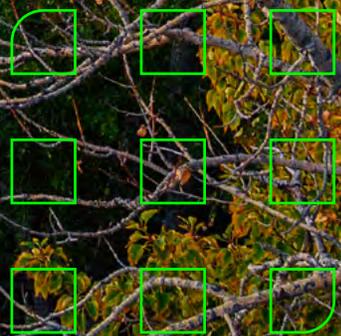


# Tenant Handbook

Fifth Avenue Place  
420 2nd Street SW, Calgary, AB

**Brookfield**  
Properties



## TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>INTRODUCTION</b> .....                        | <b>1</b>  |
| WELCOME .....                                    | 1         |
| BROOKFIELD PRIVACY STATEMENT .....               | 1         |
| <b>MANAGEMENT OFFICE AND OPERATIONS</b> .....    | <b>3</b>  |
| MANAGEMENT OFFICE .....                          | 3         |
| MANAGEMENT DIRECTORY .....                       | 3         |
| MAILING ADDRESS AND POSTAL CODE INFORMATION..... | 4         |
| HOURS OF BUSINESS OPERATION .....                | 4         |
| STATUTORY HOLIDAYS .....                         | 5         |
| LEASING INFORMATION .....                        | 5         |
| EMERGENCY NUMBERS .....                          | 5         |
| LOCAL BUSINESS DIRECTORY .....                   | 5         |
| <b>TENANT AND BUILDING SERVICES</b> .....        | <b>7</b>  |
| ENVIRONMENTAL INITIATIVES.....                   | 7         |
| TENANT SERVICE REQUESTS (310-SERV) & AXIIS ..... | 7         |
| TENANT INSURANCE REQUIREMENTS .....              | 8         |
| SIGNAGE.....                                     | 8         |
| SMOKING POLICY .....                             | 9         |
| MOVING AND DELIVERY GUIDELINES .....             | 9         |
| FREIGHT ELEVATORS .....                          | 10        |
| LOADING DOCK.....                                | 10        |
| PARKING .....                                    | 11        |
| LOST AND FOUND.....                              | 11        |
| BICYCLE/E-MOBILITY PARKING.....                  | 12        |
| SHOWER FACILITY.....                             | 12        |
| ALTERATIONS AND REMODELING.....                  | 12        |
| ACCESSIBILITY.....                               | 12        |
| <b>SECURITY AND LIFE SAFETY</b> .....            | <b>14</b> |
| BUILDING SECURITY .....                          | 14        |
| LIVESAFE – AXIIS BY BROOKFIELD PROPERTIES .....  | 14        |
| LIVESAFE.....                                    | 15        |
| LOCKSMITH SERVICES .....                         | 15        |
| ADDITIONAL SECURITY SERVICES .....               | 16        |
| SOLICITATION .....                               | 16        |
| SUITE SECURITY MEASURES .....                    | 16        |
| EMERGENCY MANAGEMENT PLAN PRIORITIES.....        | 18        |
| NATURAL HAZARDS: SEVERE WEATHER.....             | 18        |
| PANDEMIC PREPAREDNESS.....                       | 18        |
| BOMB THREAT .....                                | 19        |
| FIRE ALARM SYSTEMS.....                          | 20        |
| FIRE DRILLS .....                                | 22        |
| MEDICAL EMERGENCIES .....                        | 22        |
| <b>HOUSEKEEPING</b> .....                        | <b>23</b> |
| DAY CLEANING SERVICES.....                       | 23        |
| SCHEDULED HOUSEKEEPING SERVICES .....            | 23        |
| SPECIAL CLEANING SERVICES .....                  | 23        |
| WINDOW CLEANING.....                             | 23        |
| RECYCLING PROGRAM.....                           | 24        |
| CARTON DISPOSAL.....                             | 24        |
| PEST CONTROL .....                               | 25        |

|  |           |
|--|-----------|
| <b>CENTRAL BUILDING SERVICES .....</b>                 | <b>26</b> |
| HEATING, VENTILATING AND AIR CONDITIONING (HVAC) ..... | 26        |
| ELEVATORS .....  | 26        |
| LIGHTING .....   | 27        |
| ELECTRICAL SYSTEMS .....                               | 27        |
| ELECTRICAL SYSTEMS (CONTINUED).....                    | 27        |
| UTILITY SERVICE ACCESS .....                           | 27        |
| TELEPHONE, INTERNET, AND CABLE TV .....                | 28        |
| <b>FINANCIAL REQUIREMENTS.....</b>                     | <b>32</b> |
| MONTHLY RENT SCHEDULE .....                            | 32        |
| PARKING .....  | 32        |
| BUILDING SERVICES .....                                | 32        |
| OTHER INVOICES .....                                   | 32        |
| PAYMENT .....  | 32        |
| STANDARD ADDITIONAL SERVICE RATES .....                | 33        |
| <b>BUILDING RULES AND REGULATIONS.....</b>             | <b>34</b> |
| BUILDING RULES AND REGULATIONS .....                   | 34        |

## **Introduction**

### **Welcome**

Brookfield Properties is pleased to provide this Tenant Information Guide for the exclusive use of Fifth Avenue Place office Tenants. It will assist you in becoming familiar with the building's features, facilities and operating procedures, and with the staff who provide its services.

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.

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 building.

### **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 to do 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.

#### **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.

**Brookfield Privacy Statement (Continued)**

**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](mailto:privacyofficer@brookfield.com).

## Management Office and Operations

### Management Office

As the managers of Fifth Avenue Place, 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.

