

The Ampersand

144, 140, 112 4th Ave SW | CALGARY, AB

TENANT HANDBOOK 2025



Welcome to

The Ampersand

Aspen Properties would like to welcome you to The Ampersand!

We offer this Tenant Handbook & Emergency Procedures Manual as a reference tool and an introduction to Aspen Properties. We hope you find the information contained in this manual helpful and informative. If you require assistance in any area, please contact us at 403.216.2660.

For emergencies, please contact our 24/7 security at 403.781.8500.

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 the safety and protection of human life.

INTRODUCTION

As a tenant of The Ampersand, Aspen Properties is pleased to offer you, our handbook. This is a reference guide to answer questions you may have about building regulations, policies, and operating procedures.

In this handbook, you will find detailed information regarding personnel contact information, tenant moves, security and emergency procedures, and other important building information.

We encourage you to work with us in upholding our services by sharing your comments and suggestions with us.

DISCLAIMER

Information in this handbook has been prepared to provide tenants with a convenient source of building information relevant to The Ampersand.

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

Outlined within this handbook is a set of general procedures with respect to the operation of the building. The terms and conditions contained in the tenant's lease with the landlord supersede any of the procedures set out in this handbook.

This handbook is confidential and proprietary to Aspen Property Management Ltd. It is released solely for the purposes of communicating policies and procedures to tenants in The Ampersand. Copying or use for any other purpose is strictly prohibited.



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ASPEN PROPERTY MANAGEMENT CONTACTS

Director, Real Estate Management Donna Gardin	403.216.2247 dgardin@aspenproperties.ca
Property Manager Jordan Thomas	403.216.5492 jthomas@aspenproperties.ca
Assistant Property Manager Christine Dickson	403.264.0151 cdickson@aspenproperties.ca
Administrator, Property Management Ella Olowu	403.781.8514 eolowu@aspenproperties.ca
Administrator, Property Management Corey Paradis	403.216.3851 cparadis@aspenproperties.ca
Events Manager Aimsley Braun	587.323.6228 abraun@aspenproperties.ca
Events Coordinator Artem Zhurakovskii	403.237.0758 azhurakovskii@aspenproperties.ca
Events Administrator Zahwa Majzoub	403.614.7391 zmajzoub@aspenproperties.ca
Operations Manager David Lennon	587.390.0914 dlennon@aspenproperties.ca
Operations Supervisor William Nabess	403.231.4305 wnabess@aspenproperties.ca
The Ampersand Security (24/7)	403.781.8500 slpsecteam@aspenproperties.ca
General Inquiries Website Aspen Fax	403.216.2660 www.aspenproperties.ca 403.216.2661



LEASING INQUIRIES

Director, Leasing Gabby Lacombe	403.473.6970 glacombe@aspenproperties.ca
Senior Leasing Manager Andrew Dommett	403.470.2847 adommett@aspenproperties.ca

MANAGEMENT OFFICE CONTACT INFORMATION

Aspen Management Head Office

Suite 1300, The Ampersand, 112-4th Avenue SW
Calgary, AB T2P 0H3



BUILDING HOURS

The Ampersand is open to the public Monday to Friday from 6am to 6pm. and closed on weekends and holidays.

The Ampersands entrance doors are open:

- Monday to Friday 6am to 6pm
- Saturdays & Sunday CLOSED
- Plus 15 Walkways System Daily 6pm to 7pm closed on weekends and holidays

ASPEN APP

Aspen Properties has launched the Aspen App, where you can submit service requests, (lighting, electrical, security, plumbing, air conditioning, heating, fire and life safety, housekeeping, and shipping) receive tenant news, building updates, and book amenities. To sign up for the App, your company's main tenant contact can invite you, or you can scan the QR codes that are located throughout the building on your smart phone.

Once you have downloaded the **Aspen App** and click "request membership", your office tenant contact will need to approve your access to the App. Once approved, you will be able to create your login and will be required to complete the **Aspen Club Master Waiver** registration form to receive access to all amenities in the Aspen portfolio. You will find the Aspen App in the App Store or Google Play Store.

Once you have completed the above steps, access to The Ampersand amenities will be granted to you through our **Mobile Door Access (MDA/Kisi Readers)** system via the Aspen App. Please go to the home page on the App, click "Door Access" and touch the back of your phone to the Kisi reader and the door will unlock for you. Remember to turn on Bluetooth and location services and allow access via your phone settings. Please be sure to hold your phone against the reader each time you visit the amenities, even if you are coming through an open door behind another person.

Should you need any assistance regarding the App, The Ampersand, or have any general questions: please use the Ask Aspen feature in the Aspen App. This feature can be found at the bottom of the home screen. If you would like to initiate a conversation with the Property Management team, please tap on it to start the conversation. A response to your comment will be provided by a member of our Property Management team from Monday to Friday between the hours of 8am and 4:30pm. Should you initiate a Chat after hours, you will receive a response on the next working day.



TENANT SERVICES

SAFE WALK

Aspen provides a safe walk program for all tenants in The Ampersand. Contact security at 403.781.8500 to arrange your safe walk. Security will escort you anywhere in The Ampersand, including to your vehicle in the parkade, or to the nearest transit stop.

PERKOPOLIS

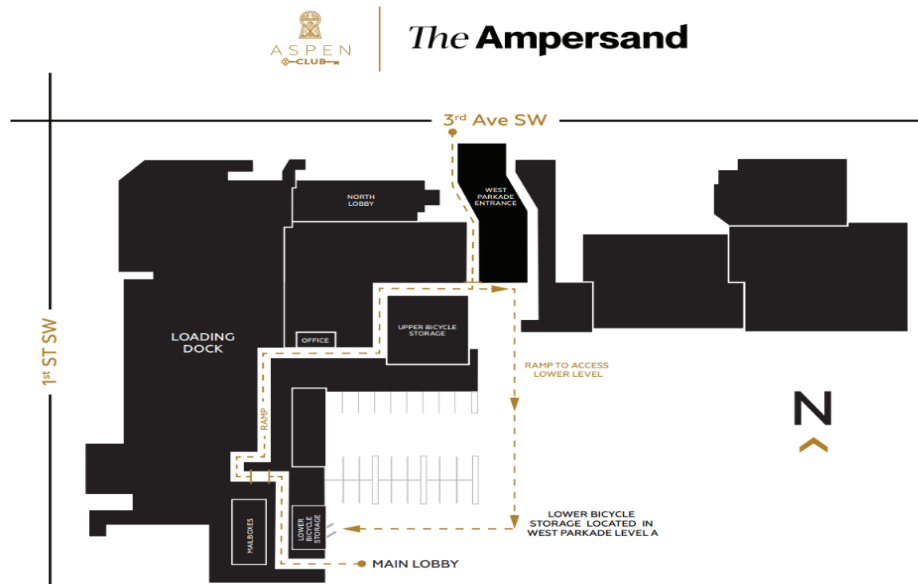
Perkopolis is a full-service online concierge program with access to a licensed travel agency, discounts/exclusive offers (shopping, travel, wellness, hotels, and tickets) and access to 500+ perks across North America's top brands – anywhere, at any time of the day. To register your company and gain access to this fantastic discount service please contact at customerservice@perkopolis.com or via live chat, at 1-800-761-7523. To check out Perkopolis you can visit their website at www.perkopolis.com. When registering, please ensure to use your corporate email address. You will receive a confirmation email to activate your registration and then you are all set to enjoy the *perks* of Perkopolis!



BICYCLE STORAGE

Two secure bicycle storage rooms are available in The Ampersand inside the West Parkade on the first level. The second bike storage room (with our bike share bicycles) is located inside the West Parkade down the ramp to Level A (see the map below). Availability is on a first come first served basis, and on daily use for all patrons. Access to the bicycle storage rooms are included once signed up on the Aspen App.

The Ampersand bicycle cages are free of charge, fully covered and secured facility for Ampersand tenant use only; located on 3rd Avenue SW.



Exterior Bicycle parking racks are also available at the rear of the building along 3rd Avenue SW. All bicycles are stored at the owner's own risk. Aspen Properties is not responsible for lost, stolen or damaged bicycles and locks.

TENANT AMENITIES

Aspen Club is exclusively offered to the tenants of any 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 and value of your daily office life. To learn more about how to gain access to the Aspen Club, please visit www.aspenproperties.ca/club.

The Fitness Centre is located on the Plus15 level. All tenants are eligible for membership to the fitness facility.

Once your membership is verified you will have access to the Club amenities. Any change in personal information (name, address, health status) must be reported to Aspen Properties when the change occurs.

The fitness centre is open 24/7; however, please keep in mind the standard HVAC operating hours within the building (See pg. 9). Please note, cleaning of the fitness centre is completed Monday to Friday at 10pm. The fitness facility is currently managed and operated by Heavens/The Academy Fitness.

Fitness classes can be booked with Heavens at ampersandfitness@aspenproperties.ca.

The Conference Centre is located on the Plus 15 level. It includes a lounge area with soft seating, a galley kitchen with a sink, refrigerator, two Vivreau water taps, five separate meeting rooms and two private meeting pods. Rooms within the Conference Centre range in size and capacity. Complementary AV equipment for any room including flipcharts, AirMedia Connection, microphones, Owl Conferencing Cameras, external AV company access, wireless internet, and dedicated data connections.

The Ampersand tenants can book a conference room up to 4 months in advance using either the desktop app (<https://service.aspenproperties.ca/>), or the Aspen mobile app. We recommend one person (your main tenant contact) from your office to complete and manage all room bookings. The Conference Centre is available to tenants of The Ampersand 24/7; however, bookable hours via our Aspen App are 6am to 9pm Monday to Friday. Tenants must book the meeting rooms in the Conference Centre for access to these rooms. There is a credit system that is applicable based on the square footage of your rented premises. It is tracked in the Aspen App and allows Aspen to manage your bookings. All bookings are on a first-come, first-served basis, with special requests accepted upon review. We recommend you book the Conference Centre a minimum of 24 hours in advance to allow for proper access to be granted. For more information regarding The Ampersand Conference Centre, please contact our events team via email at ampersandevents@aspenproperties.ca and visit our &Conference and & Conference Credits documents on our website. <https://www.aspenproperties.ca/the-ampersand-tenant-resources>



The Ampersand Tenant Lounge is located on the +15 level, to the West of the Fitness Centre. The Tenant Lounge is a flexible place to relax, work, meet co-workers and other tenants, have a drink, sit by the fire, step out onto the patio, or watch TV.

