

TENANT HANDBOOK

2022



THE EDISON

105 - 9TH AVENUE SW, CALGARY, AB



WELCOME TO

THE EDISON, 150-9TH AVE SW

Aspen Properties would like to welcome you to The Edison.

We offer this guide as a reference tool and an introduction to our building, here you will find detailed information regarding moves, security and emergency procedures, as well as other important information. We hope you find this manual helpful and informative. If you require assistance in any area, please contact us at 403.216.2660.

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 Edison. Copying or use for any other purpose is strictly prohibited.

Aspen Properties 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.

TABLE OF CONTENTS

SUBJECT	PAGE
INTRODUCTION	1
ASPEN ADMINISTRATION CONTACTS	3
TENANT SERVICES	4
BUILDING OPERATIONS	7
JANITORIAL SERVICES	10
TENANT MOVES	12
PARKING	13
SIGNAGE	13
SECURITY	14

ASPEN ADMINISTRATION CONTACTS

General Inquiries:	403.216.2660 or apl@aspenproperties.ca
Website:	www.aspenproperties.ca
Aspen Fax:	403.216.2661
Property Manager: Courtney Cote	Phone: 403.781.8504 Email: ccote@aspenproperties.ca
Assistant Property Manager: Clare Farry	Phone: 403.216.2241 Email: cfarry@aspenproperties.ca
Assistant Property Manager: Kimberley Ferguson	Phone: 403.781.8507 Email: kferguson@aspenproperties.ca
Operations Supervisor: Dwayne Couronne	Phone: 403.781.8502 Email: dcouronne@aspenproperties.ca
Leasing Inquiries: Andrew Dommett	Phone: 403.470.2847 Email: adommett@aspenproperties.ca
Aspen Security (24/7):	403.781.8505
Aspen Security (EMERGENCY):	403.263.4184

CONCIERGE CONTACT INFORMATION

The Edison, Concierge
587.390.0911

Aspen Management Office
1800, 140 4th Avenue SW, Calgary, Alberta, T2P 3N3

BUILDING HOURS

The Edison is open to the public Monday to Friday from 6:00 a.m. to 8:00 p.m. and Saturday from 10:00 a.m. to 3:00 p.m.

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 access to the app is not available, requests can be submitted online at service.aspenproperties.ca.



Should you have any questions or need assistance with access, please send a note to our Tenant Services Administrator at tsa@aspenproperties.ca.

SAFE WALK

Aspen provides a safe walk program for all Edison tenants. Contact our 24-hour security service at 403.781.8505 to arrange your safe walk today. Calls should be placed 45 minutes in advance, security will escort you anywhere in The Edison, including to your vehicle in the parkade, or to the nearest transit stop.

BICYCLE STORAGE

Secure bicycle parking is available with access off the rear alley behind the building.

To sign up free of charge, please complete the [Bicycle Centre Agreement](#).

Bicycle parking is also available along 9th avenue. These racks are available on a first come, first served basis.

All bicycles are stored at the owner's own risk. Aspen is not responsible for lost, stolen, or damaged bicycles. Please note no bicycles are allowed in the elevators at any time.

TENANT AMENITIES

The Iron Lab Fitness Centre, Golf Simulator, Tenant Lounge and Conference Centre are all located on the 3rd floor. Memberships are offered to Edison tenants free of charge. To register, please complete the Amenities Registration on the Aspen App.

Please note access is restricted until the waiver package is completed.

The Iron Lab is open 24/7; however, please note the hours of HVAC operation are the following:

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

Saturday 10:00 a.m to 3:00 p.m

Sundays Closed

Statutory Holidays OFF

ASPEN CLUB

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

DOGS/DOG PATIO

The Edison is the first dog-friendly building in downtown Calgary. 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 The Edison, please review and complete our [Dog Application and Policy](#).

The dog patio is located on the 3rd floor and is accessed via either hallway from the elevator lobby. Please note card access is required for entry and exiting into the dog patio. Doggy bags and a garbage bin are available for use. Please ensure you pick up after your dog.

GENERAL INFORMATION

RENTAL REMITTANCE

Aspen will send an annual invoice for basic rent, operating costs and property taxes which must be paid monthly. An updated invoice will be issued if there are changes during the year.

For non-fixed charges such as maintenance requests, additional keys, etc., a separate invoice will be issued.

ACCOUNTING CONTACT

All accounting inquiries should be directed to email ap@aspenproperties.ca

MAIL

Outgoing Mail

The Palliser Complex, which adjoins The Edison, has two Canada Post mailboxes outside of the Palliser One and Palliser South lobbies.

Incoming Mail

Mail is delivered our mailroom located on the main floor behind the low-rise elevator.

New tenants will receive one (1) mailbox key upon move-in. A fee will be incurred for lost/replacement keys.

COURIER DELIVERIES

Our freight elevator is available for delivery of heavy goods, tenant moves, and couriers. Deliveries on dollies and/or handcarts must come through the loading dock and be transported via the freight elevator. The freight elevator cannot be locked off during business hours (6:00 a.m. to 6:00 p.m.). For all elevator information please see the Elevator section referenced later in this document.

Handheld items may be delivered through the main lobbies, in regular passenger elevators.

Note: Concierge are unable to accept packages on behalf of tenants.

COURIER DROP BOX

A Fed-Ex drop box is located in the adjoining Palliser Complex on the main floor of Tower Centre East, for overnight courier service. Pick up time is 5:00 p.m. Monday to Friday.

