
- Prevent anyone from entering the area until Security & Life Safety Officers arrive

Here is an easy acronym to follow - **RACE**:

**Remove** - help remove any persons from the immediate area, only if safe to do so

**Alert** - pull the fire alarm at the nearest pull station and call the Security Control Centre from a safe location

**Confine** - close all doors to the hazard or fire area as you leave

**Extinguish / Evacuate** - use a fire extinguisher if you feel confident doing so; otherwise evacuate

## **Fire Extinguishers**

There are fire extinguishers located throughout the Centre. Please familiarize yourself with your store's immediate location and the extinguishers nearby. All accessible extinguishers are the ABC type and can be used on any type of fire.

As per the Fire Code, it is each Tenant's responsibility to have and maintain their fire extinguishers within their space to code.

## **Active Shooter**

An Active Shooter is an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area. In most cases active shooters use firearms, however, knives and other weaponry, including vehicles, can be used. This could occur during a robbery, gang violence incidents, or instances involving mental health issues, among others.

Quickly determine the most reasonable way to protect your own life, those of your co-workers,

and visitors to the Centre. Visitors are likely to follow the lead of Centre employees and managers during an active incident.

As events are unpredictable and evolve quickly, you must be prepared to deal with the situation at all times. Listen for announcements over the PA System for further instructions. **Please note: the first responders on the scene will not stop to help any injured individuals. Rescue teams will enter to treat and remove injured individuals when it is safe to do so.**

If an active shooter is inside the Centre, you have three options:

### **1. Get out**

- Pre-plan escape routes with your staff. Primary and secondary evacuation routes are a good place to start
- Leave all of your belongings behind if they are not easily accessible
- Do not pull the fire alarm
- Evacuate regardless of whether others choose to follow
- If possible, help others evacuate. Do not attempt to move any injured individuals
- Do not gather in groups in areas such as parking lots or muster points
- Advise others not to enter the area as you are exiting
- Keep your hands visible at all times

### **2. Hide (if you cannot safely evacuate)**

Hide in an area not visible to any shooters

If possible, turn off the lights, lock the doors, and block entry to your store or hiding place

Mute your cell phone and turn down the light displays as much as possible

If it is safe to do so, call 911

### **3. Fight (Only if your life is in danger)**

- **This is a last resort and should only be considered if your life is in imminent danger**
- Act with as much physical aggression as possible
- Work with others if possible
- Attempt to incapacitate the shooter
- Improvise weapons or throw items at the shooter
- Commit to your actions...your life depends on it

### **When police arrive:**

- Remain calm and do as instructed
- Do not have anything in your hands and ensure they are visible to officers at all times
- Avoid quick movements, yelling, screaming, or pointing
- Do not ask any questions while evacuating

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave the area until authorities have instructed you to do so.

### **Shelter in Place**

This could be given in the event of a significant incident on the exterior of the property that could pose immediate danger to visitors and employees. This could include a hazardous material spill, airplane crash, tornado, or riot.

The Shelter In Place order may be delivered through the fire alarm PA system, or a Security & Life Safety Officer / first responder visiting your store. Gather customers and let them know that it is unsafe to leave the Centre. If the danger includes airborne elements such as smoke or hazardous cloud, instructions may be given to seal doors and air ducts with plastic bags or duct tape. Security & Life Safety Officers may move you to a safer area.

Store employees and visitors should stay away from all entrances and windows to the exterior and remain in place for updates from Security & Life Safety Officers.

### **Evacuation Drill (last held October 2021)**

An annual evacuation drill is coordinated by the Security & Life Services Manager, and Tenants are given several week's notice. We encourage all of our Tenants to take part to learn their evacuation routes and assembly areas; under WorkSafe Manitoba regulations, all employers are required to exercise their evacuation plan. The annual drill is an excellent opportunity to comply with this regulation. Training sessions will be offered in advance of the drill.







# Marketing & Guest Services

 Polo Park

## MARKETING

**Marketing Coordinator**      holly.thorne@cadillacfairview.com  
Holly Thorne                      204-784-2506

**Office Hours:**                      Tuesday, Wednesday, Thursday, 9:00 am to 5:00 pm

## MARKETING OPPORTUNITIES

### Store Promotions

All Tenants are encouraged to post store promotions on the CF Polo Park property website using the CF Retail Portal. You can create your account online at [cfretailportal.com](http://cfretailportal.com)

### Job Postings

Job postings can be added to the CF Polo Park website using a third-party service called Wirkn. If you need access, please email [support@wirkn.com](mailto:support@wirkn.com)

### Social Media

CF Polo Park's social media channels, Facebook and Instagram, are a great way to share information and details about product and service offerings, as well as upcoming events. We invite you to share any insider tips, upcoming events, or new collections with us. For more information, please contact Holly.