The Property Management Office is located in Fifth Avenue Place and our mailing address is as follows:

**Brookfield Properties Corporation**  
**Fifth Avenue Place**  
**Suite 101, 420 - 2<sup>nd</sup> Street SW**  
**Calgary, AB**  
**T2P 3K4**

Our office hours and telephone/fax numbers are:

**Monday to Friday ..... 8:00 a.m. to 4:30 p.m.**  
**Telephone No ..... (403) 770-2360**  
**Fax Number ..... (403) 770-2370**

### Management Directory

General Manager  
Jennise Colpitts  
Phone: (403) 313.7821  
Fax: (403) 770-2370  
Email: [Jennise.Colpitts@brookfieldproperties.com](mailto:Jennise.Colpitts@brookfieldproperties.com)

Property Manager  
Robin Kelly  
Phone: (403) 770-2376  
Fax: (403) 770-2370  
Email: [Robin.kelly@brookfieldproperties.com](mailto:Robin.kelly@brookfieldproperties.com)

Manager, Security and Life Safety  
William Main  
Phone: (403) 770-2390  
Fax: (403) 770-2370  
Email: [william.main@brookfieldproperties.com](mailto:william.main@brookfieldproperties.com)

### Management Directory (Continued)

Manager, Property Accounting  
Tanya Garnett Phone: (403) 770-2385  
Fax: (403) 770-2370

Email: <mailto:Christie.Peterson@brookfieldproperties.com>  
[tanya.garnett@brookfieldproperties.com](mailto:tanya.garnett@brookfieldproperties.com)

Director, Construction Services  
JP Drolet  
Phone: (403) 770-7112  
Fax: (403) 770-7210  
Email: [JP.Drolet@brookfieldproperties.com](mailto:JP.Drolet@brookfieldproperties.com)

Vice President, Construction  
Winston Jensen  
Phone: (403) 770-7130  
Fax: (403) 770-7030  
Email: [Winston.Jensen@brookfieldproperties.com](mailto:Winston.Jensen@brookfieldproperties.com)

Senior Vice President, Office Leasing  
Dwight Jack  
Phone: (403) 770-7089  
Fax: (403) 770-7030  
Email: [Dwight.Jack@brookfieldproperties.com](mailto:Dwight.Jack@brookfieldproperties.com)

Vice President Office Leasing  
Ryan Handley  
Phone: (403) 770-7122  
Fax: (403) 770-7030  
Email: [Ryan.Handley@brookfieldproperties.com](mailto:Ryan.Handley@brookfieldproperties.com)

Retail Leasing Consultant  
Bernie Bayer  
Phone: (403) 206-2131  
Fax: (403) 770-7030  
Email: [Bbayer@taurusgroup.com](mailto:Bbayer@taurusgroup.com)

### **Mailing Address and Postal Code Information**

Post office boxes are located in the East Tower to the left of the double doors to the loading dock. Additional boxes are also located in the East Tower loading dock. West Tower post office boxes are located in the West Tower loading dock. Assignment and issuance of keys for the mailboxes will be through your Tenant Representative.

Please confirm the postal code for your premises directly with Canada Post, as a different code may be assigned based on the volume of the mail received to your suite.

### **Hours of Business Operation**

Monday to Friday ..... 8:00 a.m. to 6:00 p.m.  
After hours, weekends and holidays are restricted access (access cards only)

Tenants may operate their own extended hours by obtaining access using security pass cards. Additional charges are applicable should you require the HVAC systems to operate after normal business hours.

### Statutory Holidays

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

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

### Leasing Information

For information regarding additional space requirements, please contact the Vice President, Office Leasing listed under the Management Directory or by contacting the Property Management Office. For information regarding available storage in the building, please contact your Tenant Representative.

### Emergency Numbers

#### Medical Services

Emergency 911 and (403) 770-2389  
Poison Centre (403) 944-1414

#### Hospitals

Foothills Medical Centre (403) 944-1110  
Peter Lougheed Centre (403) 943-4555  
Rockyview General Hospital (403) 943-3000  
Sheldon M. Chumir Health Centre (403) 955-6200  
South Health Campus (403) 956-1111

### 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

|                     |              |                    |
|---------------------|--------------|--------------------|
| Bank of Montreal    | 503.7154     | Fifth Avenue Place |
| CIBC                | 974-1691     | Bow Valley Square  |
| Royal Bank          | 299-5013     | Bow Valley Square  |
| Servus Credit Union | 888-233-8993 | Fifth Avenue Place |

#### Taxi Cabs

Associated Cab 299-1111  
Checker Cabs 299-9999

Co-op Taxi 531-8294

**Miscellaneous**

Budget Car & Truck Rental 226-1550

The Licensing Company 299-2373

Bow Valley Square

Calgary Transit 262-1000

## Tenant and Building Services

### Environmental Initiatives

#### 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, WELL 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 <https://axiistenantapp.com/properties/fap/>.

### Tenant Service Requests (310-SERV) & axiis

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 310-SERV (7378)** or [https://axiistenantapp.com/properties/fap/#FAP\\_SERVICEREQUESTS](https://axiistenantapp.com/properties/fap/#FAP_SERVICEREQUESTS)

Any billable work will require advanced 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 **Assistant Property Manager** 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 [https://axiistenantapp.com/properties/fap/#FAP\\_SERVICEREQUESTS](https://axiistenantapp.com/properties/fap/#FAP_SERVICEREQUESTS)

### **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 teams. 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 take out and keep in full force varying types of insurance for your premises in the building (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 at the building. 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. 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:

Fifth Avenue LP, Fifth Avenue GP Inc., Fifth Avenue GP Trust, ARI 5AP GP Inc., ARI 5AP Investments LP, Brookfield Properties Canada Management LP, Brookfield Properties Canada Management Corporation, Brookfield Properties (Canada) Inc., and United Overseas Bank Limited, Vancouver Branch

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.

### **Signage**

A building standard sign program has been established for the main lobby and elevator lobby (for multi-tenant floors only) which must be adhered to. Please complete the Sign Request Form found in the *Building Forms* section in this guide and return it to the Property Management Office.

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three (3) weeks from the

time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the Tenants expense. Please contact the Property Management Office for further details and applicable costs.

