

Tenant Handbook

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

Brookfield
Properties



TABLE OF CONTENTS

INTRODUCTION.....	1
WELCOME	1
BROOKFIELD PRIVACY STATEMENT	1
MANAGEMENT OFFICE AND OPERATIONS	3
MANAGEMENT OFFICE	3
MANAGEMENT DIRECTORY	3
MAILING ADDRESS AND POSTAL CODE INFORMATION.....	4
HOURS OF BUSINESS OPERATION.....	5
STATUTORY HOLIDAYS	5
LEASING INFORMATION	5
EMERGENCY NUMBERS	5
LOCAL BUSINESS DIRECTORY	5
TENANT AND BUILDING SERVICES	7
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.....	12
BICYCLE/E-MOBILITY PARKING.....	12
SHOWER FACILITY.....	12
CIRRUS CONFERENCE CENTRE	12
HEAVENS FITNESS CENTRE	12
ALTERATIONS AND REMODELING.....	13
ACCESSIBILITY	13
SECURITY AND LIFE SAFETY	14
BUILDING SECURITY	14
LIVESAFE	14
BASE BUILDING SYSTEM	15
CARD ACCESS SYSTEM	15
ADDITIONAL SECURITY SERVICES	15
LOCKSMITH SERVICES	15
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
HOUSEKEEPING	23
DAY CLEANING SERVICES.....	23
SCHEDULED HOUSEKEEPING SERVICES	23
SPECIAL CLEANING SERVICES	23
WINDOW CLEANING.....	23
RECYCLING PROGRAM.....	24
CARTON DISPOSAL.....	25

PEST CONTROL	25
CENTRAL BUILDING SERVICES	26
HEATING, VENTILATING AND AIR CONDITIONING (HVAC)	26
ELEVATORS	26
LIGHTING	27
ELECTRICAL SYSTEMS	27
UTILITY SERVICE ACCESS	28
TELEPHONE, INTERNET, AND CABLE TV	28
FINANCIAL REQUIREMENTS	32
MONTHLY RENT SCHEDULE	32
PARKING	32
BUILDING SERVICES	32
OTHER INVOICES	32
PAYMENT	32
STANDARD ADDITIONAL SERVICE RATES	33
BUILDING RULES AND REGULATIONS.....	34
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 and retail Tenants. It will assist you in becoming familiar with the building's features, facilities, 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 to our tenants, vendors, and all guests who come into the building every day.

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 in 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 tenant 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 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 tenant 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.

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.

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 - 2nd 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
Teddi Poworoznik
Cell: (403) 213-5352
Office: (403) 650-5110
Email: teddi.poworoznik@brookfieldproperties.com

Property Manager
Robin Kelly
Cell: (403) 770-2376
Office: (403) 770-2370
Email: robin.kelly@brookfieldproperties.com

Assistant Property Manager
Elaine Walz
Cell: (403) 200-2854
Office: (403) 770-2378
Email: elaine.walz@brookfieldproperties.com

Operations Manager
Dean Currie
Cell: (403) 804-5063
Office: (403) 770-2384
Email: dean.currie@brookfieldproperties.com

Management Directory (Continued)

Manager, Security and Life Safety

William Main

Phone: (403) 770-2390

Fax: (403) 770-2370

Email: william.main@brookfieldproperties.com

Manager, Property Accounting

Tanya Garnett

Phone: (403) 770-2385

Fax: (403) 770-2370

Email: tanya.garnett@brookfieldproperties.com

Director, Construction Services

JP Drolet

Phone: (403) 770-7112

Fax: (403) 770-7210

Email: JP.Drolet@brookfieldproperties.com

Vice President, Construction

Winston Jensen

Phone: (403) 770-7130

Fax: (403) 770-7030

Email: Winston.Jensen@brookfieldproperties.com

Senior Vice President, Office Leasing

Dwight Jack

Phone: (403) 770-7089

Fax: (403) 770-7030

Email: Dwight.Jack@brookfieldproperties.com

Vice President Office Leasing

Ryan Handley

Phone: (403) 770-7122

Fax: (403) 770-7030

Email: Ryan.Handley@brookfieldproperties.com

Retail Leasing Consultant

Bernie Bayer

Phone: (403) 206-2131

Fax: (403) 770-7030

Email: 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. 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 Properties 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 Properties also looks to take leadership positions in industry organizations and supports initiatives that promote sustainability and energy conservation. Brookfield Properties is a member of the Canada Green Building Council (CGBC) 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/home/service-requests/>.

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

Tenant Services

Our goal at Brookfield Properties is to always provide outstanding tenant service. 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 Properties staff or by outside contractors hired by Brookfield Properties. Tenant representatives can submit requests for routine maintenance using the (403) **310-SERV** telephone number or via our online system at <https://axiistenantapp.com/home/service-requests/>.

Tenant Service Requests (310-SERV) (Continued)

Brookfield Properties tracks Customer Satisfaction Surveys on 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 or by reaching out to your Tenant Representative. 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 permit. 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

All policies required to be maintained by the contractor shall contain where applicable a waiver of any subrogation rights which the contractor's insurers may have against the manager or the owner and those for whom the manager or the owner is each in law responsible

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 to 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 or sign holders.
- 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

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, after hours, 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:

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

Loading Dock

Location, Hours of Operation and Deliveries

The loading docks for the building are located off 4th Avenue, between 1st and 2nd Street SW. The East dock has no height restrictions, while the West dock has a maximum height being 4.01 metres, 13' 2" feet. 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 handheld deliveries, 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 4th Avenue between 1st and 2nd Street SW and 5th Avenue between 1st and 2nd 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

Email fifthavenueplace.ca@group-indigo.com

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 (level 2) 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, EV Bicycles, Scooters, and EV Scooters 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 is 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 are 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. The Shower facility agreement can be found on our website <https://axiistenantapp.com/properties/fap/> under forms and manuals. Please return the completed form to the Brookfield Management Office.

Cirrus Conference Centre

The Cirrus Conference Center is located on level 34 in the West Tower that is reserved for the exclusive use of the Tenants and Subtenants of the building. Cirrus has 3 bookable rooms and a tenant lounge available for our building Tenants. The rooms available for booking are Aurora A & B, Eclipse, and the lounge. Aurora A & B can be two separate rooms or be combined into one room for larger events. Please look at the Conference Center Manual on axiis for further information. For bookings, please contact Anastasiia Popova at 403-369-1873 or email Anastasiia.popova@brookfieldproperties.com .

Heavens Fitness Centre

Heavens Fitness Center is located on level 35 in the West Tower that is reserved for the exclusive use if the Tenants and Subtenants of the building. Heavens Fitness has lockers that are on a first come, first serve basis and are only used while the user is using the Fitness Center. Towel Service and a water station are available for your use, For more information on how you can sign up to use Heavens Fitness Center, please visit axiis, contact 403-510-6971 or email fap@heavensfitness.com .

Alterations and Remodeling

All contemplated changes to your leasehold improvements must be reviewed and approved by Brookfield Properties, 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 Properties Accessibility Actions

Brookfield Properties 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 Properties 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 Properties has developed Accessibility floor plans for the public areas of all 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.

This form helps Brookfield Properties 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 Properties 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

Brookfield Properties is proud to introduce LiveSafe, a mobile safety communications platform that allows our valued Tenants and employees an effortless 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 are required, call 911 immediately.**

REPORT TIPS: Directly share information, pictures, videos or audio with Brookfield Security regarding security concerns.

Brookfield Properties is committed to providing a safe and secure environment for all tenants and visitors in the premises. 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 to an email message.

For more information on LiveSafe, please contact your Security Manager.

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 1st Street between 4th and 5th Avenue (East) and 4th Avenue between 1st Street and 2nd Street (West)
- 2nd Street between 4th and 5th Avenue and Main entrance off of 5th Avenue between 1st and 2nd 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 West 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.

Additional Security Services

Locksmith Services

All locks on both entrance and interior office doors must 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.

Security Escorts

Security Escorts are provided free of charge 24 hours per day, 7 days a week to tenants who have vehicles parked in the underground or nearby parkades. 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. 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 valuables 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, or make 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 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 for 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 must 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 with 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 employee's 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 evacuating 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 floor.
- 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 between 4th Avenue 1st and 2nd 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 **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, 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.
- Plastic 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 the smaller box into the larger one. The Housekeeping Staff will remove the contents from all large recycling containers each night or when full to complete the process.

Also, recycling containers will be supplied to kitchens and lunchrooms for beverage can and bottle recycling. Please contact (310-SERV) to obtain additional recycling containers.

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

Miscellaneous Recycling

A recycling program for cell phones, computers, or any electronics is available. Any of these items can be picked up by submitting a request through 310-SERV or delivered to our E-Waste bin by the loading dock.

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/home/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. These requests should be at minimum 48 hours prior to requiring the air-conditioning. 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 elevator number you are located. They will contact building operations and the elevator contractor will provide assistance. Remain calm. Help will arrive shortly.

Fire Alarms and Power Failure

During a fire alarm condition, the elevators will return 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 fire alarm condition. The elevators are for fire department use during fire alarms.

Emergency power is supplied to each elevator during a power failure. In the event of power failure, each elevator will return 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 some floors 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 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.

Utility Service Access

Access to 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 or, via phone at 587-225-8954 for further direction.

Not all vendors are permitted 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 approval. 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 to 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 tenant's premises and any riser cables that have been installed for a tenant's 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 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 regarding 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 several 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
- Lock shop (Regular Hours)..... \$40.00 / hour
- Lock shop (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 Tenant's and other people 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 to 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 workers 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.
- Except for 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. Please contact the property office for any inquiries.
- 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, scooters, EV bicycles, EV scooters, EV skateboards, 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.
- Filming and professional photography is not permitted in the premises without a Filming Production Release and Indemnity Agreement. Please contact the property management office for further details.
- The Tenant shall not install or permit the installation of any signage in/ or around common areas without the approval of the Landlord.
- The use of drones and/ or any aerial devices are prohibited on the premises.