The Tenant Lounge is part of the amenities included in your Aspen Club Membership. All tenants may use the Tenant Lounge.

The Tenant Lounge is accessible to tenants of The Ampersand 24/7. Bar service is available to tenants Monday, Tuesday, Wednesday, and Friday, 12pm to 6pm, and on Thursday from 12pm to 7pm, unless privately booked. The lounge is available for private event bookings for tenants all weekdays, excluding Thursdays, after 4pm or anytime on weekends.

For more information regarding The Tenant Lounge private bookings, please contact our events team via email at ampersandevents@aspenproperties.ca

The Golf & Sports Simulator is located on the upper main floor on the North side of the building (East of Sports Court and beside the East shuttle elevators). The simulator includes an 18-hole golf game at a course of your choice, driving range, or a selection of 30+ sports and carnival games. Aspen provides sporting equipment by request. Please call security to have the equipment cabinet, located inside the simulator, unlocked. The Golf & Sports Simulator is available for use 24/7; however, a booking is required to use this amenity. Bookings are made via the Aspen App. Each user can book eight 30-minute, or two 2-hour time slots, at a time for these amenities. No additional bookings will be accepted until the user has booked less time than their maximum allotment, or your previous booking has concluded. Access is only provided to the individual who booked the amenity.

The Sports Court is located on the ground floor on the North side of the building. It is accessible via the East shuttle elevators on the GN level. It can be viewed through the ceiling to floor windows on the main floor. The Sports Court is available for use 6am to 11pm; however, a booking is required to use this amenity. Bookings are available on a first come first served basis. Once your Aspen Club Application has been processed via the Aspen App, you will be able to book a time slot in either of these amenities. Each user can book eight 30-minute, or two 2-hour time slots, at a time for these amenities. No additional bookings will be accepted until the user has booked less time than their maximum allotment, or your previous booking has concluded. Access is only provided to the individual who booked the amenity.



The &Rec area is located on the main floor on the East side of the building. It is accessible through the hallway with the East Tower main floor washrooms and mailboxes and past the &Food Trucks area. &Rec has two Trackman golf simulator bays, a bocce court, dart board, TVs, corn hole, arcade basketball game, foosball, shuffleboard and much more. The golf simulator bays and bocce court are bookable via the Aspen App and can only be used with a booking in place. Each user can book eight 30-minute, or two 2-hour time slots, at a time for each of these amenities. No additional bookings will be accepted until the user has booked less time than their maximum allotment, or your previous booking has concluded. Tenants may use remaining areas and games in the &Rec lounge without a booking, during the operating hours or a personal booking. Operational hours at 6am to 8pm Monday to Friday and 9am to 5pm on Saturdays, Sundays and Statutory Holidays. These hours may differ due to private events.

For more information regarding the &Rec private bookings, please contact our events team via email at ampersandevents@aspenproperties.ca

No show policy

Please note that missing **five consecutive bookings within a six-month period** in the bookable amenities may result in a suspension of your booking privileges for the **Aspen Club amenities**.



HVAC HOURS – THE AMPERSAND AMENITIES

NORTH/WEST TOWERS		EAST TOWER	
Monday to Friday	6am to 8pm	Monday to Friday	6am to 8pm
Saturdays	6am to 1pm	Saturdays & Sundays	9am to 4pm
Sundays & Statutory Holidays	OFF	Statutory Holidays	OFF

To request HVAC, please fill out the form located at www.aspenproperties.ca/the-ampersand-tenant-resources. A fee for this service may apply. (See Pg. 16 for more details)

GENERAL INFORMATION

RENTAL REMITTANCE

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

For charges outside of operating costs, such as maintenance requests, additional keys, etc., a separate invoice will be issued.

Rent is due on the first day of each month. Cheques are payable to Ampersand GP. Ltd. at Suite 1300, The Ampersand, 112 4th Ave SW, Calgary, AB T2P 0H3. Alternatively, if you wish to pay by Electronic Funds Transfer (EFT), please contact: ap@aspenproperties.ca

ACCOUNTING CONTACT

All accounting inquiries regarding rent should be directed via email to: ar@aspenproperties.ca



MAIL

Outgoing Mail - Canada Post has a mailbox outside of the West tower along 4th Avenue.

Incoming Mail - Mail is delivered to the mailboxes located on the ground floor of the East and West towers. Please see Concierge for directions to the mailboxes.

Moving in - New tenants will receive 1 mailbox key from Aspen upon move-in. A fee will be charged for lost/replacement keys.

COURIER DELIVERIES

Deliveries carried in:

Handheld parcels may be delivered during the work week between 6:00 a.m. and 6:00 p.m., using any one of the regular passenger elevators, provided the tenant's office is open to receive the package.

Deliveries brought in on wheels:

All parcels that are not handheld must be delivered through the loading dock during the work week. Deliveries on dollies and/or handcarts must come through the loading dock and be transported via the freight elevator. The freight elevators cannot be locked off during business hours (6am to 6pm Monday to Friday). For all elevator information please see the elevator section referenced later in this document.

For all deliveries, be sure to enter a Security Clearance on our website at www.aspenproperties.ca/the-ampersand-tenant-resources.

LEASING

All leasing inquiries should be directed to Gabby Lacombe at: 403.473.6790 or glacombe@aspenproperties.ca or Andrew Dommett at: 403.470.2847 or adommett@aspenproperties.ca

STORAGE SPACE

Limited storage space is available in the North Tower, East Tower and West parkade. Contact Aspen administration for current rates and availability.



