



444 5TH AVENUE SW

CALGARY, AB

TENANT HANDBOOK

2023



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 about moves, security, and emergency procedures, and other relevant 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 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: Website: Aspen Fax:	403.216.2660 or apl@aspenproperties.ca www.aspenproperties.ca 403.216.2661
Property Manager: Courtney Cote	Phone: 403.781.8504 Email: ccote@aspenproperties.ca
Assistant Property Manager: Eric So	Phone: 403.216.2241 Email: eso@aspenproperties.ca
Property Administrator: Krystal Beck	Phone: 403.781.8520 Email: kbeck@aspenproperties.ca
Operations Manager: Dwayne Couronne	Phone: 403.781.8502 Email: dcouronne@aspenproperties.ca
Leasing Inquiries: Gabby Lacombe	Phone: 403.473.6790 Email: glacombe@aspenproperties.ca
Aspen Security (24/7) Aspen Security (EMERGENCY): Park Champ	403.781.8505 403.263.4184 403.907.0989

BUILDING DETAILS/CONCIERGE INFORMATION

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

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.

ASPEN HEAD OFFICE ADDRESSES

Aspen Properties
 Suite 1300, 112 – 4th Avenue SW
 Calgary, AB T2P 0H3

BUILDING AMENITIES AND TENANT SERVICES

ASPEN APP/ TENANT SERVICES

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

Scan the QR code below to request access to download the app. Once verified as an Aspen tenant, our team will send a download link. From there, simply create an account. If access to the app is not available, requests can be submitted online at service.aspenproperties.ca.



Contact your Property Management Team should you require any assistance or have any questions.

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.

All Aspen Club amenities are exclusive to Tenants only.

BICYCLE STORAGE

Bicycle parking is available in the loading/parking area. This service is provided free of charge. To register for access, complete the Aspen Club registration form on the Aspen App. All bicycles are stored at the owner's own risk. Aspen is not responsible for lost, stolen, or damaged bicycles.

TENANT INSURANCE

At the start of your lease and the beginning of each new insurance period, we require an up-to-date copy of your insurance certificate in accordance with your lease agreement.

SAFE WALK

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

Contact security at **403.781.8505** one (1) hour prior, to arranging your safe walk today.

MAIL

Mail is delivered to the mailboxes located on the ground floor by Canada Post. New tenants will receive one (1) mailbox key from Aspen upon move-in.

LEASING

All leasing inquiries should be directed to the Leasing Manager.

STORAGE SPACE

Limited storage space is available at the building. Place a Service Request via the Aspen App for current rates and availability.

RETAIL OUTLETS

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

SMOKING

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

BUILDING ACCESS CARDS/ KEYS

Building access cards & Keys are provided to tenants to access the building after hours and to access certain restricted areas. A tenant's first card is issued free of charge; however, lost/stolen cards incur a \$10.00 replacement fee.

To complete an access card request, please have your manager or authorized personnel for your company go to our website. www.aspenproperties.ca under Tenant Resources to complete the form. If an employee is terminated, please complete an access card request immediately. Please be advised that we require up to 48 hours' notice or 2 business days, to complete the termination.

PARKING/HEIGHT RESTRICTIONS

Parking is available in the Northland Place Parkade at 407 – 3rd Street SW and is open 24 hours daily, 7 days a week to meet the needs of tenants.

Northland Place Parkade is managed by ParkChamp. To report equipment problems, parking inquiries or any other parking-related questions or concerns connect with ParkChamp directly at 403.907.0989 or tenants@parkchamp.ca.

To report any lighting issues, weather-related problems, or security concerns please call Security at 403.781.8505 or place a service request via the Aspen App.

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 if 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.

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 to register. Check out Perkopolis you can visit their website at www.perkopolis.com.

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.

ADDITIONAL SERVICES

444–5th Avenue SW offers a variety of 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, dish washing, additional interior window cleaning and 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
Security access cards: replacement cards or cards not returned at the end of tenancy.	Quotes provided on an individual basis
Security officer services (3-hour minimum) for moves or special events.	\$25.00 + GST per card
(3-hour minimum charge)	\$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 / Common lobby directional signage - multi-tenant floors	Quotes provided on an individual basis
MECHANICAL	Quotes provided on an individual basis
MECHANICAL	
After-hours/extended HVAC request (heating, ventilation, air conditioning)	Quotes provided on an individual basis - Place a Service Request via the Aspen app for a quote
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
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

ACCOUNTING CONTACT

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

RENTAL REMITTANCE

Before each calendar year begins, Aspen sends out annual invoices for basic rent, operating costs, and property taxes to be paid monthly.