Supplies are available at the drop box. **Do not** enclose cash or leave packages outside of the drop box. Fed-Ex or Aspen Properties are not responsible for packages not properly deposited into the drop box.

For domestic or international packages, complete and sign the appropriate waybill, detach the shipper's copy for your records, insert the waybill into the plastic pouch, and deposit the package in the drop box.

LEASING

All leasing inquiries should be directed to the [Leasing Manager](#).

STORAGE SPACE

Storage space is available on the 30th floor of The Edison. Contact the [Assistant Property Manager](#) for current rates and availability.

SMOKING

In accordance with Municipal and Provincial laws, smoking is prohibited anywhere in the interior of The Edison. Smoking is not permitted within five meters of any entrance. Please be mindful that many individuals are entering/exiting building points and may have allergies, asthma or other health conditions.

There are two ashtrays located outside of the building. One on the corner of 9th and 1st SW, as well, one on the plaza near the planter.

Smoking is not permitted on any of The Edison's patios.

BUILDING ACCESS CARDS

Access cards are provided for access to all areas of the building and for after hours access. Cards are issued free of charge; however, lost/stolen cards incur a \$10.00 replacement fee. To request an access card, please have your manager or authorized person for your company complete an [Access Card Request Form](#).

If an employee is terminated, their building access card should be cancelled immediately by submitting an [Access Card Request Form](#). Please be advised that we require up to 2 business days to process access card requests.

BUILDING OPERATIONS

HVAC

The Edison is equipped with an efficient heating, ventilation, and air conditioning system. Fresh air is drawn into the building and cleaned by a filtration system, then heated or cooled and humidified as required.

HVAC systems hours of operation:

From 6:00 a.m. to 6:00 p.m. Monday to Friday, excluding statutory holidays.

Charges will apply for after-hours HVAC service, plus a 15% administration fee. To schedule extended HVAC services, please place a service request through Aspen App at least two business days prior to your request.

Indoor air quality testing is undertaken on an annual basis to ensure that the air in The Edison is in compliance with government standards. Any concerns over indoor air quality can be directed to the Aspen App.

Aspen will make every effort to provide you with a comfortable working environment. If you require adjustments to the temperature in your working area, please place a service request through the Aspen App.

RENOVATIONS

Our Construction Rules and Regulations Manual will provide you with important guidelines for office design or renovations.

These guidelines have been established to anticipate any circumstances that may arise during a project, and to maintain consistency and standards in building components and finishes. All alterations/renovations must comply with these guidelines and must meet the City of Calgary or other code requirements.

Aspen must approve in writing, all renovations, or alterations. Depending on the extent of the alterations and drawings, permits may be required prior to the commencement of work.

To discuss any construction related queries contact the [Property Manager](#).

All applicable terms & approvals must be completed prior to construction commencing.

LOADING DOCK

The main loading dock is located on the ground floor in the rear alley way and is accessible from Centre Street.

The loading dock is exclusive to vehicles making deliveries, this area needs to be kept clear. Any vehicles parked in the loading dock that are not immediately delivering will be towed.

Aspen reserves the right to place time restrictions for delivery at the loading dock. After hours deliveries and moves must be arranged through an [Elevator Booking](#).

The maximum height of the loading dock is 11' x 3".

ELEVATORS

Elevator service is available 24 hours a day. A security access card is required for elevator access between 6:00 p.m. and 6:00 a.m.

If detained inside an elevator cab due to a malfunction, remain calm. All elevators are equipped with the proper safety equipment and will not drop. Use the alarm button and elevator intercom to speak directly with security. Building staff will make every effort to release you from the elevator as quickly as possible. Our elevator maintenance company will be dispatched to correct the problem. Security personnel will remain in constant contact with you while you are in the elevator and keep you informed of the progress.

Passenger elevators cannot be used for any deliveries.

FREIGHT ELEVATOR BOOKINGS

Freight Elevator Dimensions Door 48" W Interior: 64"W X 96"D 99"x140"H

To book a freight elevator, complete an [Elevator Booking Form](#).

Availability of freight elevators		
Monday to Friday	Before 6:00 a.m.	Available for major deliveries. Security guard required.
	6:00 a.m. – 11:30 a.m.	Available for minor deliveries. Elevator cannot be locked off.
	11:30 a.m. – 1:30 p.m.	Deliveries restricted.
	1:30 p.m. – 4:00 p.m.	Available for minor deliveries. Elevator cannot be locked off.
	4:00 p.m. – 6:00 p.m.	Deliveries restricted.
	6:00 p.m. – 6:00 a.m.	Available for major deliveries. Security guard required.
Saturdays, Sundays & Holidays		Available for major deliveries. Security guard required.

SUITE REPAIRS

Tenants are responsible for most plumbing, mechanical and electrical repairs within their space. Technicians are available for general in-suite repairs for a fee. Alternatively, we are happy to recommend an external contractor. For assistance please contact a member of your [Property Management Team](#).

SUITE KEYS AND LOCK REPAIRS

The Edison uses a Schlage master lock and key system that has its own key blank style, which prevents new/additional keys from being cut by any external locksmith. All suite entrance doors must adhere to this lock/key requirement as specified in the [Construction Manual](#). Keys must be keyed to the floor and building master to ensure that housekeeping and emergency personnel can access tenant spaces.

If you wish to install an internal security system or specialized lock system, please contact a member of your [Property Management Team](#).

JANITORIAL SERVICES

Aspen provides a daytime janitorial service for daily cleaning of office suites, as well as common areas. This includes lobbies, washrooms, and the exterior of The Edison. Offices are cleaned during the day with heavy duty cleaning completed before or after regular business hours.

CARPET CLEANING

Janitorial staff will remove small carpet stains that are easily eliminated. For large or difficult to remove stains please contact a member of your [Property Management Team](#).

WASTE REMOVAL

The Edison is committed to reducing waste and supporting environmentally friendly initiatives. In partnership with Waste Management, we strive to ensure that the buildings organic, waste, and recycling streams are being diverted in a conscious and responsible manner.

WINDOW CLEANING

Aspen has an external contractor who is responsible for the cleaning of the interior and exterior windows in office suites, and all exterior and common area windows. Window cleaning is scheduled to be completed twice a year.

Sidelight windows and glass partitions in tenant offices are not included; however, if you would like a quote please contact a member of your [Property Management Team](#).

ENVIRONMENTAL INITIATIVES

RECYCLE AND MINIMIZE WASTE

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

Our 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 in the one or two containers. This simple act will help all of us achieve the goal of eliminating recyclable paper fibre from the landfill.

If you require blue recycling bins, please make your request through the Aspen App.

Acceptable Recyclable Materials	
<ul style="list-style-type: none"> ▪ All coloured and white paper ▪ Bond or photocopy paper/glossy paper ▪ Envelopes ▪ Cash register tape ▪ Envelopes with or without windows ▪ Flyers, junk mail & forms ▪ Newspapers & magazines ▪ Brochures, paper bags, non-foil gift wrap ▪ Paper egg cartons, paperbacks ▪ Paper towel 	<ul style="list-style-type: none"> ▪ Cardboard boxes (flatten) ▪ Pizza boxes (remove the greasy layer) ▪ Microwave dinner packaging ▪ Cereal boxes & coffee cups ▪ Milk cartons (rinse with cold water and flatten) ▪ Metal cans ▪ Clean plastic containers ▪ Plastic bags ▪ Coffee cups/lids

CARDBOARD

Cardboard boxes should be flattened prior to recycling. If you have a large volume of paper, or items unable to fit in the recycling bins, please place a service request through the Aspen App.

REDUCE, REUSE & RECYCLE

- Use both sides of paper before recycling.
- Bind wastepaper 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).

ELECTRONIC RECYCLING

E-cycling is located within the loading dock of The Edison. Waste Management recycles the equipment listed below at no charge.

<ul style="list-style-type: none"> • Personal computers • Personal computers components • Personal computer peripherals: <ul style="list-style-type: none"> ○ Keyboards ○ Mouse ○ Cables ○ Speakers • Laptop computers • Notebook computers • Servers 	<ul style="list-style-type: none"> • 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
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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.

HAZARDOUS MATERIALS

Many hazardous products found in offices such as, inks, toners, developer fluids, paints and adhesives contain ammonia. To determine which products are hazardous, read the labels on your office equipment and supplies.

It is your company's legal responsibility to store any hazardous products safely in your premises and to ensure that they are disposed of in accordance with government regulations. Refer to your Lease for additional environmental stipulations.

For a listing of licensed waste contractors, contact the Environmental Services Association of Alberta at 780.429.6363.

Material Data Safety Sheets detail the health risks and safety precautions associated with each hazardous material. This information is available from the Government of Alberta Department of Labour, Occupational Health and Safety Division at 403.297.2222. Please safeguard your employees by ensuring that a Material Safety Data Sheet for all hazardous materials used in your premises is available.

TENANT MOVES

Aspen Properties has implemented procedures to help your move run smoothly. We have created a checklist for tenants detailing a list of requirements prior to a move taking place. Additionally, to protect the respective concerns of The Edison and your business, we have provided move specifications below.

MOVING GUIDELINES

Building Entry/Vacating Premises

- All moves must take place before or after business hours, 6:00 p.m. to 6:00 a.m. Monday to Friday, or on weekends.
- The [Elevator Booking](#) and [Security Clearance](#) forms must be approved prior to any moves taking place. Failure to complete these forms may result in the move being halted by Security. The mover shall, at his sole expense, provide and maintain evidence of insurance with the following requirements:
 1. Certificate Holder: Aspen Properties (150 9 Avenue SW) Ltd., 1800, 140 4th Avenue SW, Calgary, Alberta, T2P 3N3
 2. A copy of liability insurance naming, Aspen Properties (150 9 Avenue SW) GP Inc., PSPIB-RE Partners Inc., Aspen Properties Partnership 6, Aspen Property Management Limited Partnership., and GMI Servicing Inc. additional named insured for the year ahead.

3. Comprehensive general liability insurance for not less than \$5,000,000.00 for death or injury to one or more persons and for property damage for each occurrence. We will accept general liability in addition to Umbrella Insurance, so long as the total amount is equal to \$5,000,000.00.
 4. The certificate is to contain a waiver of subrogation against Aspen Properties (150 9 Avenue SW) Ltd. and Aspen Property Management Limited Partnership.
 5. Certificate is to contain confirmation that the insurer will provide the Certificate Holder with 30 days' notice of cancellation of the policy or of any material change in the policy.
 6. Provide evidence of WCB registration and proof the account is in good standing for all trades accessing site. For Aspen Property Management Limited Partnership. 1800, 140 4th Avenue SW, Calgary, Alberta, T2P 3N3
- Movers shall perform all services required to move the property of the tenant as contracted by the tenant. These services include pickup and transfer of the property to the appropriate location.
 - Movers are to supervise all labor, materials, supplies and equipment necessary to perform the contracted services in an orderly, timely, and efficient manner.
 - All moves and deliveries must be handled through the freight elevators.
 - Each employee of the mover is required to have company identification on them in order to maintain access to the property.
 - Padding and packing materials to safeguard the building from damages are required to protect floors, walls, and trim of the elevator.

With the completion of the move all padding and packing materials are to be removed from the building by the mover, this includes cartons, containers and garbage as there is no building storage or trash facilities to accommodate such items.

PERMITS

The mover shall at their own expense, obtain and maintain any necessary permits, licenses, and/or other lawful authority required for affecting the movement, handling, and any other services to be performed, before the move is made. In addition, any damage to the building occurring during a move shall be repaired at the tenant's expense.

PARKING

The Edison has an underground parkade which is managed by Aspen Properties. The parkade is open 24 hours, seven days a week. The entry point into the parkade is from 9th Avenue SW.

Parking is available on a month to month basis for a rate of \$500/month. For monthly parking inquiries or any other parking related questions, please contact the [Assistant Property Manager](#).

The maximum vehicle clearance in the parkade is 6'5.

SIGNAGE

The Edison has a standard signage program in place to ensure the first-class appearance of the building. Aspen administration will assist tenants with directory listings and suite signage.

Temporary, nonstandard and sandwich board signage is prohibited in the interior and exterior of the building. Any signage that has not been approved by the Property Manager will be removed. For assistance with your signage please contact your [Property Management Team](#).

SECURITY

Security personnel are available 24 hours, seven days a week to safeguard the building. A building access card reader system is in place to secure The Edison after hours, from 8:00pm to 6:00am.

Should you notice any suspicious activity or require assistance, please call Aspen security at 403.781.8505. In the event of a power outage, 403.263.4184 will reach security via an analogue phone line.

SECURITY CLEARANCES

Security Clearances are used to authorize access into the building and office space. A clearance must be submitted two business days in advance for approval. Security will not permit access or allow work to proceed unless an approved [Security Clearance](#) is in place.

EMERGENCY/TENANT CONTACTS

Aspen requires up-to-date emergency contact information from each tenant. A [Tenant Contact Information Form](#) must be completed whenever there is a change in the contact information for your organization.

SOLICITATION

Solicitation is not permitted in The Edison. Please notify security at 403.781.8505 immediately if you notice this activity within the building. When reporting, please include as much information as possible about the person's appearance and behavior. Security staff will locate the person soliciting and escort them off the property.

INCIDENT REPORTS

Aspen Security will complete an 'Incident Report' for all accidents, thefts and injuries on the property. Incident reports are valuable tools in the security program, and we appreciate your cooperation in notifying Security as soon as an incident occurs and answering any questions they may pose when investigating.

TABLE OF CONTENTS

SUBJECT	PAGE
DISCLAIMER.....	16
EMERGENCY NUMBERS.....	17
BUILDING CONTACT INFORMATION	17
GENERAL INFORMATION.....	18
BUILDING SAFETY FEATURES.....	19
EMERGENCY PREPAREDNESS TEAM	20
FIRE.....	21
EVACUATION.....	22
MEDICAL EMERGENCIES	23
CIVIL DISTURBANCES.....	23
BOMB THREATS.....	24
OTHER EMERGENCIES.....	26
APPENDIX	
TYPICAL STAIRWELL LOCATIONS.....	27
MUSTER POINT.....	28
CONTACT SHEET TO BE UPDATED.....	29

EMERGENCY/BUILDING CONTACT INFORMATION

EMERGENCY AGENCIES

FIRE DEPARTMENT Non-emergency	911 311 or 403-264-1022
POLICE DEPARTMENT Non-emergency	911 311 or 403-266-1234
PARAMEDIC/AMBULANCE	911

EMERGENCY SUPPORT SERVICES

POISON CONTROLL	403-944-1414
ELECTRICAL UTILITY (ENMAX)	403-514-6100
GAS UTILITY (ATCO)	403-245-7222
WATER UTILITY (CITY OF CALGARY)	311
SEWER UTILITY (CITY OF CALGARY)	311

CRITICAL BUILDING PERSONNEL

FIRE & SAFETY DIRECTOR (DANA QUINN)	403-781-8516
DEPUTY FIRE & LIFE SAFETY DIRECTOR (CIARA KEANE)	403-781-8504
BUILDING SECURITY	403-781-8505
ALTERNATE CONTACT	403-263-4184

EMAIL psgsecteam@aspenproperties.ca

BUILDING OWNER & MANAGER

NAME	ASPEN PROPERTIES (150 9 AVENUE SW) GP INC.
MAILING ADDRESS	1800, 140 – 4 th Avenue SW CALGARY, AB T2P 3N3
OFFICE PHONE	403-216-2660
PROPERTY MANAGER: Courtney Cote	403-781-8504
EMAIL	ccote@aspenproperties.ca

CITY FIRE PREVENTION OFFICE

MAILING ADDRESS

4124 - 11th Street SE, Calgary, Alberta, T2G 3H2

GENERAL INFORMATION

This guide was designed to minimize the chance of a life-threatening emergency and reduce damage in the event that one occurs. The building's fire and life safety system consists of smoke and heat detectors, a sprinkler system, and an emergency communication system. The building's fire life safety system is monitored 24 hours a day by the building security staff as well as off site by Chubb.

Your co-workers, acting as Floor Wardens and Assistants, form an effective Emergency Preparedness Team on each floor. Team members have all been trained in emergency evacuation procedures and will be wearing fluorescent orange vests during an emergency. If an emergency occurs in your area, look for your Evacuation Team Members and follow their directions.

Although the Building's systems are designed to minimize the impact of a fire, it is critical that all building occupants are familiar with the emergency procedures and follow directions in the event of an emergency.

SAFETY SUGGESTIONS:

1. Any unusual odor should immediately be reported to the Aspen Tenant Service Centre (310-4627) or Security.
2. Know the locations of the nearest fire extinguisher and stairwell exit. Note that there are two stairwells in this building. a
3. Know who your Floor Wardens and Emergency Preparedness Team members are and where they are located.
4. Keep stairway exits clear of any obstructions.
5. Do not overburden electrical outlets with more than one plug per receptacle. Do not plug in space heaters.
6. Never use elevators to evacuate in a fire situation.
7. Participate in annual fire drills.

BUILDING SAFETY FEATURES

Elevators

When the fire system is activated, the elevators are automatically recalled to the main lobby level for safe egress.

Fire-Resistant Construction Material

The floors are constructed of concrete slab over metal decking. Ceilings are fire-resistant mineral fiber. The walls are flame-retardant gypsum board installed over metal studs, and the stairwells have “one and one half hour” fire rated door assemblies.

Sprinklers

All tenant and public areas of the building are protected by ceiling mounted, heat activated automatic sprinklers.

Fire Extinguishers

Fire extinguishers are located throughout the building’s common areas, stairwells, hallways, tenant spaces, and the freight elevator lobbies. Learn the locations of the fire extinguishers on your floor.

Smoke Exhaust

Each floor is individually capable of switching to a high exhaust to quickly exhaust smoke from the building.

Speakers and Strobes

A one-way voice and alarm system with speakers and strobe lights for the hearing impaired is located throughout the floors and stairwells to provide notification during an emergency.

Stairwells

The Edison contains emergency evacuation stairwells that lead to the ground level, with locations shown on the floor plan.

It is very important that all stairwell doors be kept closed at all times unless they are being used for an evacuation. Even then, they should be closed as soon as the last person has evacuated the floor.

Emergency phones are located in the elevator lobby on each floor. The phones are intended for emergency use by the Calgary Fire Department. In an emergency situation, Security staff are assigned specific tasks dependent upon time of day staffing levels and directions from Building Management and the Calgary Fire Department. As such, the monitoring of emergency phones may not be consistent or may fall under the control of the Calgary Fire Department.

EMERGENCY PREPAREDNESS TEAM

It is each tenant's responsibility to appoint a Floor Warden and an Aide for individuals requiring assistance to coordinate evacuation efforts in the event of an emergency.

The following is a brief description of the responsibilities of each Floor Warden and Assistants. The Floor Warden will inform each member of the team of his or her responsibilities. The Floor Warden should also assign individuals to back up each member of the primary team in the event of vacation or illness.

There are two (2) primary positions recommended for each Emergency Preparedness Team. Each of these individuals has an extremely important job to perform in the event of an emergency. The following contains extensive descriptions of the responsibilities of each of the members of the Emergency Preparedness Team.

FLOOR WARDEN

The Floor Warden is responsible for emergency coordination and reporting to any potential or actual emergency condition to the Property Management Office. The Floor Warden is also responsible for organizing his/her Emergency Preparedness Team members and making sure emergency procedures are carried out correctly.

Duties

- Primary coordinator for the entire Emergency Preparedness Team located on his/her floor. All correspondence, communication and notices will flow through the Floor Warden for dissemination to the rest of the team, and ultimately to the personnel on the floor.
- Assist in developing and enhancing emergency response procedures based on specific needs of the floor.
- Direct evacuation and responds to emergencies when they arise.
- Ensure that all Emergency Preparedness Team personnel know their assigned duties and locations in case of an emergency.
- Assist in training office personnel in evacuation procedures. Ensure participation in evacuation drills coordinated by the Property Management Office.
- Provide the Property Management Office with the names of Individuals Requiring Assistance and all dogs in the premises. This list must be updated in writing to Aspen Administration when changes occur.
- Notify members of the Emergency Preparedness Team to evacuate the floor when their duties have been completed.
- The Floor Warden should be the last person to evacuate the floor.
- Notify building personnel at the muster point that your floor has been cleared or if assistance is needed on the floor.

AIDE TO INDIVIDUALS REQUIRING ASSISTANCE

Under the direction of the Floor Warden, the Aide to Individuals Requiring Assistance is responsible for the evacuation of any individual requiring assistance.

Duties

Assist the person to whom assigned, to the common elevator lobby. The aide should stay with this person and pass this information onto the assigned floor warden/s. The floor warden will advise building personnel at the Muster Point that there are individuals requiring assistance on the floor. If necessary, the Calgary Fire Department will come up and aide the people still remaining on the floor. If there is fire or smoke on the floor, please move the person requiring assistance into the stairwell Note that emergency fire phones are located by the freight elevator lobby on each floor.

FIRE

When evidence of fire is detected, pull the fire alarm, remain calm and dial 911. Be sure to use the address of 150 – 9th Avenue SW when speaking with the 911 operator.

1. After contacting 911 and pulling the pull station, immediately begin evacuation of the floor.
2. Evacuate the building. On your way out tell Security your floor and suite number, the location of the fire, its type and severity, if possible.
3. Do not attempt to fight a fire that appears to be out of control or threatens your safety. If possible, close the door to the room where the fire is located and all doors in the immediate area. This will help contain the spread of fire and smoke. If the fire is small enough to be controlled by fire extinguishers, hand-held chemical fire extinguishers are located on each floor. To operate the extinguisher, follow these simple instructions:

REMEMBER:

P Pull Locking Pin
A Aim at Base of Fire
S Squeeze Trigger
S Sweep Spray Back and Forth at Base of Fire

4. Should a building evacuation be required you will receive emergency instructions that will be broadcast to the entire building or to individual floors from the Emergency Control Center.

FIRE DRILLS:

Tenants are asked to participate in annual fire drills. Fire drills are an integral part of the building's fire safety plan. All employees should cooperate with the instructions of their Emergency Preparedness Teams. It is important even in a drill that Aspen be made aware of individuals requiring assistance.

Remember; never use an elevator in a fire situation. Always use the nearest stairwell.

EVACUATION

In the event of a full floor evacuation, generally the tenants on the floor, one floor directly above and one below will need to evacuate. Evacuation should be achieved using the building stairwells. **Do not use elevators for emergency evacuation.** Evacuation of additional floors will be by order of the Calgary Fire Department once they are on site.

During the evacuation process, please follow the instructions listed below:

1. Listen for alarm tones over the building's emergency communication system and from your Fire Warden Team members.
 - **Alert Tone: Stage 1 (Slow - 20 beats per minute)**
 - **Evacuation Tone: Stage 2 (Fast - 60 beats per minute)**
2. Do not return for personal belongings.
3. Close, but do not lock, doors behind you.
4. Check for stragglers, especially in the perimeter offices and washrooms.
5. Before opening any doors, feel the surface for heat. If the door is hot, proceed to another exit. Heat may be an indication of fire on the other side of the door.
6. Keep calm and walk quickly. Relocation will be through one of the two stairwells in the building.
7. If smoke is present, stay low and crawl along the floor. The cleanest air is near the floor. If possible, cover your nose and mouth with a wet cloth such as a handkerchief or towel.
8. If you are instructed to evacuate the building entirely, proceed in the stairwell to the ground floor; then proceed to your muster point.
9. **If you have dogs in your office, please remove them from the suite and wait by the elevator lobby with aides and persons requiring assistance. Ensure your Fire Warden is aware you are waiting on the floor and the fire department will evacuate you and your dog if necessary.**

Once the Fire Department deems it is safe to return to your work area an All Clear will be advised at the Muster Point. You may then re-enter the building and resume normal business operations.

MEDICAL EMERGENCIES

The Calgary Emergency Medical Service Number is 911. Be sure to use the address of 150 – 9th Avenue SW when speaking with the 911 operator.

1. Immediately after you have contacted the Medical Emergency Service, contact the concierge desk. Be prepared to give the concierge your floor, suite number, tenant name, specific location of the person in need of assistance, and the nature of the issue so they may assist in directing the emergency personnel to the emergency area.
2. Medical personnel will arrive to the floor via the passenger elevators. Please assign someone from your company to stand by the passenger elevators to meet the ambulance attendants and guide them to the person in need of assistance.

It is imperative that you contact the concierge to ensure that assigned building personnel are alerted to the pending arrival of the ambulance. Building personnel will expedite their transportation to the floor of the injured/sick person via a passenger elevator which will be held on the ground floor awaiting their arrival.

CIVIL DISTURBANCES

Upon receiving notification that a civil disturbance threatens the building or its occupants, call 911 and advise the Calgary Police of the situation. Be sure to use the address of 150 – 9th Avenue SW when speaking with the 911 operator.

Immediately after you have contacted the Calgary Police Department, contact the Security Desk. For the protection of personnel and company assets, tenants should:

1. Stay out of the main corridors of the building.
2. Stay away from outside windows.
3. Lock all doors. Do not unlock your door or have any contact to the demonstrators until security arrives at your location.
4. Notify all employees and visitors about the civil disturbance and warn them to avoid personal contact with the demonstrators; do not make any comments or statements to anger the demonstrators.
5. Ask all employees and visitors to avoid leaving the building.
6. If demonstrators penetrate your floor, warn employees and visitors to be alert for "unattended" and "suspicious" items that were carried in by the demonstrators, i.e. clothing, knapsacks, bags, etc. Also warn them not to touch, move, disturb, or cover any suspicious items that are left. If any suspicious items are discovered, contact the Security Desk (403) 781-8505 immediately and follow the procedure outlined in the "Bomb Threat - Physical Evidence of a Bomb" section of this manual.

BOMB THREAT

It has been clearly proven that the vast majority of these calls are indeed false alarms, meant only to disturb the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. The following guide will be useful. When a call is received, there are several things to do:

1. Keep the caller on the line as long as possible.
2. If possible, signal a co-worker to dial 911. Tell the 911 operator to have the call traced. **Be sure to use the address of 150 – 9th Avenue SW when speaking with the 911 operator.**
3. Obtain as much information from the caller as possible.
 - a. Time bomb is to explode.
 - b. Location of bomb.
 - c. Description of bomb.
 - d. Time call is received.
 - e. Exact wording used by caller. Write it down if possible.
 - f. Voice of caller (male, female, dialect, etc.).
 - g. Reason for threat.
 - h. Background noise.
4. After the caller has hung up, call the Security Desk immediately to report the threat.
5. Inform your Floor Warden of the situation.
6. The Floor Warden, their Emergency Preparedness Team members, and the Building Staff will make a complete search of the suspected area. It will be the responsibility of the Floor Warden to identify any suspicious items or packages which do not belong in the space. If a suspicious item is identified, the Calgary Police Department police will then investigate the object.
7. Building staff personnel will search the buildings command areas, restrooms, stairwells, vacant spaces and building closets.
8. The decision to evacuate is ordinarily left to the tenant unless physical evidence of a bomb is found.

If you determine that your employees and visitors are in imminent danger -- and you cannot reach the Security Office by telephone 403-781-8505 in a reasonable length of time -- you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific routes to follow.

Should the building or another tenant receive a bomb threat, you will be advised and informed of any specific details. You may then decide whether you will evacuate.

Physical Evidence of a Bomb:

In the event that you discover an item that you suspect to be a bomb, do the following:

1. Call 911 and advise the Calgary City Police Department. **Be sure to use the address of 150 – 9th Avenue SW when speaking with the 911 operator.**
2. After phoning the Calgary Police Department, contact the Concierge/Security Desk immediately.
3. Do not touch the item in any manner.
4. Do not use radio equipment to transmit messages.

5. Inspect your work area, but do not touch or remove any suspicious objects.
6. **If you determine that your employees and visitors are in imminent danger -- and you cannot reach Security by telephone 403-781-8505 in a reasonable length of time -- you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific routes to follow.**

OTHER EMERGENCIES

Tornadoes or Severe Weather:

In most cases, advance warning in the event of a tornado, severe storms or high winds is not likely. Therefore, if a tornado or severe storms are approaching the building, immediately notify the Property Management Office. Building personnel will monitor the weather and tune into local news cast for additional information. If conditions warrant, building security will notify building tenants via the building Public Address System that severe weather is in the area and for tenants to begin moving into the core areas of the building (i.e., stairwells, restrooms, elevator lobby) and taking cover.

Whenever possible, do not enter the main floor lobby or leave the building. The greatest danger will be that of flying glass and objects; therefore, attempt to locate where the maximum numbers of walls are between you and the exterior of the building. Once weather conditions improve, building security will give all tenants in the building the “all clear” announcement.

Power Failure or Flooding

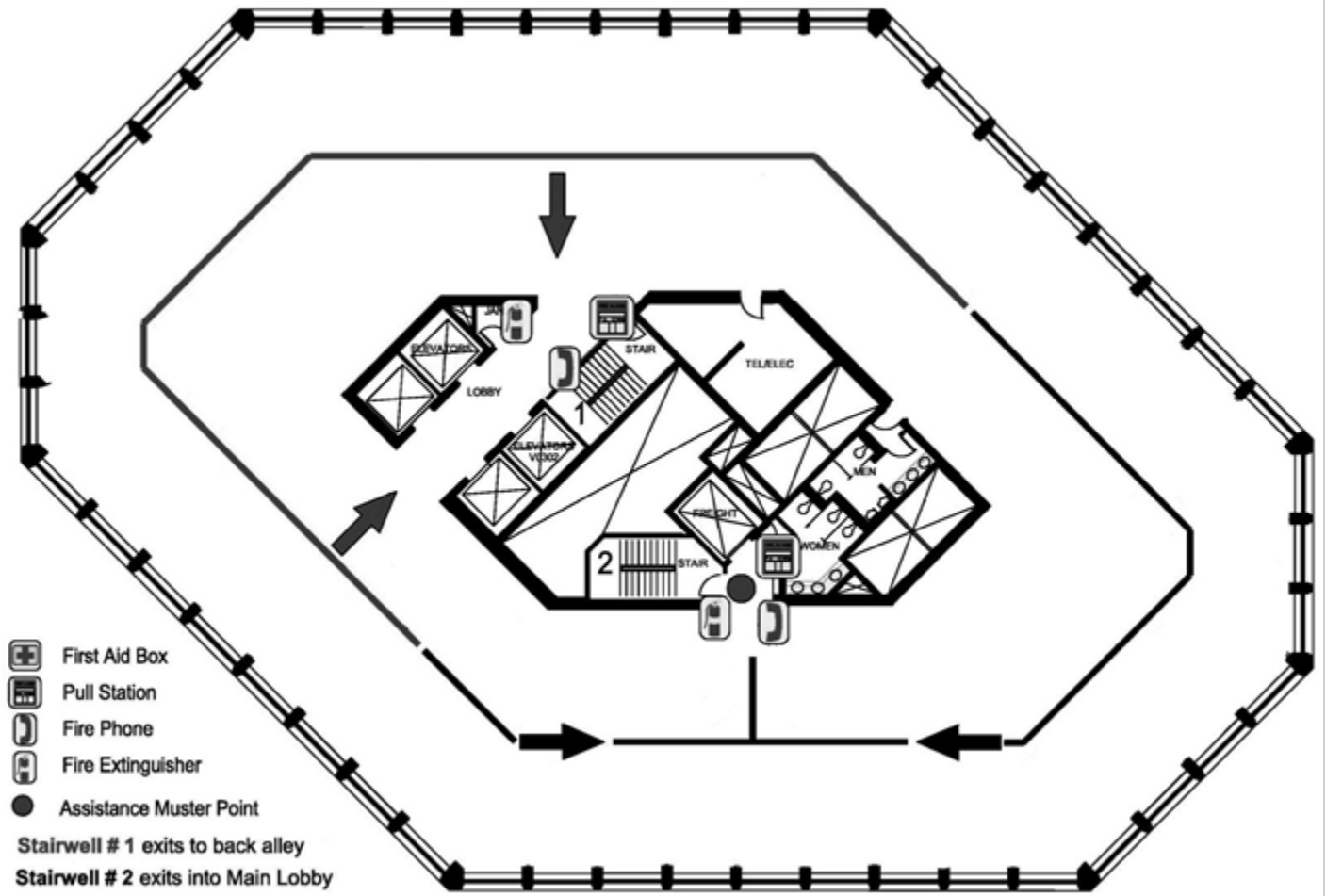
In the event of a Power Failure or Flooding, the closing of the building may be recommended, depending on the severity of the problem. The building is equipped with a backup generator that will provide emergency lighting so tenants can exit the building. If evacuation is necessary, tenants will be given instructions via the building's Public-Address System.

Other Safety Hazards:

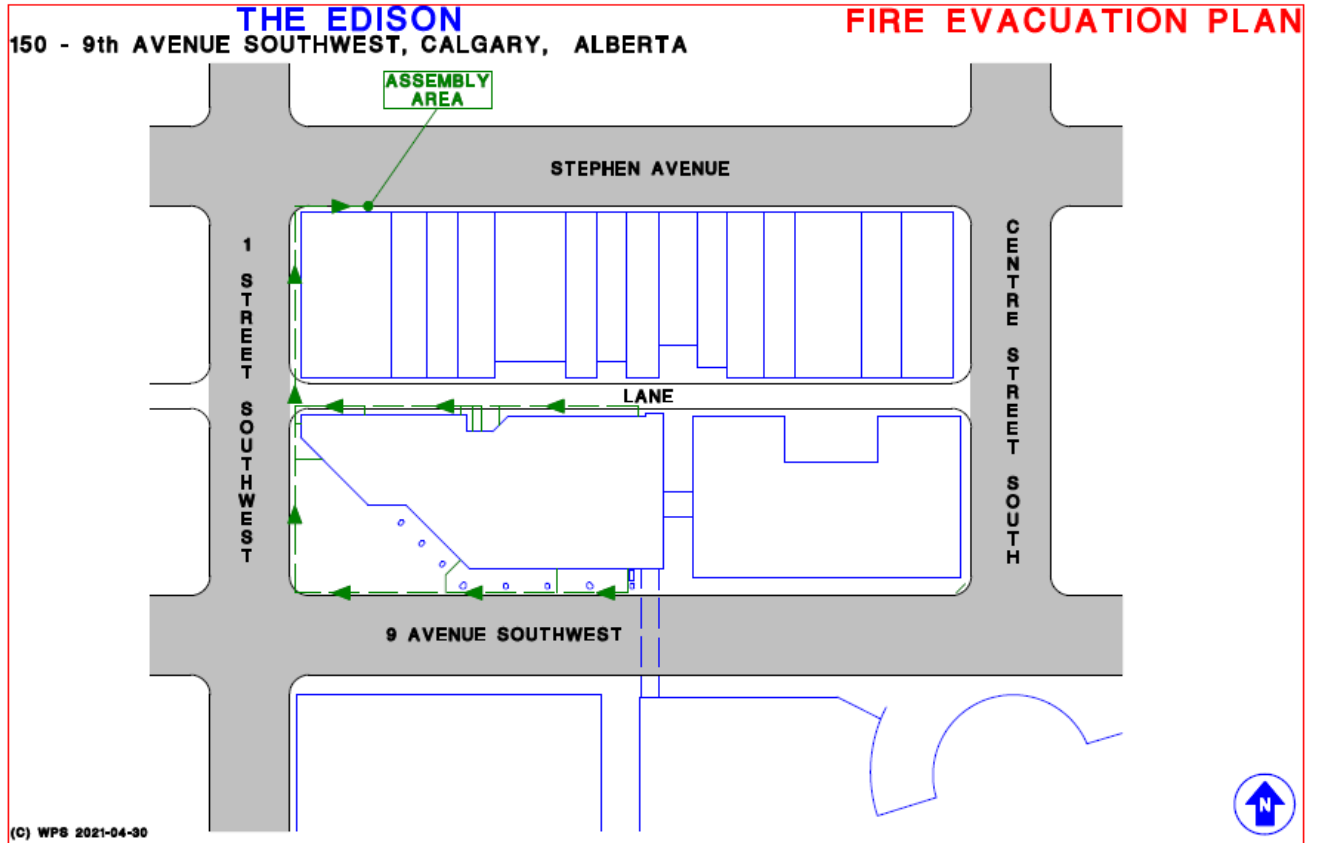
Please contact the Property Management Office immediately when any of the following occur:

- Storm damage
- Water leaks
- Odor or other evidence of escaping natural gas or chemicals
- Smoke
- Explosion
- Theft/vandalism
- Accident
- Glass breakage
- Any situation that you feel poses a threat to the safety of the Building or its occupants

TYPICAL TENANT FLOOR- STAIRWELL LOCATIONS



MUSTER POINT



EMERGENCY CONTACTS-FIRE WARDEN-INDIVIDUALS REQUIRING ASSISTANCE

After Hours Emergency Contact (This information will only be used in the event of an emergency)

1. Name: _____ Phone: _____
Title: _____ Email: _____

2. Name: _____ Phone: _____
Title: _____ Email: _____

Floor Warden/Life Safety Contact (Minimum two per office, per floor)

1. Name: _____ Phone: _____
Title: _____ Email: _____

2. Name: _____ Phone: _____
Title: _____ Email: _____

Individuals Requiring Assistance

Name: _____ Injury or condition: _____

Name: _____ Injury or condition: _____

Name: _____ Injury or condition: _____

Thank you for assisting us in keeping our records accurate.

Completed by: _____ Date: _____

If any contact information changes throughout your tenancy, please provide the updated information to Aspen Properties so that our records may be updated accordingly.

Please return this form by email to Palliser_reception@aspenproperties.ca.