TENANT HANDBOOK

2023

ANNEX

10120 - 103 Avenue | Edmonton, Alberta

Aspen PROPERTIES

WELCOME TO

ANNEX

Aspen Properties would like to welcome you to Bell Tower.

We offer this Tenant Handbook & Emergency Procedures Manual as a reference tool and an introduction to Aspen Properties Ltd.

We hope you find the information contained in this manual helpful and informative. If you require assistance in any area, please contact us at 780.442.3100.

Aspen Properties Ltd. will provide all reasonable protection to properties under their management and in the event of any emergencies, will do all it can to ensure safety and protection of human life. The safeguard of human life transcends the security of physical assets.

DISCLAIMER

While every effort has been made to ensure the accuracy of the information contained herein, Aspen Property Management assumes no responsibility for any errors, omissions, and/or revisions to this information.

The terms and conditions contained in the lease supersede any of the procedures set out in this handbook.

This handbook is confidential and proprietary to Aspen Property Management. It is released solely for the purposes of communicating policies and procedures to tenants in the Annex.

Copying or use for any other purpose is strictly prohibited.

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MANAGEMENT OFFICE CONTACTS

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BUILDING INFORMATION

BUILDING HOURS

Standard hours of operation are 8:00 a.m. to 4:30 p.m., Monday to Friday.

SECURITY

780.493.7512
24 hours a day, 7 days a week

SERVICE REQUESTS

Smart Phone: Aspen Properties App | Email: service.aspenproperties.ca

ASPEN TENANT SERVICES | ASPEN APP

The Aspen App will serve as your go-to for service requests, tenant news, building updates, and amenity bookings.

Scan the code below to request access to download the app. Once you are verified as an Aspen tenant, our team will send a download link. From there, simply create an account, and you're in! If you cannot access the app via smart phone, requests can be submitted online at service.aspenproperties.ca.

All building maintenance issues should be reported through the ASPEN APP.

The ASPEN APP is a new innovative platform where Aspen takes tenant service to the next level. Aspen employees take ownership of each service request, dispatch work orders, escalate emergency situations and handle comments and questions. Additionally, all of Aspen's Amenities can be booked through the App; information to follow in the Amenities section of this handbook.

By Smart Phone:	Download on App Store, by searching "Aspen Properties"
Online:	service.aspenproperties.ca

BUILDING ACCESS CARDS & SUITE KEYS

Access cards are required to access the building after hours. One card per employee will be provided at no additional cost to the tenant at move in. Please complete the Access Card Request form.

Tenants are provided with two keys to their suite on possession date.

Additional or lost keys and access cards will be charged back to tenant after move-in at $10.00 plus GST, plus a 15% administrative fee. Additional keys and cards must be requested through the ASPEN APP.

HVAC (HEATING & COOLING)

HVAC hours are Monday to Friday 6:00 a.m. to 6:00 p.m.
Additional HVAC hours available by service request at an additional charge.

ELEVATORS

Elevators are one of our safest modes of transportation, however, they do occasionally malfunction. We advise any tenant who becomes trapped in an elevator to sit on the floor of the car. Use the telephone for communication with the 24 hour contact and push the Emergency Button to alert Schindler Elevator Service.

WHAT TO DO IN SUCH AN EMERGENCY

- Push emergency button and await response from the telephone service.
- Give the operator your name and the building location.
- Do not try to force open the elevator doors or leave if not level with the floor.

THIS IS WHAT HAPPENS

- Call will go to Schindler Elevator Service and a technician will be dispatched.
- Schindler will notify Aspen Properties of the entrapment.
- Aspen will ensure prompt attention to the individuals in the trapped elevator.

FREIGHT ELEVATOR

Freight elevators must be booked one full day in advance. If security is required, please provide one week's notice. Additional charges will apply for security. Please place a service request on the Aspen App or online at service.aspenproperties.ca to book the freight elevator.

