

# TENANT HANDBOOK

2023



## MILLENNIUM TOWER

440-2 Avenue SW, Calgary, Alberta



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# WELCOME TO MILLENNIUM TOWER

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Aspen Properties would like to welcome you to Millennium Tower. 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 [www.service.aspenproperties.ca](http://www.service.aspenproperties.ca).

## 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 Millennium Tower. 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.

# ENVIRONMENTAL POLICY

Aspen is committed to reducing our environmental footprint and promoting environmental stewardship at all levels of our organization. Our goal is to minimize our organization's impact and maximize future generations' ability to live, work, and play in our shared natural environment.

With equal access to clean air, clean water, and natural resources, we are committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees, and tenants and minimizes our potential impact on the environment.

We operate in compliance with all relevant environmental legislation and will strive to use pollution prevention and environmental best practices in all we do.

We:

- integrate the consideration of environmental concerns and impacts into all our decision making and activities
- promote environmental awareness among our employees, contractors, suppliers and tenants and encourage them to work in an environmentally responsible manner
- train, educate and inform our employees and tenants about environmental issues that may affect their work
- reduce waste through re-use and recycling and by purchasing recycled, recyclable or refurbished products and materials where these alternatives are available, economical and suitable
- promote efficient use of materials and resources throughout our facility including water electricity, raw materials and other resources, particularly those that are non-renewable
- avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of
- purchase and use environmentally responsible products
- where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programs
- communicate our environmental commitment to tenants, customers and the public and encourage them to support it
- strive to continually improve our environmental performance and minimize the social impact and damage of activities by periodically reviewing our environmental policy considering our current and planned future activities
- educate tenants on environmental policies once per calendar year, through a lunch n' learn

A healthy environment benefits everyone and our commitment to environmental stewardship are long-term.

# ASPEN ADMINISTRATION CONTACTS

General Inquiries: 403.216.2660 or [apl@aspenproperties.ca](mailto:apl@aspenproperties.ca)  
Website: [www.aspenproperties.ca](http://www.aspenproperties.ca)  
Aspen Fax: 403.216.2661

Senior Property Manager: Courtney Cote Phone: 403.781.8504  
Email: [ccote@aspenproperties.ca](mailto:ccote@aspenproperties.ca)

Assistant Property Manager Eric So Phone: 403.216.5696  
Email: [eso@aspenproperties.ca](mailto:eso@aspenproperties.ca)

Property Administrator: Krystal Beck Phone: 403.781.8520  
Email: [kbeck@aspenproperties.ca](mailto:kbeck@aspenproperties.ca)

Operations Manager: Dwayne Couronne Phone: 403.781.8502  
Email: [dcouronne@aspenproperties.ca](mailto:dcouronne@aspenproperties.ca)

Leasing Inquiries: Andrew Dommett Phone: 403.470.2847  
Email: [adommett@aspenproperties.ca](mailto:adommett@aspenproperties.ca)

ParkChamp Phone: 403.907.0989  
Email: [tenants@parkchamp.ca](mailto:tenants@parkchamp.ca)

Aspen Security (24/7): 403.781.8506  
Aspen Security (EMERGENCY): 403.230.2250

## CONTACT INFORMATION

Aspen Management Office  
1300, 112 4th Avenue SW, Calgary, Alberta, T2P 0H3

## BUILDING HOURS

Millennium Tower is open to the public Monday to Friday from 6:00 a.m. to 6:00 p.m. with exception to statutory holidays.

# 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](http://service.aspenproperties.ca).



Should you have any questions or need assistance with access, please contact your Property Management team.

## SAFE WALK

Aspen provides a safe walk program for all Aspen tenants. Contact our 24-hour security at 403.781.8506 to arrange your safe walk today. Calls should be placed 45 minutes in advance, security will escort you anywhere in Millennium Tower, including to your vehicle in the parkade, or to the nearest transit stop.

