



TENANT MANUAL

Calgary City Centre
Property Information Guide
January 2023



CONTENTS

INTRODUCTION	i
Welcome to Calgary City Centre	
Getting to Calgary City Centre	
CONTENTS	ii-iii
MANAGEMENT TEAM	1
Management Office	
Contact Numbers and Information	
Security Control Centre/Access Control Centre	
Service Centre	
GENERAL INFORMATION	2-5
Communications	
E-Bulletins	
Website	
Digital Elevator Screens	
Office Hours	
Statutory Holidays	
Service Centre	
Hours	
What Is a Service Request?	
Tenant Representatives	
Primary and Secondary Contact	
Security and Life Safety Contact	
Accounting Contact	
FINANCIAL REQUIREMENTS	5
Rent Payments	
Building Services Payments	
Parking Invoices	
Other Invoices	
INSURANCE REQUIREMENTS	6
Contractors' Insurance Requirements	
BUILDING FEATURES AND FACILITIES	7-9
Parking	
Location	
Hours of Operation and Access	
Parking Contacts	
Barrier Free Access	
Loading Dock Facilities	
Location	
Outgoing Packages/Incoming Packages	
Postal Facilities	
Mailbox	
Freight Elevators and Deliveries	
Freight Elevator Specifications	
Freight Elevator Availability – For Reservations	

CONTENTS

AMENITIES10-11

- Meeting Room
- Storage Rooms
- Fitness Facility
 - Membership
- Equipment and Amenities
- Hours of Operation
- Bicycle Cages/Rooms
- Change Rooms and Shower Facilities
- E-Bikes and Scooters

OPERATIONS12-14

- Heating, Ventilation, and Air Conditioning (HVAC)
- Tenant Air Conditioning Units
- Lighting
 - Control
 - Light Replacement
 - Removing Lights
- Plumbing
- Electrical
- Telecommunications
- Tenant Construction and Improvement Projects

HOUSEKEEPING15

- Contractor Housekeeping
- Additional Janitorial Services
- Perimeter Window Cleaning

WASTE MANAGEMENT16-18

- Waste Program

SECURITY AND LIFE SAFETY19-22

- Security and Life Safety Department
- Access Cards and Keys
 - Obtaining Access Cards and Keys
 - Amending Access Cards
 - After-hours Access Requests
- Tenant Locks and Alarms
 - Locks and Keys
 - Alarms
- Security and Life Safety Audits, Seminars, and Drills
- First Aid
- Theft
- Solicitation/Suspicious Persons
- Safe Walk Program
- Additional Security
- Emergency Procedures and Training
- Lost and Found/Other Security Inquires
- Animals and Birds

MANAGEMENT TEAM

As a management team, it's our job to make sure that everything works. If you do notice that something isn't up to our usual standards or if you have a question, please do not hesitate to contact one of us.

Management Office

The Cadillac Fairview Management Office is located at:

300, 645-7th Avenue SW
Calgary, Alberta T2P 4G8

T: 403.571.2525

W: cfoffice.ca

Contact Numbers and Information

Security Operations Centre

(24 Hours/7 Days a week)

E: cccsecurity@cadillacfairview.com

Non-Emergency line: 587.475.9834

Emergency line: 587.956.0006

Security Pass Card Office

(access cards and mobile access - CF Concierge - Mobile Key Access)

E: ccccardrequests@cadillacfairview.com

All contractor access is via Loading Dock

24/7 CF CONNECT Service Centre

Online: cfconnect.cadillacfairview.com

Email: cfconnect@cadillacfairview.com

Call: 1.800.665.1000

GENERAL INFORMATION

Communications

Cadillac Fairview has a comprehensive communications program for its tenants. Tenant communication pieces include e-bulletins as well as newsletters, guides, website, signage, digital elevator screen bulletins, etc. that provide you with pertinent information regarding the building and its operation.