For tenants moving in or out of the building or furniture deliveries, the freight elevator is available for use during the following times, subject to the tenant arranging for security at the tenant's expense:

Monday to Friday:	6:00 p.m. to 7:00 a.m.
Weekends:	Any time

Tenants are reminded that only the freight elevator and not the passenger elevators are to be used for moving furniture, large or heavy objects.

The dimensions of the freight elevator are as follows:

Freight elevator door: 7 feet tall and 48 inches wide
Interior Freight Cab Dimensions: 125 inches tall, 62 inches wide, 92 long Weight Capacity: 2,070KG

BUILDING AMENITIES

UNDERGROUND PARKING

The Parkade is open 24/7 and is managed by ParkChamp with a height clearance of 6'6". For information on parking spaces, please contact Stacy at 403.907.0368 or email stacey@parkchamp.ca

ASPEN BICYLE CENTER

The Bicycle Centre is located in the loading dock area of Bell Tower and has room for 45 bikes. It is equipped with hanging bike racks, a bike wash station and tools for simple bike repairs. Access to showers and towel service is available in the fitness facility located on the 3rd floor.

Entry is mobile door access only through the Aspen app. First come first serve use of Bicycle Centre, space is monitored by video surveillance.

ASPEN CONFERENCE CENTER

The Aspen Conference Centre provides comfortable, convenient, and professional meeting room facilities exclusively to tenants of The Annex, Bell Tower and MNP Tower through a credit system based on leased square footage. The conference center is located on the 4th floor of Bell Tower and provides three large boardrooms which can accommodate between 12 to 28 people with Clickshare screen sharing capabilities, as well as two breakout rooms which accommodates up to 6 people. Reservations can be made 60 days prior to the booking date on the Aspen App. For assistance, please contact our management office at 780.442.3100.

JACKSON'S GYM

Jackson's Gym is the oldest private fitness club in Canada and was first opened by George Jackson, a retired Army Sergeant originally from Britain, on April 1, 1923. A long time tenant of MNP Tower and the caretaker of the original Jackson's Gym, the late Ron Assaly has been gracious enough to pass the name onto Aspen Properties. "I am delighted the gym's name will be preserved," says Assaly.

Jackson's Gym is located on the 3rd floor in Bell Tower and is for the complimentary use of Bell & MNP Tower Tenants. The gym totals 5,500 sqft, and includes a 900 sqft studio, state of the art equipment, and change rooms complete with showers and towel service.

Elevator access to the 3rd floor are secure by building access card only, gym doors access through the mobile door access on the Aspen app.

HOURS OF OPERATION

24/7 Monday to Sunday, including Statutory Holidays.

For tenants who wish to use the facility please fill out the master waiver form on the Aspen app. Should you have any questions please contact edmontonreception@aspenproperties.ca

LINKS GOLF LOUNGE

Located in the Jackson's Gym, two hour time slots bookable on the Aspen app, 7 days a week between the hours of 5:00 a.m. to 9:00 pm. The golf simulator has over 50 courses, various driving ranges and other challenging games.

BELL TOWER DOG POLICY & EXCLUSIVE PET PLAZA #dogsofbelltower

Bell Tower tenants have the exclusive ability to bring their dogs to the office with our Dog Friendly Policy! We appreciate how important four-legged friends are to their owners and the benefits they can bring to a creative work culture.

If you would like your four-legged friend to join you at Bell Tower, please click this link for the Waiver form. The approval process includes obtaining written permission from your company and submitting it to Aspen.

The Bell Tower Pet Plaza includes outdoor turf for your dog to do their business. The Pup Plaza is located outside the west exit of the Bell Tower lobby. Please access the Plaza by exiting through the west exit doors. Doggy bags and a garbage bin are available for use. Please ensure you pick up after your dog.

If you have registered to bring your dog to the building and would like your dog featured on our *Dogs of Bell Tower* mural in the loading dock. Please submit a photo to of your pooch to edmontonreception@aspenproperties.ca..

