

# Tenant Handbook

Bankers Hall  
335 8th Avenue SW, Calgary, AB

**Brookfield**  
Properties



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## **Introduction**

### **Welcome**

Brookfield Properties Canada Management Corporation (Brookfield) is pleased to provide this Tenant Information Guide (the 'Guide') for the exclusive use for the tenants of Bankers Hall Complex. 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 [axiistenantapp.com/properties/BH](http://axiistenantapp.com/properties/BH) under the building resources.

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

### **Mission Statement**

We 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.

### **Brookfield Privacy Statement**

We value you as a tenant 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 tenant 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 tenants to protect the confidentiality of Brookfield's tenant information.

We afford prospective and former tenants the same protections as existing tenants 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 tenant information about you to persons or organizations as permitted or required by law.

**Your Awareness and Permission**

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

**Brookfield Protects Tenant Information**

We maintain physical, electronic, and organizational safeguards to protect tenant information. We continually review our policies and practices; monitor our computer networks to ensure the safety of tenant 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 Bankers Hall Complex, 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, wherever possible.

The Property Management Office is in the Royal Bank Building and our mailing address is as follows:

**Brookfield Properties Canada Management Corporation**  
**Royal Bank Building, Suite 800**  
**335 - 8 Avenue SW**  
**Calgary, Alberta**  
**T2P 1C9**

The Property Management office hours and telephone numbers are:

**Monday to Friday 8:00 a.m. to 4:30 p.m.**

**Telephone number .....(403) 770-7025**

### **Management Directory**

#### **General Manager**

Jennise Colpitts

Phone: (403) 770-7079

Email: [Jennise.Colpitts@brookfieldproperties.com](mailto:Jennise.Colpitts@brookfieldproperties.com)

#### **Property Manager**

Maria Kennedy

Phone: (403) 770-7083

Email: [Maria.Kennedy@brookfieldproperties.com](mailto:Maria.Kennedy@brookfieldproperties.com)

#### **Assistant Property Manager**

Clare Farry

Phone: (404) 770-7098

Email: [Clare.Farry@brookfieldproperties.com](mailto:Clare.Farry@brookfieldproperties.com)

### **Tenant Services**

#### **Manager, Tenant Services**

Jasskara Lagos

Phone: (403) 770-7099

Email: [Jasskara.Lagos@brookfieldproperties.com](mailto:Jasskara.Lagos@brookfieldproperties.com)

#### **Coordinator, Tenant Services**

Ashley Mortimer

Phone: (403) 770-7032  
Email: [Ashley.Mortimer@brookfieldproperties.com](mailto:Ashley.Mortimer@brookfieldproperties.com)

**Reception**

Dana Doubovsky  
Phone: (403) 770-7025  
Email: [rbb8.reception@brookfield.com](mailto:rbb8.reception@brookfield.com)

**Leasing**

**Senior Vice President, Office Leasing**

Dwight Jack  
Phone: (403) 770-7089  
Email: [Dwight.Jack@brookfieldproperties.com](mailto:Dwight.Jack@brookfieldproperties.com)

**Vice President, Office Leasing**

Ryan Handley  
Phone: (403) 770-7122  
Fax: (403) 770-7210  
Email: [Ryan.Handley@brookfieldproperties.com](mailto:Ryan.Handley@brookfieldproperties.com)

**Consultant, Retail Leasing (Taurus Group)**

Paul McCloy  
Phone: (403) 206-2132  
Email: [pmccloy@taurusgroup.com](mailto:pmccloy@taurusgroup.com)

**Construction**

**Vice President, Construction**

Winston Jensen  
Phone: (403) 770-7079  
Email: [Winston.Jensen@brookfieldproperties.com](mailto:Winston.Jensen@brookfieldproperties.com)

**Operations**

**Manager, Operations**

Sean Williams  
Phone: (403) 770-7169  
Email: [Sean.Williams@brookfieldproperties.com](mailto:Sean.Williams@brookfieldproperties.com)

**Assistant Manager, Operations**

Tug Wilson  
Phone: (403) 770-7147  
Email: [Tug.Wilson@brookfieldproperties.com](mailto:Tug.Wilson@brookfieldproperties.com)

## **Marketing**

### **Manager, Marketing, Arts & Events**

Mona Biggar

Phone: (403) 770-7119

Email: [Ramona.Biggar@brookfieldproperties.com](mailto:Ramona.Biggar@brookfieldproperties.com)

### **Assistant Manager, Tenant Amenities**

Brent Lambert

Phone: (403) 770-7146

Email: [Brent.Lambert@brookfieldproperties.com](mailto:Brent.Lambert@brookfieldproperties.com)

## **Accounting**

### **Manager, Property Accounting**

Wesley Wong

Phone: (403) 770-7101

Email: [Wesley.Wong@brookfieldproperties.com](mailto:Wesley.Wong@brookfieldproperties.com)