SMOKING

In accordance with Municipal and Provincial laws, smoking is prohibited anywhere in the interior of The Ampersand. Smoking and vaping are 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.

Ashtray locations are as follows:

- East Tower – Plus 15 East Patio & by 3rd Ave cage at street level
- West Tower – Plus 15 West Patio
- North Tower – Back of the building on 3rd Ave SW (outside of Sport Court)

PARKING

The Ampersand has two underground parkades located below the East and West Towers, which are managed by ParkChamp. The parkades are open 24/7, seven days a week for monthly parkers. For daily and hourly parkers, the parkades are open Monday to Friday 6am to 6pm.

For monthly parking inquiries or any other parking related questions, please contact ParkChamp at: 403.907.0989 or tenants@parkchamp.ca

The maximum vehicle clearance for entrance and in drive lanes in the East parkade is 6'6".

The maximum vehicle clearance for entrance and in drive lanes in the West parkade is 6'4".

There are two EV chargers in each of The Ampersand parkades available for use of up to 4 hours of charging at a time for tenant convenience. They are located on stalls 162 & 163 in level C/D in the West Parkade and stalls 8 & 9 in level A in the East Parkade.

ACCESSIBILITY

The barrier free entrance to The Ampersand is located along 4th Avenue at the West Tower (144 – 4th Avenue SW) and is outfitted with a wave opener. Once inside, there is a ramp on the west side of the building, just past the Concierge Desk, providing access to the Library, West Parkade shuttle elevators and the social stair area. If you proceed up the stramp on this middle section just past the library, you will be able to access the North Tower elevators, 4th Avenue Dental, Lil' E Coffee Café, and the East Parkade shuttle elevators.

Barrier free washrooms are located on the east side of the main level of The Ampersand (beside the &Food Trucks) and are outfitted with wave openers.

For more information on accessibility at The Ampersand, feel free to download the Pedesting App or visit their website [here](#).



SIGNAGE

The Ampersand 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. Tenants are responsible for their suite entrance signage; however, Aspen must provide approval for any signage proposed to be installed. Should you wish, Aspen is pleased to coordinate signage on behalf of your company. Please contact Aspen administration for information and pricing.

Temporary, nonstandard and sandwich board signage is prohibited in the interior and exterior of The Ampersand. Any signage found in the building that has not been approved by Aspen will be removed.

TENANT MOVES

A freight elevator booking is required prior to any tenant moves. Please visit www.aspenproperties.ca under The Ampersand and find the “clearance form”. For all elevator information please see the elevator section referenced later in this document.

A move in/out walkthrough will need to be scheduled with Aspen administration for any tenant moves.

BUILDING ACCESS CARDS

Building access cards are provided to tenants for access to their floor of the building and building entrances (for after-hours access). Cards are issued free of charge; however, lost/stolen, or damaged cards incur a \$10 + GST administration fee to be replaced. To request an access card, please have your manager, or other authorized person from your company, go to our website at www.aspenproperties.ca, under **Tenant Resources** and click on the Access Card Request Form. For access to the Ampersand amenities, you will need to download the Aspen App and activate our Mobile Door Access system. Please visit page 4 for more information on how to set up the Aspen App for access to the building amenities.

If an employee is terminated, their building access card should be cancelled immediately by submitting an **Access Card Request** form on our website at www.aspenproperties.ca, under **Tenant Resources**. Please be advised that we require up to 48 hours' notice or two business days, to process access cards or any changes.



For Access Card Requests, please see the below breakdown.

REASONS FOR ACCESS CARD REQUESTS BREAKDOWN	
New Employee	This action is for new employees only. Please add to the Aspen App separately.
Damaged Card / FOB	This action is for a card that is damaged, meaning a chip or user malfunction. Ensure that you advise how the card was damaged and provide a photo if necessary. A \$10 + GST fee may be applicable based on our review.
Employee Access Level Change	This action is to change the access of an existing access card. Examples include adding/removing floors, changing from 24/7 access to Monday through Friday 8am to 5pm, etc.
Terminated Employee	This action is for an employee no longer with the company. Please remove the user from the Aspen App separately. A \$10 + GST fee will apply if terminated access card is not returned to the concierge desk.
Lost or Stolen Card / FOB	This action is for lost cards/stolen cards that require a replacement access card. A \$10 + GST fee will apply.
Other	Please use this option if you are unsure whether your request falls within any of the above categories. Enter as much information and details in the notes as possible so we are able to process your request.
PLEASE REACH OUT DIRECTLY TO PROPERTY MANAGEMENT FOR RUSH AND/OR LAST MINUTE REQUESTS OR QUESTIONS.	

BUILDING OPERATIONS

HVAC

The Ampersand 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 HOURS			
NORTH/WEST		EAST	
Monday to Friday	6am to 8pm	Monday to Friday	6am to 8pm
Saturdays	6am to 1pm	Saturdays & Sundays	9am to 4pm
Sundays & Statutory Holidays	OFF	Statutory Holidays	OFF

Charges will apply for after-hours HVAC service, plus a 15% administration fee. To schedule extended HVAC services, please complete the form located [here](#), at least two business days prior to the request.

Indoor air quality testing is undertaken on an annual basis to ensure that the air in The Ampersand is in compliance with government standards. Aspen will make every effort to provide you with a comfortable work 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 and/or renovations must comply with these guidelines and must meet the City of Calgary Building codes or any other applicable code requirements.

Aspen must provide written approval for all renovations or alterations.

Depending on the extent of the project, permits may be required prior to the commencement of work.

To discuss any construction related queries contact **Jordan Thomas, Property Manager at 403.216.5492 or jthomas@aspenproperties.ca** or **Donna Gardin, Director, Real Estate Management at 403.216.2247 or email dgardin@aspenproperties.ca**

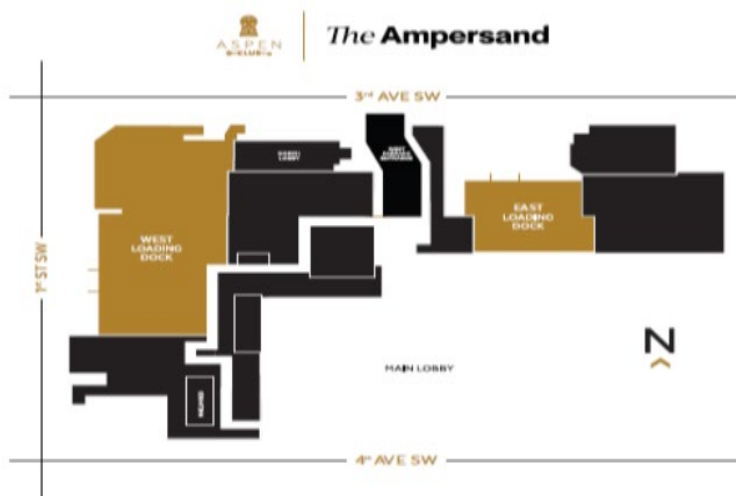
All applicable terms, approvals and permits must be completed prior to commencing construction.

LOADING DOCKS

There are two loading docks in The Ampersand, located in the West and East towers respectively. The West dock is accessed via 1st Street SW and the East dock on 3rd Avenue SW. The loading dock is open 7:30am to 12pm and 1pm to 4:30pm. Monday to Friday. Please push the button on the intercom for assistance from 12pm to 1pm Or call Security at 403.781.8500.

The loading dock area is exclusive to vehicles making deliveries, as this area needs to be kept clear. Any vehicles parked in the loading dock area that are not immediately making a delivery will be towed. Aspen reserves the right to place time restrictions for delivery at the loading dock.

Dimensions for the loading dock doors are 14' H x 24' W. Load capacities are located in each elevator.



ELEVATORS

Elevator service in The Ampersand is available 24 hours a day. A security access card is required for elevator access after-hours (6pm to 6am Monday to Friday) or, on weekends and holidays.

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. Our elevator maintenance company will be dispatched immediately to release you from the elevator as quickly as possible and correct the problem. Security personnel will remain in constant contact with you while you are in the elevator and keep you informed of progress.

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

FREIGHT ELEVATOR BOOKINGS

Freight Elevator Dimensions:

East Doors: 84" H x 47.5" W Interior: 77" W X 79" D X 120" H

North and West Doors: 84" H X 42" W Interior: 75.26" W X 57.88" D X 98" H

To book a freight elevator, complete the Clearance Form which can be found on our website at www.aspenproperties.ca, under **Tenant Resources**.

AVAILABILITY OF FREIGHT ELEVATORS		
Monday to Friday	Before 6am	Available for major deliveries
	6am to 9:30am	NO DELIVERIES
	9:30am to 11:30am	Available for minor deliveries. Elevator can be locked off.
	12pm to 1pm	NO DELIVERIES
	1:30pm to 3:30pm	Available for minor deliveries. Elevator can be locked off.
	3:30pm to 6:00pm	NO DELIVERIES
	6pm to 6am	Available for major deliveries
Saturdays, Sundays & Holidays		Available for major deliveries



SUITE REPAIRS

Tenants are responsible for most 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 for Aspen technicians, contact Aspen administration.

SUITE KEYS AND LOCK REPAIRS

The Ampersand uses a 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**, which can be found on our website at www.aspenproperties.ca under **Tenant Resources**. 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, written approval from Aspen is required and can be facilitated through Aspen with a 15% administration fee.

JANITORIAL SERVICES

Aspen provides daily janitorial service via an external contractor who is responsible for cleaning office suites, as well as all common areas. This includes lobbies, washrooms, and maintaining the cleanliness of the exterior of The Ampersand. Offices are cleaned during regular business hours. All noisy cleaning such as vacuuming, is completed after hours in all offices.

For more information or a schedule of janitorial services for your office please contact Aspen administration.

CARPET CLEANING

Janitorial staff will remove small carpet stains that are easily eliminated. Large or difficult to remove stains should be reported to Aspen administration. Full carpet cleaning and carpet maintenance programs are the responsibility of the tenant. For a preferred carpet cleaning contractor contact Aspen administration.

WASTE REMOVAL

Janitorial staff will remove garbage from centralized waste receptacles only. Extra garbage should be tagged with a green garbage label for easy identification. To receive green labels from Hallmark, please place a Service Request via the Aspen App.

WINDOW CLEANING

Aspen has an external contractor who is responsible for the cleaning of the interior windows in office suites, and all exterior and common area windows. Interior window cleaning is scheduled to be completed annually while exterior window cleaning is biannual. Sidelight windows and glass partitions in tenant offices are not cleaned by Aspen contractors; however, if you would like a quote, please contact Aspen administration.



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. The Ampersand uses a **centralized waste program** for garbage and recycling.

Our centralized waste program is a user-friendly way to give you the opportunity to reduce the amount of individual waste. All you need to do is place your garbage in bins that are located centrally throughout each suite. This eliminates the need for bins at each desk, which in turn reduces the total number of single use bags collected. This simple act will help all of us achieve the goal of eliminating recyclable waste from the landfill.

Acceptable Recyclable Materials	
■ All colored 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

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 complete a Service Request through the Aspen App.

REDUCE, REUSE & RECYCLE

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

ORGANIC SERVICE

An organic bin will be provided for each kitchen in your premises. Please contact Aspen administration to obtain a bin.



BATTERY RECYCLE SERVICE

Containers for battery recycling are located beside the e-cycling crate in the West loading dock.

ELECTRONIC RECYCLING

E-cycling bins are located within the West and East loading docks. There are two crates in the West and one in the East. Recycle Smart recycles the equipment listed below at no charge.

• Personal computers • Personal computers components • Personal computer peripherals: ○ Keyboards ○ Mouse ○ Cables ○ Speakers • Laptop computers • Notebook computers • Servers	• Desktop printers • Printer combination units • Fax combination machines • Computer monitors (CRT) • Computer monitors (LCD) • Televisions- wood console • Televisions – televisions (CRT) • Televisions – flat screen • Rear projection televisions • Cell phones
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REDUCING ENERGY

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

The majority of hazardous products found in offices are items 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 your employees by ensuring that a Material Safety Data Sheet for all hazardous materials used in your premises is available.

ENERGY STAR RECOMMENDATIONS

Energy use of equipment – Tenants are encouraged to provide information on the energy performance of equipment or processes that employees regularly use as part of their jobs. We recommend tenants to purchase energy efficient products such as Energy Star Certified appliances. Please contact Property Management for more information or suggestions.



SECURITY

The Ampersand has on-site security personnel available 24 hours, seven days a week, to safeguard the building. A building access card reader system is in place to secure The Ampersand after hours, from 6pm to 6am and on weekends and holidays.

Should you notice any suspicious activity or require assistance such as a SafeWalk, please call Aspen security at 403.781.8500. In the event of a power outage, 403.263.4184 will reach security via an analogue phone line.

SECURITY CLEARANCES

Security Clearances are used to authorize a contractor's access into The Ampersand 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. Our Security Clearance form can be found on our website at www.aspenproperties.ca under The Ampersand's **Tenant Resources**.

EMERGENCY/TENANT CONTACTS

Aspen 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 the contact information for your organization. The **Tenant Contact Information** can be found on our website at www.aspenproperties.ca, under **Tenant Resources**.

SOLICITATION

Solicitation is not permitted in The Ampersand. Please notify security at 403.781.8500 immediately if you notice this activity within the building. When reporting, please include as much information as possible about the person's appearance and behavior. Security staff will locate the person soliciting and escort them off the property.

INCIDENT REPORTS

Aspen Security completes 'Incident Reports' 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 Security may pose when investigating.



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DISCLAIMER

This information has been prepared to provide tenants with a convenient source of building information relevant to The Ampersand.

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

This manual sets out general procedures with respect to the operation of the building. The terms, covenants, and conditions contained in the tenant's lease with the landlord supersede any of the procedures set out in this manual.

This manual is confidential and proprietary to Aspen Property Management Ltd. It is released solely for the purposes of communicating policies and procedures to the tenants of The Ampersand. Copying or use for any other purpose is strictly prohibited.



EMERGENCY & BUILDING CONTACT INFORMATION

EMERGENCY AGENCIES

FIRE DEPARTMENT	911
NON-EMERGENCY FIRE DEPARTMENT	311 or 403.264.1022
POLICE DEPARTMENT	911
NON- EMERGENCY POLICE DEPARTMENT	311 or 403.266.1234
PARAMEDIC/AMBULANCE	911

EMERGENCY SUPPORT SERVICES

POISON CONTROLL	403.944.1414
ELECTRICAL UTILITY (ENMAX)	403-514.6100
GAS UTILITY (ATCO)	403.245.7222
WATER UTILITY (CITY OF CALGARY)	311
SEWER UTILITY (CITY OF CALGARY)	311

CRITICAL BUILDING PERSONNEL

FIRE & SAFETY DIRECTOR (RANDY STEWART)	403.608.2964
DEPUTY FIRE & LIFE SAFETY DIRECTOR (JACK DOUGHTY)	403.781.8509
BUILDING SECURITY	403.781.8500
ALTERNATE SECURITY CONTACT	403.263.4184
EMAIL	slpsecteam@aspenproperties.ca

BUILDING OWNER & MANAGER

NAME	ASPEN PROPERTIES (SLP) LTD.
MAILING ADDRESS	1300, 112 – 4 TH AVENUE SW CALGARY, AB, T2P 0H3
OFFICE PHONE	403.216.2660
DIRECTOR, REAL ESTATE MANAGEMENT – DONNA GARDIN	403.216.2247
EMAIL	dgardin@aspenproperties.ca
PROPERTY MANAGER – JORDAN THOMAS	403.216.5492
EMAIL	jthomas@aspenproperties.ca

CITY FIRE PREVENTION OFFICE

MAILING ADDRESS

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



GENERAL INFORMATION

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

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

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

SAFETY SUGGESTIONS

1. Any unusual odor should immediately be reported. Please create a Service Request on the Aspen App and call Security (403.781.8500).
2. Know the locations of the nearest fire extinguisher and stairwell exit. Note that there are two stairwells in each tower in this property.
3. Know who your Floor Wardens and Emergency Preparedness Team members are and where they are located.
4. Keep stairway exits clear of any obstructions.
5. Do not overburden electrical outlets with more than one plug per receptacle. Do not plug in space heaters.
6. Never use elevators to evacuate in a fire situation.
7. Participate in annual fire drills.