Additional Invoices will only be issued if there are changes during the year.

For non-fixed charges such as maintenance requests, light replacements, etc. a separate invoice will be issued for each service.

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 ap@aspenproperties.ca

OPERATING COSTS & PROPERTY TAXES

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

Tenants are pre-billed for estimated operating costs and property taxes. At the end of each fiscal year, operating costs and property taxes are confirmed and a reconciliation is prepared for each tenant. A midyear adjustment may be made if there is a requirement.

Operating costs include, but are not limited to, general building services for cleaning, garbage removal, recycling, electricity, water, gas, repairs, maintenance, elevators, 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 ap@aspenproperties.ca

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 if 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 volts 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.

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.

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 follows 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. Place a Service Request via the Aspen App for more information.

CONSTRUCTION/ RENOVATIONS

PREFERRED CONTRACTORS

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

A preferred contractors' directory is included in our Construction Rules and Regulations manual.

To Review the Construction Rules and Regulations go to our website www.aspenproperties.ca, under Tenant Resources.

ALTERATIONS/RENOVATIONS

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

To Review the Construction Rules and Regulations go to our website www.aspenproperties.ca, under Tenant Resources

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 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 Manager.

A Fire Impairment Request **and** Security Clearance forms must be submitted and approved prior to the commencement of any work.

CONSTRUCTION RULES & REGULATIONS

Please refer to the [Construction Rules and Regulations Manual](#) for complete details of base building standards and finishes. Any questions pertaining to construction products Please contact the Operations Manager.

The following guidelines relating noise and odour guidelines during approved construction:

NOISE

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

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

ODOUR

All substances producing noxious fumes are prohibited from use in the building between the hours of 6:00 a.m. to 6:00 p.m. in accordance with the Workers' Compensation Board (WCB) requirements. These substances include, but are not limited, to the following:

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

- Carpet glues
- Sealers
- Burning equipment
- Gas welders

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. This simple act will help all of us achieve the goal of eliminating recyclable paper fibre from the landfill. If you require blue centralized 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 are turned off.

BUILDING DETAILS

LOADING DOCK/ LOADING ZONE

The loading dock is located on the West side of the building.

Please call the Concierge at 403.830.3379 for loading dock assistance during regular operating hours.

A loading zone is located along the West side of 444 – 5th Avenue SW is controlled by the City of Calgary, there is a 20-minute time restriction for parking in this zone. Tenants, contractors, and patrons can be ticketed and towed at any time.

Dimensions for the loading dock doors are 11' 9" H x 17' 6" W. Load capacities are located in each elevator.

COURIER DELIVERIES

Freight elevators are available for delivery of heavy goods, tenant moves, and couriers.

Deliveries on dollies and/or handcarts must come through the east side loading zone door and be transported via the freight elevator.

The freight elevators cannot be locked off during business hours (7:00 a.m. to 6:00 p.m.). For all

elevator information please see the Elevators section.

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

ELEVATORS

Elevator service in 444 -5th Ave is available 24 hours a day. A security access card is required for elevator access after-hours (6:00 p.m. to 7:00 a.m.).

If detained inside an elevator cab 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 are not used for any deliveries including dollies, heavy goods or materials. The freight elevator must be used for all deliveries.

Dimensions: 78" W X 55" D X 92.5" H.

Weight capacity: 3,000 pounds

FREIGHT ELEVATOR

Dimensions: 78" W X 55" D X 125" H

Door opening: 42" W X 92 ½" H

Weight capacity: 3,000 pounds

To book a freight elevator, complete an Elevator Booking Form found on www.aspenproperties.ca under Tenant Resources.

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 plumbing, mechanical and electrical repairs within their leased space. Aspen has technicians that are available for general in-suite repairs for a nominal fee.

Alternatively, Aspen is happy to recommend an outside contractor. To obtain quotes and availability contact a member of your Property Management Team.