## **Security**

### **Manager, Security & Life Safety**

Mike Lyon

Phone: (403) 770-7080

Email: [Michael.Lyon@brookfieldproperties.com](mailto:Michael.Lyon@brookfieldproperties.com)

### **Assistant Manager, Security & Life Safety**

David Deschamps

Phone: (403) 770-7128

Email: [David.Deschamps@brookfieldproperties.com](mailto:David.Deschamps@brookfieldproperties.com)

## **Building Amenities**

### **Housekeeping Managers**

Bee Clean

Mellissa Bata

Phone: (403) 803-6173 or (403) 770-7066

Email: [mellissa.bata@bee-clean.com](mailto:mellissa.bata@bee-clean.com)

Joseph Ly

Phone: (403) 519-0705 or (403) 770-7066

Email: [joseph.ly@bee-clean.com](mailto:joseph.ly@bee-clean.com)

### **Parking Management**

Indigo

Email: [BH@Group-Indigo.com](mailto:BH@Group-Indigo.com)



**Porter Service**

Novitex Enterprises

Phone: (403) 531-0100

**Tenant Services Hotline**

Phone: (403) 310-SERV (7378)

URL: [axiistenantapp.com/home/service-requests/](https://axiistenantapp.com/home/service-requests/)

**Loading Dock/Recycling**

Bankers Hall:

Phone: (403) 770-7149

Email: [bhdockmaster@exelaonline.com](mailto:bhdockmaster@exelaonline.com)

Bankers Court:

Phone: (403) 264-3664

Email: [bc.porterservices@exelaonline.com](mailto:bc.porterservices@exelaonline.com)

**Bankers Hall Guest Services**

Phone: (403) 770-7145

**Security Control**

Phone: (403) 237-5658

(403) 770-7164

(403) 237-5659

Email: [BankersHall.Security@brookfield.com](mailto:BankersHall.Security@brookfield.com)

## 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)

### Retail Entrances

Monday to Friday 6:00 a.m. to 9:00 p.m.

### Retail Shops and Services

Monday to Friday ...10:00 a.m. to 5:00 p.m.

Saturday. 10:00 a.m. to 5:00 p.m.

Sunday Closed

(Above hours are subject to change)

### Statutory Holidays

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

<b>January</b>	New Year's Day	<b>July</b>	Canada Day
<b>February</b>	Family Day	<b>August</b>	Heritage Day
<b>March</b>	N/A	<b>September</b>	Labour Day, Truth & Reconciliation Day
<b>April</b>	Good Friday	<b>October</b>	Thanksgiving Day
<b>May</b>	Victoria Day	<b>November</b>	Remembrance Day
<b>June</b>	N/A	<b>December</b>	Christmas Day & Boxing 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 Assistant Manager, Tenant Services, listed under the Management Directory, 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 first dial '9' and then '911'

### Local Business Directory

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

#### Banks

Canadian Imperial Bank of Commerce (CIBC)

(403) 974-1021

1<sup>st</sup> Floor, Bankers Hall Retail

Royal Bank of Canada (RBC) (403) 292-3311  
1<sup>st</sup> Floor, Royal Bank Building

**Courier Services**

Please call Novitex at (403) 531-0100 for a list of local courier companies.

**Postal Services**

Canada Post (403) 233-2400  
1<sup>st</sup> Floor, Bankers Hall Retail

**Taxi Services**

There is a taxi stand located on the west side of 2nd Street SW, beside the Hollinsworth Building. If a taxi is required for an alternate location, please feel free to contact Security Control at (403) 237-5658 and they will be happy to make arrangements for you.

**Bond at Bankers Hall**

**Tenant Amenities & Conference Centre**

Bankers Hall Conference Centre is located on the +45 level of Bankers Hall within the Bond at Bankers Hall amenities space. The conference centre is an 8,400 square foot facility made up of two conference rooms and a multipurpose space. Bankers Hall Conference Centre is a blend of historical design and modern conveniences. The location promises best-in-class service for tenants and guests.

The Bankers Hall Conference Centre team is on site to support with the setup and take-down of all events and meetings and will remain available throughout the event. Events and meetings will be set up per specification of each booking agreement, which we will work with you to complete in advance. The venue is equipped with high-speed WI-FI and offers conference technology, catering access and equipment to enhance your experience. Our qualified team will take care of the details so that you can focus on your event.

The conference centre is accessed via the escalators or elevator on the north end of the Bankers Hall main retail corridor. Guests enter through the main tenant amenities reception.

For booking inquiries, please contact:

Brent Lambert – Assistant Manager – Tenant Amenities

Email: [brent.lambert@brookfieldproperties.com](mailto:brent.lambert@brookfieldproperties.com).