### Digital Directories

CF Polo Park has interactive digital directory boards throughout the Centre. The store will be uploaded to the directory and assigned to the category as indicated on the lease (one category per store).

There is an opportunity to have a static image on rotation under the map on the digital directory. For more information on this opportunity, please contact Holly.

Tenants can also utilize the digital directories to communicate with visitors in the Centre and drive traffic to the store. THIS IS A PAID OPPORTUNITY. To book, or to receive more information, please contact Bill McDonald, Branded Cities, at [bmcdonald@brandedcities.com](mailto:bmcdonald@brandedcities.com)

## GUEST SERVICES

### **Guest Services Supervisor**

Christina Baerr

christina.baerr@cadillacfairview.com

204-784-2528

Our guest Services Centre is located on the main level, east of Centre Court. Guest Services is attended by Guest Service Representatives during Centre hours. Visitors can connect with Guest Services for:

- Centre hours
- Directions to the Centre
- A listing of Centre events
- Contacts at the Administration Office
- Store telephone numbers

### **Wheelchairs, Walkers and Scooters**

We offer the use of wheelchairs, walkers, and scooters to our visitors. Identification and a security deposit are required.

### **Paging Service**

Guest Services will perform a paging service for our Tenants when they require visitors to return to the store (ie, forgotten credit card). First and last names are required.

### **CF SHOP! Card Program**

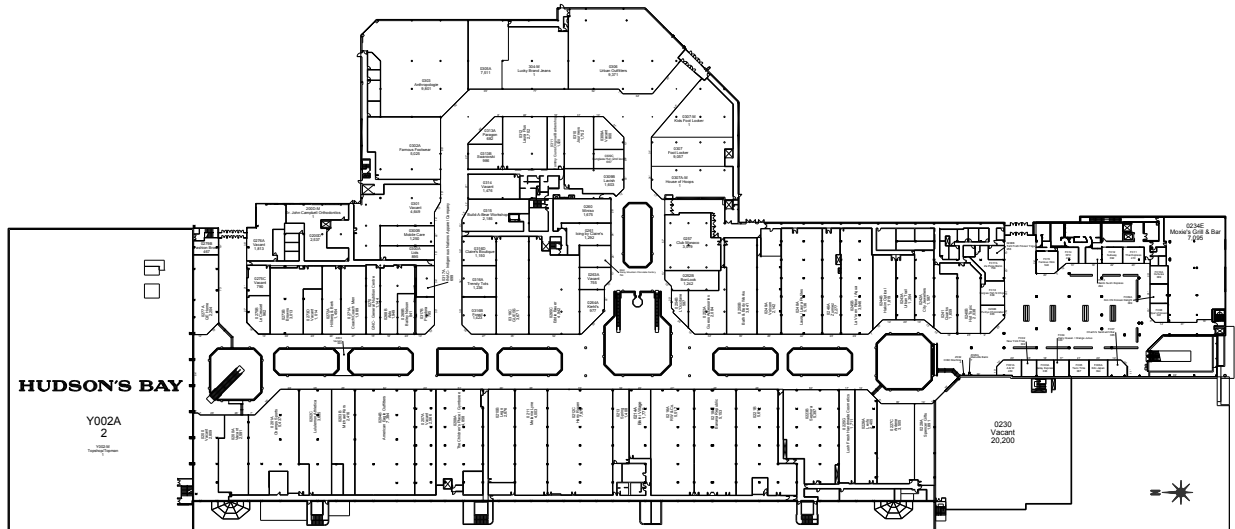
The CF SHOP! Card can be purchased from our Guest Services Centre during Centre hours. The CF SHOP! Card is available in denominations from \$5 to \$500. The card is redeemable at thousands of shopping, dining, and entertainment destinations at premiere Cadillac Fairview Centres across Canada. CF Polo Park has partnered with EML Payments, solutions in gift cards, to help administer this program at our Centre.

The CF SHOP! Card runs on a VISA-based platform on an existing retailer POS system; no additional equipment is required by the Tenant. There are no activation fees, maintenance fees, or expiry dates.

To be able to process the CF SHOP! Card as a method of payment at your store, Tenants must be able to accept VISA and Mastercard on existing POS terminals. Tenants will be required to sign the Merchant Agreement and Information Acknowledgement form.