## 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: Anita Opoku, Account Manager Client Success Team at [anita@perkopolis.com](mailto:anita@perkopolis.com) to register. Check out Perkopolis you can visit their website at [www.perkopolis.com](http://www.perkopolis.com).

## FIRE AND LIFE SAFETY PLANS - WPS / EPLAN ADVANTAGE

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. Please place a service request via the Aspen App for assistance in getting an account set up/updated on WPS / ePlan portal.

# TENANT AMENITIES

## ASPEN CLUB

This premier offering, the Aspen Club is exclusively for the tenants of Aspen Properties owned buildings in Calgary and Edmonton. Over 100,000 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.

The Fitness Centre, Tenant Lounge and Conference Centre are all located on the 2nd floor and the Outdoor Patio on the 3rd floor. Memberships are free of charge to all Tenants. To register, please complete the Amenities Registration on the Aspen App.

## MILLENNIUM TOWER FITNESS CENTRE

The Fitness Centre is open 24/7. Managed by LIV North, the facility has a studio for group fitness classes, a wide variety of cardio and weightlifting machines, shower rooms with daytime use lockers, towel service and free WIFI throughout the centre. Please visit [www.mtfitness.ca](http://www.mtfitness.ca) for further information.

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

## TENANT LOUNGE

The Tenant Lounge is open 24/7. This amenity creates a one-of-a-kind environment that combines work and leisure to promote productivity and creativity. It provides a number of options for employees to relax and reconnect, including a games area, library and much more.

## CONFERENCE CENTRE

The Conference Centre is located on the Plus 15 level and has meeting and training rooms available for rent on a short-term basis. The facilities are equipped with the latest technological equipment, such as videoconferencing and your operation can be up and running within a few hours upon availability. Each tenant is allocated a certain number of credits according to the percentage of space they lease in the building. Once the credits are used for the year, rental rates become effective as real dollar cost. For more information on the Conference Centre, including booking, please log on to the Aspen App.

## BICYCLE STORAGE

Secure bicycle parking is available for daily use on the P1 level of the parkade. Bike parking is on a first come first served basis. All bicycle users are required to complete the Aspen App registration and a waiver. You will need an access card for the parkade entrance.

We also offer bicycle racks. You will find them located on the west side of the building. Although security cameras are focused on the bike rack area, we recommend using a bike lock.

For the convenience and safety of everyone in our building, we do not permit bicycles in the lobby or concourse area or tenant floors. Bicycles are also prohibited in passenger, parking or service elevators. Please note that building staff will deny access to anyone attempting to enter the building with a bicycle. Bikes cannot be stored in offices. Please use our racks and/or cages instead.

*All bicycles are stored at the owner's own risk. Aspen is not responsible for lost, stolen, or damaged bicycles.*

## OUTDOOR PATIO

The patio is a seasonal tenant exclusive amenity that has capacity of up to 90 people. Tables, chairs, and patio lounge seating are available for those that want a break from work.

## PARKING AMENITIES

### Car Wash Services

Millennium Tower offers a Complimentary Self Serve Car Wash located on parking level 3 of the building that is open 24/7 for those utilizing the parkade.

### Windshield Washing Stations and Dispenser

Windshield washing stations and dispensers are located throughout all levels of the parkade.

### Car Unlocking and Tire Inflation Service

Locked your keys in your car or need your tires inflated? ParkChamp is available to help. This convenient service is available at no cost. **Call 403.907.0989** to make arrangements if you need it.

### Car Battery Boost Service

Need a boost? This service is also available at no cost. **Call 403.907.0989** to make arrangements if you need it.



# 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 [ar@aspenproperties.ca](mailto:ar@aspenproperties.ca)

## MAIL

### Outgoing Mail

A Canada Post mailbox is located on the west side outside of Millennium Tower. The nearest Canada Post Office is located at 639 - 5 Avenue SW.

### Incoming Mail

Mail is delivered to our mailroom located on the main floor next to the high-rise elevators.

