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# THE EDISON

150 – 9<sup>TH</sup> AVENUE | CALGARY, AB

## TENANT HANDBOOK

2024



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## INTRODUCTION

Aspen Properties would like to welcome you to The Edison.

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

We encourage you to work with us in upholding our services by sharing your comments and suggestions with us at [service.aspenproperties.ca](http://service.aspenproperties.ca).

## DISCLAIMER

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

While every effort has been made to ensure the accuracy of the information contained herein, Aspen Property Limited Partnership 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 Limited Partnership. It is released solely for the purposes of communicating policies and procedures to tenants of The Edison. Copying or use for any other purpose is strictly prohibited.

Aspen Properties will provide all reasonable protection to properties under their management and in the event of any emergencies, will do all it can to ensure safety and protection of human life.

## ENVIRONMENTAL POLICY

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

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

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

We:

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

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

# ADMINISTRATION

## ASPEN ADMINISTRATION CONTACTS

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

**General Manager:** Phone: 403.781.8503  
Monica Schiwy Email: [mschiwy@aspenproperties.ca](mailto:mschiwy@aspenproperties.ca)

**Assistant Property Manager:** Phone: 403.266.7176  
Marianne Moodie Email: [mmoodie@aspenproperties.ca](mailto:mmoodie@aspenproperties.ca)

**Property Administrator:** Phone: 403.266.7183  
Debbie Carey Email: [dcarey@aspenproperties.ca](mailto:dcarey@aspenproperties.ca)

Megan Pocza Phone: 403.231.4300  
Email: [mpocza@aspenproperties.ca](mailto:mpocza@aspenproperties.ca)

**Operations Manager:** Phone: 403.781.8516  
Dana Quinn Email: [dquinn@aspenproperties.ca](mailto:dquinn@aspenproperties.ca)

**Operations Supervisor:** Phone: 403.781.8511  
Kelly Gattinger Email: [kgattinger@aspenproperties.ca](mailto:kgattinger@aspenproperties.ca)

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

**Aspen Security (24/7):** 403.781.8505  
**Aspen Security (EMERGENCY):** 403.263.4184

**The Edison, Concierge:** 587.390.0911

## BUILDING HOURS

The Edison is open to the public Monday to Friday from 6:00 a.m. to 6:00 p.m.

### Aspen Management Office

1300, 112 – 4<sup>th</sup> Avenue SW, Calgary, Alberta T2P 0H3

# TENANT SERVICES

## 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, shipping, and elevator bookings), receive tenant news, building updates and book amenities. To sign up for the App, your company's main tenant contact can either 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 then, 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 Aspen Club amenities will be granted to you through our Mobile Door Access (MDA) system through the Aspen App. Please go to the home page on the App, click "Door Access" and touch your phone to the MDA reader and the door will unlock for you. Remember to turn on your Bluetooth in your phone settings. Please be sure to scan 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, please visit the chat feature in the Aspen App. A member of our Property Management team will be in touch with you to assist you with anything you need.

## SAFE WALK

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

## 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: Jorja Plos, Manager Client Success Team at [jorja@perkopolis.com](mailto:jorja@perkopolis.com). To check out Perkopolis you can visit their website at [www.perkopolis.com](http://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!

## 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 contact your Property Management team to create an account on WPS / ePlan.

# AMENITIES

## IRON LAB FITNESS CENTRE

Iron Lab Fitness Centre is located on the third floor of The Edison in Suite 310, 150 – 9<sup>th</sup> Ave SE.



Hours of operation are: 24/7 All tenants are eligible for membership to the fitness facility. However, building amenities are private facilities for the exclusive use of Aspen Properties tenants. For liability and safety reasons, no spouses, children, friends or outside personal trainers are permitted to use the facility at any time. Through the Aspen App, you can complete the membership/waiver form. Any change in personal information (name, address, health status) must be reported to Aspen Properties when the change occurs.

Amenities that are included in the change rooms are day use lockers, showers, towel service, hygiene accessories, clothing steamer, and shoe buffer.

HVAC Hours: Monday – Friday 6:00 AM – 6:00 PM; Saturday 10:00 AM – 3:00 PM; Sunday Closed; Statutory Holidays OFF

## CONFERENCE CENTRE



The Edison Conference Centre is located on the third floor of The Edison, in suite 310, 150 – 9<sup>th</sup> Avenue SE.

The Conference Centre is a professional and convenient facility available exclusively to tenants of Aspen Properties. It consists of 2 meeting rooms that vary in sizes and have the option of being combined with ample notice given.

There is a credit system that is applicable based on your square footage, which is tracked in the Aspen App and

allows Aspen to manage your bookings

**On the day of your booking, access to the Conference Centre will be made available using the mobile door access feature on the Aspen App for the duration of your booking.**

Bookings can be made through the Aspen App or visit [service.aspenproperties.ca](https://service.aspenproperties.ca)



## THE EDISON TENANT LOUNGE



Hours of operation are Monday - Friday 6:00 a.m. - 6:00 p.m. The Tenant Lounge is part of the amenities included in your Aspen Club Membership. All tenants may use the Tenant Lounge. However, building amenities are private facilities for the exclusive use of Aspen Properties tenants. For liability and safety reasons, no spouses, children, or friends may use this facility. Our club/tenant exclusive lounge has a pool table, ping pong, and foosball table. Private bookings

can be made from 6:00 p.m. – midnight. Contact your Property Management team for further information.