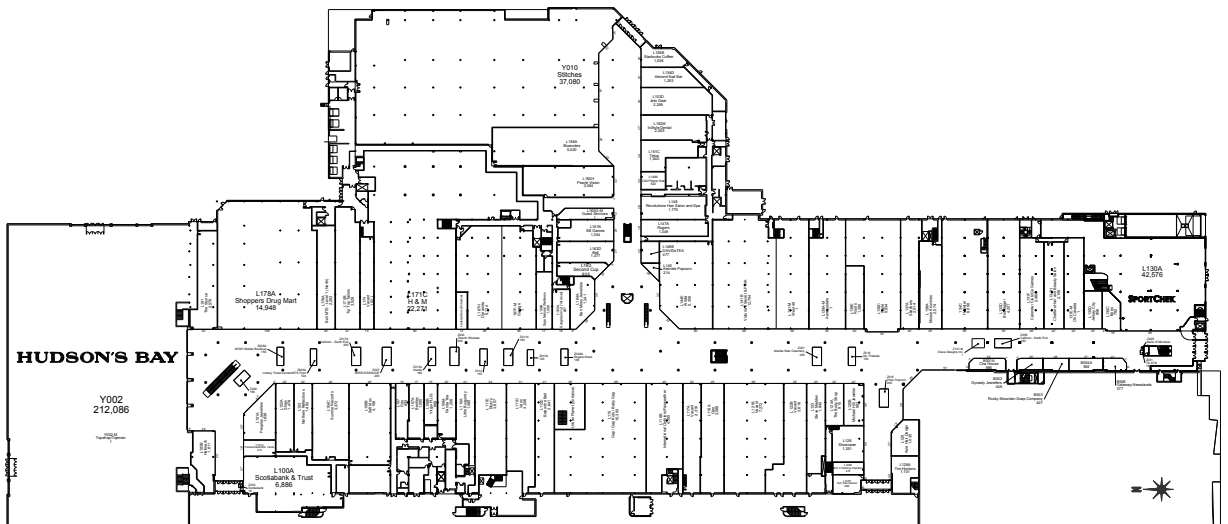
If you are not already participating in the CF SHOP! Card program but would like to, please contact Christina Baerr, Guest Services Supervisor 204-784-2528 or email [christina.baerr@cadillacfairview.com](mailto:christina.baerr@cadillacfairview.com)

CF POLO PARK  
UPPER LEVEL / NIVEAU SUPÉRIEUR

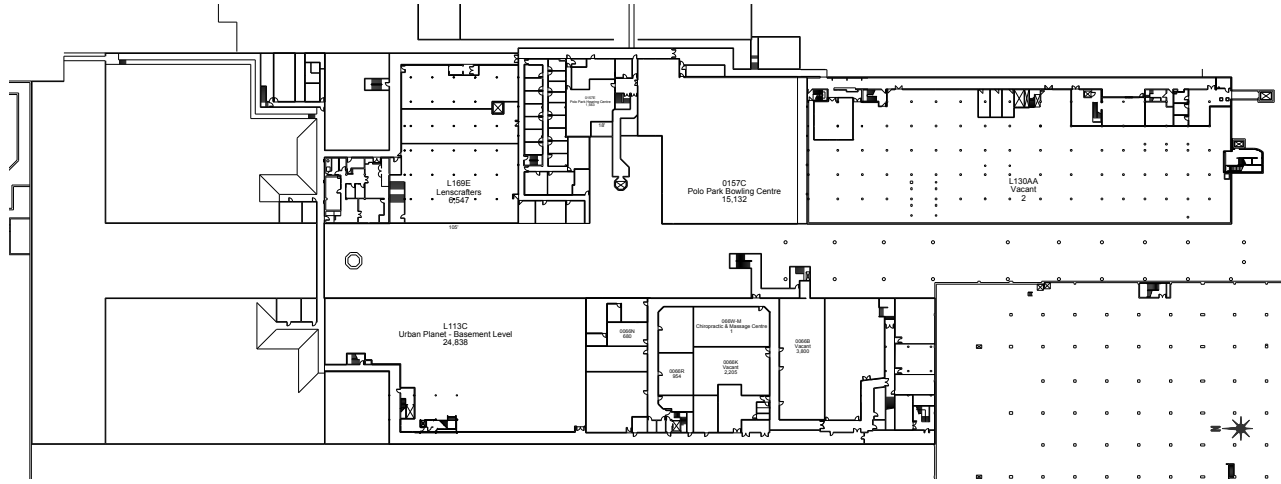


All areas and dimensions are approximate. For discussion purposes only.

CF POLO PARK  
LOWER LEVEL / NIVEAU INFÉRIEUR



All areas and dimensions are approximate. For discussion purposes only.



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**CF**