E-Bulletins

Cadillac Fairview sends tenant bulletins via e-mail to each office's tenant representative(s). E- bulletins provide information on activities within and around the building that may impact the tenant. Tenant representatives are responsible to ensure that Cadillac Fairview e-bulletins are distributed to the appropriate person(s) in each office. It is expected that tenant representatives make arrangements to forward e-bulletins to a colleague who can cover for the tenant representative while he/she is on vacation. Similar arrangements are also to be made for times that the tenant representative is away from the office due to sickness.

Website

A list of information on leasing, property operations, buildings' history, tenant directory, amenities, accessibility, and services can be found on the property website: cfoffice.ca.

Digital Elevator Screens

Digital elevator screens are located in the Calgary City Centre elevator cabs and communicate interesting and valuable content from the outside world throughout the day, while at the same time providing building management with the ability to focus messages specifically on property related issues.

Office Hours

The office tower lobby doors are open Monday through Friday from 6am-6pm.

Statutory Holidays

The following statutory holidays are observed throughout the calendar year at Calgary City Centre. All systems including lighting, HVAC, security, and elevators will operate on an after- hours schedule. Some building departments will be closed on statutory holidays.

- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- New Year's Day

CF CONNECT Service Centre

Our 24/7 CF CONNECT Service Centre is an important part of our comprehensive tenant service package and a valuable connection with our tenants. CF CONNECT is an immediate, personal link and connection to a representative trained to answer your questions and/or steer you in the right direction.

To reach one of our CF CONNECT Representatives, you can call 1.800.665.1000, email cfconnect@cadillacfairview.com or login online at cfconnect.cadillacfairview.com.

However, should you have an emergency and require immediate assistance from the security team, please contact 587.956.0006

What Is a Service Request?

Any maintenance-related items, such as:

- Lights burnt out
- Office temperature too hot/too cold
- Special request cleaning (additional emptying of garbage or recycling bins)
- Washroom supply replenishment
- Water leaks

Most service requests are included as part of normal rent, but some requests may be billable, such as special cleaning requests/additional HVAC. In these cases, tenant authorization is required in advance of the work being completed.

We aim to complete all service requests in a timely manner. If we are not able to complete your service request on the same day that we receive it, we will provide you with an estimated date of completion within one business day. You will receive an email confirmation acknowledging that the Service Centre has received your Service Request.

Tenant Representatives

Tenants are requested to designate at least two employee(s) (a primary and secondary) to liaise with Calgary City Centre Building management staff on specific areas of building operations. These tenant contacts are a link between the tenant and building management. Depending on the number of tenant contacts the tenant has, each person can be accountable for one or all of the different types of contact. The different areas of contact responsibility are as follows:

Primary and Secondary Contact

Day to-day operations including:

- Coordinating tenant service requests
- Coordinating special services and requests
- Communicating e-bulletin information to company staff and management on a daily basis
- Other general administrative items related to occupancy in Calgary City Centre Building

Security and Life Safety Contact

Primary responsibility for security and life safety including:

- Providing a prioritized list of 4 to 6 telephone numbers for daytime and after-hours emergencies
- Coordinating security related operations
- Emergency Warden program

- Coordinating life safety operations, including fire drills and emergency procedures
- Obtaining security access cards or mobile credentials
- Cadillac Fairview Emergency Notification System (CFENS) recipient

Accounting Contact

- Financial information, including rent letters and invoices, will be sent to the accounting contact

FINANCIAL REQUIREMENTS

Rent Payments

For all fixed charges including rent, operating costs, property taxes, you will receive a Rental Notification letter at the beginning of your lease year. This is the amount that you must pay monthly. You will not receive a monthly invoice. Should your rental charges change during the year, you will receive a revised Rental Notification Letter indicating the changes and your new monthly rental charges.

Rental payments are due on or before the first day of each month, as per the lease agreement. We strongly recommend that all tenants provide post-dated cheques, or more conveniently, utilize electronic transfer of funds. For Calgary City Centre, all payments should be made payable to: “**Ontrea Inc.**”. For further information on rental payment, please call the Property Manager at 403.571.2525.

All annual adjustments to operating costs and realty tax pre-payments are implemented on November 1st of each year. You will be notified by mail well in advance of these adjustments, so you may process your monthly rental payment correctly.