ASPEN CLUB

The premier offering, the Aspen Club is exclusively for the tenants of Aspen Properties owned buildings in Calgary and Edmonton. Giving you access to over 90,000 square feet of amenities spread across eight centrally located buildings to elevate the experience of your daily office life. To register, please complete the Aspen Club Registration Form on the Aspen App.

Exclusive Club Benefits

Complimentary Access

All Aspen tenants have complimentary access to the Aspen Club.

Aspen App & Mobile Access

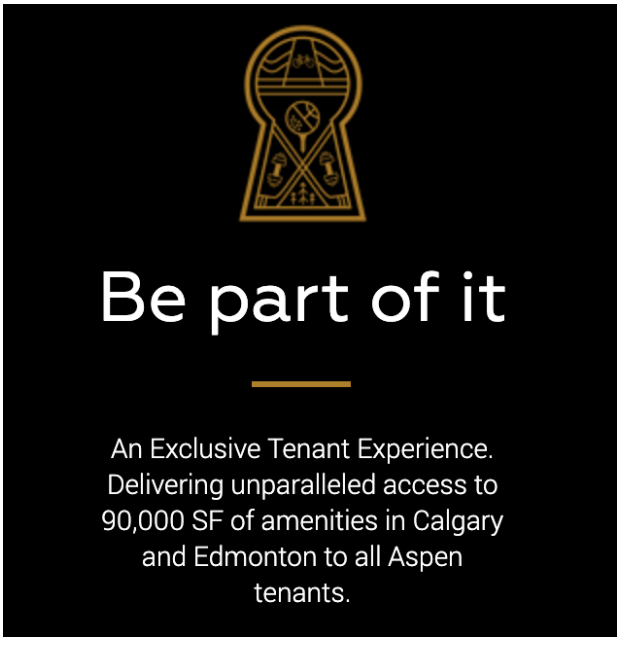
The Aspen App allows members to not only book an amenity, but also to gain access through our mobile door technology.

State-of-the-art Amenities

An unparalleled collection of amenities that span 90,000 SF have redefined what an office building can be.

Work-Life-Balance

With amenities offered in 8 centrally located buildings, in Calgary and Edmonton, the balance between work and life has never been easier.



ENVIRONMENTAL INITIATIVES

Aspen Properties wants to encourage tenants to reduce, reuse, recycle and recover where possible. We can make a positive impact by managing our waste stream effectively.

Our organics, central waste and recycling program is a user-friendly way to give you more opportunities to become effective recyclers. All you need to do is place all recyclable materials, organics, and centralized waste in the one or three containers located in your central kitchen area. This environmental incentive will eliminate unnecessary organics & recycle products to the landfill.

If you require green organic bin or blue recycle bins, please make your request through the Aspen app or service.aspenproperties.ca

ORGANICS

Acceptable organic items	
▪ Biodegradable food ware ○ Wooden utensils, paper plates and cups. ▪ Soiled paper and goods ○ Coffee grounds and filters, tea bags, soiled paper bags, tissues, paper towel and napkins. Uncoated take-out containers, cellulose film, salt, pepper and sugar packages	▪ Floral ○ Flowers and plants ▪ Meat ○ Cooked and raw, bones, shells ▪ Baked and dry goods ○ Pasta, beans, bread, cereal ▪ Produce ○ Fruits and vegetables

PAPER & CARDBOARD

Acceptable Recyclable Materials	
▪ All coloured and white paper ▪ Bond or photocopy paper ▪ Glossy paper ▪ Cash register tape ▪ Computer paper ▪ Envelopes with or without windows ▪ Flyers, junk mail & Forms ▪ Newspapers & magazines ▪ Paper packaging material ▪ Post-It™	▪ Staples and paper clips (on documents) ▪ Facsimile paper ▪ Letters, envelopes, greeting cards ▪ Brochures, paper bags, non-foil gift wrap ▪ Paper egg cartons, paperbacks ▪ Cardboard boxes (flatten) ▪ Pizza boxes (remove the greasy layer) ▪ Microwave Dinner Packaging ▪ Cereal Boxes & Coffee Cups ▪ Milk Cartons (rinse with cold water and flatten)

The City of Edmonton requests that shredded paper is taken to a Recycling Depot and placed in the low-grade paper bin or placed in your garbage. Non-acceptable recycling items are Styrofoam.

PLASTIC

Acceptable Recyclable Materials	

▪ Household cleaner bottles
▪ Plastic Bottles & Containers
  ○ Shampoo & Personal Care Products
  ○ Detergent
  ○ Margarine & Yogurt, etc.
▪ Plastic Plant Pots & Pails
▪ Clear Clam Shell Containers
	▪ Plastic Bags
	  ○ Grocery & Bread Bags
	  ○ Dry Cleaning Bags
	▪ Vitamin Bottles
	▪ Shrink Wrap
	▪ Tetra Packs
	▪ Pop & Beverage Bottles

METAL

Acceptable Recyclable Materials	
▪ Metal Food Cans ▪ Tin Cans ○ Soup & Juice, etc.	▪ Aluminum Containers – Pie Plates ▪ Aluminum Cans – Beverages ▪ Non-Hazardous Aerosol Cans

GLASS

Acceptable Recyclable Materials	
▪ Jars – Pickle, Jam, etc. ▪ Steel Cans	▪ Bottles – Ketchup, Beverages, etc.

BEVERAGE CONTAINERS

We encourage all tenants to implement their own beverage container recycling program. Over 90% of beverage containers have a value-attached deposit which will be beneficial to recover.

REDUCE, RE-USE, RECYCLE

- Use both sides of paper before recycling.
- Bind waste paper into scratch pads.
- Reduce the number and size of waste baskets.
- Re-use packaging materials.
- Use email whenever possible.
- Always photocopy on both sides.
- Ensure that everyone knows how to use the printer and photocopier to avoid waste.
- Donate items to charities (e.g. furniture, computer hardware, cell phones).

SPECIALTY WASTE

eCycle Solutions Inc. is an approved Alberta Recycling approved eWaste processor with state of the art technology that exceeds all environmental, health, and safety regulations legislated by provincial and federal governments related to the storage and handling of recycled electronics.
Recycling of your electronics is easy and can be done right in the Tower loading dock area; all you have to do is bring your outdated equipment to the loading dock area and put them in the cages provided.

Contact the Security Desk 780.392.8790 or anur@aspenproperties.ca for further directions.

ELECTRONICS RECYCLING

eCycle Solutions recycles the equipment listed below at no charge.

• Personal Computers
• Personal Computers Components
• Personal Computer Peripherals:
  ○ Keyboards
  ○ Mice
  ○ Cables
  ○ Speakers
• Laptop Computers
• Notebook Computers
• Servers
	• Desktop Printers
	• Printer Combination Units
	• Fax Combination Machines
	• Computer Monitors (CRT)
	• Computer Monitors (LCD)
	• Televisions- wood console
	• Televisions – Televisions (CRT)
	• Televisions – Flat Screen
	• Rear Projection Televisions
	• Cell Phones

REDUCING ENERGY

Plug loads are one of the fastest growing sources of energy use in commercial buildings today. Plug loads are any devices that plug into a building's electrical system. If you have devices that are not being used, simply unplug the unused devices or make sure they're turned off.

A 5-Step process for plug load reduction:

1. Review. Identify your needs, inventory your equipment and focus on the devices that use the most energy--usually, that's the equipment you use the most.
2. Remove. Eliminate or unplug unnecessary devices.
3. Replace. When it's time to replace, purchase the most energy-efficient devices for the job.
4. Reduce. Turn it off or power it down when not in use.
5. Retrain. Engage staff. Make sure they understand why, when and how to power down.