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

**Posting of paper signage is prohibited in common areas and elevator lobbies.**

To facilitate fundraising efforts and special events, we realize that temporary signage is sometimes required. The Property Management Office reserves the right to decide if the signage is appropriate prior to installation in any area visible by the public.

General guidelines with respect to paper signage are as follows:

- All temporary signs and banners must be professionally prepared and be approved by the Property Management Office prior to being placed on easels.
- Signs cannot be glued, taped, or tacked onto any surface, including elevator lobbies where it may be visible by people other than the respective tenants/employees.

Please contact your Tenant Representative for additional information and clarification prior to the installation of any signage.

**Smoking Policy**

Fifth Avenue Place is a smoke-free environment, and smoking (vaping, cigarettes, or cannabis) is prohibited in any areas inside the building. The building prohibits smoking 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.

- Provide at least 48 hours' written notice prior to the date and time of scheduled moves. All moving arrangements must be authorized by Property Management and are scheduled on a first come, first served basis. Contact the Property Management Office for more information.
- Office moves may only occur during business hours, afterhours, or on weekends.
- All moves and deliveries must be handled through the freight elevator only.
- The loading dock is the only building entrance permitted for moves and deliveries. This area must be reserved in advance. 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 proof of WCB and a Certificate of Insurance prior to the actual move. The mover must be bonded and carry a minimum of five million dollars

- (\$5,000,000.00) combined single limit, property damage, and public liability insurance naming the Landlord and Brookfield Properties Management Corporation as additional insured. We suggest that you secure a Certificate of Insurance for your firm as well.
- Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid 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.
  - 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.
  - The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in marked Fire Lanes.

### **Freight Elevators**

Fifth Avenue Place is equipped with one (1) freight elevator in the West Tower and one (1) freight elevator in the East Tower.

The dimensions and weight restrictions are as follows:

|                         | <b>East</b> | <b>West</b> |
|-------------------------|-------------|-------------|
| <b>Door</b>             |             |             |
| Height                  | 8' 0"       | 8' 0"       |
| Width                   | 5' 0"       | 5' 0"       |
| <b>Cab</b>              |             |             |
| Height                  | 12' 0"      | 12' 0"      |
| Width                   | 6' 1"       | 6' 1"       |
| Depth                   | 7' 5"       | 7' 5"       |
| Diagonal                | 9' 6"       | 9' 6"       |
| <b>Weight Allowance</b> | 4,000 lbs.  | 4,000lbs.   |

### **Loading Dock**

#### **Location, Hours of Operation and Deliveries**

The loading docks for the building are located off 4<sup>th</sup> Avenue, between 1<sup>st</sup> and 2<sup>nd</sup> Street SW. The East dock has no height restrictions, while the West dock has a maximum height being 4.01 metres (13 - 2). The East dock is open from 7:30 a.m. to 5:00 p.m., and the West dock is open from 7:30 a.m. to 5:00 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 assumes no responsibility for breakage, damage, theft or personal injury, however caused.

Wheeled dolly and hand cart 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 Property Management Office.

### **Regulations**

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

- The maximum time permitted to be in the dock area is 20 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.

### **Parking**

#### **Location, Operation Hours and Charges**

The entrances to the underground garage are located on 4<sup>th</sup> Avenue between 1<sup>st</sup> and 2<sup>nd</sup> Street SW and 5<sup>th</sup> Avenue between 1<sup>st</sup> and 2<sup>nd</sup> Street SW. The garage consists of 791 spaces on three levels. To gain access from within the building, the parking elevators must be used directly off the main lobbies of Fifth Avenue Place.

Spaces are limited to the number entitled under your lease. However, should additional spaces be available, they will be on a month-to-month basis with a thirty (30) day cancellation notice provision. All monthly parking charges will be included in your rent schedule and are due on the first day of each month.

The parkade is operated by Indigo. If you have any parking queries, please contact Indigo directly.

#### **Indigo**

Phone (403) 299-7275  
Fax (403) 770-7055

#### **Regulations:**

- Illegally parked vehicles will be ticketed and towed. Any vehicles parked in the designated fire route will also be ticketed and towed.
- Vehicles parked in the garage 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 garage or the contents however caused or incurred.
- Thirty (30) days written notice is required for cancellation of any/all spaces.
- No washing or repairing of vehicles is allowed in the garage.

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

### **Lost and Found**

Lost and found items can be turned in or claimed at the Security Control Room on the Plus 15 level of the West Tower in Fifth Avenue Place.

### **Bicycle/E-Mobility Parking**

Bicycle racks are located in the parking garage on Level One (P1) and are for tenants of the building only. Please ensure that bicycles are securely fastened to the rack. The Landlord and Property Management shall not be responsible for any loss or damage to bicycles however caused or incurred. Please note that bicycles are not permitted in the office tower or other common areas of the building and must be walked down the parking garage ramp to level one. There is an annual fee for the use of the bicycle parking. Please contact Indigo for more information.

### **Shower Facility**

The Shower Facility located on the main floor in the West tower are reserved for the exclusive use of the tenants and subtenants of the Building. The shower facility has lockers that are on a first-come, first-serve basis and are to be used only while the User is using the Shower Facilities. Towel service and a water station is available for your use. For more information on how you can sign up to use this facility please contact Brookfield Reception at 403-770-2360 or by email at [fap.admin@brookfield.com](mailto:fap.admin@brookfield.com). The Shower facility agreement can be found on our website under forms and manuals. Please return the completed form to the Brookfield Management Office.

### **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:

- One (1) complete set of working drawings including architectural, mechanical and electrical specifications detailing all changes. Additional sets may be required.
- Name and telephone numbers of the design firm, general contractor and a list of all sub-trades.
- Copy of Building Permit Application with actual permit to follow.
- Certificate of Insurance and proof of WCB from the General Contractor.

For further information regarding alterations and remodeling, please call the Construction Manager listed in the Management Directory or refer to the Tenant Design Criteria Manual.