Office: (403) 770-7146

Cell: (403) 703-6103

**Bankers Hall Conference Centre Hours of Operation**

Monday to Friday – 8:00am to 4:30pm

**Bankers Hall Guest Services**

Located on the Main Level of Bankers Hall (403) 770-7145

**Calgary Downtown Association**

Calgary's downtown area 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 [downtowncalgary.com](http://downtowncalgary.com).

### Retail Tenants

For the most up to date listings of Retail Tenants in Bankers Hall, please visit [bankershall.ca](http://bankershall.ca).

Analog Coffee.....	(403) 230-2548
Bankers Hall Chiropractic .....	(403) 243-0111
Butter Beauty Parlour.....	(403) 453-3404
CIBC .....	(403) 974-1021
Denim & Smith .....	(403) 264-5155
Dental One.....	(403) 590-7645
Earls Restaurant .....	(403) 265-3275
Gem by Carati .....	(403) 264-5557
Hedkandi Salon.....	(403) 237-8458
Itinerante Flowers .....	(403) 292-0566
La Chic .....	(403) 269-4775
Local Market/Canada Post .....	(403) 233-2400

Parfum Gallerie.....	(403) 297-0080
Randell's Fine Drycleaning .....	(403) 263-2229
Reflections Car Wash .....	(403)263-2607
Rexall .....	(403) 663-0059
RBC .....	(403) 292-3311
Starbucks .....	(403) 234-8447
Sunterra Market .....	(403) 269-3610
World of Vici .....	(780) 691-1662
ZYN .....	(403) 263-3519

### Food Court Tenants

Bourbon Street Grill.....	(403) 266-6635
Fatburger .....	(403) 265-8332
Koya Japan .....	(403) 262-8164
Opal of Greece .....	(403) 453-1786
Subway .....	(403) 264-8565
Hula .....	(403) 478-0675

## 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; this includes water efficiency, reducing landfill waste, as well as enhancing 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 Leadership in Energy and Environmental Design (LEED®) green building certifications and works with the Building Owners and Managers Association (BOMA) in Canada on the BOMA 360 Environmental program.

Brookfield Properties have also achieved the WELL Health-Safety Rating through the International WELL Building Institute (IWBI). The WELL Health-Safety Rating is an evidence-based, third-party verified rating for operational policies, maintenance protocols, stakeholder engagement, and emergency plans to address a post-COVID-19 office environment now and into the future.

For more information on our Environmental Initiatives, please visit the 'Sustainability' section on our website at [axiistenantapp.com](http://axiistenantapp.com)

### **Tenant Service Requests**

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 . This service can also be accessed via our axiis tenant app.

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

### **Tenant Services**

Brookfield's goal is to always provide outstanding tenant service. This means:

- Courteous, timely, efficient, and high-quality responses to tenant requests.
- 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. The Assistant Property Manager or Tenant Services Manager, listed under the Management Directory, will be happy 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 service request telephone number, via our online system at [axiistenantapp.com/home/service-requests/](http://axiistenantapp.com/home/service-requests/) or via our axiis tenant app.

### **Tenant Insurance Requirements**

Each tenant lease includes a provision requiring that they must obtain and keep current varying types of insurance for their 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.

### Moving, Delivery & Contractor Access Guidelines

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

- A **Work Authorization Permit** must be submitted **at least 48 business hours** prior to the date and time of any move, delivery, or contractor access. All arrangements must be confirmed with Property Management prior to any moves, delivery or work being permitted. For forms and more information, please contact our reception desk at [rbb8.reception@brookfield.com](mailto:rbb8.reception@brookfield.com).
- 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 may need to be provided. The freight elevator must be booked in advance by contacting Security at [bankershall.security@brookfield.com](mailto:bankershall.security@brookfield.com). The freight elevator is booked on a first-come, first-served basis.
- The Loading Dock is the preferred building entrance for all 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.
- Any contractor completing any move, delivery or tenant work must provide a **Certificate of Insurance**, as outlined below in 'Contractor Insurance Requirements' prior to the actual move. The contractor 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.
- You and/or your contractor will be responsible for any damage incurred to the building during any move, delivery or work performed in your space. To avoid unnecessary damage, we suggest your contractor pad or otherwise protect all entrances, doorways, and walls affected and cover all floors traversed with appropriate material.
- Your 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.

### Work Authorization Permits

Any contractor who will be performing a service for you in your space at any time of day or night must have a signed **Work Authorization Permit (WAP)**, a valid **Certificate of Insurance (COI)** and a clear **Workers Compensation Board of Alberta (WCB)** report submitted to the Property Management office at least **48 business hours** prior to any work being performed. This includes furniture movers, pop/juice delivery personnel, carpet cleaners, etc. A copy of our electronic permit can be requested via [rbb8.reception@brookfield.com](mailto:rbb8.reception@brookfield.com).

Tenants must request and provide copies of a Certificate of Insurance from all vendors/contractors who perform work within their space at the time they submit a work authorization permit. Access will be denied to anyone who does not have the correct documentation approved by both the tenant and Brookfield.