BUILDING SAFETY FEATURES

ELEVATORS

When the fire system is activated, the elevators are automatically recalled to the main lobby level for use by the Fire Department.

FIRE RESISTANT CONSTRUCTION MATERIAL

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

SPRINKLERS

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

FIRE EXTINGUISHERS

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

SMOKE EXHAUST

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

SPEAKERS AND STROBES

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

STAIRWELLS

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

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

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



EMERGENCY PREPAREDNESS TEAM

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

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

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

FLOOR WARDEN

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

DUTIES

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



AIDE TO INDIVIDUALS REQUIRING ASSISTANCE

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

DUTIES

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

FIRE

When evidence of fire is detected, pull the fire alarm, remain calm, and dial 911. Be sure to use the address of The Ampersand when speaking with the 911 operator.

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

REMEMBER:

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

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

FIRE DRILLS

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

Remember: never use an elevator in a fire situation. Always use the nearest exit marked stairwell.



EVACUATION

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

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

1. Listen for alarm tones over the building's emergency communication system and from your Fire Warden Team members.

- **Alert Tone: Stage 1 (Slow - 20 beats per minute)**
- **Evacuation Tone: Stage 2 (Fast - 120 beats per minute)**

2. Do not return for personal belongings.
3. Close, but do not lock, doors behind you.
4. Check for stragglers, especially in the perimeter offices and washrooms.
5. Before opening any doors, feel the surface for heat. If the door is hot, proceed to another exit. Heat may be an indication of fire on the other side of the door.
6. Keep calm and walk quickly. Relocation will be through one of the two stairwells in the building.
7. If smoke is present, stay low and crawl along the floor. The cleanest air is near the floor. If possible, cover your nose and mouth with a wet cloth such as a handkerchief or towel.
8. If you are instructed to evacuate the building entirely, proceed in the stairwell to the ground floor; then proceed to your muster point.

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



MEDICAL EMERGENCIES

The Calgary Emergency Medical Service Number is 911. Be sure to use the address of The Ampersand when speaking with the 911 operator.

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

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

CIVIL DISTURBANCES

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

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

1. Stay out of the main corridors of the building.
2. Stay away from outside windows.
3. Lock all doors. Do not unlock your door or have any contact to the demonstrators until security arrives at your location.
4. Notify all employees and visitors about the civil disturbance and warn them to avoid personal contact with the demonstrators; do not make any comments or statements to anger the demonstrators.
5. Ask all employees and visitors to avoid leaving the building.
6. If demonstrators penetrate your floor, warn employees and visitors to be alert for "unattended" and "suspicious" items that were carried in by the demonstrators, i.e. clothing, knapsacks, bags, etc. Also warn them not to touch, move, disturb, or cover any suspicious items that are left. If any suspicious items are discovered, contact the 24-hour Security line 403.781.8500 immediately and follow the procedure outlined in the "Bomb Threat - Physical Evidence of a Bomb" section of this manual.



BOMB THREAT

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

1. Keep the caller on the line as long as possible.
2. If possible, signal a co-worker to dial 911. Tell the 911 operator to have the call traced. **Be sure to use the address of The Ampersand when speaking with the 911 operator.**
3. Obtain as much information from the caller as possible.
 - a. Time bomb is to explode.
 - b. Location of bomb.
 - c. Description of bomb.
 - d. Time call is received.
 - e. Exact wording used by caller. Write it down if possible.
 - f. Voice of caller (male, female, dialect, etc.).
 - g. Reason for threat.
 - h. Background noise.
4. After the caller has hung up, call the 24-Hour Security line immediately to report the threat.
5. Inform your Floor Warden of the situation.
6. The Floor Warden, their Emergency Preparedness Team members, and the Building Staff will make a complete search of the suspected area. It will be the responsibility of the Floor Warden to identify any suspicious items or packages which do not belong in the space. If a suspicious item is identified, the Calgary Police Department police will then investigate the object.
7. Building staff personnel will search the buildings command areas, restrooms, stairwells, vacant spaces and building closets.
8. The decision to evacuate is ordinarily left to the tenant unless physical evidence of a bomb is found.

If you determine that your employees and visitors are in imminent danger -- and you cannot reach the 24-hour Security line by telephone 403.781.8500 in a reasonable length of time -- you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific routes to follow.