SAFE FLIGHT PROGRAM

Each year in Canada, approximately 10 million night-migrating birds needlessly meet their death by colliding with office towers and tall structures. Confused by artificial light and unable to see glass, these birds fall victim particularly during peak migration seasons. As part of an initiative to help reduce the number of migratory bird casualties in urban centres, Aspen Properties is asking for your participation in the "Safe Flight" Program. We ask each of our Tenants to join us in this effort by complying with the following procedures:

- During peak migration seasons, which occur between April and June in spring, and August and October in fall, please ensure that your office task lighting is out from "dusk to dawn".
- During migration season, draw down your blinds to help deter birds from colliding with windows.
- Encourage your staff to remove plants that are directly in front of windows.
- Encourage your staff to use internal office space when working late.

For further information on this program and the success it's attaining in downtown cores across North America, visit the website at www.flap.org.

EVACUATION PROCEDURES FOR ALL OCCUPANTS

1. Be aware of the evacuation plan and location of exits from your floor area.

2. Know who your Fire Wardens are and follow their instructions.

3. During an emergency or evacuation:

    a. Do not use the elevators

    b. Walk quickly but do not run to the nearest stairwell

    c. Do not return to your workstations to collect your belongings

    d. Do not enter the parkade or attempt to retrieve your vehicle or belongings

    e. Do not use your mobile device

    f. Hold the handrail while going downstairs

    g. Do not turn back on the stairwell at any time for any reason

    h. Do not smoke in the building

    i. Do not take beverages with you

    j. Do not attempt to get through an unsafe stairwell, use an alternate stairwell

    k. Refrain from speaking in the stairwells

    l. Never proceed upstairs to the roof, as rescue will be impossible from

that location

m. Proceed immediately to the designated muster point

(Edmonton Tower Corner sidewalk on 102 St and 104 Avenue)

n. Keep all entrances and exits to the building clear

4. Persons requiring assistance must ensure the Tenant Fire Warden is aware of their presence and proceed to the elevator lobby and wait for the Fire Department.

5. Do not stop evacuation. If alarm stops, continue evacuation until receiving the "All Clear" from Building Management at the muster point located at the Edmonton Tower Corner sidewalk on 102 St and 104 Avenue
6. Upon reaching the main floor, please exit the building to the muster point.

7. Please ensure that all Fire Wardens have checked in with Building Management at the muster point.

8. In the event of an evacuation during inclement weather, please follow all mandatory evacuation procedures (ie. muster point check-in) and proceed to Bell Tower (10104– 103 Avenue) to stay dry and warm.

9. Wait for the "all clear" signal/flag from the Police, the Fire Department or the Building Management.

10. Updates will be provided in a timely manner and as information becomes available.

11. Any person refusing to vacate a floor during an alarm condition will be reported to the Fire Department and may face criminal charges or a fine in the event of a real emergency situation.

FIRE ALARM SYSTEM

The Aspen maintenance team will be responding to the possible fire condition. The system will automatically advise the Edmonton Fire Department. In the event that a fire condition is present, Aspen maintenance will arrive on site.

You are not to return to the building until advised to do so. An Aspen representative will be alerted by Radio and the ALL CLEAR message will be communicated to all building occupants at the muster point.

PROCEDURES FOR PERSONS REQUIRING ASSISTANCE

Cardiac patients, disabled people, pregnant women and people with injuries are all examples of people who may require assistance.

1. People requiring assistance must ensure their Fire Warden is aware of their condition before a building evacuation.

2. Fire Wardens must ensure that Building Management is aware of any person normally working in their area who will need assistance in the case of an evacuation. To provide current information on individuals requiring assistance, please update on the WPS app. For assistance, please contact apereira@aspenproperties.ca

3. All persons requiring assistance should have an Assistance Monitor. Assistance Monitors and the person they will assist should agree beforehand on how they will evacuate down the stairwells if the need arises.

4. If an unlisted person requiring assistance is present in your area, the Fire Warden will enlist as many persons as necessary to assist. The Fire Warden will notify the muster point check-in personnel of the presence of a person needing assistance.

5. Persons requiring assistance should:

   (i) If there is no immediate danger, proceed to the elevator lobby and wait for the Fire Department.