A mailbox can be assigned upon request and is subject to availability. A fee will be incurred for lost/replacement mailbox 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.

## LEASING

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

## STORAGE SPACE

Storage space is available on the parkade levels of Millennium Tower. For information on current storage availability and rates, please contact the [Assistant Property Manager](#).

## SMOKING AND VAPING

In accordance with Municipal and Provincial laws, smoking and vaping is prohibited within the building including, but not limited to, building lobbies, elevator lobbies, washrooms, loading docks, all elevators (passenger and freight), all parking garage levels, and all stairways. Smoking and vaping are also prohibited in all external patios, stairways, and fire escapes. As a courtesy to those entering and exiting the building, we ask that customers refrain from smoking and vaping within 8 metres of any perimeter door. Security officers performing perimeter patrols are instructed to inform smokers of this request. Please be mindful that many individuals are entering/exiting building points and may have allergies, asthma or other health conditions.

## 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 canceled immediately by submitting an [Access Card Request Form](#). Please be advised that we require up to 2 business days to process access card requests.

## TENANT INSURANCE

Please refer to your leasing agreement for details.

## ADDITIONAL SERVICES

Millennium Tower offers various services to tenants on a fee basis. Please note that taxes and administrative fees, if applicable, are not included in the fee.

JANITORIAL	
Additional services include fridge cleaning, carpet and furniture shampooing, dishwashing, interior window cleaning and side light window cleaning	Quotes provided on an individual basis
SECURITY	
Additional suite keys	\$10.00 + GST per key
Re-key of tenant suites	Quotes provided on an individual basis
Locksets: Latch bolts, dead bolts, and different types of cylinders and handsets are available in many styles to match door finishes	Quotes provided on an individual basis
Security access cards: replacement cards or cards not returned at the end of tenancy.	\$10.00 + GST per card

Security officers (by the hour) for moves or special events	Quotes provided on an individual basis (3-hour minimum charge)
SIGNAGE – LANDLORD APPROVAL REQUIRED	
Lobby directory changes/additions	Contact Property Management
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 charges additional	Quotes provided on an individual basis
Carpentry services, labour only, material additional – regular business hours	Quotes provided on an individual basis
Electrical/Plumbing services	Quotes provided on an individual basis
Miscellaneous maintenance	Quotes provided on an individual basis

## LOST AND FOUND

Found something that doesn't belong to you? Turn it in to the Security Control Centre located on the main floor. All items, regardless of where in the building they were found, are taken to the Security Control Centre where they are properly logged and stored.

Looking for something you lost? Check for a lost item at the Security Control Centre. Please note that lost and found items are kept for 30 days.

# BUILDING OPERATIONS

## HVAC

Millennium Tower 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 Millennium Tower 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 [Senior Property Manager](#).

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

## NOISE

The following work is not permitted during the hours of 6:00 am to 6:00 pm:

- Coring or drilling
- Welding
- The use of power-actuated tools 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 am to 6:00 pm 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 Manager.

## PREFERRED CONTRACTORS

Preferred contractors are trades pre-qualified to work in the Millennium Tower. All contractors must have approval from Aspen before being authorized to work in the buildings.

A preferred contractor directory is included in the **Construction Rules & Regulations Manual**. You can find this on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under Tenant Resources.

## SUITE KEYS & LOCK CHANGES

The Millennium Tower uses a Sargent master lock and key system that has its own key blank style, this prevents new/additional keys from being cut by any external locksmith. All suite entrance doors must adhere to our lock/key requirement as specified in the **Construction Rules and Regulations Manual, which can be found** on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under Tenant Resources.

Keys must be set to the floor and building master keys 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(s) and appropriate security codes must be provided to Aspen. Aspen must approve changes of any lock to a nonstandard style. If a lock style is changed, the lock must be returned to the building standard at the tenant's expense before the tenant vacates the space.

**Three suite keys** will be provided at no charge at the start of your lease. Additional keys are \$10.00 each.

Please place a service request through the Aspen App to change cylinders or reset combinations on any locks within your premises, charges may apply.

## LOADING DOCK

The loading dock is located on the ground floor and can be accessed from 4<sup>th</sup> Street SW.

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](#).

**Dimensions for the loading dock doors are 13' 2 ¾" H x 24' 8" W. Load capacities are located in each elevator.**

## 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 5' 7" W x 7' 9"D x 12'0"; Door Opening 4' x 8'; Maximum capacity 4,500 lbs; Interior: 5'8" W x 7'8" D x 10'6"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.

## SIGNAGE

Millennium 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 Senior Property Manager will be removed. For assistance with your signage please place a service request through the Aspen App.

## SUITE SIGNAGE

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

## ELECTRONIC DIRECTORY LISTINGS

An electronic directory is located on main floor with tenant's names, logos, and suite numbers. To update or change any information please place a service request through the Aspen App Aspen.

## COMMON LOBBY DIRECTORY SIGNAGE

Common lobby directory boards are provided for multi-tenant floors. An additional charge may apply to add or change directory listings. Tenant's name and suite numbers will appear on the directory boards.

# 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. 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 place a service request through the Aspen App.

## WASTE REMOVAL

Aspen is committed to reducing waste and supporting environmentally friendly initiatives. We strive to ensure that the building's organic, waste, and recycling streams are being diverted in a conscious and responsible manner.

Aspen provides:

- A recycling container for each workstation with a small clip-on waste container.
- A large container in all kitchen areas for Recyclables, Organics, and Bottles/Cans.
- A small container for Coffee Capsule Recycling.
- A small container in all printer stations for Battery and Pen Recycling.

Extra garbage should be tagged with a green 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 in the Loading Dock on the main floor of Millennium Tower.

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.

Janitorial staff **will not** remove large volumes of garbage, electronic equipment, furniture, appliances, construction debris, chemicals or hazardous materials as Millennium Tower has a limited capacity for garbage and recycling material. Tenants are asked to arrange additional commercial disposal bins to be brought on site, at the tenant's expense.

For recommended disposal companies please place a service request through the Aspen App.

## 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.



## 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 once a year.

Sidelight windows and glass partitions in tenant offices are not included; however, if you would like a quote, please place a service request through the Aspen App.

# ENVIRONMENTAL INITIATIVES

## ORGANICS

Aspen's organics program is for tenants to recycle food waste, wet or dirty paper, plants, flowers, nuts, coffee grounds etc.

Biodegradable plates, bowls, cups and cutlery, which can be disposed of in our organic waste program, are also available at tenant's cost.

To implement an organics program in your office space or for more information contact your property management team.

## ELECTRONIC RECYCLING

Toxic materials found in electronic devices, like lead and mercury, can be extremely hazardous to the environment. Our E-Waste Program is aimed at reducing electronic waste in landfills through the proper disposal of electronics. E-cycling is located within the loading dock on the main floor. We recycle different types of electronic device at our loading dock recycling area in Millennium Tower, including light bulbs and batteries. Lithium Ion, Small Sealed Lead Acid, rechargeable batteries and lithium primary batteries must be individually bagged or have their terminals covered with tape before they are recycled. We collect the following items:

- Personal computers
- Personal computers components
- Personal computer peripherals:
  - Keyboards
  - Mouse
  - Cables
  - Speakers
- Laptop computers
- Notebook computers
- Servers
- Radios
- Inkjet toner
- 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
- Stereos
- Laser cartridges

Please collect all E Waste in one area and request a pick-up through the Aspen App.

## 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. Please note that we do not provide waste receptacles.

#### Acceptable Recyclable Materials:

- 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
- 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

#### Important Recycling Tips:

- This program is not the same as the City Recycle Program. Our building waste is managed through Waste Management who offers many recycle options. For example, through our recycle program, you can recycle all plastic bags (contained in one tied plastic bag, plastics/Styrofoam with a Recycle #, metal containers/aluminum foil.
- Like residential recycling, you need to rinse out your Recyclables.
- When in doubt, throw in in the Garbage. If another bin is contaminated, it will end up in the landfill.
- If your company uses a shredding company to discard confidential documents, please provide us with a monthly diversion report.

## 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).

## 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.

## LEED CERTIFICATION

LEED is a globally recognized green building rating system for the design, construction & operation of buildings. Projects can achieve a "Certified", "Silver", "Gold" or "Platinum" level of certification.

Millennium Tower is currently re-certifying for LEED Gold v4.1.

## BOMA BEST

BOMA BEST® (Building Environmental Standards) is a national program launched in 2005 by BOMA Canada to address an industry need for realistic standards for energy and environmental performance of existing buildings based on accurate, independently verified information.

Millennium Tower is certified BOMA Best Platinum.

# 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 Millennium Tower and your business, we have provided more 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 their sole expense, provide and maintain evidence of Aspens insurance requirements, please place a service request through the Aspen App to request any insurance details.**

- 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

Millennium Tower has an underground parkade which is managed by ParkChamp. The parkade is open 24 hours, seven days a week. The entry point into the parkade is from 4<sup>th</sup> Street SW.

Parking is available on a month to month basis. For monthly parking inquiries or any other parking related questions, please contact ParkChamp at [tenants@parkchamp.ca](mailto:tenants@parkchamp.ca).

**The maximum vehicle clearance in the parkade is 6'6".**

**Reserved Monthly:** A designated stall that is made available 24 hours daily.

**Unreserved Monthly:** Allows tenants to park in any available unreserved stall 24 hours daily.

**Hourly:** Parking rate is based on duration of stay, charged at 1-hour increments to the daily maximum. An evening rate is available from 6:00 pm to 6:00 am. A weekend rate is also available. Daily and hourly parkers must download and use the ParkChamp app.

## MONTHLY PARKING

For monthly parking, inquiries please contact ParkChamp at [tenants@parkchamp.ca](mailto:tenants@parkchamp.ca). Any lost/stolen access cards are subject to a replacement fee. They accept all major forms of payment and requires pre-authorized withdrawals for monthly parking contracts.

To cancel monthly parking, submit a written request to ParkChamp with 30 days' notice prior to termination. Parking cancellation becomes effective on the last day of the month following receipt of written notice.

To park in Millennium Tower, monthly parkers must use an active transponder.

## AUTOMOBILE THEFTS

Despite our security measures in the parkade, Aspen urges all parkade users to remove valuables from their vehicles and ensure all windows, doors, and locks are secure. Aspen and ParkChamp are not responsible for theft or damage(s).

## 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 building after hours, from 6:00 pm to 6:00 am.

Should you notice any suspicious activity or require assistance, please call Aspen security at 403.781.8506. In the event of a power outage, 403.230.2250 will reach security via an analog phone line.

For events with external guests, additional security is required and we can facilitate through our security contractor. Please note additional charges will apply.

To discuss any security matters, please reach out through the Aspen App.

## 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. A Security Clearance form can be found [here](#).

## 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 Millennium Tower. Please notify security at 403.781.8506 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.

## GRAFFITI

Aspen works with an external contractor to remove graffiti from the building. Every effort is made to ensure sensitive messages (i.e.: racial, political, war related, etc.) are removed immediately. Please notify security or contact us through the Aspen App if you notice graffiti on 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.

## BUILDING ACCESS CARDS

Building access cards are available to tenants to access the building after-hours and access certain restricted areas. One access card is 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 personal fill out the form [here](#).

If an employee is terminated, their building access card should be cancelled immediately by submitting an **Access Card** request.

## ELECTRONIC CARD READERS

Millennium Tower maintains a secure electronic key system. This system is available to all tenants. To obtain a quote contact Property Management.

## SECURITY TIPS

Aspen 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 request to 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 the Millennium Tower or the elevators. 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.