### Contractor Insurance Requirements

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

for **Bankers Hall East, Bankers Hall West, the Royal Bank Building, Bankers Hall Retail, the Hollinsworth Building and the West Parkade:**

**Bankers Hall LP, Bankers Hall GP Inc.,**

**Bankers Hall GP Trust,**

**bclMC Realty Corporation,**

**Brookfield Properties Canada Management LP,**

**Brookfield Properties Canada Management Corporation,**

**Brookfield Properties (Canada) Inc. and Canadian Imperial Bank of Commerce**

Please note that all contractors arriving at the building must sign in at the Key Card room, located in the Bankers Hall loading dock, prior to entering the building.

### **Workers Compensation Board**

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.

### **Loading Dock and Freight Elevators**

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

The entrance to the Loading Dock for the Complex is located off 9<sup>th</sup> Avenue SW, between 3<sup>rd</sup> Street and 2<sup>nd</sup> Street SW. The dock is open 24/7 with access via intercom on 9<sup>th</sup> Avenue and supervised from 7:30 a.m. to 6:00 p.m., Monday to Friday (statutory and designated holidays excluded). Outside of these hours, delivery personnel must check-in with security at the key card room.

- The maximum height restriction is 12 feet, 6 inches and accommodates 5-ton straight axle vehicles no higher than 12 feet, 6 inches.
- The grade for the Main Parkade entrance ramp maximum slope is 17.4% (9.9 degrees) and the exit ramp is 17.2% (9.8 degrees).

#### **Freight Elevator Dimensions & Weight Capacity**

East Tower	West Tower	Royal Bank Building
Height: 14'	Height: 14'	Height: 9'
Width: 5'	Width: 5'x5"	Width: 4'
Depth: 9'	Depth: 9'	Depth: 5.5'
Maximum Weight: 4500lbs	Maximum Weight: 4500lbs	Maximum Weight: 3500lbs

Tenants should instruct their carriers that all deliveries or shipments, other than hand-held, are to be taken to or from the tenant's office or store via the freight elevator from the loading dock. The Landlord, **Bankers Hall LP and bclMC Realty Corporation** by their agent (and not as general partner): **Brookfield Properties Canada Management LP**, by its sole general partner: **Brookfield Properties Canada Management Corporation** assumes no responsibility for breakage, damage, theft, or personal injury, however caused.

Wheeled dolly and handcart access are to be solely via the loading dock and freight elevators. 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, office functions), special prior arrangements regarding access must be made through the Security Control Room (403) 237-5658. The loading dock has intercoms in designated areas to contact security with any concerns or issues.

### Regulations

To provide efficient, expedient service in the Loading Dock, the following rules apply:

- Please check in with the Dockmaster and Key Card Room upon arrival. If the Dockmaster is not available or the Key Card Room is closed, please contact the Property Management Office at 403-770-7025.
- The Loading Dock is for loading and unloading only. A **20-minute maximum** time limit is strictly enforced. If additional time is required, the delivery vehicle must be removed and parked outside the Complex.
- Storage room doors and other vehicles on the Loading Dock must not be blocked at any time.
- Parking or stopping in areas other than parking stalls is prohibited.
- The Loading Dock is for Bankers Hall business use only.
- Propane-fueled vehicles are prohibited in Bankers Hall.
- Vehicles must not be left idling while on the Loading Dock.
- No deliveries are permitted through retail Monday – Friday between 11:30am and 1:30pm.
- If the Loading Dock vehicle capacity has been reached, you may be asked to wait or return later.
- Any violations of the rules and regulations may result in tickets being issued and/or a vehicle being towed at the vehicle owner's expense.
- The largest vehicle we can accommodate is a 5 ton straight-axle no higher than 12 feet, 6 inches.
- No tractor-trailers are permitted in the loading dock.

### Parking

#### Location, Operation Hours and Charges

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

Phone: (403) 770-7158

Email: [BH@Group-Indigo.com](mailto:BH@Group-Indigo.com)

The entrance to Bankers Hall Main Parkade is located off 9<sup>th</sup> Avenue SW, between 2<sup>nd</sup> and 3<sup>rd</sup> Streets. There are reserved spaces on 2 levels and unreserved stalls on 3 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, 6 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.

The entrance to Bankers Hall West Parkade is located off 9<sup>th</sup> Avenue SW or 3<sup>rd</sup> Street SW and consists of underground, heated, reserved spaces, and unreserved stalls on 10 levels. To gain access from within the Complex, the Royal Bank Building Plus 15, located behind Sunterra Market, must be used. The West Parkade **maximum clearance height is 6 feet, 5 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 a statement provided at the commencement of your parking



term. All payments are due on the first of each month and are to be sent to Indigo. For your convenience, pre-authorized payment can also be set up.

**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 be towed.

- Vehicles parked in the parkade 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 parkade or the contents, however caused or incurred.
- Thirty (30) days written notice (as per parking agreement) is required for the cancellation of any/all spaces.
- No washing or repairing of vehicles is allowed in the parkade.
- Absolutely no smoking is permitted in the parkade.

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 kept out of sight.

### **Additional Services Provided by Indigo**

- Complimentary windshield and headlight cleaning.
- Reflections Car Wash: please visit [reflections-carwash.ca](https://www.reflectionscarwash.ca) to book an appointment.

### **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 complete the “Tenant Sign Request” form 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. Unless otherwise stipulated in your lease, the cost of all signs is at the tenant’s expense. Please contact the Tenant Services Coordinator for further details and applicable costs.

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**

Bankers Hall Complex 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 a “Smoke Free” program in place for all 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 meters (30 feet) of all building entrances.

This expanded “Smoke Free” area is a decision Brookfield has made to enhance the experience both tenant 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.

Vapor/Electronic cigarettes are **not approved** by Health Canada nor supported by the Canadian Lung Association as a method to quit smoking. Health Canada does not know the long-term health impact on individuals using these products and how they may impact people around the users of these products. As a result, we are treating them the same way as traditional cigarettes and prohibiting them from use in the property. In keeping with our No Smoking Policy, the “Smoke Free” initiative will also apply to vapor/electronic cigarette use.

### Lost and Found

Lost and found items can be turned in or claimed at the Security Control Room located in the east corridor off the main Retail floor of the Complex.

### Bicycle Rooms

Secured bicycle parking is in the Bankers Hall Main Parkade on levels P4 and P5. These stalls are reserved on an annual basis. Bicycle contracts run from April 1st to March 31st of the following year. For more information on rates and availability, please contact Indigo at (403) 770-7158 or [BH@Group-Indigo.com](mailto:BH@Group-Indigo.com).

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:** No bicycles are permitted within the parkade unless a bicycle parking agreement has been issued and a bicycle parking stall assigned. **For the safety of all registered bicycle parkers, we require bicycles to be walked down the parkade ramps and throughout the parkade, not ridden.**

Bicycle pumps are available in each bike parking room and a limited supply of commonly used spare parts for bike repairs is available by contacting Indigo.

### Car Wash Services

A car wash service, located in Bankers Hall Main Parkade on level P6, is available in the Complex. This service is operated by Reflections Car Wash and provided on an appointment basis. For more details, please visit [reflectionscarwash.ca](http://reflectionscarwash.ca).

### 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.
- 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 [axiistenantapp.com](http://axiistenantapp.com). You can also contact Construction Services, listed in the Management Directory, with any questions.

## **Accessibility**

### **Brookfield's AODA Actions**

Brookfield 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, 2005 ("AODA").

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.

### **Customer Feedback Process**

If any issues arise regarding accessibility, tenants and visitors are encouraged to fill out an Accessibility Customer Feedback Form, found at Guest Services or on our website at [axiistenantapp.com](http://axiistenantapp.com). Forms may be returned to the Property Management Office, Guest Services or 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 endeavour to provide a response within 24 hours.

## Security and Life Safety

### Building Security

The security and safety of our tenants is one of our highest management priorities.

### 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 for the complex is 24/7, 365 days a year.

### LiveSafe - axiis by Brookfield Properties

Brookfield is proud to utilize 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 the axiis app.

- **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 are required, call 911 immediately.**
- **Report Tips:** Directly share information, pictures, videos, or audio with Brookfield Security regarding security and safety concerns.

For more information about LiveSafe and axiis, please contact our Manager, Security & Life Safety, listed in the Management Directory.

### 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 following week.

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

- Retail entrances, both 8<sup>th</sup> Avenue SW (north side of Retail) and 9<sup>th</sup> Avenue SW (south side of Retail).
- East Tower entrance, 2<sup>nd</sup> Street SW.
- West Tower entrance, 9<sup>th</sup> Avenue and 3<sup>rd</sup> Street SW.
- Royal Bank Building entrance, 8<sup>th</sup> Avenue SW.

### Card Access System

Prior to occupying your building space, access cards will be provided to all employees. Post move-in, any new or replacement access cards will be subject to a fee. Tenants can contact the Security Control Room to arrange for the necessary access cards for all employees who may require access. Once a card has been issued, it is the **tenant's responsibility** to ensure the safekeeping and control of said card. It is recommended that 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 on our website at [axiistenantapp.com](http://axiistenantapp.com) or a request can be made via e-mail to the Security Control Room ([BankersHall.Security@brookfield.com](mailto:BankersHall.Security@brookfield.com)).

**Only the authorized tenant representative may submit the change form.**

Please provide us with the name, email, and telephone numbers (cell 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 their access card unless they have received authorization by telephoning an individual on your list.

No contractor 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 contractors limited to a specific area.

**Brookfield Emergency Alert System (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 utilize a tool called LiveSafe. In the event of an emergency, we will use this tool to notify and update pre-determined tenant representatives of major building emergencies and/or service outages.

The Emergency Alert System (LiveSafe) will send tenant representatives phone, e-mail, and text messages to various contact points, including cell phones and email. The software that this system utilizes has been implemented in our entire portfolio and has proven to be a dependable, robust service, even under trying circumstances like blackouts and severe weather.

For more information on LiveSafe, please contact the Manager, Tenant Services.

### **Locksmith Services**

All locks on both entrance and interior office doors must 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 by calling **310-SERV**, via our online system at [or](#) via our axiis tenant app.

### **Additional Security Services**

#### **Safe Walk Program**

Security escorts are provided free of charge 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 main floor of Retail in the hallway leading to the East Tower or call the control room at (403) 237-5658.

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. We recommend that you also notify the Calgary Police Service; they may already be investigating a suspect targeting office building 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.

Calgary Police Service Non-Emergency Line: (403) 266-1234

#### **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.

#### **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 them 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. Do not rely on others, even cleaning staff, to secure your suite for you.
- Do not leave valuables such as wallets or handbags in clear view. Coats should be hung in a coat closet since thieves often look 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.
- Ensure all spare access cards are locked away.

- 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 up all desks, cabinets, and credenzas.

### **Power Failure**

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. Bankers Hall Complex 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, which will be illuminated via emergency lighting.
- 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.

#### **Tenants Requiring Assistance**

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

We recommend that tenants maintain a list of any employees who may require assistance in the event of an emergency. This could include older adults, people with disabilities (e.g., mobility issues, hearing, sight, etc.), pregnant women, people with injuries (e.g., broken leg.) or people with pre-existing health conditions. They will be asked to detail their needs in an emergency (e.g., movement assistance, breathing assistance). Further information can be obtained through our Life Safety training videos, available at [axiistenantapp.com](http://axiistenantapp.com).

#### **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**

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 lasts 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.

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. Canada has been working closely with other countries and Health Canada 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
- 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.
2. [Public Health Agency of Canada \(PHAC\)](#)  
The PHAC Web site is another primary source of information on pandemic influenza.

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.

You can find our Life Safety, Fire and Emergencies training video as well as additional resources here: [axiistenantapp.com](http://axiistenantapp.com)

### 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 panel 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 Warden. 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

Bankers Hall Complex 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 Warden.

- 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 Warden.

#### **Evacuating Endangered Occupants**

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

- Close the door but **do not lock 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) 237-5658 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 Warden Training**

We recommend all tenants designate at least two Fire Wardens for their floor. Fire Warden Training is provided either virtually or in-person once a month or at the request of tenants. Please contact our Manager, Security and Life Safety, listed in the Management Directory, for more information.

#### **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) 237-5658 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.
- Dusting and vacuuming of solar (mecho) shades - twice per year.
- 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, listed in our Management Directory. Special cleaning services are contracted on a user-fee basis.

### Window Cleaning

Window exteriors will be cleaned at least once per year, weather permitting. Window interiors will also be cleaned once per year upon tenant request. Tenants should notify the Housekeeping Manager when they require interior window cleaning. The areas around the windows must be cleared prior to interior window cleaning.

### Recycling Program

To conserve the earth's limited natural resources, Brookfield has an established 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.

### How the Recycling Program Works

Each workstation and/or desk will be supplied a **small blue recycling container** where the paper products noted below must be deposited:

- Paper (including packing paper)

- Flyers, mail, magazines, newspapers
- Brown paper bags
- Coffee cups (rinsed, lids removed) and sleeves

Each floor will be supplied with a **mixed recycling container** where the items noted below must be deposited:

- Beverage containers (rinsed)
- Empty plastic or glass bottles or jugs
- Cardboard
- Empty tin cans (rinsed)
- Plastic bags, shrink wrap (rinsed or free of food)

The following items **should not** be deposited in either of the above recycling containers and must be placed in waste receptacles:

- Broken glass
- Plastics not numbered 1-7
- Plastic packaging
- Styrofoam
- Facial Tissues
- Plastic Straws, stir sticks, plastic cutlery
- Metal, aluminum foil

Larger containers will be supplied in strategic locations on the floor. Each employee is responsible for emptying their smaller, desk-side bin 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.

Recycling containers will be supplied to kitchens and lunchrooms for bottles and can recycling. Please contact Bee Clean at (403) 770-7066 to obtain additional recycling containers.

Organics containers will also be supplied to kitchens and lunchrooms.

As part of our environmental initiatives, Brookfield also offers organics disposal to our tenants. For more information on this program, please contact Bee Clean.

### **Miscellaneous Recycling**

A recycling program for toners, inkjet cartridges, cell phones and 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 Assistant Property Manager or Tenant Services Manager for more information on our current e-waste recycling program.

### **Carton Disposal**

To dispose of cardboard boxes, please follow these instructions:

- Flatten boxes.

- Retain flattened boxes in a designated area of your premises. Clearly mark the boxes with a garbage tag. Please contact Bee Clean if you require garbage tags.

All cartons are removed nightly by the housekeeping staff and will be recycled.

If you accumulate many 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 monthly 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 security and a Building Services Technician will respond to assess the situation. In most cases, pest issues within tenant space are not the responsibility of the Landlord, however, we can make arrangements with our pest control contractor to assist you.

## Central Building Services

### Heating, Ventilating and Air Conditioning (HVAC)

#### Central Operations

The Landlord will provide heating and air conditioning during business hours, in line with your tenant lease, Monday to Friday. Some tenants have different hours of operation and should consult their 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 at and an operator will be dispatched immediately.

#### After Hours Requests

Requests for after-hours air conditioning must be **received 48 business hours in advance**, in writing or via e-mail, authorized by your Tenant Representative and directed to the Customer Service Hotline, 310-SERV (7378). If no 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

- Keep furniture at least six (6) 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/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 the electrical load of the entire floor as well. 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 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 42 elevators, as follows.

#### Bankers Hall East

This office tower is serviced by 16 elevators:

- 5 low-rise elevators provide service to ground, floors 7 to 12, 14 to 21.
- 6 mid-rise elevators provide service to ground, floors 21 to 37.
- 4 high-rise elevators provide service to ground, floors 37 to 47.
- The freight elevator services floors P3 to 50.

### **Hollinsworth Building**

This office tower is serviced by 2 elevators, accessing main to floor 6.

### **Bankers Hall West**

This office tower is serviced by 16 elevators:

- 5 low-rise elevators provide service to ground, floors 7 to 12, 14 to 19.
- 6 mid-rise elevators provide service to ground, floors 20 to 38.
- 4 high-rise elevators provide service to ground, floors 39 to 47.
- The freight elevator services floors P3 to 50.

### **Royal Bank Building**

This office tower is serviced by 6 elevators. One elevator is designated the freight elevator.

- The tower elevators service ground to floor 24.
- The freight elevator services the lower plaza to floor 24.

### **Bankers Hall Retail**

The Retail area is serviced by 3 shuttle elevators:

- The north shuttle Parkade elevator services main to P6.
- The north shuttle Retail elevator services floors P3 to the +30.
- The south shuttle Parkade elevator services main to P5.

### **Emergency Intercom**

Each elevator is equipped with an emergency intercom that automatically calls the Security Control Room desk when the alarm button is pressed. When Security answers, provide them with the elevator number you are located in. They will contact the elevator contractor to help. 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 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**

#### **Bankers Hall East**

Bankers Hall East has a 4-zone lighting control system. Floor plans indicating your listing zone and instructions to turn on the system are available by contacting your facility representative or the Property Management Office. If you experience a problem after hours with the lighting control, please contact the Security Control Room at (403) 237-5658.

#### **Hollinsworth Building**

Lights in Hollinsworth are controlled by light switches on each floor.

#### **Bankers Hall West**



All the base building lights are controlled by motion sensors. Some tenants have installed their own lighting on time clocks and thus bypass the motion sensors.

**Royal Bank Building**

The Royal Bank Building has a 4-zone lighting control system. Floor plans indicating your listing zone and instructions to turn on the system are available by contacting your facility representative or the Property Management Office. If you experience a problem after hours with the lighting control, please contact the Security Control Room at (403) 237-5658.

**Light and Ballast Replacements**

Standard fluorescent tubes and ballasts in the base building lobbies are replaced at no charge as this expense is included in the Operating Costs. Tenant lights will be replaced by a maintenance lighting technician and will be charged back to the tenant.

**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:

Zayo	All services
Bell Canada	All services
Shaw Cable Systems	Cable television
Shaw Envision	Fibre service
Shaw Business Solutions	Fibre service
TELUS Advanced Communications	All services

Please be aware that most installations require extensive base building space and equipment use that the riser rooms of the Complex may not be able to accommodate. Before contacting any of these service providers, please contact the Property Management Office at (403) 770-7025 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 a 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 the Property Management team.

## Financial Requirements

### Monthly Rent Schedule

A monthly rent schedule will be issued prior to the commencement of your lease as well as before December 1 each year to reflect changes in additional rent (e.g.: 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 (e.g.: an increase in base 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.

### Payment of Monthly Rent

Monthly rent payments are due and payable, without demand, in advance on the first day of each month. All payments for rent and invoices must be made payable to **Brookfield Properties** and mailed to our lockbox:

**Brookfield Properties Canada Management LP**  
c/o CX2519C – Bankers Hall  
PO Box 2591, Station M  
Calgary, Alberta T2P 0A3

Brookfield also offers 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 or direct deposit. 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.