Subsequent to our October 31st year end, a final reconciliation is prepared for both operating costs and realty taxes, which is distributed to tenants.

Building Services Payments

You will receive a separate invoice for additional tenant maintenance requests on a monthly basis. Please ensure that a remittance copy is sent with your payment.

Parking Invoices

Monthly parking charge invoices will be sent by Impark as applicable and are payable to the respective company.

Other Invoices

A separate invoice will be issued for miscellaneous services provided by outside suppliers (i.e. door and lock repair, plumbing, or electrical work) if coordinated through the Cadillac Fairview Management Office. Again, please ensure that the remittance copy is included with your payment.

INSURANCE REQUIREMENTS

At the commencement of your lease and at the beginning of each new insurance period, we require written confirmation that insurance coverage is in place according to your lease agreement. Please have your insurance company issue a certificate of insurance to our Cadillac Fairview Management Office. The certificate should include the following requirements (please refer to your lease agreement for the insurance requirements specific to your lease):

- \$5 million per occurrence of comprehensive general liability insurance
- All risks property insurance in an amount equal to one hundred percent (100%) of the full replacement cost insuring all property owned by the tenant, or for which the tenant is legally liable, including tenant's inventory, furniture, and movable equipment
- Business interruption insurance
- Thirty days written notice of cancellation, termination, or adverse material change in the coverage
- Policy must contain a cross-liability and severability of interests clause
- The following parties as additional insureds (dependent on office tower):

Additional Insureds:

- The Cadillac Fairview Corporation Limited
- Ontrea Inc.
- Calgary City Centre Block Developments Ltd.
- CCC 2 Holdings Inc.

Contractors' Insurance Requirements

For Tenants using General Contractors to conduct work within tenant spaces, the General Contractor must provide documentation confirming Comprehensive General Liability on an 'occurrence basis' with inclusive limits of not less than \$5,000,000 and standard owner's form Automobile Insurance (if applicable) with inclusive limits of not less than \$1,000,000.

The following entities must be listed as 'additional insured' on the certificate:

- The Cadillac Fairview Corporation Limited
- Ontrea Inc.
- Calgary City Centre Block Developments Ltd.
- CCC 2 Holdings Inc.

For further information on office insurance, please contact the Cadillac Fairview Management Office at 403.571.2525

BUILDING FEATURES AND FACILITIES

Parking

Parking for office tenants is allocated based upon the total square footage of the leased premises for a fee, as negotiated in the lease. Extra stalls may be available upon request. Any extra parking spaces above the amount allocated by the leased area are subject to recall on 30 days' notice. As a monthly parking customer, you may cancel your parking on 30 days' notice, if given prior to the first day of the month.

The parkade provides a limited number of both reserved and non-reserved (random) monthly parking spaces.

Location

Calgary City Centre has underground parking facilities:

- Calgary City Centre Parkade: A five-level parkade under the building. The entrance to this parkade is located off of 3rd Avenue SW between 2nd and 3rd Streets SW. This parkade is managed by Impark.

Hours of Operation and Access

- The parkade is open to tenants 24 hours a day, 7 days a week and the public (levels 1 and 2) from 4am - 12am.

Parking Contacts

Impark has an on-site management office located on the P1 level of the parkade, right off the elevators. There will be someone available in that office Monday-Friday from 6am-6pm. You can contact them via telephone at 587-956-9073.

Barrier Free Access

Barrier free access is available to the building and the parkade.

**Note: A security escort can be made available if assistance is required.*

Loading Dock Facilities

Location

The loading dock is located behind Calgary City Centre, with access off of 3rd Ave, between 2nd and 3rd Streets SW.

Note: CCC Loading dock regular hours of operation is from 0600 to 1630 hrs, Monday through Friday. After hours access needs to be scheduled and communicated in advance.