### **Accessibility**

#### **Brookfield's Accessibility Actions**

Brookfield has made great strides towards compliance with all applicable Accessibility standards in an effort to remove barriers and, in the process, educating employers, businesses and others about working with persons with disabilities.

Brookfield has developed a policy which 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. In addition, Brookfield has developed Accessibility floor plans for the public areas of all of our properties, available below. Each plan indicates the accessibility features available at the property and accessible routes.

**Customer Feedback Process**

If any issues arise regarding accessibility, Tenants and visitors are encouraged to fill out a Customer Feedback Form, found on our website. Forms may be sent to [accessibility@brookfield.com](mailto: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 endeavor to provide a response within 24 hours.

## Security and Life Safety

### Building Security

The security and safety of the Tenants of Fifth Avenue Place is one of our highest management priorities. With this interest for your safety in mind, this section should be distributed to all employees within your organization.

#### Security Officer Coverage:

The Brookfield Security Department provides trained personnel to meet the needs of the building. Coverage is 24 hours a day.

### LiveSafe – axis 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 axis.

- **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 axis, contact a Security & Life Safety representative.

### Base Building System

Access to the offices are 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 card readers are:

- Main lobby entrances on 1<sup>st</sup> Street between 4<sup>th</sup> and 5<sup>th</sup> Avenue (East) and 4<sup>th</sup> Avenue between 1<sup>st</sup> Street and 2<sup>nd</sup> Street (West)
- 2<sup>nd</sup> Street between 4<sup>th</sup> and 5<sup>th</sup> Avenue and Main entrance off of 5<sup>th</sup> Avenue between 1<sup>st</sup> and 2<sup>nd</sup> Street
- Office tower elevators
- Parking garage entrance and exit gates
- Parkade elevators

Tenants, upon leasing space, are requested to contact the Property Management Office and arrange for the necessary proximity access cards for all employees who may require access. There is a fee for replacing lost or stolen cards (Refer to *Financial Requirements* section of this Guide for

details). Once a card has been issued, it is the Tenants responsibility for the safekeeping and control.

Any required security card additions and/or deletions must be done through the Property Management Office by completing the Proximity / Parking Card Change Form located in the Forms section of this Guide.

Visitors requiring access to your premises after hours must be met in the lobby, or you may complete an access request form allowing specific individuals access to your premises through the Security Key Room located at the East loading dock.

No tradesmen will be permitted to access or work during off-hours without the prior approval of the Property Manager or Onsite Operations Personnel. All tower elevator movements from the lobby upwards will be controlled by the pre-programmed data on the access card. Security Officers 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.

### **Card Access System**

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

The security officer will not under any circumstance utilize his/her access card unless he/she has received authorization by telephoning an individual on your list.

### **LiveSafe**

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 **LiveSafe**. In the event of an emergency, we will use this powerful tool to notify and update predetermined Tenant representatives of building emergencies and/or service outages.

LiveSafe will send Tenant Representatives, e-mail, push notifications, and text messages to various contact points, including, cell/satellite phone, email accounts, etc. The software that this system utilizes has been implemented in our entire US 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 button or link in the email message or replying back to an email message. For more information on LiveSafe please contact your Security Manager.

### **Locksmith Services**

All locks on both entrance and interior office doors have to be keyed to the master key systems of the building. 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.

## **Additional Security Services**

### **Security Escorts**

Security Escorts are provided free of charge 24 hours per day during the weekdays and 24 hours per day on the weekends and holidays to Tenants who have vehicles parked in the underground or nearby parkade. When requesting an escort, please call Fifth Avenue Place Security at (403) 770-2389.

### **Theft**

Report any suspected theft, no matter how small, to Property Management immediately. 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 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 on the property, incident reports must be filed with security. Please notify the Building Office 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 building staff may have pertaining to the incident.

### **Solicitation**

Solicitation is not allowed in the building or on the building premises. Please notify building management immediately if you notice a solicitor within the building. Report as much specific information about the person's appearance and behavior as you can. Security staff 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 leave attaches 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. Small articles, left in plain view, are easy targets for thieves.
- Laptop computers should be locked away and out of site when not in use and consideration should be made to securely fasten them to the desk during business hours.

- Keep all vault or safe combinations in a locked desk drawer.
- Notify the Property Management Office or Building 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 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 cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and canceling security access cards.
- Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.

## **Power Failure**

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. Fifth Avenue Place has been designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with an emergency power generator providing power to the life safety equipment (i.e. exit signs, elevators (one (1) elevator per bank), emergency lights and main fire equipment).

## **Elevators**

Once emergency power is restored, each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. One elevator per bank will operate at a time until full power is restored.

## **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.
- 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 operation but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator intercom to contact security to notify them of your location.
- Building 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.

### **Persons Requiring Assistance**

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

Persons requiring assistance 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.

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**

Statistics have shown that Canada is a relatively safe country, where the vast majority of threats and acts of terrorism are hoaxes. However, as the potential injury to persons and damage to property is great, all situations must be dealt with as if they are real. **If you receive a bomb threat, take it seriously.**

If you receive a Bomb Threat by Phone:

1) The person receiving the call should be prepared to obtain precise information including:

- Time of the call
- Exact wording of the threat
- Any distinguishing characteristics of the caller such as the voice or background noises.

Please refer to a copy of the Fifth Avenue Place Life Safety Manual for Bomb Threat procedures.

2) **Call 911** to notify police.

3) Call Fifth Avenue Place Security at 770-2389.

A search of Tenant premises cannot be performed effectively by police or Brookfield personnel as they are unfamiliar with the environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search. It is recommended that your Life Safety Team utilize employee volunteers to assist with the search. They will be assisted by Brookfield Staff and Building Security.

During the search procedure remember this rule: **Look for something that doesn't belong, that is out of the ordinary, or out of place.** Conduct the search quickly but thoroughly, keeping the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, **DO NOT TOUCH IT.**

In the event that a suspicious object is found, local police or Brookfield Staff and Building Security may recommend a partial or complete evacuation.

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

For information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills or Bomb Threat Procedures, please refer to the Fifth Avenue Place Life Safety Manual or 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.

The fire alarm system consists of the following 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.
- Extinguisher Cabinets.
- Exit Stairways.
- Emergency Power System.
- Strobe Lights.

### **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.
- Immediately evacuate via the nearest fire exit. Follow the directions of your Life Safety Team. Do not use elevators.
- Do not return until it is declared by a Fire Official or Brookfield personnel that the alarm condition has been cleared.

### **If a Fire Alarm is Heard**

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

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

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

### **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 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 Life Safety Team.
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. Crossover floors are located approximately every five (5) floors with signs posted on the exit door. If Crossover floor is too congested, continue down to the next Crossover floor.
- 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.

### **The Alert Tone Sounds**

- This tone indicates a potential fire condition exists somewhere in the tower or from third level down to P3 of the parkade. 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 Life 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, air conditioning and heating vents).

- If you require assistance for evacuation, dial 911 and tell the CALGARY FIRE DEPARTMENT where you are.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room.
- Remain calm and wait to be rescued. Do not consider jumping.

### Life Safety Team

The primary responsibility for the safety of employees rests with each Tenant. Tenants are encouraged to appoint responsible and dependable employees to act as Fire Wardens and Fire Warden Assistants forming your Life Safety Team. The responsibility of the team is:

- Compile a list of employees who require assistance to evacuate the building by completing the Life Safety Form located in *Building Forms* section of this Guide.
- Attend meetings on emergency procedures.
- Have a detailed knowledge of the floor and location of each stairwell and crossover floors.
- Organize evacuation at the nearest exit during a fire alarm.
- Ensure all employees have evacuated your office.
- Provide training to all employees on evacuation procedures.
- Participate in fire drills.

### Fire Drills

Brookfield conducts an annual fire drill, which 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.

### Medical Emergencies

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

Dial 9-1-1

1. Report the injury or illness and request an ambulance.
2. Give the dispatcher your name, telephone number, location of emergency, building address, and advise them which loading dock to pull into (**loading dock is off of 4<sup>th</sup> Avenue between 1<sup>st</sup> and 2<sup>nd</sup> Street SW**). Gurneys do not fit into the passenger elevators.
3. CALL (403) 770-2389 (24 HOURS) Fifth Avenue Place Security
  - Advise that an ambulance has been called.
  - Relay your name, telephone number, company name and location of the emergency.
  - Fifth Avenue Place Security will dispatch security, secure a freight elevator, meet the EMS attendants and direct EMS to the location of the medical emergency.

## Housekeeping

### Day Cleaning Services

Office areas are provided with housekeeping services five days a week, excluding holidays. Day cleaning service includes:

- Emptying all trash receptacles and replacing all liners as necessary
- Removing all collected trash to a designated area
- 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
- Cleaning and polishing drinking fountains
- Dust mopping all hard surface floors with a treated mop
- Wet mopping of all hard surface floors
- Vacuuming all high traffic carpeted areas
- Sanitizing telephones

### Scheduled Housekeeping Services

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

- High and low dusting (picture, clocks, partition tops, etc.) - weekly
- Carpets will be vacuumed wall to wall - weekly.
- All office furniture will be vacuumed - monthly.
- All trash containers will be washed using a germicidal detergent - monthly.
- All hard surface floor areas will be “machine spray buffed” - monthly.
- Dusting and vacuuming of solar (mecho) shades - twice a year.
- All hard surface floor areas will be scrubbed, polished, and buffed - twice a year.
- Strip, refinish and polish all hard surface floors - annually.
- All interior of exterior glass will be cleaned - annually.
- All interior partition glass will be cleaned - annually.

### Special Cleaning Services

Special cleaning services such as refrigerator cleaning and dish service, premises day ladies should be contracted directly through the Housekeeping Contractor.

For carpet cleaning and shampooing of fabric furniture, we recommend using a qualified carpet cleaning firm. We do not encourage the use of the housekeeping contractor for this service.

### Window Cleaning

Window exteriors will be cleaned once per year, weather permitting. Window interiors will also be cleaned once per year. Tenants will be notified by Tenant Services prior to interior window cleaning, so that areas around the windows can be cleared.

## Recycling Program

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

### How the Recycling Program Works

Each workstation and/or desk will be supplied a "Capital Paper" recycling container where the paper products noted below must be deposited.

|                |                   |                |
|----------------|-------------------|----------------|
| Glossy Paper   | Brown Kraft Paper | Colored Paper  |
| Computer Paper | Photocopy Paper   | Envelops (all) |
| Fax Paper      | Gummed Paper      | File Folders   |
| Magazines      | Newspaper         | NCR Paper      |

The following items should not be deposited in the "Capital Paper recycling container and must be placed in waste receptacles:

|                      |              |                          |
|----------------------|--------------|--------------------------|
| Blueprint Paper      | Plastic Bags | Beverage Containers/Lids |
| Food Items           | Binders      | Kleenex                  |
| Straws & Stir Sticks | Paper Towels | Plastic Envelopes        |

For areas that generate large volumes of recyclable paper, large "Capital Paper" boxes will be supplied. Please contact the Property Management Office to obtain additional recyclable containers.

The Housekeeping Staff will remove the contents from the large "Capital Paper" recycling boxes each day to complete the process. The small individual boxes are the responsibility of the tenant to empty into the large central boxes for disposal.

### Container Recycling

Fifth Avenue Place participates in a recycling program for pop cans, bottles and juice boxes. If you wish to participate in this program, please designate a location within your premises for your employees to dispose of these items. The housekeeping staff will pick them up on a daily basis.

Mixed recycling bins and organic recycling bins are located in the building common area. Please visit [https://axiistenantapp.com/properties/fap/#FAP\\_SUSTAINABILITY](https://axiistenantapp.com/properties/fap/#FAP_SUSTAINABILITY) for more information on what goes where.

### 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) - garbage.

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

If you accumulate a large number of cartons or boxes during business hours, please advise the Property Management Office. Cartons and boxes will be removed promptly.

### **Pest Control**

Pest Control services are provided to the common areas of the building 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.

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 6:00 a.m. and 6:00 p.m., Monday to Friday or as your lease stipulates. 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 Service Centre and an operator will be dispatched immediately.

#### **After Hours Requests**

Requests for after-hour air conditioning must be in writing and authorized by the Tenant Representative and directed to the Property Management Office. Charges will be invoiced for service hours beyond those provided for in your Lease. Refer to the *Financial Requirements* section of this Guide for applicable hourly rate charges.

#### **Suggestions to improve comfort levels**

- Keep furniture at least six inches from perimeter heating units.
- Keep papers and other items off exposed radiation grills.
- Ensure air balancing is completed after changes in occupancy, partitioning and the addition of heat generating equipment.
- Close window blinds to restrict sun loads. Blinds are an integral part of the HVAC system. By keeping blinds down, sunlight is deflected and consequently reduces temperatures on the sunny side of the building.

### **Elevators**

The building is serviced by 26 passenger elevators, two (2) freight elevators and four (4) shuttle elevators.

The office towers are serviced by 26 elevators, 13 in the east tower, 13 in the west tower and two (2) service elevators. The east and west towers of elevators are split as follows:

- The low-rise 8 elevators (east tower) services floors G, 2 to 22.
- The high-rise 5 elevators (east tower) services floors G, 22 to 34.
- The low-rise 8 elevators (west tower) services floors G, 3 to 23.
- The high-rise 5 elevators (west tower) services floors G, 23 to 34.

The east and west towers each have one (1) freight elevator that services all floors. Freight elevators are equipped with security card readers providing access after normal business hours.

There are also four (4) shuttle elevators that service the parkade. Two shuttle elevators service the West Tower of Fifth Avenue Place, second floor to the P3 level. Two shuttle elevators service the East Tower, second floor to the P3 level and one from ground to P3.

### **Emergency Intercom**

Each elevator is equipped with an emergency intercom, which automatically rings the security control center when the alarm button is depressed. When security answers provide them with the building address and elevator number you are located. They will contact the building operator and elevator contractor to provide assistance. Remain calm. Help will arrive shortly.

### **Fire Alarms and Power Failure**

During a fire alarm condition, the elevators will home to the ground floor and the doors will remain in the open position once they reach this floor. 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 home 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. Some of the overhead lighting at Fifth Avenue Place is controlled through the building automation system. This lighting is turned on in the morning through the automation system and turned off at night after housekeeping has left the area. Some 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.

#### **Light and Ballast Replacements**

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

#### **Specialty Lighting**

Non-standard lights and ballasts can be purchased through by the Property Management Office for the individual tenant. There will be no labor 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 120/208 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 buildings grounding facility. An access permit is required before regular access is permitted to the building's telephone, mechanical or electrical room. Tenant equipment installation will not be permitted in the buildings telephone, mechanical or electrical rooms.. For further information, please refer to the Design Criteria Manual.

#### **Electrical Systems (Continued)**

#### **Utility Service Access**

Access to a floors mechanical, electrical or telephone rooms are 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**

### **Introduction**

Brookfield's telecommunication services program includes the management of cabling facilities and infrastructures. Brookfield's concerns encompass compliance with electrical codes and industry standards, room access security, orderly installation and removal of cables and conduits and providing facilities for incumbent and competitive service providers. This includes the entrance cables which feed the building, main distribution frames, point of presence rooms occupied by local access providers, riser rooms that house conduits and distribution points, conduit systems that fiber optic and enhanced copper cables are fed through and the base building copper cable systems that services each floor.

Management practices are intended to ensure that the limited facilities are utilized effectively, to maintain the performance of the infrastructure, simplify installations, reduce lead times, enhance security, provide a broader range of service options and assist tenants in implementing quality telecommunication solutions.

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](mailto:Vincent.McBryne@telus.com) or phone at 587-225-8954 for further direction.

***Not all vendors are provisioned to deliver services in the building, refer to the attached list for approved service providers.***

### **Service Requests**

Requests for Telecommunication Services applies to any service that requires work to be performed in a Riser Room or the Main Terminal Rooms (MTR). Work such as the moving of Centrex lines, adding an additional cable TV feed, installation of additional telephone trunks, adding data networking facilities, extending a LAN to another floor will all likely require access to the riser rooms and or the MTR and thus a Telecom Service Request and an Access Request will be required.

All requests for telecommunications services are to be directed to Technical Services at 403-770-7048. Technical Services will require a brief summary of the work, date(s) the installers will be on site and the name of the company performing the work.

Technical Services will then contact the tenant to assist with making the necessary arrangements. The tenant will be asked to supply Brookfield Properties with the following details:

### **Before Installation**

1. Supplier(s) of the access line and service
2. Type of telecommunication service Voice, Data, Internet, Video, Music, TV
3. Telecommunication service name i.e. Transparent LAN, DID line, IBL, @Home, DSL
4. Companies installing cabling or equipment
5. Specifications and quantity of each type of cable
6. Start and End point of each cable that passes through a Riser Room
7. Specific Dates and Time service is being installed

### **After Installation**

1. Reconfirm quantity of each type of cable
2. Circuit numbers and cable pairs utilized for each service

The installation work will be inspected after completion and any work that does not conform to the design criteria will have to be corrected within (5) five working days.

### **Access Requests**

Access requests are required each time installation or service work is performed. Complete an Access Request form and fax it to Tenant Services a minimum of 48 hours prior to the work being performed. Service companies that do not have valid access requests will not be given access to building facilities and may be asked to leave the premises.

### **Cable Installations**

All cabling including vertical runs through the riser system and horizontal runs within the tenant's premises require approvals. Refer to the Design Criteria Manual for further details on standards and requirements.

Please phone in your request as soon as possible, even if all the details have not been finalized. The process can be initialized by calling the Service Centre at 310-SERV. Brookfield's Telecommunication Manager will follow up as soon as possible.

Minor installations of one (1) to five (5) cables of the same type being installed by a single vendor require a minimum of two (2) working days for review and approval.

Installations that involve two (2) or more vendors or a variety of services or cable types require five (5) working days notice.

The tenant should ensure that the following items are addressed:

1. All designs must be reviewed and approved by the Electrical Consultant. The cost of the review will be at the tenant's expense. These costs may be eliminated by having the Base Building consultants provide the design service on behalf of the tenant.
2. Provide layouts of all equipment within the telephone/computer room, including elevations of racks showing cable identifications.
3. No equipment or termination blocks are to be installed in the riser rooms.
4. Obtain the necessary permits as required by the City of Calgary.
5. Restore all fire stopping penetration immediately.
6. As-Built drawings must be submitted to the landlord within 30 days of completion of the work.

Brookfield's Telecommunication Manager will review all installations. Work that does not conform to building standards and electrical code must be repaired or replaced within five (5) working days of receipt of notice. If the situation is not remedied within the required time frame, Brookfield reserves the right to undertake corrective action at the tenant's expense.

### **Connecting New Circuits on the Base Building Cable**

The base building electrical contractor, Western Electrical Management, is the only vendor authorized to perform jumpering connections on the Main Distribution Frame and in the Riser Rooms. This will primarily impact the installation of new telephone lines and slow speed data circuits.

### **Cabling System Replacements and Move Outs**

When major changes are made in a telecommunication service the tenant is responsible for ensuring all abandoned cables and jumpers are removed. A major change may involve activities such as:

- relocating offices
- converting from analogue to digital trunking
- replacing Centrex with a PBX
- changing a LANs cabling structure
- converting from copper to fiber optic cabling

The removal work can be performed by Western Electrical Management at their standard rates. If performed by another contractor, special provision will have to be arranged at additional costs.

When relocating offices, removal of horizontal cable in the tenants premises and any riser cables that have been installed for a tenants exclusive use must be removed unless otherwise agreed to by Brookfield Properties. If Brookfield chooses to allow the cable to remain in place, the ownership of that cable will revert to Brookfield.

### **Internal Wireless Systems**

The tenant will consult with Brookfield with regards to the installation of any wireless radio, telephone or data communication systems and facilities prior to commencing installation. Wireless telephone and data systems that require the installation of transceivers throughout the office space are of particular interest. This excludes individual cordless telephone sets and cordless PC peripherals.

### **Spread Spectrum, Two-way Radio and Satellite Wireless Services**

The installation of any form of spread spectrum or two-way radio transmitter or satellite receiver dish within the tenant's space is not permitted. Contact Brookfield Properties with regards to any such requirements. This excludes cellular telephones, pagers and two-way radio receivers.

### **Telecommunication Local Access Service Providers**

Brookfield is entering into national licensing agreements with many of the telecommunication service providers. We understand the importance of providing the broadest possible range of service providers from which to choose from and to ensure a level playing field for all

participants. Brookfield is endeavoring to accommodate as many service providers as possible but as there are now more than ten telecom companies requesting access it is unlikely that space and facilities will be available to accommodate them all.

Agreements have been finalized or grandfathered with a number of providers as follows, updates will be provided as required:

**Approved**

- Zayo
- Bell Canada
- Shaw Envision
- Shaw Business Solutions
- Telus Advanced Communications

## **Financial Requirements**

### **Monthly Rent Schedule**

A statement of monthly rent 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 Realty Taxes) for the upcoming year. In addition, a revised monthly rent schedule of monthly rent (i.e. increase in basic rent) will also be issued.

The information on the statement 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 an invoice will not be issued, unless specified under the lease.

### **Parking**

All related parking charges will be forwarded directly from Indigo.

### **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 miscellaneous services provided by outside suppliers (i.e. door and lock repair, plumbing, or electrical work). Again, please ensure that the remittance copy is sent with your payment.

### **Payment**

Rental payments are due and payable, without demand in advance on the 1st day of each month.

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

**ARI 5AP Investments/Fifth Avenue LP**  
**c/o CX2503C**  
**PO Box 2591, Stn "M"**  
**Calgary, AB T2P 0A3**

For further information regarding the monthly rental schedules and general invoicing for chargeable services, please contact the Property Management Office.

**Standard Additional Service Rates**

**After-Hours HVAC**

- Mechanical Cooling ..... \$30.00/hour

**Other**

- Security Access Card Replacements ..... \$15.00/card
- Parking Dash Cards ..... \$25.00/card

**Labour\***

- Cleaning Staff (Regular Hours)\*
- Cleaning Staff (Overtime Hours)\*
- Operations (Regular Hours) ..... \$25.00 / hour
- Operations (Overtime Hours) ..... \$37.50 / hour
- Lockshop (Regular Hours)..... \$40.00 / hour
- Lockshop (Overtime Hours)..... \$60.00 / hour
- Security Officer Coverage ..... \$25.00 / hour
- Security Systems Administration (Overtime)..... \$40.00 / hour

\* Please contact the Housekeeping Contractor for current rates.

## **Building Rules and Regulations**

### **Building Rules and Regulations**

#### **Purpose**

The following Rules and Regulations have been adopted for the 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 currently in effect.

#### **Rules and Regulations**

- The Tenant shall not permit in the Premises any cooking or the use of any apparatus for the preparation of food or beverages (except for the use of coffee makers, kettles, microwave ovens or refrigerators or where the Landlord has approved of the installation of cooking facilities as part of the Tenant's Leasehold Improvements) nor the use of any electrical apparatus likely to cause an overloading of electrical circuits.
- The sidewalks, entries, passages, corridors, lobbies, elevators and staircase shall not be obstructed or used by the Tenant, his agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the offices. The Landlord reserves entire control of the Common Area and all parts of the Development, and the Land employed for the common benefit of the Tenants.
- The Tenant, his agents, servants, contractors, invitees or employees, shall not bring in or take out, position, construct, install or move any safe, business machine or other heavy office equipment without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms to distribute the weight thereof. All damage done to the Development by moving or using any such heavy equipment or other office equipment or furniture shall be repaid at the expense of the Tenant.
- The moving of all heavy equipment or other office equipment or furniture shall occur between 5:00 p.m. and 7:00 a.m. or any other time consented to by the Landlord and the persons employed to move the same in and out of the Development must be acceptable to the Landlord. Safes and other heavy office equipment will be moved through the halls and corridors only upon steel bearing plates. No deliveries requiring the use of an elevator for freight purposes will be received into the Development 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.
- The Landlord will have the right to prevent any person from entering or leaving the Development unless provided with a key to the premises to which such person seeks entrance and a pass in a form to be approved by the Landlord and provided at the Tenant's expense. Any persons found in the Development at such times without such keys or passes will be subject to the surveillance of the employees and agents of the Landlord. The Landlord shall be under no responsibility for failure to enforce this rule.

### **Rules and Regulations (Continued)**

- The Tenant shall not place or cause to be placed any additional locks upon any doors of the Premises without the approval of the Landlord, which approval shall not be unreasonably withheld, and subject to any conditions imposed by the Landlord. Additional keys may be obtained from the Landlord at the cost of the Tenant. Locks must conform with building standards.
- 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 thrown therein. Any damage resulting from misuse shall be repaired at the cost of the Tenant by whom or by whose agents, servants, or employees the same is caused. Tenants shall not let the water run unless it is in actual use and shall not deface or mark any part of the Development, or drive nails, spikes, hooks or screws into the walls or woodwork of the Development.
- No one shall use the Premises for sleeping apartments or residential purposes, or for any illegal purpose, or for the storage of personal effects or articles other than those required for business purposes.
- Canvassing, soliciting, and peddling in the Development or Common Areas are prohibited.
- Any hand trucks, carry-alls, mail carts, or similar appliances used in the Development shall be equipped with rubber tires, side guards and such other safeguards as the Landlord shall require.
- With the exception of service animals, no live animals are permitted in the complex.
- The Tenant shall not install or permit the installation or use of any machine dispensing goods for sale in the Premises or the Development or permit the delivery of any food or beverages to the Premises without the approval of the Landlord or in contravention of any regulations made by the Landlord. Only persons authorized by the Landlord shall be permitted to deliver or to use the elevators in the Development for the purpose of delivering food or beverages to the Premises. The Landlord acknowledges that the Tenant, acting reasonably, will be permitted to have small quantities of food and beverages delivered to the Premises provided such delivery does not interfere with traffic flow to the Development and with Development operation.
- The Tenant shall not perform any acts or carry on any practice which may damage the Development or the Common Areas or be a nuisance to any Tenant in the Development.
- The Tenant shall keep all mechanical apparatus free of vibration and noise which may be transmitted beyond the Premises.
- The Tenant shall not use or permit the use of any objectionable advertising medium such as without limitation, loudspeakers, stereos, public address systems, sound amplifiers, radio broadcast or television apparatus within the Development which is in any manner audible or visible outside of the Premises.
- The Tenant shall not mark, drill into, bore or cut or in any way damage or deface the walls, ceilings, or floors of the Premises. No wires, pipes, conduits, telephonic, telegraphic, electronic wire service, or other connections shall be installed in the Premises without the prior written approval of the Landlord.
- The Tenant shall not, except with the prior written consent of the Landlord, install any blinds, drapes, curtains, or other window coverings in the Development and shall not remove, add to or change the blinds, curtains, drapes or other window coverings installed by the Landlord from time to time. So that the Development may have a uniform appearance from the outside, the Tenant shall co-operate with the Landlord in keeping window coverings open or closed at various times as the Landlord may reasonably, from time to time, direct.
- The Tenant shall not use any janitor, telephone, or electrical closets for anything other than their originally intended purposes.

### **Rules and Regulations (Continued)**

- The Tenant shall abide and be bound by the Security Services in force in the Development from time to time. For the purpose of this clause, the term "Security Services" shall mean all aspects of security for the Development and the Lands, including equipment, procedures, rules and regulations pertaining to such security.
- No public or private auction or other similar type of sale of any goods, wares or merchandise shall be conducted in or from the Premises.
- Nothing shall be placed on the outside of windowsills or projections of the Premises, nor shall the Tenant place any heating producing or air-conditioning unit or any other equipment or projection so that it will project out from the Premises. The Tenant may not install air-conditioning or heating equipment of any kind in any part of the Premises.
- All glass and trimmings in, upon or about the doors and windows of the Premises shall be kept whole, and whenever any part thereof shall become broken, the same shall be immediately replaced or repaired under the direction and to the satisfaction of the Landlord and shall be paid for by the Tenant as Additional Rents.
- No bicycles or other vehicles shall be brought within the Development except as specifically designated by the Landlord.
- No inflammable oils or other inflammable, dangerous or explosive materials shall be brought into the Development or kept or permitted to be kept in the Premises.
- In the event the Premises are used for restaurant or food handling purposes, the Tenant shall, at its expense:
  - carry out at least monthly pest control, and provide evidence thereof to the Landlord, and
  - clean all exhaust ducts at least twice yearly and provide evidence thereof to the Landlord.
- 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 the Province where the Premises are located) 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 an 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 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.
- The building prohibits smoking within a 9-metre radius of all entrances and exits. Vapor/electronic cigarettes are prohibited from use within the building.