

Tenant Handbook

Brookfield Place Calgary
225 6th Avenue SW, Calgary, AB

Brookfield
Properties



TABLE OF CONTENTS

INTRODUCTION	1
WELCOME	1
BROOKFIELD PRIVACY STATEMENT	1
MANAGEMENT OFFICE AND OPERATIONS	3
MANAGEMENT OFFICE	3
MANAGEMENT DIRECTORY	3
HOURS OF BUSINESS OPERATION	5
LEASING INFORMATION	5
EMERGENCY NUMBERS	5
LOCAL BUSINESS DIRECTORY	5
TENANT AND BUILDING SERVICES.....	7
TENANT SERVICE REQUESTS (310-SERV)	7
TENANT INSURANCE REQUIREMENTS	8
EVENTS	8
EVENTS (CONTINUED)	9
SIGNAGE	9
SMOKING POLICY	9
MOVING AND DELIVERY GUIDELINES	9
MOVING AND DELIVERY (CONTINUED)	10
LOADING DOCK.....	10
PARKING	11
LOST AND FOUND.....	12
BICYCLE RACKS	12
ALTERATIONS AND REMODELING.....	13
ALTERATIONS AND REMODELING (CONTINUED)	13
ACCESSIBILITY	13
SECURITY AND LIFE SAFETY.....	14
BUILDING SECURITY	14
LIVESAFE – AXIIS BYBROOKFIELD PROPERTIES	14
BROOKFIELD EMERGENCY ALERT SYSTEM	15
BROOKFIELD EMERGENCY ALERT SYSTEM (CONTINUED)	16
LOCKSMITH SERVICES	16
ADDITIONAL SECURITY SERVICES	16
ADDITIONAL SECURITY SERVICES (CONTINUED)	17
SOLICITATION	17
SUITE SECURITY MEASURES	17
ADDITIONAL SECURITY SERVICES (CONTINUED)	18
POWER FAILURE	18
EMERGENCY MANAGEMENT PLAN PRIORITIES.....	18
VULNERABLE POPULATIONS	18
VULNERABLE POPULATIONS (CONTINUED)	19
NATURAL HAZARDS: SEVERE WEATHER	19
PANDEMIC PREPAREDNESS.....	19
PANDEMIC PREPAREDNESS (CONTINUED)	20
BOMB THREAT	20
FIRE ALARM SYSTEMS.....	21
EVACUATION TONE (CONTINUED)	22
FIRE DRILLS	22
MEDICAL EMERGENCIES	22
HOUSEKEEPING.....	23
DAILY SERVICES	23

SCHEDULED HOUSEKEEPING SERVICES	23
SPECIAL CLEANING SERVICES	23
WINDOW CLEANING.....	23
RECYCLING PROGRAM.....	23
CARTON DISPOSAL.....	25
PEST CONTROL	25
CENTRAL BUILDING SERVICES.....	26
HEATING, VENTILATING AND AIR CONDITIONING (HVAC)	26
ELEVATORS	26
ELEVATORS (CONTINUED).....	27
LIGHTING	27
ELECTRICAL SYSTEMS.....	28
UTILITY SERVICE ACCESS.....	28
TELEPHONE, INTERNET AND CABLE TV	28
FINANCIAL REQUIREMENTS	29
MONTHLY RENT SCHEDULE	29
PARKING	29
BUILDING SERVICES	29
OTHER INVOICES	29
PAYMENT	29
STANDARD ADDITIONAL SERVICE RATES	31
BROOKFIELD PLACE CALGARY BUILDING RULES AND REGULATIONS.....	32
LIFE SAFETY.....	32
SECURITY	32
HOUSEKEEPING	32
RECEIVING, SHIPPING, MOVEMENT OF ARTICLES.....	32
PREVENTION OF INJURY TO PREMISES.....	33
WINDOWS	33
WASHROOMS	34
USE OF PREMISES	34
CANVASSING, SOLICITING, PEDDLING.....	34
BICYCLES.....	34
BIOHAZARDS	34

Introduction

Welcome

Brookfield Office Properties (Brookfield) is pleased to provide this Tenant Information Guide (the "Guide") for the exclusive use for the tenants of Brookfield Place Calgary. It will assist you in becoming familiar with the features, facilities, operating procedures and the staff who provide services to the Complex.

We at Brookfield consider our tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to *outstanding* service.

The information contained in this Guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Guide.

Please keep the Guide in a convenient location, perhaps at your reception area. The information contained in this Guide will be updated periodically to ensure that it remains accurate.

The most current copy of the Guide will always be located on our website at www.axiistenantapp.com/properties/bpcalgary/ under the "Building resources" tab.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the Guide or about the Complex.

Brookfield Privacy Statement

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

Our Privacy Principles

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Brookfield unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Brookfield's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

Information We May Collect

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

Brookfield Privacy Statement (Continued)

Information Disclosure

We share information about our transactions with you within Brookfield to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

Your Awareness and Permission

Being a customer of Brookfield, you provide us with your consent to the collection, use, and disclosure of certain personal information.

Brookfield Protects Customer Information

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

For More Information

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to privacyofficer@brookfield.com.

Management Office and Operations

Management Office

As the managers of Brookfield Place Calgary, we want you to know that every member of our team is here to serve you.

Should you have any questions or comments, please feel free to contact the Property Management Office and we will be happy to assist you, where at all possible.

Brookfield Place Building mailing address is as follows:

Brookfield Place Calgary
225 6th Avenue SW
Calgary, Alberta
T2P 1N2

The Property Management office hours and telephone numbers are:

Monday to Friday 8:00 a.m. to 4:30 p.m.
Phone: (403) 313-7824

Management Directory

General Manager

Jennise Colpitts

Phone: (403) 313-7821

Email: Jennise.Colpitts@brookfieldproperties.com

Property Manager

David Tran

Phone: (403) 770-7189

Email: David.Tran@brookfieldproperties.com

Assistant Property Manager

Veronica Maitland

Phone: (403) 770-7224

Email: Veronica.Maitland@brookfieldproperties.com

Manager, Operations

Jordan Cameron

Phone: (403) 313-7834

Email: Jordan.Cameron@brookfieldproperties.com

Director, Security & Life Safety

Parnell Lea

Phone: (403) 770-7091

Email: Parnell.Lea@brookfieldproperties.com

Manager, Security & Life Safety

Sean Blakely

Phone (403) 770-7183
Email: Sean.Blakely@brookfieldproperties.com

Manager, Marketing & Promotions
Barbara Caldarola
Phone: (403) 770-7187
Email: Barbara.Caldarola@brookfieldproperties.com

Senior Vice President, Office Leasing
Dwight Jack
Phone: (403) 770-7089
Email: Dwight.Jack@brookfieldproperties.com

Vice President, Office Leasing
Ryan Handley
Phone: (403) 770-7122
Email: Ryan.Handley@brookfieldproperties.com

Consultant, Retail Leasing
Paul McCloy
Phone: (403) 206-2132
Email: pmccloy@taurusgroup.com

Vice President, Construction
Winston Jensen
Phone: (403) 770-7130
Email: Winston.Jensen@brookfieldproperties.com

Manager, Property Accounting
Michael Navalta
Phone: (403) 770-7181
Email: Michael.Navalta@brookfieldproperties.com

Customer Service Hotline
Phone: (403) 310-SERV (7378)

Hours of Business Operation

Office Towers

Monday to Friday 6:00 a.m. to 6:00 p.m.
 After hours, weekends and holidays Restricted access (access cards only)

Building Entrances

Monday to Friday 6:00 a.m. to 12:00 a.m.