6. If the personal safety of the person dictates, they may wait on a landing in the stair shaft rather than descending to a lower level. Assistant Monitors should stay with the person in case further relocation is necessary.

7. The Fire Department will escort persons requiring assistance down in the elevator, ONLY if the Fire Department feels that your designated area is not fully safe.

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GENERAL EMERGENCY PROCEDURES

IN CASE OF FIRE

1. Operate the nearest fire alarm pull station.
2. Evacuate the area and leave the building in an orderly manner.
3. Attempts may be made to put out small Class “A, B, or C” fires with available extinguishers; this should only be attempted in pairs (if possible).
4. Do not use elevators as they will be disabled.
5. The Edmonton Fire Department will be notified by our monitoring company as soon as the fire alarm pull station is activated.

FIRE EXITS

Stairwells	Located adjacent to washrooms on each floor.
Blue Stairwells	Exits to Main Floor Lobby and Exit via West Exit
Doors. Green Stairwells	Exits to Lower Mechanical Level.
Main Floor Lobby	Exit through East, West or South
doors. Parkade Levels	Exits to Main Floor Lobby.

Proceed to Muster Point once you have exited the building.

FIRE ALARM PULL STATIONS

Fire alarm pull stations and extinguishers are located on either side of the elevator cores. Each floor is equipped with a red manual pull alarm and a dry chemical extinguisher. This extinguisher is utilized to fight small fires only of a Class “A, B, C” type (paper, wood, textiles, flammable liquids, and flammable gas).

MUSTER POINT

The muster point for The Annex is the Edmonton Tower Corner sidewalk on 102 St and 104 Avenue. Persons should ensure that they keep away from the main road (102 Street). In the event of an evacuation during inclement weather, please follow all mandatory evacuation procedures (i.e. Muster point check-in).

MEDICAL EMERGENCY

In case of a medical emergency, employees should perform the following actions:

1. Call 911 and give the following information:
   a. Building address (10104 – 103 Avenue)
   b. Nearest known cross-streets (101 Street and 103 Avenue)
   c. Location within the building (floor number and suite number)
   d. Nature of the emergency
   e. Victims location
   f. Victims general condition
   g. Your call back phone number

2. Do not hang up until the dispatcher does so.

3. Render assistance, if qualified to do so.

4. Notify 24 Hour Security of the medical emergency at 780.493.7512.

5. Send a staff member to the main building entrance to meet the paramedics, forward all applicable information to them, and then escort them to the victim.

6. Notify immediate family members of the person suffering a medical emergency, and provide all necessary information including situation details, hospital location, and state of individual.

BOMB THREAT

Upon receiving a bomb threat follow these steps:

DO NOT hang up the phone (the telephone company may be able to trace the call, even if the other party hangs up).

Record all pertinent information:

- What time will the bomb explode?
- Where is it located?
- What kind of bomb is it?
- What will cause it to explode?
- What does it look like?
- Where are you calling from?
- Why did you place the bomb?
- What is your name?

Report the incident to your Warden, and 24-Hour Security by calling 780.493.7512.

DO NOT inform any other persons other than your Fire Warden, Building Management, and security of the threat.

BIO-TERRORISM

Should you open a package and see an unknown substance:

1. DO NOT try to clean up the material.

2. DO NOT do anything to create a dust cloud involving the material.

3. If possible and safe to do so, gently cover the material providing it is in dry powder form (not liquid) and small enough that covering it will not create a dust cloud (no larger than an envelope).

4. Ensure that persons directly exposed by touch or inhalation of the substance remain where they are until cleared by authorities. Encourage these people not to come into contact with others.

5. Prevent others from entering the area and, if you have been exposed to the material wash your hands with soap and water.

   Call 911 immediately and provide:
   1. Building Address (10104 – 103 Avenue)
   2. Nearest known cross-streets (101 Street and 103 Avenue)
   3. The floor of the building you are calling from
   4. The suite number you are calling from
   5. Advise 911 operator of any victims that have collapsed or are collapsing to alert emergency personnel to judge the best way of entering the building.
   6. Ensure that all nonessential people are kept at a safe distance from spilled or exposed substances

7. Call 24-Hour Security at 780.493.7512.

8. Notify your manager or supervisor.

9. Follow any instructions given by authorities and/or Building Management upon their arrival.

PERSONAL VIOLENCE

When dealing with a violent occupant, please notify the police immediately by dialing 911.

If the intruder has a firearm, clear the immediate area of all staff and occupants.

If the intruder does not have a firearm, but is displaying violent behavior, call the Bell Tower security desk immediately at 780.493.7512. Building management will be in charge of directing personnel prior to the police arrival.

The following general guidelines should apply:

1. Clear the area of non-essential staff and occupants.

2. Allow the acutely agitated individual space that is five times greater than that for an individual who is in control.

3. Use touch only if you know the person well and they do not withdraw from your touch.

4. Convey empathy by acknowledging the individual's feelings. Make eye contact and look friendly. Your mood is contagious.

5. Never approach a violent individual alone or approach unexpectedly from behind.

6. The present of three to four staff members may be enough to reassure the individual that you will not let him lose control.

7. Give simple, positive directions (ex. "Stop"). Repeat phrase over with calm, slow voice pattern.

8. Give individual control by offering him alternatives (ex. Walking, talking).

9. Set limits.

10. If assault is imminent, quick coordinated action is essential. Step in step- stance so you can move out of the way quickly.

11. Approach individual in a calm, self-assured manner so as not to communicate your anxiety or fear. Maintain calm, flexible attitude.

12. Attempt to calm the person without risking bodily harm to yourself.

13. Ensure protection for yourself and your staff (ex. Door nearby for withdrawal).

14. Utilize restraint, if needed.

RIOT OR PUBLIC DISTURBANCE

1. Lock office doors.
2. Keep main office phone lines clear of unnecessary phone traffic.
3. Do not leave the building unless advised.

FIRE PREVENTION

1. Do not smoke, Bell Tower is a non-smoking building (Bylaw #14614).
2. If your office has a kitchen, keep an eye on coffee machines and kettles. Appoint someone to check that coffee machine burners are turned off at closing time.
3. Clear paper jams from copy machines promptly.
4. Report any defective wall plug or other electrical device to the Aspen Service immediately.
5. Keep the work area clean, especially closets.
6. Have a small, dry chemical extinguisher near all computers and copiers if possible.
7. The use of portable electrical heaters is not permitted. Contact Aspen Service if you have a heating problem.
8. Always close the stairwell doors and if you see one propped open, remove the prop, take it with you, and report it to the Aspen Service.
9. Never allow anyone to bring in flammable liquids, even for cleaning problems. If you have a spill (i.e. copy fluid) call Aspen Service.

WEATHER RELATED EMERGENCY PROCEDURES

In the event of severe weather, please follow these steps:

1. Power down electrical equipment such as computers and photo copiers.
2. Move critical files away from windows and secure in an enclosed room.
3. Get portable radio, if available, and turn to local news station to monitor conditions.
4. Gather up flashlights and give to your Fire Warden.
5. If required to leave your floor space, use the stairwells and not the elevators, in case of a power failure.
6. If road conditions are such that it would be dangerous to travel, make arrangements to stay at a local hotel. If necessary, be prepared to ride out the storm in the building, at the discretion of building management.
7. Keep telephone conversations to a minimum when advising family of your location and intentions for dealing with the storm.
8. Maintain a safe distance from windows and any unsecured objects.
9. If the windows break or it becomes evident that they will break due to high wind velocities, proceed into the exit stairwells for shelter.
10. Notify Wardens of any physical damage or personal injuries.

TORNADO

1. In the event of a tornado, protect yourself by taking cover inside a designated exit stairwell. If you cannot get to a designated stairwell, protect yourself by avoiding exterior walls and windows. Take cover under a sturdy piece of furniture or crouching inside a closet or against a sturdy interior wall.
2. DO NOT stand under light fixtures, near bookshelves, beside windows, etc. If possible, predetermine a safe location to take cover, prior to a tornado.
3. DO NOT leave cover until the tornado has completely stopped.
4. After the tornado, if you hear the fire alarm, please follow evacuation procedures.

OTHER EMERGENCIES

There are many potential emergency situations that you might encounter. Below are a few examples:

NATURAL GAS LEAK (SUSPECTED)

1. Call Aspen Security at 780.493.7512 and advise of suspected leak.
2. Site staff will look for the cause of the smell.
3. Should the natural gas leak be confirmed, the fire alarm will be activated and the building will be evacuated.
4. Please follow the evacuation procedures.

NATURAL GAS LEAK (CERTAIN)

1. Call the Fire Department at 911 immediately.
2. Call Aspen Security at 780.493.7512 with information.
3. If there is a large leak accompanied by high pressure, please follow the evacuation procedures.

WATER LEAK

1. Call Aspen Security at 780.493.7512 and advise of the leak.
2. Aspen site staff will investigate the situation and proceed with proper maintenance procedures.

BREAK-IN

1. If you discover a break-in, do not touch anything.
2. Call the police, notify your supervisor, and 24-Hour Security at 780.493.7512.

ACTS OF VANDALISM

1. If the persons are attempting to damage the exterior of the building, call Police at 911.
2. If you notice graffiti on the property, please call Aspen Security at 780.493.7512

FIRE WARDENS

SELECTION OF WARDENS

1. Fire Wardens are persons who have volunteered, or have been chosen, to act as control persons in the building in the event of a fire alarm or evacuation.

2. These persons should be assigned in each suite area from tenants normally in the building all day and not necessarily members of management control staff.

3. A minimum of two persons per suite are to be assigned for control purposes. More than two may be desirable depending upon occupant load and size of the area.

4. All Wardens should be able to function effectively in a supervisory capacity during emergencies.

5. In the event of a fire alarm, all Wardens will wear an orange vest provided by Aspen Properties Ltd.

Should you require an orange vest, please submit your request through the Aspen App

Please keep Aspen Properties aware of any changes to your Fire Warden assignments by emailing edmontonreception@aspenproperties.ca.

RESPONSIBILITIES OF WARDENS

Fire Wardens	
▪ Must be familiar with fire safety systems in the building (alarm pull stations and fire extinguishers)	▪ Make themselves known to persons in their area of responsibility including fire wardens in other suites
▪ Report to the muster point check-in that the suite has been cleared and vacant.	▪ Must wear an orange vest provided by Aspen Properties
▪ Report to the muster point check in the individuals left who require assistance. Provide names and location (lobby area or stairwell)	▪ If safe to do so, ensure that all doors within the office space are closed to prevent fires from spreading and check washrooms, including each stall

PROCEDURES FOR WARDENS

The message to evacuate will be communicated by an evacuation alarm bell, upon hearing the bell, begin evacuation procedures immediately.

1. Start to evacuate and advise coworkers to begin evacuation via the nearest stairwell.

2. Search all areas in tenant space to ensure all persons have left. The Fire Warden will be the last to leave the area.

3. The Fire Warden must check-in at the muster point to record that their floor has been cleared and to notify if there are any individuals requiring assistance on their floor or if they have been relocated to the crossover floor.

4. During movement in the stairwells, try to restrict conversation and do not permit smoking. If movement in the stairwell is slowed appreciably, re-direct evacuees through a safe floor area to the other stairs.

5. Fire emergency phones are only to be used to pass on pertinent information. Do not use them to try to obtain information.

6. Do not assume the emergency is over if the alarm bells stop ringing. Continue with the evacuation until receiving the “All Clear” by Building Management.

Please note that Fire Wardens may be asked to assist Aspen staff in moving individuals out of and away from the building.