- There is a 20 minute parking restriction in all loading zones
- Vehicles parked for more than 20 minutes will be towed at the vehicle owner's expense
- All tenant deliveries must be coordinated with their courier companies directly
- The loading docks are equipped with load levelers for trucks
- The maximum length of vehicles that can access the loading docks will vary depending on the type of vehicle requiring access; the clearance will need to be verified on site by the general contractor/those making deliveries.

Note: the Landlord does not provide or guarantee contractor parking at the Calgary City Centre.

Outgoing Packages/Incoming Packages

It is the tenant's responsibility to arrange pick up/drop off all packages with their freight company.

All dollies or carts used in Calgary City Centre Building must be equipped with non-marking rubber or plastic wheels, and must not create excessive noise. No pallet jacks are allowed. All deliveries requiring a dolly/cart must be delivered via the freight elevator.

Postal Facilities

Tenant mail for Calgary City Centre is delivered to the post boxes located in the loading dock. Tenants are responsible for retrieving their own mail from the mailroom. The mailboxes can be accessed from the main floor with a valid card access.

Mailbox

When moving in to Calgary City Centre each tenant is allocated a post office box number by the building. Tenants will receive the key to their assigned post office box from our Security ID Office.

Freight Elevators and Deliveries

Every building is equipped with designated freight elevator(s). The freight elevators are to be used for tenant move-ins and outs, and delivery of large parcels and equipment.

All moving or delivery arrangements must be cleared by the CF elevator booking centre at **cccelevator@cadillacfairview.com** and are subject to a first-come, first-served basis. Should an emergency arise whereby you require the elevator without having made a booking, we will endeavor to assist you as much as possible. However, there may be situations when it will not be possible to accommodate your request.

Please note, large and cumbersome deliveries including construction materials, office furniture, photocopiers, and the like are not permitted through the tower lobbies or in the passenger elevators. Anyone found bringing these types of materials through the lobby will be stopped and instructed to make arrangements to use the freight elevator/loading dock facilities.

In the case of moves, your moving contractor will be responsible for any damage to the building incurred during the move. To avoid any unnecessary damage:

- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
- Cover all floors traversed during the move with appropriate material.
- Do not block any fire exit corridors, firefighting equipment, exit doors, elevators, lobbies, or hallways with any materials.

Freight Elevator Specifications

	Freight #1	Freight #2
Depth (in.)	104"	95"
Height (in.)	95 ½ "	94 ¾ "
Width (in.)	53 ¾ "	46"
Door (in.)	42W x 84H	42W x 95H
Weight Capacity	2268 kg	1815 kg

Note: the specifications above are approximate only and may need to be verified on site.

Freight Elevator Availability – For Reservations

Monday to Friday	Before 6:00 a.m. and after 6:30 p.m.
Saturdays, Sundays, and Holidays	All day

Note: outside of regular business hours, a security guard is also required to be booked for the use of the loading dock and freight elevator at the tenant's expense.

AMENITIES

Meeting Room

If you are interested in booking the Calgary City Centre Meeting Room/Boardroom, please contact the Cadillac Fairview Management Office at 403.571.2525.

Note: catering is not provided. Security access may be arranged at the time of booking for meetings taking place outside of regular business hours.

The Calgary City Centre Conference Centre is for the exclusive use of Calgary City Centre tenants. The Calgary City Centre Conference Centre is located on the +15 level and is available to meet the needs of your group.

Equipment

The Calgary City Centre Conference Centre includes a kitchenette with a cooler fridge and dish washer. The rooms also come complete with audiovisual equipment including two 80" wall mounted TV's, laptop plugin, and internet access.

Conference Centre Rental Rate

Tenants are allocated a specific amount of hours to use for free, after which bookings are subject to a charge. Please contact our office at 403.571.2525 for more information.

Storage Rooms

A limited number of storage rooms of various sizes are available for short or long term lease at Calgary City Centre. If you require storage space, please contact the Cadillac Fairview Management Office at 403.571.2525.

Fitness Facility

There is a fitness facility located on the plus 15 level of the Calgary City Centre. LIV North manages and operates the facility on behalf of Cadillac Fairview.