Statutory Holidays

Unless otherwise stipulated in your lease, the designated statutory holidays for the Complex are:

New Year's Day	Good Friday	Canada Day	Labour Day	Remembrance Day	Boxing Day
Family Day	Victoria Day	Civic Holiday	Thanksgiving Day	Christmas Day	

Leasing Information

For information regarding additional office space requirements, please contact the Senior Vice President, Office Leasing listed under the Management Directory or contact the Property Management Office.

For information regarding additional retail space requirements, please contact the Retail Leasing Consultants listed under the Management Directory or contact the Property Management Office.

For information regarding available storage in the Complex, please contact the Manager, Tenant Services, and you will be provided with applicable rates and space availability.

Emergency Numbers

Emergency 911

(When dialing from an internal telephone system, you may have to dial "9-911")

Poison Centre

(403) 944-1414

Local Business Directory

For your convenience, we have compiled a directory of businesses located in the surrounding area that may be of service to your company.

Banks

Alberta Treasury Branch - Fifth Avenue Place	(403) 297-2009
Bank of Montreal - BMO Building	(403) 234-3620
C.I.B.C. - Bow Valley Square	(403) 974-6326
Royal Bank - Bow Valley Square	(403) 292-2048
Scotia Bank - Scotia Centre	(403) 221-6401

Taxi Cabs

Associated Cab	(403) 299-1111
Checker Cabs	(403) 299-9999
Co-op Taxi	(403) 531-8294

Calgary Downtown Association

Calgary's Downtown is a shopping, entertainment, cultural and recreation centre for Calgarians, and a tourist centre for more than 4.5 million visitors a year. For more information, visit their website at www.downtowncalgary.com

Hospitals

Foothills Hospital	(403) 944-1110
Sheldon M. Chumir Centre	(403) 955-6200
Peter Lougheed Centre	(403) 943-4555
Rockyview General Hospital	(403) 943-3000

Retail Tenants

Chachi's
216, 225 6th Ave SW
Calgary, AB T2P 1N2

Deville Coffee
100, 225 6th Ave SW
Calgary, AB T2P 1N2

Dirtbelly
220, 225 6th Ave SW
Calgary, AB T2P 1N2

Hula Poke
212, 225 6th Ave SW
Calgary, AB T2P 1N2

Sucre Patisserie & Café
207, 225 6th Avenue SW
Calgary, AB T2P 1N2

Centre for Chiropractic Care
116, 225 6th Ave SW
Calgary, AB T2P 1N2

Canadian Crew Barbershop
128, 225 6th Ave SW
Calgary, AB T2P 1N2

The Underground
Level P6, 225 6th Avenue SW
Calgary, AB T2P 1N2

Tenant and Building Services

Corporate Environmental Profile

Brookfield is firmly committed to the continuous improvement of energy performance and the sustainability profile of its Canadian office portfolio, both in new developments and within existing buildings. The company continues to expand and enhance the features, systems and programs at each of its properties that foster energy efficiency, water efficiency, and reduce landfill waste, as well as enhance the wellness and safety of its tenants, employees and the community. Each of Brookfield's managed properties undergoes routine, comprehensive environmental reviews and upgrades, and its environmental footprint is closely monitored through greenhouse gas emissions and energy intensity metrics.

In addition to developing new buildings and operating existing ones in environmentally friendly ways, Brookfield also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Brookfield is a member of the Canada Green Building Council (CaGBC) in relation to its pursuit of various LEED® green building certifications, and works with the Building Owners and Managers Association (BOMA) in Canada on the BOMA 360 Environmental program.

For more information on our Environmental Initiatives, please see our Sustainability section on the Tenant Resources page of our website at www.axiistenantapp.com/properties/bpcalgary/

Tenant Service Requests (310-SERV)

310-SERV is a centralized Call Centre which operates 24 hours a day, 7 days a week. All requests for service and maintenance (including heating, cooling, cleaning, lighting, electrical, plumbing, locksmith services, general maintenance and building services), should be directed to the **Brookfield Tenant Service Centre at (403) 310-SERV (7378)** or www.310SERV.com.

Any billable work will require advance authorization by the appropriate individual in your company.

Tenant Services

Brookfield's goal is to provide outstanding tenant service at all times. This means:

- Courteous, timely, efficient, high quality responses to tenant requests.
- A follow up review to confirm that the Tenant is satisfied with the response.
- Clear and accurate invoicing when there is a charge for the service.

Each Lease contains specific information about services to be provided, including complimentary and chargeable services. Your Manager, Tenant Services is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Tenant representatives can submit requests for routine maintenance using the **(403) 310-SERV** telephone number or via our online system at www.310SERV.com.

Tenant Service Requests (310-SERV) (Continued)

Brookfield performs weekly Customer Satisfaction Surveys on at least 5% of all service requests submitted through our Call Centre. These surveys are used to gather feedback for continuous improvement on the customer service provided by Brookfield's Operations staff and Property Management team. Tenant participation in these surveys is imperative to this continuous improvement and, as such, Brookfield strongly encourages Tenants to take part in the process and values all input provided.

Tenant Insurance Requirements

Your lease includes a provision requiring that you must obtain and keep current varying types of insurance for your premises in the Complex (please refer to your lease for details).

A Certificate of Insurance, verifying your coverage as required under the lease, must be delivered to the Property Management Office before assuming tenancy in the Complex. A new certificate must be forwarded to the Property Management Office at least thirty (30) days prior to the expiry of the policy.

Any contractor who will be performing a service for you in your space at any time of day or night must have a Work Authorization Permit, insurance information and a clear WCB report submitted to the Property Management office at least **48 hours prior** to any work being performed. This includes furniture movers, pop/juice delivery personnel, carpet cleaners, etc. Permits are available at the Security Control Room located in the East corridor off the Retail area. Tenants must request and provide copies of a Certificate of Insurance from all vendors who perform work within their space at the time they submit a work authorization form. Access will be denied to anyone who does not have the correct documentation approved by both the tenant and Brookfield.

Each permit must have a **Certificate of Insurance** naming the Landlord as co-insured or additional insured:

Brookfield Place (Calgary) GP Inc., Brookfield Place (Calgary) LP, Brookfield Properties Canada Management LP, Brookfield Properties Canada Management Corporation, Brookfield Properties (Canada) Inc., The Bank of Nova Scotia

Each permit must also have a **WCB Clearance letter** attached to it. Any company performing a service for a tenant should have WCB coverage and all premiums should be paid in full to receive a clearance letter. If a contractor is hired and the premiums are not up to date, WCB has the right to require the tenant to pay all outstanding premiums and, should an injury occur, the tenant will be responsible for all costs associated with that injury.

Events

Documentation for events that require a company to provide a service, such as catering, must be submitted by the Tenant to Property Management, a minimum of 48 hours prior to the date and time of the event. Required documentation for each company on site includes:

- Valid Certificate of Insurance naming the Landlord as co-insured or additional insured.
- WCB clearance letter.

- Work Authorization Permit.
- Valid liquor license *Applicable only to events when alcohol is served.

Events (Continued)

Additionally, the tenant is responsible to hire security personnel for the entirety of an event when alcohol is being served.

Signage

A building standard sign program has been established for the main lobbies, elevator lobbies and at your premises entrance that must be adhered to.

Please note that no signs or lettering shall be inscribed, placed or affixed in the leased premises or the building which are visible from the exterior of the building or common areas unless authorized in writing by the Landlord.

Smoking Policy

Brookfield Place Calgary is a non-smoking complex. Smoking is therefore not permitted in the washrooms, stairwells, common corridors, lobbies and underground parkade; or within tenant premises.

In keeping with our commitment to the Environment and in response to many tenant requests, we have developed a new "Smoke Free" program for all of our Canadian Properties. This program not only reminds tenants that the building itself is smoke free, but asks that tenants refrain from smoking within 9 metres (30 feet) of all building entrances.

This expanded "Smoke Free" area is a decision Brookfield has made to enhance the experience both tenants and visitors have when they enter our Buildings. To assist us in this initiative, we will be posting signage at all entrances to the complex and we hope tenants will post signage within their space as well.

The Building prohibits smoking and the use of vapor/electronic cigarette within a 9 metre radius of all entrances and exits.

Moving and Delivery Guidelines

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move.

- A **Work Authorization Permit** must be submitted **at least 48 hours** prior to the date and time of your scheduled move. All moving arrangements must be confirmed with Property Management prior to any moves being permitted.
- Office moves may only occur on the weekends or after 6 p.m., Monday through Friday.
- All moves and deliveries must be handled through the freight elevator only. Protective elevator pads will be provided. The freight elevator must be booked in advance by

contacting Security at (403) 265-4469. The freight elevator is booked on a first-come first-served basis.

Moving and Delivery (Continued)

- The Loading Dock is the preferred building entrance for moves and deliveries. We strongly encourage you to reserve this area as well. Property Management must authorize any exceptions to this entry point. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide a **Certificate of Insurance** prior to the actual move. The mover must be bonded and carry a minimum of \$5 million combined single limit, property damage and public liability insurance. The insurance must list the landlords as additional insured:

Brookfield Place (Calgary) GP Inc., Brookfield Place (Calgary) LP, Brookfield Properties Canada Management LP, Brookfield Properties Canada Management Corporation, Brookfield Properties (Canada) Inc., The Bank of Nova Scotia

Each permit must also have a **WCB Clearance letter** attached to it. Any company performing a service for a tenant should have WCB coverage and all premiums should be paid in full to receive a clearance letter. If a contractor is hired and the premiums are not up to date, WCB has the right to require the tenant to pay all outstanding premiums and, should an injury occur, the tenant will be responsible for all costs associated with that injury.

Your moving contractor will be responsible for any damage incurred to the building during the move. To avoid unnecessary damage, we suggest your movers pad or otherwise protect all entrances, doorways, and walls affected by the move, and cover all floors traversed during the move with appropriate material.

- Your moving contractor is responsible for removing all garbage and bulky packing cartons.
- Our building has a strict “No Smoking” policy. The moving crews are not permitted to smoke in any area of the building.

Loading Dock

Location, Hours of Operation and Deliveries

The entrance to the Loading Dock for the Complex is located off 6th Avenue SW, between 1st Street and 2nd Street SW, and has a maximum height restriction of **14 feet, 10 inches**. The dock is normally open from 6:00 a.m. to 6:00 p.m., Monday to Friday (statutory and designated holidays excluded).

Tenants should specifically instruct their carriers that all deliveries or shipments, other than those handheld, are taken to or from the tenants door via the Loading Dock. The Landlord, Brookfield Place (Calgary) GP Inc., as the sole general partner of: Brookfield Place (Calgary) LP assumes no responsibility for breakage, damage, theft or personal injury, however caused.

Wheeled dolly and handcart access is to be solely via the Loading Dock. Tenants and their delivery firms are required to supply their own dollies, hand carts and pump trucks.

If a tenant desires special services before or after regular Loading Dock hours (e.g., carpet care, courier delivery, office functions), special prior arrangements regarding access must be made through the Security Control Room (403) 265-4469.

Regulations

In order to provide efficient, expedient service in the Loading Dock, the following rules apply:

- Drivers are not permitted to leave their vehicle motors running.
- Keys are not to be left in the vehicle.
- Drivers must remain with their vehicles during deliveries or must leave their keys with Security or the Dock Master. They are also required to sign in and out in the Loading Dock Register.
- The maximum time permitted to be in the dock area is 15 minutes during normal hours. If additional time is required, the delivery vehicle must be removed and parked outside the Complex.
- Parking in the Loading Dock for any purpose other than loading or unloading is prohibited.
- Courier parking is available in the parkade.
- Parking or stopping in areas other than parking stalls is prohibited.
- Propane tanks are not permitted in the Loading Dock, and any other vehicles considered unsafe by the loading dock staff or Security will not be granted access.

Parking

Location, Operation Hours and Charges

The parkades are operated by Indigo. If you have any parking queries, please contact Indigo directly.

Parking Office

Phone: (403) 265-3167

The entrance to Brookfield Place Parkade is located off 6th Avenue SW, between 1st Street and 2nd Street. There are reserved spaces on 2 levels and unreserved stalls on 4 levels. To gain access from within the Complex, the parking elevators must be used from the Retail area of the Complex. The Main Parkade **maximum clearance height is 6 feet, 8 inches** due to low areas throughout the parking facility. The Landlord and Property Management shall not be responsible for any loss or damage to vehicles, however caused or incurred.

Spaces are limited to the number of stalls entitled under your lease. However, should additional stalls be required, they will be on a month-to-month basis with a thirty (30) day written cancellation notice provision. All monthly parking charges will be invoiced via statement provided at the commencement of your parking term. All payments are to be made the first of each month and sent to Indigo. For your convenience, pre-authorized payment can also be set up.

Note: From time to time, it becomes necessary to convert “unreserved” stalls to “reserved”. Please pay attention to signage in all parkades to avoid parking in reserved stalls.

Regulations

Illegally parked vehicles will be ticketed. Any vehicles parked in a designated fire route will also be ticketed.

- Vehicles parked in the parkades are entirely at the risk of the vehicle owner. The Landlord and/or Property Management shall not be responsible for any loss or damage to vehicles parked in the parkades or the contents, however caused or incurred.
- Parking rates are subject to changes up one calendar months' notice.
- Thirty (30) days written notice (as per parking agreement) is required for cancellation of any/all spaces.
- Accessibility stalls are available for vehicles with a valid parking placard. Any vehicles parked illegally in an accessibility stall will be ticketed.
- Small cars are permitted to park in marked small car parking stalls. SUV's, trucks, and vans are not permitted to park in small car parking stalls and will be ticketed.
- All vehicles must follow the posted 10 km speed limit in the parkade.
- No washing or repairing of vehicles is allowed in the parkades.
- Absolutely no smoking is permitted in the parkades

For your own safety, please remember to lock all doors and close all windows after you have parked your vehicle in the parkade. Valuables and cellular phones should be stored and locked in the trunk, where at all possible.

Power Stations

The parkade features complimentary electric vehicle plug-in charging stations for your visit.

Any power supplied at the parking facility is for block heater or electric vehicle charging use only and is provided as a customer service only and use is at your sole risk. The use of any interior car warmer is prohibited. We are not liable in the event that a vehicle fails to start, or for damage arising from the use or malfunction of power or heaters.

Additional Services Provided by Indigo

- Complimentary jump-starts.
- Complimentary tire inflation.
- Complimentary windshield and headlight cleaning.

