

# COMMERCE PLACE

## TENANT MANUAL





COMMERCE PLACE, EDMONTON  
10155 – 102 Street Edmonton, Alberta

## Table of Contents

<b>WELCOME</b>	<b>2</b>
<b>TENANT SERVICES</b>	<b>3</b>
<b>HOW TO CONTACT US</b>	<b>4</b>
<b>IMPORTANT TELEPHONE NUMBERS</b>	<b>5</b>
<b>GENERAL INFORMATION</b>	<b>6</b>
<b>BUILDING SERVICE HOURS OF OPERATION</b>	<b>9</b>
<b>STATUTORY HOLIDAY SCHEDULE</b>	<b>10</b>
<b>GENERAL BUILDING POLICIES</b>	<b>11</b>
<b>SIGNAGE</b>	<b>13</b>
<b>OFFICE MOVE-IN/OUT PROCEDURES</b>	<b>14</b>
<b>TENANT IMPROVEMENTS AND ALTERATIONS</b>	<b>15</b>
<b>PARKING</b>	<b>16</b>
<b>COMMERCE PLACE, EDMONTON LOADING DOCK REGULATIONS</b>	<b>18</b>
<b>BUILDING SERVICES</b>	<b>20</b>
<b>RECYCLING PROGRAM</b>	<b>22</b>
<b>ADDITIONAL SERVICES</b>	<b>23</b>
<b>BUILDING AMENITIES</b>	<b>24</b>
<b>SAFETY &amp; SECURITY</b>	<b>25</b>
<b>MEDICAL EMERGENCY</b>	<b>26</b>
<b>EMERGENCY PREPAREDNESS – TENANT RESPONSIBILITIES</b>	<b>27</b>



## **WELCOME**

### **QUADREAL PROPERTY GROUP**

#### **Who we are**

Headquartered in Vancouver, B.C., QuadReal is a new company with deep roots. Built from consolidating the assets and expertise of four seasoned players in the Canadian real estate investment and management industry, we are an independent organization laser-focused on managing and growing bclMC's portfolio of over \$18 billion in real estate assets. bclMC is the 4th largest fund manager in Canada and is ranked 35th globally, with a global portfolio of more than \$123 billion. bclMC invests on behalf of public sector clients in British Columbia and its activities help finance the retirement benefits of more than 538,000 plan members, as well as the insurance and benefit funds that cover over 2.3 million workers in the province.

For more information, please visit [www.quadreal.com](http://www.quadreal.com)

### **COMMERCE PLACE, EDMONTON WEB SITE**

QuadReal has developed an individual web site for each of our properties. These web sites will provide you with important information about building features and services, leasing, corporate concierge services and local area amenities.

The web site address for this property is: [www.commerceplaceedm.com](http://www.commerceplaceedm.com)

### **TENANT SERVICES COORDINATOR**

We would ask that each tenant designate one employee to act as principal liaison between our office and yours. This contact person should be responsible for making all inquiries or service requests to our Tenant Service Centre at 780-447-4400 or through [QuadReal CONNECT](#).

Please inform us of your designated employee's name, along with their telephone number and e-mail address. By restricting this responsibility to one principal liaison, it will allow us to provide better recording and assessment of problem areas, and will also result in the delivery of more efficient and timely service for your needs.

Please register with our tenant services in order to log on to our website for tenant service requests. For your password please send an email to: [edmservices@quadreal.com](mailto:edmservices@quadreal.com)



## TENANT SERVICES

### QuadReal CONNECT

QuadReal Property Group utilizes a web-based Tenant Service system known as [QuadReal CONNECT](#). This system allows our tenants to communicate with our Tenant Services representative on all types of maintenance and service requests. This system can provide you with tracking on the progress of all your Work Order requests, even notifying the sender when the work has been completed.

This system also allows us to generate detailed Work Order histories and Service Completion rates. Our Engineering/Maintenance staff responds to your service request via handheld devices and web-enabled cellular telephones.

The building's tenant representatives will act as principal liaison between our office and yours. The tenant representative and their back-up will be responsible for making all inquiries and tenant service requests on-line through [QuadReal CONNECT](#). When you sign in you can start making requests on line. For training assistance, please contact 780-447-4400.

Once you have registered by providing the Tenant Information Form to the QuadReal mailbox you will receive a password via email, and then you may sign in to the link above to make all your requests, maintenance, parking, lighting etc.

This Tenant Information manual will only be distributed to a designated Tenant Services Representative. If any other person other than the designate tenant representative makes unauthorized service requests – your request may not be responded to. Please ensure your principal representative's and their back up register with the Tenant Services Coordinator by submitting your tenant contact information to the [edmservices@quadrealconnect.com](mailto:edmservices@quadrealconnect.com) mailbox.