Membership

Membership is open to tenants of the Calgary City Centre. Membership inquiries may be directed to LIV North, by phone at 403.205.2646 or by email at brasmussen-thorson@livnorth.com. or at their website at www.cccfitness.ca

Equipment and Amenities

The facility includes an exercise room equipped with various cardio and strength machines. There are spacious change rooms, washrooms and showers adjacent to the exercise room for both men and women. These areas include day-use lockers.

Hours of Operation

- Monday to Friday – 5:30 a.m. to 8:00 p.m.
- Saturday, Sunday and Stat Holidays 8:00am-4:00pm
- *Note: Staffed hours may differ from hours of operation and are subject to change.*

Bicycle Cages/Rooms

If you plan on riding your bicycle to Calgary City Centre, please note that bicycles are not permitted in the office tower. We also provide secure, dry, and accessible rooms for your daily use. They are located on level P1 of the parkade.

An access card is required to access these rooms and may be obtained by contacting the Cadillac Fairview Management Office at 403.571.2525 and filling out a bike storage agreement. Although the outer door is kept locked at all times, we recommend that you keep your bicycle locked as well.

Change Rooms and Shower Facilities

There are men's and women's change room facilities for those who ride their bikes to work, located on the P1 level of the parkade, near the bike storage rooms.

The change rooms are card-access facilities. Although there is no charge to use the facilities, tenants requiring access must contact the Cadillac Fairview Management Office at 403.571.2525 and fill out a bike storage agreement waiver so that the appropriate access may be applied to their existing access card.

E-Bikes and Scooters

E-Bikes and E-Scooters (this does not include powered wheelchairs) are not allowed inside the buildings. They may be parked at the designated bike storage areas located in the building parkade.

OPERATIONS

Heating, Ventilation, and Air Conditioning (HVAC)

Heating, ventilation, and air conditioning (HVAC) is provided during building hours as follows:

Office Tower	Days	Time
Calgary City Centre	Monday to Friday	6:00 a.m. – 6:00 p.m.
	Weekends and Statutory holidays	Available upon request

All temperature and air controls in the building have been pre-set according to ASHRAE guidelines, so we kindly ask that you do not attempt to adjust them. Should you experience any problems with respect to temperature or air quality, please report them to the Service Centre at **cfconnect@cadillacfairview.com**.

Note: for your safety and the safety of others, the use of space heaters in the office towers is strictly prohibited.

After-hours air conditioning is available upon request by e-mailing the Service Centre at **cfconnect@cadillacfairview.com**. All requests for after-hours HVAC must be received prior to 2:00 p.m. The cost for after-hours heating, ventilation, and air conditioning is available from the Service Centre at **cfconnect@cadillacfairview.com** or 1-800-665-1000.

Tenant Air Conditioning Units

From time to time, Calgary City Centre's Operations team requires that scheduled power outages and water shutdowns take place in order to service and maintain equipment. This type of work can put tenants' independent air conditioning unit(s), especially units in LAN rooms, at risk. It is important that your office provide the information noted below regarding your unit(s), in order to have one of our building engineers on site to assist in resetting your HVAC unit if requested:

- Location of A/C unit(s)
- Type of unit(s) (electrical or water)
- Unit(s) affected by domestic cold water shutdown
- Key or card access to A/C unit(s)
- Reset procedure
- Location of breaker panel

Lighting

Control

Base building lighting is provided normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday.

Base building Lighting fixtures are maintained by building staff and should be adjusted only by authorized personnel.

Electricians and building operators are available to assist tenants who have questions about the lighting systems. For further information, or to activate lights after standard buildings hours, please contact the Service Centre at **cfconnect@cadillacfairview.com** or 1-800-665-1000.

Light Replacement

Burnt-out lights should be reported to the Service Centre. The Service Centre will arrange for the replacement of lamps and tubes by our building staff. There is a charge for the replacement of non-base building standard lamps and tubes.

Removing Lights

Tenants wishing to have lights removed to accommodate special requirements should call the Service Centre to arrange for authorized personnel to disconnect the fixture and properly tag it.

