



444 5TH AVENUE SW

CALGARY, AB

TENANT HANDBOOK

2022



WELCOME TO

444-5TH AVENUE

Aspen Properties would like to welcome you to 444 - 5TH Avenue SW.

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 444 – 5th Avenue. 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.

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ASPEN ADMINISTRATION CONTACTS

General Inquiries: 403.216.2660 or apl@aspenproperties.ca
Website: www.aspenproperties.ca
Aspen Fax: 403.216.2661

Property Manager: Phone: 403.781.8504
Courtney Cote Email: ccote@aspenproperties.ca

Assistant Property Manager: Phone: 403.216.2241
Clare Farry Email: cfarry@aspenproperties.ca

Assistant Property Manager: Phone: 403.781.8507
Kimberley Ferguson Email: kferguson@aspenproperties.ca

Operations Supervisor: Phone: 403.508.8802
Randy Stewart Email: rstewart@aspenproperties.ca

Leasing Inquiries: Phone: 403.473.6790
Gabby Lacombe Email: glacombe@aspenproperties.ca

Aspen Security (24/7) 403.781.8505
Aspen Security (EMERGENCY): 403.263.4184
Park Champ 403.907.0989

BUILDING HOURS

444 – 5th Avenue SW is open to the public from 7:00 a.m. until 6:00 p.m., Monday to Friday. Outside of these hours a security access card is required to gain entrance to the property.

TENANT SERVICES

CONCIERGE INFORMATION

The Concierge Desk is located on the main floor of the building, they are on site from 8:00 a.m. to 4:00 p.m. Monday to Friday.

444 – 5th Avenue SW
Calgary, AB T2R 2T8
Phone: 403.617.8791

PERKOPOLIS CONCIERGE PROGRAM

Perkopolis is a full-service online concierge program with access to a licensed travel agency, discounts/exclusive offers (shopping, travel, wellness, hotels, and tickets) and access to 500+ perks across North America's top brands – anywhere, at any time of the day. To register your company and gain access to this fantastic discount service please contact: Kristin Tulen, Manager Client Success Team at kristin@perkopolis.com. To check out Perkopolis you can visit their website at www.perkopolis.com.

SAFE WALK

Aspen Properties provides a safe walk program for all tenants in 444 – 5th Avenue SW. Contact security at 403.781.8505 to arrange your safe walk today. Security will escort you anywhere within 444 – 5th Avenue SW including to your vehicle, or to the nearest transit stop.

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.

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.

BICYCLE STORAGE

Secured bicycle parking is available in the loading/parking area. This service is provided

free of charge. Please contact [Aspen Property Management](#) to arrange bicycle cage access. All bicycles are stored at the owner's own risk; Aspen is not responsible for lost or stolen bicycles.

WPS / ePlan Advantage

ePlan Manager is designed to help comply with the provisions of the fire code that apply to emergency planning. WPS (ePlan advantage) is our third-party health, safety and emergency procedures management application. It stores all tenant emergency contacts, fire wardens, and evacuation plans. Tenant contacts can access and manage evacuation drills, personnel lists, floor plans, drill records, view upcoming and previous training classes, delegate administrators for the account, and more.

RETAIL OUTLETS

Tim Horton's	Suite 100	403.398.5444
Holy Grill	Suite 200	403.454.4659
Freshii	Suite 240	587.475.1500

ADDITIONAL SERVICES

444 – 5th Avenue SW offers various services to tenants on a fee charge basis. Please note that taxes and administrative fees, if applicable, are not included in the fee.

JANITORIAL	
Additional services such as, fridge cleaning, carpet and furniture shampooing, dish washing, interior side light window cleaning	Quotes provided on an individual basis
SECURITY	
Additional suite keys	\$10 per key
Re-key of tenant suites	Quotes provided on an individual basis
Locksets and styles to match door finishes	Quotes provided on an individual basis
Replacement of security access cards or cards not returned at the end of tenancy.	\$25.00 + GST per card
Security officers (by the hour) for moves or special events	\$28.75 + GST per hour (3-hour minimum charge)
SIGNAGE – LANDLORD APPROVAL REQUIRED	
Lobby directory changes/additions	Quotes provided on an individual basis
Tenant signage	Quotes provided on an individual basis
Common lobby directional signage - Multi-tenant floors	Quotes provided on an individual basis
MECHANICAL	
After hours/extended HVAC request (heating, ventilation, air conditioning)	Quotes provided on an individual basis
REPAIRS	
Ceiling tiles – standard materials only, labour	Quotes provided on an individual basis

charges additional	
Carpentry services, labour only, material additional	Quotes provided on an individual basis
Plumbing services	Quotes provided on an individual basis
Electrical services	Quotes provided on an individual basis
Miscellaneous maintenance	Quotes provided on an individual basis

ACCOUNTING DETAILS

RENTAL REMITTANCE

Aspen Properties will send a onetime invoice for fixed charges for, rent, operating costs and property taxes which must be paid monthly. Another invoice will be issued if there are changes during the year.