Lost and Found

Lost and found items can be turned in or claimed at the Security Control Room located in P2 Level of the building. Security can be reached at (403) 265-4469.

Bicycle Racks

Secured bicycle parking is located in Brookfield Place Calgary bike storage room. These stalls are reserved on an annual basis. For more information on rates and availability, please contact Indigo at (403) 265-3167.

Please note that bicycles and scooters are not permitted in the office towers or other common areas of the Complex. No bicycles or scooters are permitted in the parkade shuttle elevators, tower elevators or freight elevators. All bicycles must be walked down the parkade ramps to your assigned stalls.

Note: For the safety of all registered bicycle parkers, we require bicycles to be walked down the designated bicycle ramps.

Alterations and Remodeling

All contemplated changes to your leasehold improvements must be reviewed and approved by Brookfield prior to the commencement of construction. In general, tenants are required to submit:

- Three (3) complete sets of working drawings, including architectural, mechanical and electrical specifications detailing all changes.

Alterations and Remodeling (Continued)

- Name and telephone numbers of the design firm and general contractor and a list of all sub-trades.
- Copy of Building Permit Application with actual permit to follow.
- Certificate of Insurance from the General Contractor.

For further information regarding construction, alterations and remodeling, please read the tenant design criteria found at www.axiistenantapp.com/bpcalgary/ under Tenant Info, Manuals and Forms. You can also contact the Manager, Construction Services, listed in the Management Directory, with any questions.

Accessibility

Brookfield's AODA Actions

Brookfield Office Properties strives to remove and prevent barriers to accessibility, to meeting the accessibility needs of its employees, tenants, customers, members of the public and other third parties; and to provide accessible customer service, in accordance with the Accessibility for Ontarians with Disabilities Act ("AODA"), currently the first of its kind in Canada.

Brookfield has developed a customer service policy in compliance with the best practice AODA legislation. Our policy includes practices and procedures for all staff to provide services to people with disabilities, and is consistent with the core principles of independence, dignity, integration and equality of opportunity. Brookfield employees have received training on the Brookfield AODA Customer Service Standard Policy.

Customer Feedback Process

If any issues arise regarding accessibility, tenants and visitors are encouraged to fill out a Customer Feedback Form, found at the Information Desk or on our website. Forms may be returned to the Property Management Office, Information Desk or sent to accessibility@brookfield.com.

This form helps Brookfield manage and address any accessibility concerns in a timely manner. Furthermore, customers may provide feedback via telephone, email, letter or in person at our Management Office. In all cases, an Accessibility Corrective Action Form will then be filled out and assigned to the appropriate individual for immediate attention. Brookfield staff will review the feedback and endeavour to provide a response within 24 hours.

Security and Life Safety

Building Security

The security and safety of the tenants of the Complex are one of our highest management priorities. **Security can be reached at (403) 265-4469.**

Security Guard Coverage

Security Guard coverage is through an in-house Security team, supplemented by a security contractor that provides trained personnel to meet the needs of the Complex. Coverage is as follows:

Monday to Friday 24 hours per day
Weekends and Holidays 24 hours per day

LiveSafe – axiis by Brookfield Properties

Brookfield is proud to introduce LiveSafe, a mobile safety communications platform that allows our valued tenants and employees an easy way to ask for help, get real time safety & security notifications and share important information that could impact our community. Livesafe is accessed through axiis.

- **EMERGENCY NOTIFICATIONS:** In the event of an emergency, we will use this tool to notify and update predetermined Tenant representatives of building emergencies and/or service outages.
- **EMERGENCY TIPS:** Submit a message directly to security during emergency situations. The application allows you to add pictures, videos and audio files. Ensure you are in a safe area before sending Emergency Tips. **If police, fire or ambulance is required, call 911 immediately.**
- **REPORT TIPS:** Directly share information, pictures, videos or audio with Brookfield Security regarding security concerns.

For more information about LiveSafe and axiis, contact a Security & Life Safety representative.

Base Building System

Access to the office towers is restricted to authorized persons from 6:00 p.m. until 6:00 a.m. weekdays; and from 6:00 p.m. Friday until 6:00 a.m. the first regular working day of the next week.

The locations of the base building exterior entrance card readers are:

- 6th Avenue Entrance located on North side of building by 1st Street SW
- 7th Avenue Entrance located on South Side of building by 1st Street SW

Tenants, upon leasing space, are requested to contact the Security Control Room and arrange for the necessary access cards for all employees who may require access. New or replacement access cards will be subject to a fee (refer to *Financial Requirements* for details). Once a card has been issued, it is the **tenant's responsibility** for the safekeeping and control. It is recommended that

Base Building System (Continued)

the tenant have one employee designated as the point of contact for authorizing card access requests.

Any required security card additions and/or deletions must be made through the Security Control Room by completing the "Security Card Access Change" form located in *Building Forms* or, preferably, a request sent by e-mail to the Security Control Room (bpccalgary.security@brookfield.com). **Only the authorized tenant representative may submit the change form.**

After Hours Access for Contractors

It is required that tenants complete a "Work Authorization Permit" for any visitors or contractors working in the Complex and return it to the Management Office for approval.

Each Work Authorization Permit must have attached a **Certificate of Insurance** naming the Landlord as co-insured or additional insured:

Brookfield Place (Calgary) GP Inc., Brookfield Place (Calgary) LP, Brookfield Properties Canada Management LP, Brookfield Properties Canada Management Corporation, Brookfield Properties (Canada) Inc., The Bank of Nova Scotia

Each permit must also have a **WCB Clearance letter** attached to it. Any company performing a service for a tenant should have WCB coverage and all premiums should be paid in full to receive a clearance letter. If a contractor is hired and the premiums are not up to date, WCB has the right to require the tenant to pay all outstanding premiums and, should an injury occur, the tenant will be responsible for all costs associated with that injury.

No tradesmen will be permitted to access or work during off-hours without the prior approval of the tenant and Property Management. All tower elevator movements from the lobby upwards or from floor-to-floor will be controlled by the pre-programmed data on the access card. Security Guards or building staff will not, under any circumstances, open doors or permit access to any building areas except for pre-authorized tradesmen limited to a specific area.

Please provide us with the names and telephone numbers (home and/or office) of those individuals who may authorize access to your premises during off-hours. All individuals will be denied access during off-hours if they do not have an appropriate access card.

The Security Guard will not, under any circumstances, utilize his/her access card unless he/she has received authorization by telephoning an individual on your list.

Brookfield Emergency Alert System

Brookfield is committed to providing a safe and secure environment for all tenants and visitors in their properties. In keeping with this commitment, we are pleased to announce that we have implemented a National Emergency Alert and notification system called **Brookfield Properties Emergency Alert System ("BP-EAS")**. In the event of an emergency, we will use this powerful tool to notify and update pre-determined tenant representatives of major building emergencies and/or service outages.

Brookfield Emergency Alert System (Continued)

The Emergency Alert System will send tenant representatives phone, e-mail and text messages to various contact points, including office/home phones, cell/satellite phone, email accounts, alpha pagers, BlackBerry, etc. The software that this system utilizes has been implemented in our entire North American Portfolio and has proven to be a dependable, robust service, even under trying circumstances like blackouts and severe weather.

The system will also allow you to respond to messages sent to you. You may be given pre-defined responses following the alert message. Responding back is as simple as pressing a corresponding number on the keypad of your phone, or replying back to an email message.

For more information on BP-EAS, please contact the Security & Life Safety Manager.

Locksmith Services

All locks on both entrance and interior office doors have to be keyed to the master key systems of the Complex. The system, while giving each tenant the option of having different keying arrangements within its offices, provides access for building staff in case of emergency and for cleaning purposes.

The building locksmith is available to tenants every **Thursday** by contacting our Service Centre at 310-SERV (7378) or online at 310SERV.com. Special arrangements may be made to have services provided on other days but a charge may apply.

Additional Security Services

Security Escorts

Security escorts are provided free of charge after 6:00 p.m. during the weekdays and 24 hours per day on the weekends and holidays for tenants who have vehicles parked in one of our parking facilities. When requesting an escort, please proceed to the Security Control Room located on the P2 level.

Working alone after business hours? Advise Security Control and they will check on you periodically.

Theft

Report any suspected theft immediately, no matter how small, to the Security Control Room. You may also notify the Police Department; they may be on the trail of a thief targeting office buildings and your report may help them complete their investigation more effectively. The insurance policy of the building does not cover the theft of a tenant's personal belongings. Personal property insurance is the responsibility of each tenant.

Incident Reports

To record the details of any accident, theft or injury that occurs in the Complex, incident reports must be filed. Please notify the Security Control Room as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your co-operation in answering any questions the Security staff may have pertaining to the incident.

Additional Security Services (Continued)

Solicitation

Solicitation is not allowed in the Complex. Please notify Security Control immediately if you notice a solicitor within the Complex. Report as much specific information about the person's appearance and behaviour as you can. Security will locate the person as quickly as possible and escort him/her off the premises.

Suite Security Measures

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite:

- When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late. Do not rely on others, even cleaning staff, to secure your suite for you.
- Do not leave wallets or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Purses, gym bags and small articles, left in plain view, are easy targets for thieves.
- Laptop computers should be locked away out of sight when not in use or taken home for the evening.
- Keep all vault or safe combinations in a locked and secure desk drawer.
- Notify Security immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and right before or after closing. At these times, there is often a lot of movement and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider changing the cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with and cancelling security access cards.
- Keys kept on a key ring should never have an identifying tag. If they are lost or stolen, thieves may use them to access your property.
- If your firm will be closed when the rest of the Complex is normally open, arrange for the Porter Service to collect your mail and papers. A stack of newspapers outside your suite door is a clear signal that the premises are not occupied. Notify the Porter Service to hold all your mail deliveries if no one will be available to accept them.
- Never leave your reception area unattended when your suite entry door is unlocked.
- Secure petty cash and floats in locked cabinets.
- Lock all desks, cabinets and credenzas.

Additional Security Services (Continued)

Power Failure

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. Brookfield Place Calgary has been designed to minimize the risk of a general power failure resulting from causes within the Complex. The Complex is equipped with an emergency power generator providing power to the life safety equipment (i.e., exit signs, elevators, emergency lights and main fire equipment).

Elevators

Once emergency power is activated, each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. One elevator per bank is available for use during a power outage, with use restricted to emergency personnel. In the unlikely event of a power loss, announcements will be made providing regular updates via the Fire Alarm System.

Lights

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored.

In the event of an electrical failure, please observe the following guidelines:

- Contact the Property Management Office.
- Open draperies and raise blinds to let in outside light.
- If you are instructed to evacuate the building, lock all areas of your premises and remember to take your key and proceed down the stairwells.
- Do not congregate in the lobby areas or in the street.
- If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease moving temporarily. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator telephone to contact Security to notify them of your location. As soon as possible, each elevator will be called to ground to discharge passengers until all have been cleared. This may take time but be patient.
- Property Management will notify you as soon as possible when power will be restored.

Emergency Management Plan Priorities

1. Life safety - protect the people: Brookfield Properties' number one priority has always been the safety, health and happiness of its people, including tenants and visitors.
2. Stabilize the situation - minimize property damage: Brookfield Properties is invested in creating a safe and secure location for property and assets owned by the company and all tenants, even in emergency situations.

Vulnerable Populations

In an emergency, certain populations may need additional assistance in following the emergency procedures outlined below. Brookfield Properties is committed to offering this additional assistance.

Vulnerable Populations (Continued)

The property management team and all tenants are required to regularly update (minimum annually) the vulnerable populations list.

Vulnerable populations can include: older adults, people with disabilities (e.g. movement, hearing, sight, etc.), pregnant women, people with injuries (e.g. broken leg.) They will be asked to detail their needs in an emergency (e.g. movement assistance, breathing assistance).

Natural Hazards: Severe Weather

This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

Pandemic Preparedness

What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic. When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

Pandemic Preparedness (Continued)

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, provincial, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans. As you begin your individual or family planning, you may want to review your province's planning efforts and those of your local public health and emergency preparedness officials.

- a. Pandemic planning information can be found at <https://www.canada.ca/en/public-health/services/diseases/pandemic-flu.html>
- b. The Public Health Agency of Canada (PHAC) and other federal agencies are providing funding, advice, and other support to your province. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

1. Canadian Government site for information on pandemic flu
The material on this site is organized by topic for easy reference.
<https://www.canada.ca/en/public-health/services/diseases/pandemic-flu.html>
2. Public Health Agency of Canada (PHAC)
The PHAC Web site is another primary source of information on pandemic influenza.

<https://www.canada.ca/en/public-health.html>

They also have a hotline 1-833-784-4397, that is available from 7 am to midnight EST.

The resources above will provide a lot of information, but we also encourage you to:

- a. Listen to local and national radio
- b. Watch news reports on television
- c. Read your newspaper and other sources of printed and Web-based information
- d. Look for information on your local and provincial government Web sites
- e. Consider talking to your local health care providers and public health officials.

Bomb Threat

The search of public areas is the responsibility of Brookfield Security and staff.

The search of tenant space is the responsibility of the tenant. Guidance is available from Property Management.

For information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills or Bomb Threat Procedures, please contact the Property Management Office.

Fire Alarm Systems

This section is to familiarize both tenant and employees with the Life Safety policies and procedures should a fire alarm occur in the building. Typically, most fire alarms are false alarms; however, for the safety of all occupants, all fire alarms should be treated as a real emergency when the alarm bell has sounded.

Fire Alarm System Equipment

- Alarm tone and voice communication throughout the common and tenant areas.
- Manual pull stations are at each exit stairwell and on both sides of a door equipped with magnetic locking devices.
- Sprinkler system.
- Heat and smoke detectors.
- Fire control station on the ground floor.
- Fire hose cabinets and extinguishers.
- Exit stairways.
- Emergency power system.

If You Discover Fire or Smoke

- Remain calm. Leave the fire area, closing doors behind you.
- Activate the nearest fire alarm pull station. To operate, pull down the fingertip lever. This will activate the fire alarm system.
- When safe to do so, call 911. Provide your name, building address and the location of the fire.
- Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Safety Team. Do not use elevators.
- Do not return until it is declared safe by a Fire Official or Brookfield personnel that the alarm condition has been cleared.

If a Fire Alarm is Heard

Brookfield Place Calgary is equipped with a two-staged fire alarm system. It has two (2) separate and distinct tones:

- The **Evacuation Tone** is recognized by a continuous beep (120 per minute) tone.
- The **Alert Tone** is recognized by an intermittent beeping tone (20 per minute).

When an alarm is activated from any floor, the floor where the alarm originates and the floors immediately above and below will receive the **Evacuation Tone**. The remainder of the building will receive the **Alert Tone**.

When the Evacuation Tone is Heard

- Do not wait for announcements. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you (take your suite key). Before opening the stairwell door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
- Follow the directions of your Fire Safety Team.

Evacuation Tone (Continued)

- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. Crossover floors are located on approximately every five (5) floors with signage clearly posted on the stairwell side of the exit door.
- Never evacuate up the stairwells, always down.
- Do not use the elevators as they will automatically home to the ground floor.
- Do not return until a Fire Official or Brookfield personnel has announced that the alarm condition has been cleared.

When the Alert Tone is Heard

- This tone indicates a potential fire condition exists somewhere in the building. Remain at your workstation but be prepared to leave the building if it becomes necessary.
- Listen to announcements and instructions via the voice communication system and follow the instructions of your Fire Safety Team.

Evacuating Endangered Occupants

If you cannot leave your area or have to return to it because of heavy smoke or fire, remain calm and:

- Close the door.
- Unlock the door in the event fire fighters may need to enter the area.
- Seal all cracks where smoke may get in (e.g., under the door).
- If you require assistance for evacuation, dial 911 and inform the Calgary FIRE DEPARTMENT where you are. Be clear and precise including the tower, floor, office address and telephone number.
- Call Security Control at (403) 265-4469 to alert Building staff of your situation, if possible.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room in your suite.
- Remain calm and wait to be rescued.

Fire Drills

Brookfield conducts an annual fire drill that simulates as closely as possible actual emergency conditions. At the time of the drill, the alarm bell will be activated. All tenants are urged to participate in the drill, following the directions of their Fire Safety Team and Brookfield personnel. Smaller, private drills and meetings are available by contacting the Manager of Security and Life Safety at the Property Management Office.

Medical Emergencies

If there is someone in your office in need of medical assistance due to illness or injury, please follow these steps:

- Call 911 - provide your name, address, floor, and suite number. You may be asked to describe the condition of the person in distress.
- Call Security Control (403) 265-4469 who will provide interim assistance and will arrange for paramedics to arrive at your location as quickly as possible.
- Post one person in the elevator lobby on your floor to direct medical personnel to the person in distress.

Housekeeping

Daily Services

Office areas are provided with housekeeping services five (5) days a week, excluding holidays. This daytime service includes:

- Emptying all trash receptacles and replacing all liners as necessary.
- Cleaning kitchens and boardrooms.
- Dusting and spot cleaning all furniture, fixtures, equipment and accessories.
- Spot cleaning all horizontal and vertical surfaces.
- Spot cleaning the carpeted areas as necessary.
- Spot cleaning all partition doors.
- Spot cleaning all walls, light switches and doors.
- Dust mopping all hard surface floors with a treated mop.
- Wet mopping all hard surface floors.
- Vacuuming all carpeted high-traffic lane areas. (Done in the evenings)
- Cleaning washrooms.

Scheduled Housekeeping Services

Additional housekeeping services will be provided in accordance with the following schedule:

- Carpets will be vacuumed wall to wall - weekly.
- All hard surface floor areas will be machine spray buffed - monthly.
- All hard surface floor areas will be scrubbed, polished and buffed - twice per year.
- Strip, refinish and polish all hard surface floors - annually.

Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, deep cleaning of specific upholstered or carpeted areas, dishwashing, microwave cleaning and other kitchen cleanups are available by calling the **Housekeeping Manager**. Special cleaning services are contracted on a user-fee basis.

Window Cleaning

Window exteriors will be cleaned once a year, weather permitting. Window interiors will also be cleaned once per year when requested. Tenants should notify the Tenant Services Manager when they require interior window cleaning. The areas around the windows must be cleared prior to interior window cleaning.

Recycling Program

In an effort to conserve the earth's limited natural resources, Brookfield has instituted a recycling program in the Complex. All tenants are encouraged to participate in this program which not only serves to protect our environment but also helps reduce operating costs.

Recycling Program (Continued)

How the Recycling Program Works

Each workstation and/or desk will be supplied a small “Cardboard Recycling Container” where the paper products noted below must be deposited:

Paper (including packing paper)	Newsprint	Magazines
Flyers & Mail	Brown Paper Bags	

Each floor will be supplied with a “Mixed Recycling Container” where products noted below must be deposited:

Coffee Cups and Sleeves	Empty Plastic & Glass Bottles	Cardboard or Boxboard
Empty Tin Cans	Plastic Jugs	Plastic Bags or Shrink Wrap

The following items should not be deposited in the small Cardboard Recycling Container or Plastic/Tin Recycling Container and must be placed in waste receptacles:

Broken Glass	Styrofoam	Metal
Plastics (other than #1 – 7)	Facial Tissues	Aluminum Foil Wraps
Plastic Packaging	Plastic Straws, Stir Sticks, Cutlery	

Larger containers will be supplied in strategic locations on the floor. Each employee is responsible for emptying the smaller box into the larger one. The Housekeeping Staff will remove the contents from all large recycling containers each night or when full to complete the process.

Also, recycling containers will be supplied to kitchens and lunchrooms for pop bottle and can recycling. Please contact the Customer Service Hotline to obtain additional recycling containers.

As part of our environmental initiatives, Brookfield is now offering organics disposal to our tenants.

Miscellaneous Recycling

A recycling program for toners/inkjet cartridges/cell phones/computers is available. Any of these items will be picked up by the Porter Service and delivered to a central location for pickup.

E-waste

Please contact the Dock Master at (403) 265-5879. for more information on our current e-waste recycling program.

Recycling Program (Continued)

Carton Disposal

To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons.
- Retain flattened cartons in a designated area of your premises. Clearly mark the carton(s) with a garbage tag. Please contact the Customer Service Hotline if you require garbage tags.

All cartons are removed nightly by the Housekeeping Staff and will be recycled.

If you accumulate a large number of cartons or boxes during business hours, please call 310-SERV (7378) for removal. Cartons and boxes will be removed promptly.

Pest Control

Pest control services are provided to the common areas of the Complex on a monthly basis by an independent contractor. This service is provided after normal business hours and is included in the operating costs of the building. If specific issues are noted within tenant spaces, please contact 310-SERV (7378) and a Building Services Technician will respond to assess the situation. In most cases, pest issues within tenant space is not the responsibility of the Landlord, however, we can make arrangements with our pest control contractor to assist you.

For further information regarding Housekeeping, Special Cleaning Services, Recycling, Carton Disposal, Window Cleaning or Pest Control, please call the Property Management Office.

Central Building Services

Heating, Ventilating and Air Conditioning (HVAC)

Central Operations

The Landlord will provide heating and air conditioning normally between the hours of 7:00 a.m. and 6:00 p.m., Monday to Friday. Some tenants have different hours of operation and should consult the lease for heating and air conditioning hours. To ensure your premises are comfortable, the systems are in operation well in advance before the start of each day.

Temperature Control

Requests for temperature adjustments within your premises should be directed to the Customer Service Hotline 310-SERV (7378) or 310serv.com and an operator will be dispatched immediately.

After Hours Requests

Requests for after-hours air conditioning must be **received 48 hours in advance**, in writing or e-mail, authorized by your Tenant HVAC Representative and directed to the Customer Service Hotline. If no HVAC representative has been identified, any employee within your company may call for extra HVAC. Charges will be invoiced for service hours beyond those provided for in your lease. Refer to *Financial Requirements* for applicable hourly rate charges.