Plumbing

Although our maintenance staff makes regular inspections of common area facilities, augmented with checks by contract cleaners and security personnel, we may not be aware of problems with plumbing within leased premises, unless they are reported to us. Please report plumbing problems within your leased premises, including those in private washrooms and kitchens, to the Service Centre at **cfconnect@cadillacfairview.com** or 1-800-665-1000. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

Electrical

Power is distributed throughout office floors at 480/120/208 volts. All wiring is to be in cable tray/conduit and in conformance with applicable codes. It is required that tenants arrange to have all equipment fitted with three prong plugs to make use of the building's grounding facility.

Although our maintenance staff conducts regular inspections of common area facilities, supplemented by checks by contract cleaners and security personnel, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems, within your leased premises, to the Service Centre at **cfconnect@cadillacfairview.com** or 1-800-665-1000. If the problem is outside the scope of your lease agreement, we are able to supply you with a list of skilled tradesmen.

Telecommunications

If you require access to a riser room please contact Cadillac Fairview's Service Centre at **cfconnect@cadillacfairview.com** or 1-800-665-1000 with an outline of the request to obtain a Work Order or you may login to cfconnect.cadillacfairview.com and access the form online. This Work Order should be presented to Building Management in order to gain access to the riser facilities. To ensure that this request is not delayed please provide at least 48 hours notice.

Cadillac Fairview typically requires tenants or contractors to provide a minimum of 24 hours' notice to gain access to the riser facilities, however, 48 hours' notice is required for major infrastructure upgrades. The contractor is responsible for all associated security escort fees.

Tenant Construction and Improvement Projects

Cadillac Fairview offers a Construction and Improvements Guide that contains general information, procedures, and requirements that have been established by the Landlord to assist tenants and their contractors in the design and construction of their improvements within the leased premises and to notify them of the basic design specifications for the building.

All services performed by contractors, whether on behalf of Cadillac Fairview or tenants, must follow Cadillac Fairview's Work Permit Policy. A copy of this policy can be found in the Construction and Improvements Guide.

HOUSEKEEPING

Contractor Housekeeping

GDI Integrated Facility Services provides housekeeping services for the cleaning of the building. For specific cleaning information and schedules, please contact the Service Centre at **cfconnect@cadillacfairview.com** or 1-800-665-1000.

Additional Janitorial Services

Our cleaning contractors can provide your office with a wide range of janitorial services in addition to the regular cleaning services provided by Cadillac Fairview. These services are available periodically or can be scheduled for regular maintenance at the tenant's cost. Please contact the Service Centre for more information on additional janitorial services.

Perimeter Window Cleaning

The outside of the buildings' perimeter windows are cleaned annually. The interior sides of the buildings' perimeter windows are cleaned annually, during the daytime. You will receive a notification of when those interior window cleanings are scheduled.

WASTE MANAGEMENT

Office garbage is removed by our cleaning staff on a daily basis, Monday through Friday (holidays excluded), provided that proper receptacles have been used or the material has been clearly labeled as garbage. If you are unsure about whether the items are accepted as part of our Recycling Program, please contact the service centre at **cfconnect@cadillacfairview.com**

Garbage material should not be put outside your suite or anywhere in the lobby or common areas. Please keep these materials within your suite for removal by the cleaning staff.

Waste Program

Calgary City Centre operates a successful recycling program, in an effort to further reduce our environmental impact. Our Waste program includes mixed stream recycling, organics and waste. We strongly encourage all tenants to recycle as much as possible.

Waste Program Information

Category	Organics	Recyclables	All Fibre Recycling	Electronics Recycling	Batteries	Non-Recyclables
Collection Point	In-office green bins or tenant in counter organic bins	In-office blue bins	In-office white cardboard boxes	Collection bins located at the loading dock. Contact our Service Centre for more information.	Collection bins located at the loading dock. Contact our Service Centre for more information.	In-office black bins
Acceptable Items	• Food waste • Soiled paper • Coffee grounds, filters, and tea bags • Napkins and paper plates • Cellophane • Chopsticks • Plants and flowers	• Beverage containers • Plastic jugs and bottles • Tin cans • Paper towels • Any plastic items labeled with the recycling logo 1 through 7 	• Bond paper • Newspaper • Glossy coated paper • Post it notes • Window envelopes • Magazines/catalogues • Paper bags • File folders • Kleenex boxes • Cardboard Note: Cardboard must be flattened.	• Computers • Laptops • Printers • Scanners • Monitors • Keyboards and mice • Fax machines • External modems • Computer cables • Cell phones	• Small household use batteries	• Items not accepted by categories 1-5

Additional Waste Program Information

Hazardous materials	• Tenant is responsible for removal of these items from suite. - o Electronic chargers - o Toner cartridges • Call the Service Centre to determine disposal procedure for any other items.
Light bulbs	• Tenant should contact the Service Centre for collection and recycling information.
Furniture	• Call the Service Centre to determine disposal procedure for items. • Tenant is responsible for removal of these items from suite to loading bay, once disposal arrangements have been made by the Service Centre.
Major or minor contractor works (i.e. Office moves, minor renovations, etc.)	• Any contractors working in your premises will be responsible for the removal of construction debris. Where a separate disposal/garbage bin is specifically required for removal of construction debris, arrangements for parking/removal of it must be made through the Operations Manager at 403-571-2525
Regular trash (Non-recyclables)	• Tenants supply own under desk garbage bins • Garbage/recycling material should not be put outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal by the cleaning staff. Cadillac Fairview reserves the right to charge responsible tenants for any waste disposal violation fines or additional levies for hazardous materials disposal.

SECURITY AND LIFE SAFETY

Security and Life Safety Department

The Security & Life Safety Manager, is responsible for overseeing the security systems, the daily delivery of security services, and supervision of the Security Supervisors and Guards.

This individual also manages the fire and life safety policies and programs at the property.

The Cadillac Fairview team is available to meet with you to discuss security and safety matters relating to your premises or the complex in general. They may be contacted through the Cadillac Fairview Management Office at 587.475.9834.

The department's primary concern is to ensure the safety of everyone working in or visiting the complex. Any concerns can be raised through our Security Control Centre, day or night. A member of the department will assist you or direct your call to the appropriate person or department.

Security and Life Safety Staff are responsible for, but not limited to, the following common areas tasks and duties:

- Security patrols
- Tenant emergency contact information
- Access cards - obtaining, amending, lost/stolen/terminated, and audit requests in accordance with legislative requirements and privacy act, and mobile credentials
- Tenant lock and keys
- Premises security information
- Crime prevention information
- Safe Walk program
- Additional contract security when requested
- Lost and found
- Emergency incident response

The building has a fully integrated SOC (Security Operations Centre) and is operated by the Security and Life Safety staff 24/7. Should you have any issues concerning security matters or notice any suspicious activity please call:

- | | |
|---------------------------------------|--------------|
| • Calgary City Centre Security (24/7) | 587.956.0006 |
| • Emergency | 911 |
| • Police, Fire, Ambulance | 911 |
| • Police Non-Emergency | 403.266.1234 |

Access Cards and Keys

Obtaining Access Cards and Keys

All office tenants require access cards for after-hours access to the building, floor, suite, and amenity spaces, where applicable. Our Security Pass Card is located on the main floor of the building, behind the high rise elevators. The designated tenant administrator can submit a new access card request by completing the Access Card Request Form and submit the completed form to the Security Pass Card Office via email to: cccardrequests@cadillacfairview.com.

Note: Building equipped with Bluetooth technology and ready to use mobile credentials access - contact security for further details.

Amending Access Cards

If access requirements are to be amended, please contact the Pass Card Office via email at cccardrequests@cadillacfairview.com.

Lost/Stolen/Terminated Access Cards

Please notify the Security Operations Centre immediately if an access card has been lost, stolen, or if an employee has resigned or been terminated. The access card will be deactivated immediately. Replacement cards are \$25.00 + tax and must be requested by the Tenant Representative. Tenant Representatives may request extra keys and electronic access cards through the Security Pass Card Office.