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 (manual can be found on www.aspenproperties.ca). Keys must be keyed to the floor and building master key to ensure that housekeeping and emergency personnel can 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. 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.

Three office keys will be provided at no charge at the commencement of your lease. Additional keys are \$10.00 each. Contact the Aspen App to change cylinders or reset combinations on any locks within your premises, charges will apply.

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

JANITORIAL SERVICES

Aspen provides a janitorial service via an external contractor who is responsible for the daily cleaning of office suites as well as all common areas. This includes lobbies, washrooms, and maintaining the cleanliness of the exterior of 333 – 11th Avenue SW.

For more information on janitorial services please contact the Assistant Property Manager.

CENTRALIZED WASTE/RECYCLING PROGRAM

In an effort to optimize efficiency and sustainability within the property, we have a centralized waste & recycling program throughout tenants' suites. This means there will be waste & recycling bins located centrally throughout your suite, replacing the need for bins at each desk.

Please reach out to a member of the Property Management team for more information or submit a Service Request through the Aspen App if you require bins.

WASTE REMOVAL AND LARGE-SCALE CLEANING PROJECTS

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

Janitorial staff will not remove large volumes of garbage, electronic equipment, furniture, appliances, construction debris, chemicals, or hazardous materials as 333 – 11th Avenue SW has a limited capacity for garbage and recycling materials.

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 the Assistant Property Manager.

RETAIL AND RESTAURANT WASTE/RECYCLING

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

RECYCLING/ORGANICS

444 – 5th Avenue operates a single-stream recycling program for paper, plastics (#1-7), tin and aluminum, 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 you with a large blue bin for recycling, as well as a green bin for organics. These are to be located in centralized locations, all of which will need to remain in your suite when you 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.

DESK CLEANING

Janitorial staff will not dust or clean desks containing documentation or personal items. If dusting is required, please clear the surface.

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 should be reported via the Aspen App.

Full carpet cleaning and carpet maintenance programs are the responsibility of the Tenant. For a preferred contractor contact the Assistant Property Manager.

WINDOW CLEANING

Aspen has an external contractor responsible for cleaning interior and exterior windows in office suites and all exterior and common area windows. Window cleaning is scheduled to be completed once to twice a year. Sidelight windows in tenant offices are not included in this service. However, if you would like a quote, please contact Assistant Property Manager.

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

MOVING GUIDELINES

BUILDING ENTRY/VACATING PREMISES

- All moves must take place before or after the building business hours, which are from 7:00 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: 444 – 5th Avenue SW, 1300, 112 – 4th Avenue SW, Calgary, Alberta T2P 0H3.
 2. A copy of liability insurance, naming “444-5th Ave GP Inc.” “PSPIB-RE Partners Inc.”, “Aspen Properties Partnership 3”, “Aspen Property Management Limited Partnership”, and “GMI Servicing Inc.” as 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. 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.
 5. 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 with 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 commences. In addition, any damage to the building occurring during a move shall be repaired at the tenant's expense.

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.

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.

ELECTRONIC DIRECTORIES

Located at the concierge desk and on the 2nd floor of 444 – 5th Avenue SW tenant's names, logos, and suite numbers are displayed. To update or change any information contact the Aspen App.

SECURITY

Security personnel is on-site from 6:00 a.m.- 8:00 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 Senior Property Manager.

FIRE, 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 on getting an account setup/ updated on WPS / ePlan portal.

SECURITY CLEARANCES

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

To complete a Security Clearance, go to www.aspenproperties.ca, and select the Tenant Resource Tab.

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.

To complete a Tenant Contact form, go to www.aspenproperties.ca, and select the Tenant Resource Tab.

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 works with an external contractor to remove graffiti from the property. Every effort is made to ensure that all graffiti is removed immediately. Please notify security or place a service request via the Aspen App if you notice any graffiti on the property.

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 Senior Property Manager, Security Manager 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 are logged, kept for 30 days, and may be claimed at the Concierge desk.

After 30 days, all unclaimed property, will be disposed of.

Items found at 444 – 5th Ave or 407 – 3rd St should be brought to the 444 – 5th Ave concierge desk.

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.

PREMISE 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, 407 – 3rd St 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.