For further information regarding the monthly rental schedules, EFT, direct deposit, and general invoicing for chargeable services, please send an email to the Tenant Services Coordinator.

### Parking

Monthly parking payments are due and payable, without demand, in advance on the first day of each month. All payments must be made payable to:

**Brookfield Properties Canada Management LP c/o CX2573C**  
PO Box 2591  
Station M  
Calgary, AB T2P 0A3

For further information, please contact Indigo, listed in the Management Directory.

### Other Invoices

A separate invoice will be issued for any billable service requests made via 310-SERV, metered utilities and miscellaneous services provided by outside suppliers (e.g.: locksmith, plumbing or electrical work). Payment for these invoices is due upon receipt of said invoice.

If you have any questions about your monthly Service Request billings, please send an email to the Tenant Services Coordinator.

### Standard Additional Service Rates

Please note that all additional services are subject to a 15% administration fee plus GST.

**Bankers Hall Complex:**

<b>Labour</b>	<b>Rate</b>	<b>Details</b>
After-hours HVAC	\$20 per hour	Per fan, specify North or South
After-hours lighting	No charge	
Security Access Card	\$10 per card	Replacement of security access card
Parking Cards and/or Transponders	\$25 per card or transponder	No charge for first card/transponder
Cleaning Staff (Outside of services provided by the Landlord)*		Subject to quote based on requirements
Cleaning Staff (Overtime Hours)*	\$33.75 per hour	
Locksmith		Subject to quote based on requirements

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

## Building Rules and Regulations

### Building Rules and Regulations

The following Rules and Regulations have been adopted for the safety, benefit, and convenience of all tenants and other people in the building. The Tenant shall always comply with the Rules and Regulations that are currently in effect.

- The Landlord shall have the right to control and operate the public portions of the Complex, as well as facilities furnished for the common use of the tenants, as it deems best for the benefit of the tenants generally. The Tenant shall not invite or permit the visit of any person or persons in such numbers, or under such conditions, as to interfere with the enjoyment of the Common Facilities.
- The Landlord shall have the right to refuse admission to the Office Tower outside of Normal Business Hours to any person not producing acceptable identification and may require all persons admitted to or leaving the Office Tower outside of Normal Business Hours to identify themselves and register.
- The Tenant shall not install or permit the installation or use of any machine dispensing goods for sale in the Premises or the Complex or permit the delivery of any food or beverage to the Premises without a pre-approved Work Authorization Permit.
- Freight, furniture, business equipment, merchandise and bulky matter of any description shall be ordinarily delivered to and removed from the Premises at such times designated or approved by the Landlord and only in the elevator or elevators so designated by the Landlord for freight use and through the service entrances and service corridors. Special arrangements with the Landlord must first be made for moving large quantities of furniture and equipment into or out of the Complex.
- All entrance doors in the Premises shall be left locked by the Tenant after Normal Business Hours.
- Canvassing, soliciting, or peddling in the Complex is prohibited and the Tenant shall cooperate to prevent same.
- The Tenant shall not install or permit the installation or use of any space heaters, fans or personal or portable air conditioning units within the Premises.
- Any hand carts or similar appliances used for the delivery or receipt of merchandise or equipment shall be equipped with rubber tires, side guards and such other safeguards as the Landlord requires.
- If any apparatus used or installed by the Tenant requires a permit as a condition for its use or installation, the Tenant must file a copy of such permit with the Landlord; said permit is still subject to approval by the Landlord.
- The Tenant shall not place any locks upon any doors within the Premises without the prior written consent of the Landlord and all such locks shall conform with the Office Tower standard key system.
- The Landlord shall publish, from time to time, emergency fire regulations and evacuation procedures in consultation with the applicable municipal authorities. The Tenant will, at the Landlord's request, appoint a premises fire warden who will be responsible for liaison with Property Management in all emergency matters and who will be responsible for instructing employees of the Tenant in emergency matters.
- Except for service animals, no live animals are permitted in the complex.
- Running or any form of exercising in the stairwells is prohibited.
- At the commencement of each year of the Term of their Lease, the Tenant shall disclose to the Landlord in writing, the names, and approximate amounts of all Hazardous Substances that the Tenant intends to use, keep, store, or dispose of on the Premises in the coming year. In addition,

- at the commencement of each year of the Term of their Lease, beginning with the second year of the Term of their Lease, the Tenant shall disclose to the Landlord the names and amounts of all Hazardous Substances that were used, kept, stored, or disposed of on the Premises during the previous year.
- 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 a 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 (30 feet) radius of all entrances and exits. Vapor/electronic cigarettes are prohibited from use within the building.
  - The Landlord reserves the right to promulgate, rescind, alter, or waive the rules or regulations prescribed for the Complex at any time when it is necessary, desirable, or proper for its best interest or, in the opinion of the Landlord, in the best interests of the tenants.