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



PHYSICAL EVIDENCE OF A BOMB

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

1. Call 911 and advise the Calgary City Police Department. **Be sure to use the address The Ampersand when speaking with the 911 operator.**
2. After phoning the Calgary Police Department, contact the Concierge/Security Desk immediately.
3. Do not touch the item in any manner.
4. Do not use radio equipment to transmit messages.
5. Inspect your work area, but do not touch or remove any suspicious objects.
6. If you determine that your employees and visitors are in imminent danger - and you cannot reach the 24 hour Security by telephone 403.871.8500 in a reasonable length of time – you may determine it prudent to exercise your independent judgement and move or evacuate your personnel without being given specific routes to follow.



OTHER EMERGENCIES

TORNADOES OR SEVERE WEATHER

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

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

POWER FAILURE OR FLOODING

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

OTHER SAFETY HAZARDS

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

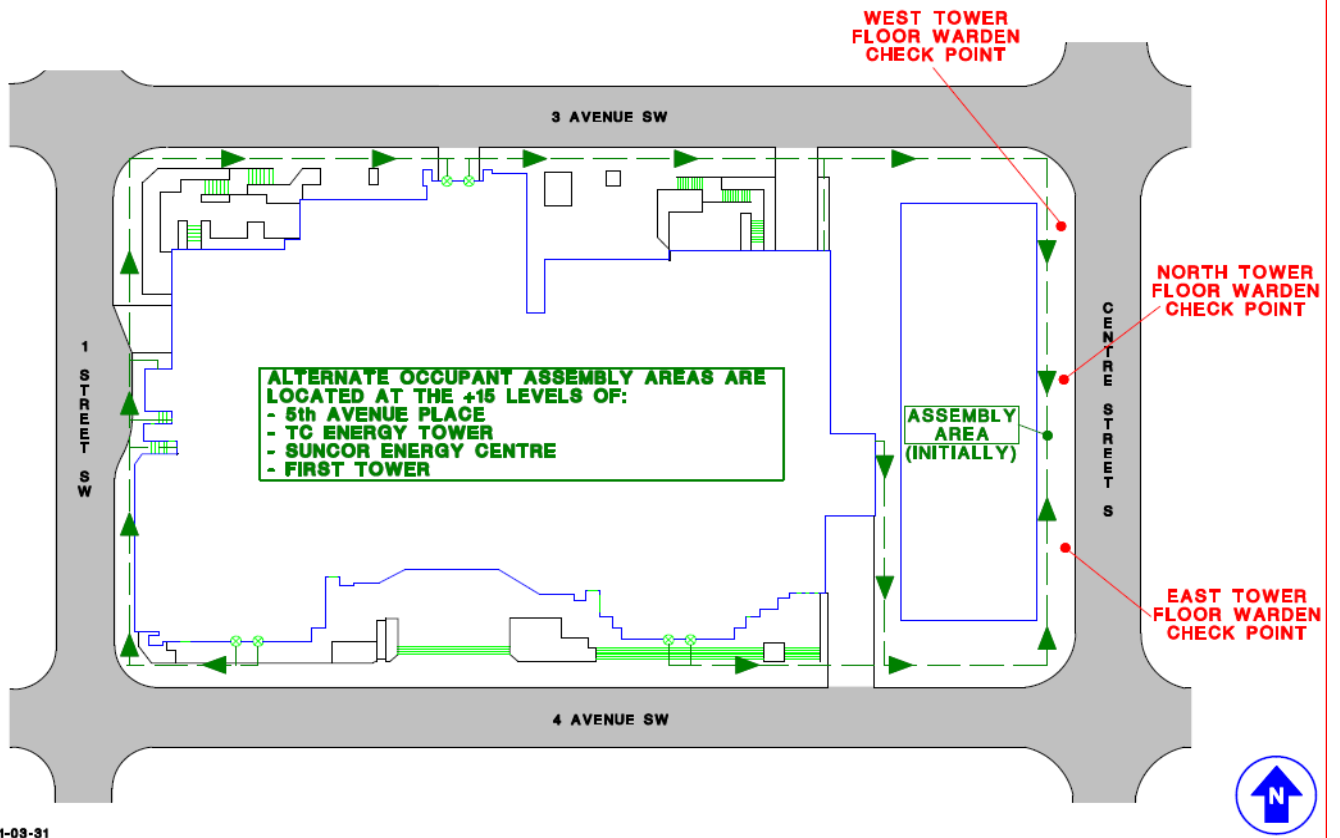
- Storm damage
- Water leaks
- Odour or other evidence of escaping natural gas or chemicals
- Smoke
- Explosion
- Theft/vandalism
- Accident
- Glass breakage
- Any situation that you feel poses a threat to the safety of the building or its occupants



MUSTER POINT

THE AMPERSAND
112, 140 & 144 - 4 AVENUE SW, CALGARY, ALBERTA

FIRE EVACUATION PLAN



EMERGENCY CONTACTS

FIRE WARDEN-INDIVIDUALS REQUIRING ASSISTANCE

After Hours Emergency Contact (This information will only be used in the event of an emergency)
1. Name: _____ Phone: _____ Title: _____ Email: _____
2. Name: _____ Phone: _____ Title: _____ Email: _____
Floor Warden/Life Safety Contact (Minimum two per office, per floor)
1. Name: _____ Phone: _____ Title: _____ Email: _____
2. Name: _____ Phone: _____ Title: _____ Email: _____
Individuals Requiring Assistance
Name: _____ Injury or condition: _____
Name: _____ Injury or condition: _____
Name: _____ Injury or condition: _____

Thank you for assisting us in keeping our records accurate.

Completed by: _____ Date: _____

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



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