Suggestions to Improve Comfort Levels

- Ensure air balancing is completed after changes in occupancy, partitioning and/or the addition of heat generating equipment.
- Close window blinds to restrict sun loads.

Please note that tenants **shall not** install or permit the installation or use of any space heaters, fans or personal or portable air conditioning units within the premises. The installation of units that provide additional heating or cooling to a space will impact the heating and cooling of the entire floor. If issues are noted with the heating or cooling, please call 310-SERV (7378) so that a technician can assess and remedy the issue.

Installing additional heating or cooling units requires the involvement of the base building engineers and the Manager, Construction Services. Please also note that the installation of small heating and cooling units may impact your Insurance policies should a claim result from their unapproved or improper installation.

Elevators

All office tower elevators are equipped with security card readers providing access after normal business hours. The Complex is serviced by 37 elevators, as follows.

- 10 low-rise elevators provide service to Ground, floors 4 to 24.
- 10 mid-rise elevators provide service to Ground, floors 24 to 41.
- 10 high-rise elevators provide service to Ground, floors 41 to 56.

Elevators (Continued)

- 2 freight elevators provide service to floors P2 to 58.
- 2 Parking shuttle elevators provide service from Ground to P6.
- 2 Retail shuttle elevators provide services from +15 to P5.
- 1 Retail freight elevator provides services from +15 to P2.

Emergency Intercom

Each elevator is equipped with an emergency intercom that automatically rings the Security Control Room desk when the alarm button is depressed. When Security answers, provide them with the building address and elevator number you are located in. They will contact the elevator contractor to provide assistance. Remain calm. Help will arrive shortly.

Fire Alarms and Power Failure

During a fire alarm condition, the elevators will go to the ground floor and the doors will then remain in the opened position. Remember that the elevators must **not** be used during a fire alarm condition and are for Fire Department use only.

Emergency power is supplied to each elevator during a power failure. In the event of power failure, each elevator goes to the ground floor one at a time to allow the occupants to disembark.

Lighting

Control

The Landlord will provide lighting normally between the hours of 6:00 a.m. and 6:00 p.m., Monday to Friday. All of the overhead lighting at Brookfield Place Calgary is controlled through the building automation system. The lighting is turned on in the morning through the automation system and turned off at night after housekeeping has left the area. All tenants can have the lights turned on for them at any time by calling the Service Centre.

Please note that there are some floors that have switches installed by the reception areas or in individual offices that control localized areas. The automation system has the capability to override these individual light switches.

Light and Ballast Replacements

Building standard LED tubes and ballasts are replaced at no charge, as this expense is included in the Operating Costs.

Specialty Lighting

Non-standard lights and ballasts can be purchased and stored by the Property Management Office for the individual tenant. There will be no labour charged for the replacement of non-standard lights. The operations group will stock every known bulb and ballast that is used in the facility.

Electrical Systems

Power is distributed throughout the office floors using an overhead system at 208/120 volts. All wiring is to be in 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 grounding facility in the building. No tenant equipment installation and no regular access is permitted to the telephone, mechanical or electrical rooms of the building.

Utility Service Access

Access to mechanical, electrical or telephone rooms is not available except by prior arrangement and then only for specific authorized purposes. No dedicated tenant equipment will be permitted in these rooms without prior written approval from Property Management.

Telephone, Internet and Cable TV

As a result of the deregulation of the telecommunication industry (initiated by the CRTC), there are many competitors in the marketplace for fibre optics, high-speed data, local and long distance telephone services and any other related services. Currently, the Landlord has authorized the following companies to provide these types of services:

Bell Canada
Shaw Envision and Shaw Business Services
Rigstar
Telus
Zayo

As you may well imagine, most installations require extensive base building space and equipment use that the utility rooms of the Complex may not be able to accommodate. Before contacting any of these service providers, please contact the Technical Services department for further direction.

Telus, in partnership with Brookfield, has installed a Distributed Antennae System for their cellular networks, throughout the Building. The antennae are about the size of a small box and are mounted on the ceiling grid throughout the Complex and Tenant space. They ensure Telus and Bell Mobile Devices have full signal throughout the complex including service corridors and the parkade. In the event you are planning construction in your space and require these devices to be relocated, please contact Vincent McBryne, Construction Manager, Wireless Implementation Alberta via email at Vincent.McBryne@telus.com or phone at 587-225-8954 for further direction.

Financial Requirements

Monthly Rent Schedule

A monthly rent schedule will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e., Operating Costs and Taxes) for the upcoming year. In addition, a revised monthly rent schedule will be issued should there be a change in your rent (i.e., increase in basic rent).

The information on the schedule will include the tenant's name, suite number and rental amount due (broken down by charge and the applicable governing federal and provincial taxes). Please note that a monthly invoice will not be issued unless specified under the lease.

Parking

Monthly rent payments are due and payable, without demand, in advance on the first day of each month.

Payments for non-lease month to month parking are due and payable, without demand, in advance on the first day of each month. Payments must be made payable to:

Indigo Park Canada
288, 600 – 6th Avenue SW
Calgary, Alberta, T2P 0S5

For all lease related parking, please contact Indigo for information.

Building Services

Invoices will be issued for all Tenant Service/Maintenance Requests on a monthly basis. Please ensure that the remittance copy is sent with your payment.

Other Invoices

A separate invoice will be issued for metered utilities and miscellaneous services ("Additional Service Requests") provided by outside suppliers (e.g., door and lock repair, plumbing or electrical work). Again, please ensure that the remittance copy is sent with your payment.

Payment

Monthly rent payments are due and payable, without demand, in advance on the first day of each month.

Payment (Continued)

All payments for rent and invoices must be made **payable** to:

Brookfield Place (Calgary) LP

or by courier to:

Brookfield Place (Calgary) LP
225 6th Ave SW
Calgary, AB
T2P 1N2

Brookfield now requires pre-authorized payment (Electronic Funds Transfer or “EFT”) of monthly rent charges. We will continue to issue an invoice for Additional Service Requests and accept payment for these by cheque. With Pre-authorized Payment, funds are withdrawn automatically from your bank account on the first of each month. This will eliminate the need for you to write a cheque and incur the associated costs of postage, paper and time.

Standard Additional Service Rates

Brookfield Place Calgary

Labour	Rate	Details
After-hours HVAC	\$30 per hour	Per fan; specify North or South
After-hours Lighting	No charge	
Security Access Card	\$15 per card	Replacement of security access card.
Parking Cards and/or Transponders	\$35 per card or transponder	No charge for first card/transponder.
Cleaning Staff (Regular Hours)*	\$22.50 per hour	
Cleaning Staff (Overtime Hours)*	\$33.75 per hour	
Operations (Regular Hours)	\$30 per hour	
Operations (Overtime Hours)	\$45 per hour	
Locksmith	Subject to Market	

* Please contact the Housekeeping Contractor for current rates or quotes for extra services.

Brookfield Place Calgary Building Rules and Regulations

The following Rules and Regulations have been adopted for safety, benefit and convenience of all Tenants and other persons in the Building. The Tenant shall at all times comply with the Rules and Regulations that are then in effect from time to time.

Life Safety

- If any emergency situation arises the Tenant shall cause all occupants of the Premises to vacate the Building if directed to do so by the Landlord or any public authority, in the manner prescribed by the Landlord or such public authority.
- No inflammable, explosive or dangerous materials shall be stored or used in the Premises and the Tenant shall not do, or omit to do, anything which may in any way breach Applicable Laws, increase the risk of fire or obstruct or interfere with the rights of other occupants of the Building.

Security

- The Landlord may require that any Person entering and leaving the Building at any time other than during Business Hours provide identification and satisfy security measures prescribed by the Landlord from time to time. The Landlord may prevent any Person from entering the Premises unless that Person possesses a key, pass or other authorization satisfactory to the Landlord, and may prevent any Person removing any goods without written authorization. The Landlord may institute a photo-identification or other security system, in which case identification cards or other necessary security devices must be obtained from the Landlord at the expense of the Tenant.
- All entrance doors to the Premises must be kept locked when the Premises are not in use. Except as provided for below, all locks within the Premises and on the access doors to the Premises will permit access by the Landlord's master key or access cards. The Tenant shall not install any locks, bolts or other security devices affecting access to the Premises, or any part thereof, without the Landlord's prior written consent, which may be granted on a conditional basis. No change may be made to existing locks or locking mechanism within the Premises or on the access doors to the Premises without the Landlord's consent and co-ordination.

Housekeeping

- The Tenant shall keep the Premises tidy and free from rubbish, which shall be deposited in receptacles designated by the Landlord for waste.
- The entrance, lobbies, elevators, staircases and other such facilities of the Building shall be used only for access to the Premises; the Tenant shall not obstruct or damage such facilities, or permit them to be obstructed or damaged by its agents, employees, officers, invitees or others under its control.
- The Tenant shall not obstruct access to main header ducts, janitor and electrical closets and other Building Systems.
- The Tenant shall, at its expense and at such reasonable intervals as the Landlord requires, exercise such pest control measures as directed by the Landlord using contractors designated by the Landlord, failing which the Landlord shall have the right, at its option, to exercise such pest control measures for the Premises, at the expense of the Tenant.

Receiving, Shipping, Movement of Articles

- No heavy equipment, safes or large items shall be moved by or for the Tenant except with the prior written consent of the Landlord, which may be arbitrarily withheld. Any such item shall be moved upon the appropriate steel-bearing plates, skids, or platforms, subject always to direction

Building Rules and Regulations (Continued)

by the Landlord, and shall take place at such times and by such Persons as the Landlord shall have approved.

- The moving of all heavy equipment or other office equipment or furniture shall occur between 6:00 p.m. and 7:00 a.m. during weekdays and throughout the day during weekends, or any other time consented to by the Landlord. The persons employed to move the same in and out of the Building must be acceptable to the Landlord. No deliveries requiring the use of an elevator for freight purposes will be received into the Building or carried in the elevators, except during hours approved by and scheduled through the Landlord. Only elevators so designated by the Landlord shall be used for deliveries of workmen and materials, furniture and other freight. The Tenant shall pay, as Additional Rents, any costs incurred by the Landlord in connection with the moving of the Tenant's equipment, furniture, etc.

- No equipment, freight, office materials or supplies, furnishings or bulky matter shall be moved in or out of the Premises or carried on the escalators or elevators of the Building except during such hours as the Landlord shall have approved. Hand trucks and similar appliances shall be equipped with rubber tires, rubber bumpers and other safeguards approved by the Landlord, and shall be used only by prior arrangement with the Landlord.

- The Tenant shall receive, ship and take delivery of, and require shippers and others to deliver and take delivery of, equipment, freight, office materials and supplies, and furnishings only through the appropriate service and delivery facilities and elevators provided in the Building and subject to such further regulations as the Landlord may from time to time impose. The service elevators in the Building shall not be used for the movement of any such item without the prior written consent of the Landlord and shall be left in clean condition following use.

Prevention of Injury to Premises

The Tenant shall not misuse or damage the Premises or any of the improvements or facilities therein, or unreasonably deface or mark any walls or other parts of the Premises.

The Tenant shall not:

- install or use any radio, television or other similar device in the Premises which may in any manner constitute a disturbance or an annoyance to any other Tenant in the Building;
- install in the Premises or elsewhere in the Building any transmitting radio communications equipment without the Landlord's prior written consent; or
- operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the Building. The Tenant shall not in any case erect or cause to be erected any satellite dishes or aerial anywhere in the Building.

Windows

- No curtains, blinds or other window coverings shall be installed by the Tenant without the prior written consent of the Landlord. Any window coverings permitted to be installed by the landlord shall comply

with the uniform window covering scheme of the Building.

- The Tenant shall not interfere with any window coverings installed upon exterior windows of the Building, and shall close such window coverings during such hours as the Landlord may require,

Building Rules and Regulations (Continued)

and shall not install or operate any interior window coverings installed by the Tenant so as to interfere with the exterior appearances of the Building or the climate control system of the Building.

Washrooms

The water closets and other water apparatus shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes or other substances shall be placed therein. The Tenant shall be responsible for any damages resulting from misuse caused by it or by its employees, agents, officers, directors, licensees or invitees. The Tenant shall not permit water to run unless it is then being used.

Use of Premises

- No cooking or preparation of food which requires venting or produces objectionable odours shall be permitted in the Premises and no electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- The Tenant shall not use or permit use of the Premises in such manner as to create any noises or odours objectionable or offensive to the Landlord or any other Tenant or occupant of the Building or other nuisance or hazard or to breach the provisions of Applicable Laws or any requirement of the insurers of the Building.
- No Person shall use the Premises for sleeping or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No musical instruments or sound producing equipment or amplifiers which may be heard outside the Premises shall be played or operated on the Premises.

Canvassing, Soliciting, Peddling

The Tenant shall not perform, patronize or permit anyone under its control to perform any canvassing, soliciting or peddling in the Building and shall not install in the Premises any machines vending or dispensing refreshments or merchandising, except with the prior written consent of the Landlord.

Bicycles

Bicycles or other vehicles shall not be brought or left in or upon any part of the Building except in such area or areas as are designated by the Landlord from time to time.

Biohazards

Any Tenant that disposes of biomedical waste, contaminants or other biomedical hazards (as defined by any rule, regulation, policy, or statute having force of law in Alberta in their Premises, or as part of the use of their Premises, shall provide the Landlord annually no later than January 7 of each calendar year, and in any event within 2 business days of the Landlord's written request, a fully executed copy of an agreement entered into with certified biohazard waste disposal vendor, failing which, among other things, the Landlord may contact the Provincial and/or Federal governing bodies responsible for the disposal of such substances and notify them of the Tenant's

Building Rules and Regulations (Continued)

non compliance, the Landlord shall be entitled to retain such services at the Tenant's costs, which costs shall be subject to an administrative charge of 15%, all of which become then immediately due and payable under the Tenant's Lease.

General

These rules and regulations, together with all amendments, deletions and additions, are not necessarily intended for uniform application, but may be waived in whole or in part in respect of other tenants of the Building without affecting their enforceability with respect to the Tenant and the Premises, and may be waived in whole or in part with respect to the Premises without waiving them as to future application to the Premises. The imposition of such rules and regulations shall not create or imply any obligation of the Landlord to enforce them or create any liability of the Landlord for any such lack of enforcement.

With the exception of service animals, no live animals are permitted in the complex. The Building prohibits smoking and the use of vapor/electronic cigarette within a 9 metre radius of all entrances and exits.