## GOLF SIMULATOR



Play a round with your associates or practice on the driving range. Suitable for up to four people, this is a great area to relax or have a meeting. Golf clubs can be signed out with concierge.

## BASKETBALL KEY



The basketball key has a hoop and 3 balls. Access using the high-rise elevators to the 27<sup>th</sup> floor and climb 3 flights of stairs up to the 30<sup>th</sup> floor.

## BICYCLE STORAGE



Secure bicycle parking is available free of charge for Edison tenants use only, with access off the rear alley behind the building. Access using the mobile door access feature on the Aspen App.

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

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

Please note bicycles are not allowed in the lobby or elevators at any time.

## DOGS/DOG PATIO

The Edison is the first dog-friendly building in downtown Calgary. We appreciate how important - friends are to their owners and the benefits they can bring to a creative work culture.

If you would like your four-legged friend to join you at The Edison, please review and complete our [Dog Application and Policy](#).

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

## ASPEN CLUB

This premier offering of the Aspen Club is exclusively for the tenants of any Aspen Properties owned building 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. For more information, please visit [www.aspenproperties.ca/club](http://www.aspenproperties.ca/club).

# ACCOUNTING DETAILS

## ACCOUNTING CONTACT

Accounting inquiries can be directed to [ap@aspenproperties.ca](mailto:ap@aspenproperties.ca).

## RENTAL REMITTANCE

Aspen will send a onetime invoice for fixed charges (rent, operating costs and property taxes), these charges must be paid monthly. Additional invoices (maintenance requests, light bulb replacements, etc.) will be issued if there are changes during the year.

All charges are due on the first of each month. Electronic Funds Transfer (EFT) are payable to Palliser Square Properties Ltd., at Suite 1300, 112 – 4<sup>th</sup> Avenue SW, Calgary, AB T2P 0H3.

## OPERATING COSTS & PROPERTY TAXES

Budgets for The Edison are approved in the fourth quarter of the fiscal year. During budget preparation, anticipated operating costs and property taxes are estimated for the next calendar year.

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

Operating costs include general building services for cleaning, utilities, repairs/maintenance, elevators, security, building management, and taxes.

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

## GENERAL INFORMATION

### OUTGOING MAIL

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

### INCOMING MAIL

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

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

### COURIER DELIVERIES

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

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

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

### LOADING DOCK

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

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

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

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

### LEASING

Leasing inquiries can be directed to Andrew Dommett at 403.470.2847 or Gabby Lacombe, at 403.473.6790.

### STORAGE SPACE

Storage space is available on the 30<sup>th</sup> floor of The Edison. Contact Property Management for current rates and availability.

## TENANT INSURANCE

Please refer to your leasing agreement for details.

## ADDITIONAL SERVICES

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

JANITORIAL	
Additional services include fridge cleaning, carpet and furniture shampooing, dish washing, interior window cleaning and side light window cleaning	Quotes provided on an individual basis
SECURITY	
Additional suite keys	\$10.00 per key
Re-key of tenant suites	Quotes provided on an individual basis
Locksets: Latch bolts, dead bolts, and different types of cylinders and handsets are available in many styles to match door finishes	Quotes provided on an individual basis
Security access cards: replacement cards or cards not returned at the end of tenancy.	\$10.00 per card
Security officers (by the hour) for moves or special events	Quotes provided on an individual basis (3-hour minimum charge)
SIGNAGE – LANDLORD APPROVAL REQUIRED	
Lobby directory changes/additions	Contact Property Management
Tenant signage	Quotes provided on an individual basis
Common lobby directional signage - Multi-tenant floors	Quotes provided on an individual basis
MECHANICAL	
After hours/extended HVAC request (heating, ventilation, air conditioning)	Quotes provided on an individual basis
REPAIRS	
Ceiling tiles – standard materials only, labour charges additional	Quotes provided on an individual basis
Carpentry services, labour only, material additional – regular business hours	Quotes provided on an individual basis
Electrical/Plumbing services	Quotes provided on an individual basis
Miscellaneous maintenance	Quotes provided on an individual basis

## SMOKING

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

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

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

## BUILDING ACCESS CARDS

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

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

# BUILDING OPERATIONS

## HVAC

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

HVAC systems hours of operation:

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

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

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

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

## INDUCTION CLEANING

This takes place annually. During this cleaning, contractors will require access to your suite and we kindly ask that all furniture and personal items are moved at least 18 inches from the induction cabinets to enable access. Be reminded that this clearance should be maintained year-round to allow for access for both service and in case of an emergency.

## CONSTRUCTION RULES

For complete details of base building standards and finishes, please refer to the **Construction Rules and Regulations Manual**. This Manual can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under [Tenant Resources](#).

## RENOVATIONS

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

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

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

To discuss any construction related queries contact Property Management.

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

## NOISE

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

- Coring or drilling
- