

COMMERCE PLACE RETAIL

TENANT MANUAL





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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 [bcIMC](#)'s portfolio of over \$18 billion in real estate assets. [bcIMC](#) is the 4th largest fund manager in Canada and is ranked 35th globally, with a global portfolio of more than \$123 billion. bcIMC 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

COMMERCE PLACE, EDMONTON WEB SITE

QuadReal Property Group 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.commerceplacedm.com

The web site address for retail shops is: www.shopcommerceplace.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 780-477-4400 or through our Tenant Service System [QuadReal Connect](#)

Please inform us of your designated employee's name, along with their telephone number and e-mail address. .



QUADREAL CONNECT TENANT SERVICES SYSTEM

[QuadReal CONNECT](#) utilizes a web-based Tenant Service system known as Angus Anywhere. 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 to: [QuadReal Connect](#).

When you sign in to the link above you can start making requests on line. For training assistance, QuadReal CONNECT has a built-in online help menu and tutorial videos to support you.

Once you have registered by providing the Tenant Information to the QuadReal mailbox you will receive a password via email, and you can then 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@quadreal.com mailbox.



HOW TO CONTACT US

Management Office/Engineering Staff

VP General Manager

Darcy Armstrong 780-944-0902 darcy.armstrong@quadreal.com

Senior Property Manager

Barb Perreault 780-944-0905 barb.perreault@quadreal.com

Manager, Security & Life Safety

Damian Radcliffe 780-944-0852 damian.radcliffe@quadreal.com

Operations Manager

Rod Murray 780-944-0899 rod.murray@quadreal.com

Property Administrator

Tauseef Rehman 780-809-8583 tauseef.rehman@quadreal.com

Tenant Services Coordinator

Serena Xia 780-477-4400 serena.xia@quadreal.com

Vice President, Leasing

Brent Peyre 780-701-1104 brent.peyre@quadreal.com



IMPORTANT TELEPHONE NUMBERS

Property Management Office
Suite 208, 10155 102 Street 780-477-4400

Tenant Services 780-477-4400

Building Website www.commerceplacedm.com

Security Desk 780-944-0903

Police & Fire **911**

Medical Emergencies **911**

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 to existing tenant space. 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 to our office. If there are any questions in this regard, contact our Tenant Services Coordinator at 780-477-4400

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.

Please contact our Tenant Services Coordinator at 780-477-4400 if you have questions.

LEASING

If additional 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 to 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 **7:00AM–5:00PM**, 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 Tenant Services Coordinator at 780-477-4400.

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 (see loading dock regulations on Page 12):

- 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 minute 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 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 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.



BUILDING SERVICE HOURS OF OPERATION

The building is open to the public from 5:00 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. Please call the security desk at 780-944-0903.

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 780-477-4400. 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.

DEPARTMENT/SERVICE	HOURS	DAYS
Management Office	8:00 AM – 4:00 PM	Monday - Friday
Security Desk	24 Hours	Monday - Sunday
Janitorial Services	6:00 AM – 5:00 PM	7 days a week
Public Parking Hours	7:00 AM – 11:00 PM	Daily
Monthly Parking	Available	24/7
Retail Stores	9:00 AM – 5:00 PM	Monday – Friday
	10:00 AM – 5:00 PM	Saturdays



STATUTORY HOLIDAY SCHEDULE

The building recognizes the following Statutory Holidays:

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 OBTAIN APPROVAL FROM THE MANAGEMENT OFFICE IF YOUR STORE 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 retail 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 Operations Manager at 780-944-0899 to coordinate anticipated work and prepare drawings.



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 Landlord's consent prior to commencement of work. Please contact the Management Office at 780-477-4400.

TENANT 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 birds. 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 or any common area of the property.

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 Pay Station.
- Vehicles must park as directed by the Dock Master.



LOADING DOCK HOURS OF OPERATION

The loading dock doors are open Monday to Friday 7:30 AM – 5:00 PM.

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

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 – 6:00 PM).

Large moves can be scheduled for after hours through the Administration Office at 780-477-4400.

Building Management will not be responsible for events beyond their control, for example the elevator breaking down before or during a move.

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 Property Group.

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.

Please contact the administration office at 780-477-4400 should you have any questions regarding these regulations.



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.

RETAIL DIRECTORY SIGNAGE

There are 5 directories located throughout the retail area. As provided in your lease, installation of one listing on each directory at the tenant's expense 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.

RETAIL 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 Office at 780-477-4400 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 8:00AM or after 6:00PM 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 780-477-4400 to book the freight elevator.
5. Two to four rubber wheeled dollies are required to move equipment.
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. Cardboard cartons are to be placed in the compactor provided for recycling.
11. 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 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.

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 780-477-4400

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 Operation Manager at 780-944-0899 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 2nd 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.



BICYCLE PARKING

An area is provided for commuters using bicycles for transportation. It is located near on Level P-1 at the 101 Street entrance. This area is complimentary for tenant use only. Management will not be liable for any lost, stolen or damaged property.

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. Reserved parkers are reminded that they are not authorized to park anywhere else in the parkade except their designated stall. Should you wish to park outside of the reserved parking area, the usual parking rates will apply.

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. Kindly refrain from using stalls that do not accommodate the size of your vehicle and cause your vehicle to protrude into the laneway.

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.

BUILDING SERVICES

AIR CONDITIONING

Retail tenants have self-contained air conditioning systems within their leased space. The tenant does not have any after-hour charges as the respective HVAC equipment is within their own premises and is metered accordingly. Therefore, user pay scenario.

ELEVATORS

The following comprises the elevators servicing the property:

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

HOUSEKEEPING

The housekeeping at Commerce Place, Edmonton is performed by an outside janitorial contractor and is the responsibility of the retail tenant to obtain and administer.

The Tenant is also 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 any of the above cleaning services.



RECYCLING PROGRAM

Because QuadReal 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.

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, direct and indirect and an administration fee of 15%. Material costs will be added where applicable with all pertinent taxes.

SERVICE COSTS

<i>Category</i>	<i>Service</i>	<i>Costs</i>
	Chiller Use	At current market rates
Lock-Smith	Locksmith	At current rates
Parking Rates	Daily rate	\$ 40.00 max
	Hourly rate 6AM-5PM Sat, Sun & Stat Holidays	\$ 2.50/half hour \$ 4.00 flat rate
	5PM-6AM 7 days a week	\$ 10.00 flat rate
	Monthly random rate	\$ 325.00 + GST
	Monthly reserved rate	\$ 375.00 + GST
Security Cards	Building, Parking & Elevator Access	First security pass card is free.
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 2nd level of the property:

1st Street Eye Centre
Chiropractors at Commerce Place, Edmonton
City Centre Dental
Downtown Shoe Repair
Gemoro Goldsmith
Icon Hair
Maison Bridal
Sam Abouhassan Designer for Men
Sunterra Cellar
Sweet Lollapalooza Confections
Winston's

A variety of food services are available on the property in our Food Court:

Canton Wok
Edo Japan
EL Mexican Express
Extreme Pita Jugo
Juice Korean
Spring
Lorenzo's
Lux Steakhouse & Bar
McDonalds
Starbucks
Subway
Sunterra Food Market
Sushi-Ya
The Chopped Leaf Tim
Horton's

For more information please visit our retail website: www.shopcommerceplace.com

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. QuadReal cannot 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 generated by the Fire Control System. 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 your 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.