After-hours Access Requests

Employees who have forgotten their access card or key will be granted access to their floor or office according to the Tenant's company protocol. Employees who have forgotten their keys will not be given access to their office until an Emergency Contact provides authorization. In the event that an Emergency Contact is unavailable, the employee will be denied access. In certain situations Security may elect to contact the Cadillac Fairview Management Office to authorize access. Emergency Tenant Contacts are exempted from this procedure, upon production of a valid picture government identification. A report will be kept on file for each access granted.

Note: requests received after 4:00 p.m. will be considered as having arrived the following business day. Requests regarding access cards should be expected to be completed before the end of the following business day.

Tenant Locks and Alarms

Locks and Keys

Locks and electronic access mechanisms, controlling entry into tenant premises, must be installed and programmed to Calgary City Centre base building standards. Please contact the Security & Life Safety Manager to discuss any related issues. Tenant Representatives may request extra keys and electronic access cards through the Security Pass Card Office.

Alarms

If you are contemplating the installation of an alarm system, please discuss your needs with the Security & Life Safety Manager, in advance. While the security team does not respond to tenant integrated alarms, the Manager will alert you of particular efficiencies which stem from Calgary City Centre operating an around the clock security team.

Security and Life Safety Audits, Seminars, and Drills

Security staff are available to complete physical security and life safety audits of tenant premises and will provide suggestions to improve or enhance procedures. Annual tenant space inspections are conducted as per CF compliance requirements.

As per the Alberta fire code, emergency wardens must be appointed by each tenant and Cadillac Fairview provides free training for Emergency Warden Personnel on an annual basis. Mandatory evacuations drills are conducted annually and Cadillac Fairview will offer annual seminars on emergency preparedness and related topics. All training sessions are free of charge.

First Aid

All accidents must be reported to Security at 587.475.9834. Calgary City Centre security staff are trained in First Aid and will provide assistance when required. The following additional information will facilitate an efficient response:

- Where
- Who
- Symptoms

Security personnel will collect additional information as required. Please do not attempt to move anyone who has been seriously injured. If you have called 911 or any emergency service for any reason, please advise Security personnel via the Emergency Line. Security will ensure appropriate support actions for the responding emergency personnel.

Theft

Immediately report any suspected theft of material/property, no matter how small, to the Security Operations Centre. You should also file a report with the Calgary Police Department.

All information regarding thefts is important to assist in determining trends or patterns or identifying suspects in other crimes. Please remember to be diligent at all times in keeping your personal and general items safe and secure.

Solicitation/Suspicious Persons

Solicitation is not allowed in the building or on the building premises. Please notify the Security Operations Centre immediately if you notice someone soliciting or someone who does not appear legitimately belong in the building. Report as much specific information about the person's appearance, behavior, and direction of travel, and Security will investigate.

Safe Walk Program

Security offers a Safe Walk service to escort your staff members requiring assistance to their vehicles, bus stop, etc. within the immediate vicinity. This service is offered 24 hours a day, 7 days a week. To take advantage of this service, contact the Security Operations Centre at 587.475.9834. Thirty minutes' notice is typically required.

Additional Security

You may arrange additional security for special events, construction projects, or other purposes by contacting the Security Operations Centre at cccsecurity@cadillacfairview.com. 24 hours' notice' is required to obtain additional security services. Please refer to the Rate Card for applicable fees. All cancellations are to be made no later than 24 hours' notice before the start of a scheduled shift. Full charges will apply with any notice given less than 24 hours in advance.

Emergency Procedures and Training

Cadillac Fairview has prepared an Emergency Procedures Guide specifically designed for tenants. Please refer to the Emergency Procedures Guide for information on emergency office procedures and training. The Fire and Life Safety Manager can also conduct training sessions specifically for organizations upon request.

Lost and Found/Other Security Inquires

Inquiries about lost and found items can be directed to the Security Operations Centre at 587.475.9834.

Animals and Birds

Please note that animals (except for service/assistance dogs) are not permitted in the buildings.