For non-fixed charges, maintenance requests, light replacements, etc. a separate invoice will be issued.

All charges are due on the first day of each month. Cheques are payable to Aspen Properties (444 – 5th Ave) GP Inc. Alternatively, if you wish to pay by Electronic Funds Transfer (EFT), please contact Aspen administration.

ACCOUNTING CONTACT

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

OPERATING COSTS & PROPERTY TAXES

Budgets for 444 – 5th Avenue SW are approved in the third quarter of the fiscal year. During budget preparation, anticipated operating costs and property taxes are estimated for the next calendar year.

Tenants are pre-billed for operating cost and property tax, amounts are based on estimates. At the end of each year, operating costs and property taxes are confirmed and prepared for each tenant. A midyear adjustment may be made if there is a discrepancy in the definite amount.

Operating costs include general building services for cleaning, garbage removal, recycling, electricity, water, gas, repairs, maintenance, elevators, escalators, security, building management, taxes, and insurance.

Operating expenses are charged to tenants in accordance with their lease. Questions pertaining to operating costs and property taxes may be directed to Aspen Properties.

LEASING

All leasing inquiries should be directed to the Leasing Manager.

STORAGE SPACE

Limited storage space is available at 444 – 5th Avenue SW. Contact Aspen administration for current rates and availability.

BUILDING OPERATIONS

FIRE ALARM SYSTEM

444 – 5th Avenue SW utilizes a Single Stage Fire Alarm Control Panel. The main panel is located inside the main electrical room in the Northeast corner of the basement. There is a secondary panel in the main lobby on the ground floor. It is at this location that most emergency personnel will stage from when dealing with an alarm.

There is an Emergency Voice Paging System capable of addressing all areas of the building with an enunciator station located at the main floor secondary panel location.

In single stage alarm panels, all alarms are considered evacuation events. Upon alarm activation, a continuous general alarm will sound throughout the building. Should the alarm bells ring, it is imperative that all inhabitants of 444 – 5th Avenue SW evacuate immediately.

The alarm system is supervised by an alarm monitoring company, who in turn is instructed to notify the Fire Department.

LIFE SAFETY SYSTEM

The emergency generator for the building operates the base building security system, fire alarm and life safety systems including: pull stations, speakers and alarm bells, emergency lighting, exit lighting, fire pumps, sprinkler alarms, smoke and heat detector alarms, fire fighter elevators and fire phones. Red Fire Phones are located on every floor for emergency communication.

Additionally, an analogue telephone line is available to contact Aspen Security for extreme emergencies or in the event that the digital telephone is inoperable. 403.263.4184 will dial Aspen Security in an emergency.

ELECTRICAL SYSTEM

444 – 5th Avenue SW is supplied from the City of Calgary's downtown electrical grid. The voltages available to our tenants is 408/277 or 208/120 volts AC. Occasional fluctuations in the incoming voltage, because of issues with the grid, are beyond Aspen's control.

If you have sensitive electronic equipment, we recommend that you invest in an electrical protection device such as an uninterruptible power source (UPS) or surge protector.

Additional electrical outlets are available for installation for a fee. Please contact the Aspen App for more information.

HVAC

444 – 5th Avenue SW is equipped with an efficient heating, ventilation and air conditioning systems. Fresh air is drawn into the building and cleaned by a filtration system, then heated or cooled and humidified as required.

HVAC systems operate in 444 – 5th Avenue SW from 7:00 a.m. – 6:00 p.m. Monday through Friday, excluding statutory holidays and weekends. Charges will apply for after-hours

HVAC service. To schedule extended HVAC services, contact the Aspen App at least two business days prior to your request.

Indoor air quality testing is undertaken on an annual basis to ensure the air in 444 – 5th Avenue SW is in compliance with government standards. Any concerns over indoor air quality can be directed to the Aspen App

If you require adjustments to the temperature in your working area, please place a service request at 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 code requirements.

Aspen Properties must approve 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 Operations Supervisor.

A [Fire Impairment](#) and [Security Clearance](#) form, must be completed prior to commencement date.

CONSTRUCTION RULES

Please refer to the [Construction Rules and Regulations Manual](#) for complete details of base building standards and finishes.