## HOW TO CONTACT US

### Management Office/Engineering Staff

#### **VP General Manager**

Darcy Armstrong – 780-944-0902 – [darcy.armstrong@QuadReal.com](mailto:darcy.armstrong@QuadReal.com)

#### **Senior Property Manager**

Barb Perreault – 780-944-0905 – [barb.perreault@QuadReal.com](mailto:barb.perreault@QuadReal.com)

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

Damian Radcliffe – 780-944-0872 – [damian.radcliffe@QuadReal.com](mailto:damian.radcliffe@QuadReal.com)

#### **Operations Manager**

Rod Murray – 780-944-0899 – [rod.murray@QuadReal.com](mailto:rod.murray@QuadReal.com)

#### **Property Administrator**

Tauseef Rehman – 780-809-8583 – [tauseef.rehman@QuadReal.com](mailto:tauseef.rehman@QuadReal.com)

#### **Tenant Service Coordinator**

Serena Xia – 780-447-4400 – [serena.xia@QuadReal.com](mailto:serena.xia@QuadReal.com)

#### **Vice President Leasing**

Brent Peyre – 780-701-1104 – [brent.peyre@QuadReal.com](mailto:brent.peyre@QuadReal.com)



## **IMPORTANT TELEPHONE NUMBERS**

Property Management Office – Suite 208      780-447-4400

QuadReal CONNECT Tenant Services      780-447-4400

Building Website      [www.commerceplaceedm.com](http://www.commerceplaceedm.com)

Building Security      780-944-0903

**Police & Fire (EMERGENCY)      911**

## **Local Hospitals**

These facilities provide a range of healthcare services including a 24/7 emergency department.

Royal Alexandra Hospital      780-477-4111

University of Alberta Hospital      780-407-8822



## **GENERAL INFORMATION**

### **CHANGES TO THE PREMISES**

If, after initial occupancy, tenants wish to make changes to their premises, then approval from the Landlord must be obtained prior to any alterations being made. Information about the building and the conditions that govern tenant premise alterations can be obtained by calling the Property Manager at 780-944-0905.

### **CONTRACTOR CONSTRUCTION INSURANCE CERTIFICATES**

Prior to move into your premises, please remember to forward a copy of your current Insurance Certificate relating to the construction in your premises to our office. If there are any questions in this regard, contact our Tenant Services Coordinator at 780-447-4400

### **OFFICE PREMISES INSURANCE CERTIFICATES**

Each tenant is required to carry *premises insurance* for their leased space and contents. At the beginning of your lease you will be asked to provide a copy of your insurance certificate to the Property Management Office. This certificate must be tendered for each renewal of the certificate to keep our records current.

If you have any questions, please contact our Tenant Services Coordinator at 780-447-4400

### **LEASING**

If additional office space is required, or if you need any information regarding leasing within the building, please contact our Vice President, Leasing at 780-701-1104.



## **RENTAL PAYMENTS**

Rent and tenant charges are due and payable on the first day of each month.

Cheques should be made payable to: **bcIMC Realty Corporation**

Mailing address:

208 Commerce Place, Edmonton  
10155 – 102 Street  
Edmonton, Alberta T5J 4G8

No invoices will be sent for normal rent payments, unless arrangements with our Property Administrator have been made otherwise. Other charges incurred will be invoiced separately. For further information, please contact our Property Administrator at 780-809-8583.

## **MAIL SERVICE**

To receive mail, please visit the mailroom located on P1 level, by the North Freight elevator. Please contact Canada Post directly for any mail delivery delays or mail concerns. Courier drop boxes are located beside the main mailroom area.

## **FREIGHT ELEVATOR SERVICE**

The building freight elevators are open for building deliveries between 7:00 AM – 5:00 PM, Monday through Friday. As this is a very busy elevator, tenant use at any time for special purposes, moves, etc. must be pre-arranged through the Tenant Services Coordinator at 780-447-4400.

## **DELIVERIES**

Passenger elevators are designated solely for transporting tenants and their guests. For this reason, all substantial deliveries are restricted to the loading dock and freight elevator. Access to the loading dock is from 101 Street. In order to provide you with the best service in the loading dock, the following must be adhered to:

- ◆ The dock area is reserved for loading/unloading of delivery trucks only and not for regular vehicle unloading or parking.
- ◆ All drivers must check in with the Dock Master in the Security Control Center located at the north end of the dock.
- ◆ Vehicles have a 15 minutes grace period and are charged by the half hour after that time.





## **GENERAL SERVICE AREAS/WORK AUTHORIZATION PERMIT**

Air conditioning fan rooms, telephone rooms, electrical rooms and other building systems are located in the core area of each floor to minimize interference within your office space. They are an integral part of the building's mechanical system and are not to be used for storage or any purpose other than their designated use.

All electricians, telecommunications and repair personnel requiring access for repair or installation work must obtain a **Work Authorization Permit** from the Administration Office. A list of approved contractors is available from the Property Management Office.

***ANY PERSONS NOT POSSESSING A PERMIT SHOULD BE REPORTED TO THE MANAGEMENT OFFICE IMMEDIATELY.***

## **STORAGE**

To rent storage in the building for company records and furniture, please contact the Property Manager at 780-944-0905.

- ◆ Storage is rented on a space availability basis and at current market rates for similar use in the City of Edmonton.

## **KEYS**

For each lock set, two keys are issued. All additional keys lock or latch sets and all other hardware must be building standard.

All exterior door keys shall be obtained from the Landlord and all exterior door keys shall be returned to the Landlord upon the termination of the Tenant's Lease. Tenants shall not change the locks or install other locks on exterior doors of the leased premises without building management's approval. Additional keys may be obtained from the Landlord at a cost to the Tenant.

**All locks must be keyed to the building master.**



## **BUILDING SERVICE HOURS OF OPERATION**

The building is open to the public from 7:00 AM – 1:00 AM, 7 days a week (except on statutory holidays). Card access can be arranged for tenants and their guests at any time.

The Property Management office is open from 8:00 AM to 4:00 PM, Monday through Friday, (excluding statutory holidays). Outside of normal business hours, please call the tenant services line at 780-447-4400. Your call will be redirected to the appropriate property department in case of emergency.

For quick reference, we have listed below the hours of operation (normal staff hours) for many building departments as well as the hours of essential services.

<b><u>DEPARTMENT/SERVICE</u></b>	<b><u>HOURS</u></b>	<b><u>DAYS</u></b>
Management Office	8:00 AM – 4:00 PM	Monday - Friday
Security Desk	24 Hours	Monday - Sunday
Non-Emergency Maintenance	7:00 AM – 5:00 PM	Monday - Friday
Janitorial Services	6:00 AM – 1:00 AM	7 days a week
Public parking Hours	7:00 AM – 11:00 PM	Daily
Monthly Parking	Available 24 hours a day	



## **STATUTORY HOLIDAY SCHEDULE**

The building recognizes the following statutory holidays:

### **HOLIDAY**

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

### **PLEASE NOTE:**

***IT IS IMPORTANT TO INFORM THE MANAGEMENT OFFICE IF YOUR FIRM PLANS TO BE CLOSED ON BUSINESS DAYS OTHER THAN THOSE MENTIONED ABOVE.***

***IT IS ALSO IMPORTANT TO GIVE 24 HOURS NOTICE OF ANY SPECIAL HVAC AND SECURITY REQUIREMENTS FOR STAFF WORKING ON STATUTORY HOLIDAYS AND WEEKENDS.***



## GENERAL BUILDING POLICIES

QuadReal Property Group is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards are greatly appreciated. The following Building Policies protect you, your associates and guests.

Tenants and their employees shall not in any way obstruct sidewalks, halls, stairways, and elevators of the Building and shall use the same only as a means of passage to and from their respective offices. The Tenant will not place or allow to be placed in the Building corridors or public stairways any waste paper, garbage, or other items.

Tenants shall not mark, drill into or in any way deface the walls, ceilings, partitions, floors or other parts of the Lease Premises or the Building without prior consent from the Property Management office.

Tenants shall give the Landlord prompt notice of any damages to or defects in water pipes, gas pipes, electric light and fixtures, or any other service equipment.

No tenant will install blinds, shade awnings, or other forms of inside or outside window covering, or window ventilators or similar devices without the prior written consent of the Landlord. The tenant will not interfere with or obstruct any perimeter heating, air conditioning or ventilating units.

The restroom fixtures shall be used only for the purpose for which they were constructed and no rubbish, ashes, or other substances of any kind shall be thrown into them. The tenant will bear the expense of any damage resulting from misuse.

## TENANT IMPROVEMENT WORK

Tenants planning to perform improvements or alterations within the Building or their premises ***must obtain prior written consent from the Landlord.*** All tenants and their contractors are responsible for complying with the applicable laws and regulations. Please contact the Property Manager at 780-944-0905 to coordinate anticipated work, prepare drawings and obtain a copy of the *Building Standard Tenant Improvement Manual*.

## COMMUNICATIONS CABLING PROCEDURES

All electric and telephone wiring shall be installed as directed by the Landlord. No coring or cutting for wires shall be permitted and no new pipes or wires shall be introduced without prior written approval of Building Management.



*When installation of new communication cabling is anticipated the tenant must obtain the telecommunications procedures found in the Tenant Improvement Manual and meet with the Landlord's consultant prior to commencement of work. Please contact the Management Office at 780-447-4400*

#### **ENANT MACHINERY AND SAFE INSTALLATION**

Tenants shall not install or use any machinery in the leased premises which may cause any noise, jar, or tremor to the floors or walls, or which by its weight might damage the floors of the Building.

Tenants shall not bring in or take out, position, construct, install or move any safe, business machine or heavy equipment without the prior written approval of Building Management.

#### **NOISE AND PET RESTRICTIONS**

The Tenant's agents and employees shall not play any musical instrument, other than radio or television; make or permit any improper noises in the Building; interfere with other tenants or those having business with them; bring into or keep within the Building any animal, or bird. People with disabilities are allowed to bring their service animals onto general public areas as well as tenant premises in the building.

#### **SMOKING BY-LAW**

Smoking is not permitted in the building, tenant premises, parkade, or any common area of the property.



## **SIGNAGE**

### **SIGNAGE & ADVERTISING GUIDELINES**

Signs, advertisements or notices inscribed, painted or affixed where they can be seen from the exterior of leased premises require prior *written approval from building management*.

Management reserves the right to not allow the posting of any sign it deems objectionable and to remove any which has already been placed, at the Tenant's expense.

The Landlord shall have the right to prohibit any advertising by any agent which, in the Landlord's opinion, tends to impair the reputation of the building or its desirability as a building for offices, and upon written notice from the Landlord, such Tenant shall refrain from or discontinue such advertising.

### **LOBBY DIRECTORY SIGNAGE**

There is directory signage on your floor at the elevator lobby. As provided in your lease, installation of one listing will be arranged for your move-in date. Additional listings are subject to space availability. Any changes to the directory listing will be at the Tenant's expense. Please contact the Property Manager at 780-944-0905 to arrange for directory signage.

### **ELEVATOR LOBBY AND SUITE DOOR SIGNAGE**

Only building standard signage is permitted on multi-tenant floors in areas that can be seen by the public. All elevator lobby signage on full floor tenant areas must meet the standards of and be approved by the Property Management Office.



## **OFFICE MOVE-IN/OUT PROCEDURES**

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. These guidelines will expedite your move and are in no way meant to hamper or restrict your moving process, but rather to protect you and your property. Please let us know how we can assist you with your move. We would be happy to answer any question you may have. Contact the Property Management Offices at 780-447-4400 with your requirements.

1. To assist with directing customers to your new location, please provide a forwarding address and phone numbers.
2. Notify us as soon as possible with the date and time of your scheduled move.
3. Large moves (furniture, etc.) must be done before 8:00 am or after 6:00 pm weekdays or at any time on weekends, to ensure that daily deliveries and pick-ups are not interrupted during regular business hours.
4. The freight elevators and loading docks must be reserved in advance. Contact the Tenant Services Coordinator at 780-447-4400 to book the freight elevator.
5. Two to four rubber wheeled dollies are required to move equipment that can't be carried.
6. The freight elevator must be used to transport any equipment or furniture during the scheduled move.
7. The loading dock is the only building entrance permitted for large moves. Any exceptions must be authorized by building management. If other areas of access are approved, the mover must protect floors and walls to prevent damage.
8. Your moving contractor will be responsible for any damage to the building incurred during the move.
9. Small moves can be made during regular business hours but are only done on a first come first served basis and the freight elevators cannot be put on independent services during those hours.
10. Packing crates, skids or other debris used during the move must be removed from the loading dock when the move is complete.
11. Cardboard cartons are to be placed in the compactor provided for recycling.
12. The Landlord will not be responsible for loss of or damage to any furniture, equipment or freight from any cause.

### **SPECIAL NOTE**

Safes and heavy office equipment will be moved through the corridors only upon steel bearing plates. All damage to the building caused by installing or removing any safe, furniture, equipment or other property shall be repaired at the expense of the Tenant.



## **TENANT IMPROVEMENTS AND ALTERATIONS**

*All* tenant improvements at Commerce Place, Edmonton are subject to prior approval by the Property Management team, responsible for the coordination of all construction activity. In the event that tenant improvements or alterations are anticipated, please call the Property Manager at 780-944-0905.

## **CONTRACTOR CONSTRUCTION INSURANCE CERTIFICATES**

Please remember to forward a copy of your current Insurance Certificate relating to the construction in your premises to our office. If there are any questions in this regard, contact our Tenant Services Coordinator at 780-447-4400.

## **INTERNET AND SATELLITE PROTOCOL**

All tenants should contact the Property Management Office prior to the installation of any satellite antennae or cabling. Any cable installation that requires the use of the Building Riser System must be approved and authorized through Property Management office at 780-447-4400. There will be a separate fee and contract for any satellite or other rooftop installations. Any such installations require that a signed agreement be completed with our office. Please contact the Leasing Manager for further information on this subject.





## **PARKING**

### **PARKING SERVICE**

Impark is an independent parking management company under contract with QuadReal Property Group and assists in the daily operation of the parking garage. All traffic enters and exits the parking structure from 101 Street or 102 Street. There is one lane for ingress and one lane for egress and a switch lane at 101 Street during rush hour. All lanes will accommodate monthly parkers. Visitors need to pre-pay at pay station prior to exit. Pay stations are located at P1 South and P1 North Lobbies.

### **PARKING ALLOCATION AND PAYMENT**

Parking spaces in the garage are allocated in accordance with your lease agreement. Payment may be made for monthly parking spaces at the Property Management office located behind Sunterra on the 2<sup>nd</sup> floor retail level. Monthly parking may be arranged by contacting the Property Manager at 780-944-0905

Monthly parking must be paid on or before the first day of each month. If parking is not paid, the parking card provided will no longer access this area.

Monthly parkers may park their vehicles in any stall except reserved stalls. We encourage parkers to proceed to P2 and P3 to leave P1 vacant for your customers and client's convenience. *Without exception, a parking decal must be visible at all times* and affixed to the rear-view mirror of your car. If a monthly parker's car is found without a decal clearly visible, the car will be tagged by the parking attendant and the daily rate may be charged.

Loss or theft of parking access cards and decals must be reported to Property Manager or Security immediately for record cancellation. Should a parking decal or access card be found, you must report it to the Property Management Office or Security Desk.

***Please lock your vehicle. Property Management is not responsible for damage to persons or their vehicles. Any damage to the parking facility or any part thereof caused by the Tenant or individual parkers or their vehicles will be the sole responsibility of that individual.***



## **AFTER-HOURS AND BICYCLE PARKING**

The parkade gate closes at 11:00 PM each evening. Monthly parkers can access any time using the parking card entry system available just outside the gate. The door will automatically close once the vehicle has cleared the entrance.

An area is provided for commuters using bicycles for transportation. It is located near the parking kiosk on Level P-1 at the 101 Street entrance.

Loading and unloading of vehicles is permitted only in the loading dock located next to the 101 Street entrance.

## **RESERVED PARKING**

All reserved stalls are located in a separate gated area on P3.

## **DOUBLE STALL PARKING VIOLATION**

Parking one vehicle in more than one stall will result in a fine and/or towing. We must request that you park your car properly in one stall only.

## **HAZARDOUS VEHICLES**

We must request that any vehicles with fluid leaks of any type (oil, gas, coolant, etc.) not be brought onto this property until the defects have been repaired. In cases of severe leaks, we are required by Fire Safety regulations to remove the vehicle from the property. All attempts will be made to locate the owner of any hazardous vehicle, but failing prompt response we will tow the vehicle immediately at the vehicle owner's expense. Vehicle repairs should never be performed within the confines of the parking area.

It is important to have your permit displayed and vehicle registered with the Property Management office in the event that we need to contact you in an emergency.

## **COMMERCE PLACE, EDMONTON LOADING DOCK REGULATIONS**

The Dock Master is responsible for the operation of the Commerce Place, Edmonton Loading Dock, ensuring that vendors, couriers, and contractors have the opportunity to service the tenants in a fair and equitable manner.

### **LOADING AND UNLOADING**

- All vehicles entering the loading dock will park as directed by the Dock Master.
- Vehicles may park for 15 minutes to load or unload their vehicle. Vehicle operators may request additional time from the Dock Master.
- Vehicles must not be left with the engine running while in the loading dock.
- All deliveries will be made using the freight elevators, unless directed elsewhere by the Dock Master.
- Pallet jacks are NOT permitted off of the loading dock.
- Loads may be inspected by the Dock Master to ensure there are no prohibited items and to verify the delivery address.
- There is no charge to park for the purpose of loading or unloading a vehicle, provided the time limit is not exceeded.
- Drivers may be required to move or reposition the vehicle to allow others access to or from the loading dock.

### **LOADING DOCK PARKING**

- Parking in the loading dock is restricted to:
  - Monthly Loading Dock Permit Holders
  - Contractor vehicles
  - Vehicles parked with permission from QuadReal or the Dock Master
- Permit Holders must park in their designated parking stall.
- Contractor parking is available in limited quantities and is not guaranteed to be available.
- Standard parking rates apply to vehicles parked in the loading dock.
- Parking charges are to be paid on exit at the parkade booth, unless there is an account in place.
- Vehicles must park as directed by the Dock Master.

### **FREIGHT ELEVATORS**

- All three freight elevators are available on a first come basis and will not be locked off during business hours (Monday to Friday 6:00 AM to 6:00 PM).
- Large moves can be scheduled for after hours through Administration Office 780-447-4400. Building Management will not be responsible for events beyond their control, for example the elevator breaking down before or during a move.



## **LOADING DOCK HOURS OF OPERATION**

The Loading Dock doors are open Monday to Friday 5:30 AM to 6:00 PM and Saturday 8:00 AM to 6:00 PM.

Access may be arranged outside those hours by contacting Security at 780-944-0903 or using the intercom located outside the loading dock, in between the doors.

## **INCIDENT REPORTING**

The Dock Master will investigate all incidents occurring in the loading dock, and will complete an incident report. Upon review the parties involved may be banned from the property. This will be determined on a case by case basis by QuadReal Management.

## **GENERAL**

- Any damage to the premises; and or property of QuadReal while on site will be the responsibility of and charged to whoever caused the damage.
- There is no storage on the loading dock. Contact the Administration Office if storage space is needed.
- Any items stored on the loading dock may be removed by QuadReal and/or storage fees may be applied.
- Crates and pallets are to be placed neatly in the location indicated.



## BUILDING SERVICES

### AIR CONDITIONING

The standard hours of air conditioning for your suite are either set by your lease agreement, or are the building standard hours, Monday through Friday, 6:00 AM to 8:00 PM.

For air conditioning beyond these hours (after hours), we ask that you *fax your request in writing to the Property Management Office (Fax: 780-428-4047) or contact Tenant Services at 780-944-0905 24 hours prior to the requested time.* For long term changes in your air conditioning use, send a written request to the Property Management Office.

(Please see tab under “Forms” for the HVAC After-Hours Request Form)

The exterior windows are double-glazed with reflective coating to help minimize air conditioning and heating requirements and to maximize energy efficiency. The window coverings are an important part of maintaining the building standard temperature. Therefore, we would appreciate that during days of high sun intensity, you close the blinds to reduce some of the solar load.

After hour air conditioning is billed on a monthly basis in accordance with building standard air conditioning hourly rates, as established by the Property Management Office. These rates are included in the “service costs” section of this guide and may be changed with notice.

### ELEVATORS

The following comprises the elevators servicing the Commerce Place, Edmonton property:

No. of Elevators	Area Serviced	Service To
8	Low Rise	Lobby to Floor 19
4	High Rise	Lobby to Floors 19 to 27
4	Parking	2 <sup>nd</sup> floor retail to P3
1	Freight	27 to P3
1	Freight	2 <sup>nd</sup> floor retail to P3

### ENGINEERING MAINTENANCE

We have a full staff of qualified personnel to ensure the efficient operation of our air conditioning, plumbing, electrical and other mechanical equipment systems.



Please call our tenant services line at 780-447-4400 from 8:00 AM to 4:30 PM regarding questions or difficulties with building systems. For after-hours emergencies please call the security desk at 780-944-0903.

## **HOUSEKEEPING**

The housekeeping at Commerce Place, Edmonton is performed by an outside janitorial contractor and is administered by the Property Management Office. The first day of service under this contract will be provided on the first business day that you take occupancy and will continue thereafter as provided in your lease. A list of services covered under your rental schedule can be found at [www.commerceplaceedm.com](http://www.commerceplaceedm.com) specifications.

The Tenant is responsible for the cost of any pre-cleaning necessary to tidy up after both the Tenant's leasehold improvement contractor and moving contractor, in order to ensure that the premises are ready for occupation. The Property Manager at 780-944-0905 will be pleased to arrange for the housekeeping contractor to provide these pre-cleaning services.

Daytime cleaning staff is onsite from 7:00 AM to 3:00 PM, Monday through Friday, except statutory holidays AND Saturday from 7:00 AM to 3:00 PM.

The cleaning staff has been instructed to leave internal doors as they find them. If the internal doors are locked, they will lock them when they leave; if unlocked, they will leave them unlocked.

The cleaning staff services the following areas throughout the Property:

Exterior Grounds & Walkways  
Restrooms  
Tower Tenant Areas

Stairwells  
Public Areas – Main Lobby  
Elevator Lobbies & Corridors

Should you have cleaning or garbage removal needs beyond the contracted level of service, the Property Management Office will schedule additional service upon request at the Tenant's expense.

## RECYCLING PROGRAM

Because QuadReal Property Group is concerned about environmental issues, we have instituted a recycling program at Commerce Place, Edmonton. This program helps reduce operating costs without interrupting normal office routines.

Every building occupant plays a part in assuring the success of the recycling program. Please ensure that only those items designated below for recycling are put into the recycling compactors by the loading bay:

- Paper, Newsprint, magazines, flyers & mail; Brown paper bags; Beverage containers; Cardboard; Empty plastic and glass bottles; Empty tin cans; Plastic jugs.

Other items that can be recycled at Commerce Place, Edmonton are Toner/Ink Cartridges, Electronics, Light bulbs and Ballasts related to business products only. There are designated areas in the loading dock for such items. The janitorial staff will not remove these items from tenant premises.

Cardboard boxes are to be left near the freight elevator on your floor. Tenants are asked to flatten all cardboard boxes ready for disposal. The janitorial staff will move these items to the recycling area in the loading dock. A request to Tenant Services should be made to remove excessive amounts of materials at the Tenant's expense.



## ADDITIONAL SERVICES

Building management can make various extra services available to the tenant on an “as-required” service basis. Service prices are based on hourly rates, benefits, supervision, and an Administration Fee of 15%. Material costs will be added where applicable with all pertinent taxes.

## LIGHTING

All lighting at Commerce Place, Edmonton is controlled by a *computerized lighting control system*. This system automatically turns the lights off in the evening. A complete schedule was designed into your suite at the time of tenant improvements, but this schedule can be modified. The building engineering staff will make these changes as necessary. Please contact the Property Management Office should you require changes.

The lights will flicker five minutes prior to going off on your floor. When this occurs, push your main office light switch and the lighting will be restored.

## SERVICE COSTS

<u>Category</u>	<u>Service</u>	<u>Costs</u>
HVAC	Floor Fans	current market rate
	Chiller Use	current market rate
Lock-smithing		Locksmith at current rates
Parking Rates	Daily rate	\$ 40.00 max
	Hourly rate	\$ 2.50/half hour
	After 6pm & weekends	\$ 4.00 flat rate
	Monthly random rate	\$ 325.00 + GST
	Monthly reserved rate	\$ 375.00 + GST
Signage	All types	Sign contractor at current rates

*All prices are subject to change without notice. All applicable taxes are extra.*



## **BUILDING AMENITIES**

### **RETAIL SERVICES**

A variety of retail services are available on the main level and 2<sup>nd</sup> level of the property. These include the following:

1st Street Eye Centre  
Chiropractors at Commerce Place, Edmonton  
City Centre Dental  
Downtown Shoe Repair  
Gemoro Goldsmith  
Icon Hair  
Lux Steakhouse & Bar  
Maison Bridal  
Sam Abouhassan Designer for Men  
Starbucks  
Sunterra Cellar  
Sweet Lollapalooza Confections  
The Chopped Leaf  
Tim Horton's  
Winston's

A variety of food services are available on the 2<sup>nd</sup> level of the property in our Food Court. These include the following:

Canton Wok  
Edo Japan  
Extreme Pita  
Jugo Juice  
Korean Spring  
Lorenzo's  
McDonalds  
El Mexican Express  
Subway  
Sunterra Food Market  
Sushi Ya

## **SAFETY & SECURITY**

### **A SAFE ENVIRONMENT**

Commerce Place, Edmonton was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event that one does occur. The building is inspected periodically and monitored 24 hours a day, 7 days a week. Safety systems meet or exceed all relevant fire and building codes.

Smoke detectors and overhead sprinkler systems provide an immediate response to any significant fire. An automated alarm is initiated whenever water flows through the overhead sprinklers. Manual pull stations located in each hallway near the exit stairs and smoke detectors in strategic locations also initiate alarms, alerting the Lobby Security Console and the Fire Control Centre. Whenever an alarm is received, the Fire Department is automatically notified.

The Fire Control Centre has direct communications with each floor, stairwell and elevator. A network of speakers can be used to give verbal instruction or information should the need arise. Key building management personnel carry 2-way radios during normal building hours and the building operations staff is trained to assist in any emergency.

Due to the fire resistant qualities of modern office high-rises, total evacuation of the building is very rare. Evacuation is usually necessary only from the fire floor, the one floor directly above the fire floor and the one floor directly below. Additional floors may be evacuated when ordered by the Fire Safety Director, Fire Department or Police.

### **SAFETY IS EVERYONE'S CONCERN**

Primary responsibility for the safety of building occupants and compliance with fire codes rests with each tenant. Material in this guide is supplied as general information to help you meet requirements. It is not Management's intent to direct the tenant to adopt or use part or all of the given information, nor does Management or Ownership assume any liability in connection with all or part of the information that may be used or adopted by the tenant.

Should evacuation become necessary, the authority and responsibility rests with the local officials of government. Neither Management nor Ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

## **MEDICAL EMERGENCY**

1. Do not move the person. If necessary and you have been trained, administer first aid.
2. Call for an Ambulance and Paramedics. **Dial 911**. Tell them your address, floor and suite number and direct the medical team to the front door. You may be asked to describe the condition of the victim.
3. Call the Security Desk at 780-944-0903. They will hold an elevator ready for the emergency medical team.
4. While awaiting medical help, keep the person warm and comfortable.
5. Post one person at the elevator lobby on your floor to lead the medical team to the person in distress.

## **SECURITY ESCORTS**

A security guard would be happy to escort you to your car in the Commerce Place, Edmonton parkade; if required call the Security Desk at 780-944-0903.

## **EMERGENCY PREPAREDNESS – TENANT RESPONSIBILITIES**

Under the guidelines of the Edmonton Fire Department, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Floor Wardens, Alternates, Group Leaders, Monitors and Aides to the Handicapped or Disabled. An organization chart listing the names, locations, and telephone numbers of the designated employees is to be kept current and supplied to the Property Manager.

**Tenants are required to participate in annual fire drills. All employees must be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas.**

Employees should be instructed to report all smoke or unusual odors indicating a possible fire to their Floor Warden. All fires, no matter how small or quickly extinguished, must be reported.

Primary responsibilities for the safety of employees rest with each tenant. It may be necessary to adapt the plan outlined below to suit your space and number of employees.

### **FIRE DRILLS**

All occupants of the building are required to participate in fire drills. Drills are conducted at least once a year. A written record of fire drills is maintained in the Fire Safety Plan.

Fire drills will be announced via the Emergency Notification System. The announcement will consist of a statement by the Fire Safety Director. The Floor Warden in charge will usually be informed of the drill a few days in advance. All occupants on the drill floor are requested to participate.

Upon hearing the signal, Floor Wardens will alert their area occupants that a fire drill is in progress and advise them to proceed to their assigned exit stairwell and begin exiting the building.

The Tenant must designate two *Search Monitors*, one male and one female. They will have the responsibility for inspecting areas of the office and lobby space for people who may need extra help following evacuation procedures. Once alerted to a fire emergency, Searchers will inspect restrooms, conference rooms, boardrooms, lunchrooms and other isolated areas to assure that everyone has heard, understands and responds to the signal. They should make special note of persons with hearing or sight impairments in their areas, and assure that they have been relocated. Once their areas are clear, Searchers report to their Floor Wardens and handle any further requested assignments.



The Fire Safety Director will observe the exercise and point out deficiencies. The drill will be over when the Fire Safety Director makes the announcement ending the drill.

## **FLOOR WARDENS**

Floor Wardens play a major role in the event of an emergency. People who volunteer for this position should be in the office at most times during business hours and have a degree of authority, judgment and some familiarity with hazards found in emergencies. Two Floor Wardens must be designated for full floor tenants and one Floor Warden from all other tenants at Commerce Place, Edmonton. ***Floor Wardens can be identified wearing an orange mesh vest during emergency situations.***

The appointed or designated floor warden is to be given full authority of the space or area he/she occupies upon a required evacuation of the premises. This person(s) role is to be understood and communicated to all staff or employees who occupy the space or area the floor warden is responsible for. In most instances we highly recommend an alternate or deputy floor warden be appointed as well as assistant monitors if required (to assist any persons with special considerations).

The floor warden manual will be provided to you and will assist to communicate and orientate all employees to the emergency procedures and life safety systems on the floor they occupy.

In addition to the manual provided, floor wardens will be asked to attend mandatory annual emergency response training seminars provided by WPS Emergency Planning and the management office. These training seminars include detailed information on various potential threats that are not covered in the manual. *Please bring the Tenant Floor Warden manual to the training class.*

On behalf of the Property Management Company and WPS Emergency Planning we congratulate your company and participating floor wardens for taking the necessary steps and effort *to enhance the life safety of your people*. If you have any questions regarding this material please contact the building property management company.