The following guidelines relating to noise and odour:

Noise

The following work is not permitted during the hours of 6:00 a.m. until 6:00 p.m.:

- Coring or drilling
- Welding
- The use of ramset, hilti, or kangyo or other explosive percussion or vibrating tools
- The use of paint machines
- All demolition
- External noise from radios Odour

All substances producing noxious fumes are prohibited from use in the building during the hours of 6:00 a.m. to 6:00p.m. in accordance with the Workers' Compensation Board (WCB) requirements.

- Lacquers
- Oil-based paints
- Enamel paints
- Lacquer-based contact cement
- Carpet glues

- Sealers
- Burning equipment
- Gas welders

Any questions pertaining to construction products. Please contact the Operations Supervisor.

PREFERRED CONTRACTORS

Preferred contractors are trades pre-qualified to work in 444 – 5th Avenue SW. All contractors must have approval from Aspen Properties before being authorized to work in the buildings.

A preferred contractors' directory is included in the [Construction Manual](#).

LIGHTING

To conserve energy, tenants should ensure that lights are turned off when not in use as there is no automation system in place to control lighting after hours. Manual light switches will operate lighting in tenant spaces after hours.

LIGHT BULB REPLACEMENT

All standard fixtures (installed by the Landlord during construction), are maintained by Aspen Properties. Nonstandard lighting (supplied by the tenant during construction), are not maintained by Aspen Properties.

Standard lighting contains fluorescent tubes T8 and T5 and pot lights. All other types of bulbs are considered specialty lighting. Aspen Properties is happy to perform repairs and maintenance to non-standard fixtures; however, the cost of labour and materials are the tenant's responsibility.

Contact the Aspen App and allow 24 hours to have bulbs replaced.

COURIER DELIVERIES

A 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 transported via 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 [Elevators](#) section referenced later in this document.

Hand held items may be delivered through the main lobbies in regular passenger elevators.

LOADING DOCK

The loading dock is located on the West side of 444 – 5th Avenue SW. Concierge is available for any loading dock requests. Please call 403.617.8791.

LOADING ZONE

A loading zone is located along the West side of 444 – 5th Avenue SW. Controlled by the City of

Calgary there is a 20-minute time restriction for parking in this zone.

PETS

To promote the health of all building occupants, animals are prohibited in all interior and exterior areas of the 444 – 5th Avenue SW. Guide animals may be permitted with adequate documentation. To have a guide animal authorized, contact the Aspen App.

SMOKING

In accordance with Municipal and Provincial laws, smoking of any kind is prohibited anywhere in the interior of 444 – 5th Avenue SW. Smoking of any kind 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.

ELEVATORS

Elevator service in 444 – 5th Avenue SW is available 24 hours a day.

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 and receive instructions. Building staff will make every effort to release you from the elevator as quickly as possible. Our elevator maintenance company will be dispatched immediately 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 process.

PASSENGER ELEVATORS

Passenger elevators cannot be used for any deliveries including dollies, heavy goods or materials. The freight elevator must be used for all deliveries.

FREIGHT ELEVATOR DIMENSIONS

77" W X 54" D X 120" H
Door opening 42" W X 92 ½ " H
Weight capacity of 3,500 pounds

FREIGHT ELEVATOR BOOKINGS

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.

SUITE REPAIRS

Tenants are responsible for plumbing, mechanical and electrical repairs within leased space. Aspen Properties have technicians that are available for general in suite repairs at a nominal fee. Alternatively, Aspen is happy to recommend an outside contractor to obtain quotes and availability contact the Aspen App

SUITE KEYS AND LOCK REPAIRS

444 – 5th Avenue SW uses a sergeant 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 set to the floor and building master key to ensure that housekeeping and emergency personnel can adequately access tenant spaces.

If you wish to install an internal security system or specialized lock system, a copy of the key and appropriate security codes must be provided to Aspen Properties. Aspen must approve the changing of any lock to a nonstandard style. If a lock style is changed, the door and lock must be returned to the building standard, at the tenant's expense, before the tenant vacates the space.

Two office keys and two washroom keys will be provided at no charge at the commencement of your lease. Additional keys are \$25.00 + GST each.

Contact the Aspen App to change cylinders or reset combinations on any locks within your premises, charges will apply.

JANITORIAL SERVICES

Aspen Properties provides a janitorial service via an external contractor who is responsible for daily cleaning of office suites as well as all common areas. This includes lobbies, washrooms, and maintaining the cleanliness of the exterior of 444 – 5th Avenue SW. For more information on janitorial services please contact the Aspen App.

DESK CLEANING

Janitorial staff will not dust desks containing documentation or personal items. If dusting is required, please move items to one side.

COMPUTER CLEANING

For security and safety reasons, janitorial staff have been instructed not to touch computers or other electronic equipment.

CARPET CLEANING

Janitorial staff will remove small carpet stains that are easily eliminated. Large or difficult to remove stains are reported to the Aspen App.

Full carpet cleaning and carpet maintenance programs are the responsibility of the tenant. For a preferred contractor contact your Property Management Team.

WASTE REMOVAL

Janitorial staff will remove garbage from the large centralized waste receptacles only. Extra garbage should be tagged with specific branded garbage label for easy identification. Labels can be requested through the Aspen App.

Retail and restaurant waste/recycling must be brought by tenants to containers stored at the East side of 444 – 5th Avenue SW. Spillage from waste transfer should be cleaned immediately. Debris found outside of the containers will be cleaned by janitorial staff and any associated fees will be invoiced to the appropriate tenant.

WINDOW CLEANING

Aspen Properties has an external contractor who is responsible for the cleaning of the interior and exterior windows of the building. Window cleaning is scheduled to be completed twice a year.

Sidelight windows in office premises are not cleaned by our external contractors. However, if you would like a quote please contact the Aspen App.

SPRING CLEANING

Janitorial staff will not remove large volumes of garbage, electronic equipment, furniture, appliances, construction debris, chemicals or hazardous materials as the building has a limited capacity for garbage and recycling material.

For large scale cleaning projects, tenants are asked to arrange additional commercial disposal bins to be brought on site, at the tenant's expense. For recommended disposal companies contact your Property Management Team.

RECYCLING/ORGANICS

444 – 5th Avenue operates a single stream recycling program for paper, plastics (#1-7), tin and aluminium, soft plastics, glass and flattened cardboard and an organics program for all organic items.

Desk recycling bins will not be emptied by our janitorial staff. All items should be placed in the large centralized recycling bin for removal. It is recommended that the tenant shred any sensitive information.

Aspen will provide tenants with 3 large, centralized bins, for waste, recycling and organics. All of which will need to remain in the suite when tenants vacate.

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, contact the Aspen App.

HAZARDOUS MATERIALS

The majority of hazardous products found in offices such as, inks, toners, developer fluids, paints and adhesives containing 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 the safety of your employees by ensuring that a Material Safety Data Sheet for all hazardous materials used in your premise is available.

ENVIRONMENTAL INITIATIVES

RECYCLE AND MINIMIZE WASTE

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 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.

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.

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 444 – 5th Avenue SW and your business, we have provided move specifications below.

TENANT INSURANCE

At the start of your lease and the beginning of each new insurance period, we require a copy of your insurance certificate in accordance with your lease agreement.

MOVING GUIDELINES

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:

Contractor Insurance Requirements,

- Certificate Holder: Aspen Properties 444 – 5th Ave GP Inc, 1800, 140 – 4th Avenue SW, Calgary, Alberta T2P 3N3.
- A copy of liability insurance naming 444 – 5th Ave GP Inc., PSPIB-RE Partners Inc., Aspen Properties Partnership 3, Aspen Property Management Ltd., and GMI Servicing Inc. are to be named as additional insureds.
- 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.
- 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.
- Provide evidence of WCB registration and proof the account is in good standing for all trades accessing the site.

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

Parking is available in the Northland Place Parkade which is open 24 hours daily, 7 days a week to meet the needs of our tenants. There is one entry/exit point into the Parkade.

Aspen Security patrols the Parkade and are available to assist parkers 24 hours a day. Security may be contacted by calling 403.781.8505.

The Parkade is managed by Parkchamp. To report equipment problems, lighting issues or weather-related problems, please contact the Aspen App. For parking inquiries or any other parking related questions, please call 403.216.2660.

HEIGHT RESTRICTIONS

The maximum vehicle clearance in the Parkade at 444 – 5th Avenue is 6'4". Generally, most vehicles, small trucks and SUV's can enter the Northland Place Parkade without concern as long as they do

not have ski racks, overhead bins, or other vehicle accessories. Please confirm the dimensions of your vehicle to prevent costly damage to your vehicle and sensitive equipment in the Parkade.

SIGNAGE

444 – 5th Avenue SW has a standard sign program in place to ensure the first-class appearance of 444 – 5th Avenue SW. Contact the Aspen App for directory listings and suite signage.

Each tenant is required to install and maintain signage upon lease commencement. Temporary, nonstandard and sandwich board signage is prohibited in the interior and exterior of 444 – 5th Avenue SW. Any signage found in the building that has not been approved by Aspen will be removed.

SUITE SIGNAGE

Tenants are responsible for suite entrance signage. The Landlord requires final approval on any signage installed. Aspen Properties is pleased to coordinate signage on behalf of your company. Please contact the Aspen App for information and pricing.

DIRECTORIES

Electronic directory located beside the concierge desk at 444 – 5th Avenue SW with tenant's names, logos, and suite numbers. To update or change any information contact the Aspen App.

Static directories located on the floor lobbies at 444 – 5th Avenue SW with tenant's names, and suite numbers. To update or change any information contact the Aspen App.

SECURITY

Security personnel is on site from 8:00 a.m.- 9:00 p.m. Should you notice any suspicious activity or require assistance, please call Aspen security at **403.781.8505**.

A building access card reader system is in place to secure 444 – 5th Avenue SW for after hour access.

In the event of a power outage, 403.263.4184 will reach security via an analogue phone line.

SECURITY MANAGER

A full-time Security Life and Safety Manager is available to oversee, and coordinate security services provided to tenants. To discuss any security matters, please contact the [Property Manager](#).

FIRE AND LIFE SAFETY

Aspen Properties produces a tenant Life Safety Manual that outlines fire, medical and bomb emergency procedures in detail. To request a copy please contact the Aspen App.

SECURITY CLEARANCES

Security Clearances are used to authorize contractor's access into 444 – 5th Avenue SW and tenant office space. A clearance must be submitted two business days in advance for Landlord approval. Security will not permit access or allow work to proceed unless an approved [Security Clearance](#) is on file.

EMERGENCY/SECURITY CONTACTS

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

WPS / ePlan Advantage

ePlan Manager is designed to help comply with the provisions of the fire code that apply to emergency planning. WPS (ePlan advantage) is our third-party health, safety and emergency procedures management application. It stores all tenant emergency contacts, fire wardens, and evacuation plans. Tenant contacts can access and manage evacuation drills, personnel lists, floor plans, drill records, view upcoming and previous training classes, delegate administrators for the account, and more. For more details on WPS, please contact the Aspen App.

SOLICITATION

Solicitation is not permitted in 444 – 5th Avenue SW. Please notify security at

403.781.8505 immediately if you notice a solicitor within the building. Report as much information as possible about the person's appearance and behavior; security staff will locate the solicitor and escort them off the property promptly.

GRAFFITI

Aspen Properties has an external contractor remove graffiti from 444 – 5th Avenue SW. Every effort is made to ensure sensitive messages (i.e.: racial, political, war related, etc.) are removed immediately. Please notify security or contact the Aspen App if you notice graffiti in the 444 – 5th Avenue SW.

INCIDENT REPORTS

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

THEFT

Report any suspected thefts to Security and The Calgary Police Department. Building insurance does not cover theft within a tenant space.

LOST AND FOUND

Report all lost items to Aspen security at 403.781.8505. Found items can be claimed at the concierge desk on the main floor. Found items are logged and kept for 30 days, all unclaimed property, after that period, is set for disposal. Items found in 444 – 5th Avenue SW should be brought to the concierge desk.

BUILDING ACCESS CARDS

Building access cards are available to tenants to access 444 – 5th Avenue SW after hours and access certain restricted areas. 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 personnel 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](#)

ELECTRONIC CARD READERS

444 – 5th Avenue SW maintains a secure electronic key system. This system is available to all tenants. To obtain a quote contact the Aspen App.

SECURITY ALARMS

Aspen Properties does not charge for the first two alarm response calls activated within tenant's premises per year, response calls beyond this are charged at \$50.00 per response for less than 30 minutes.

SECURITY TIPS

Aspen Properties encourages these security reminders to help eliminate any unnecessary issues that may occur:

- Notify security if your office is scheduled to be closed when the rest of the building is scheduled to be open. Full floor tenants can be secured to allow only authorized elevator access to that floor.
- Offices are most vulnerable to thieves early in the morning, lunch hours, and right before closing. Encourage your employees to be aware of unfamiliar faces and to notify the appropriate person(s) within your organization of any concerns or to contact Security.
- Lock all doors and verify that they are properly locked when securing your premise at the end of the day. We recommend locking your suite entry door whenever the reception area is unmanned.
- Do not allow anyone to 'piggyback' into 444 – 5th Avenue SW or the elevator. Ensure the person entering with you has his/her own access card.
- Consider engraving and recording all business equipment with serial numbers to aid Police in locating equipment if stolen.
- Keys kept on a ring should never have an identification tag.
- Do not leave handbags, briefcases, laptop computers, etc. in clear view. Coats should be hung in a coat closet since thieves often search through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes.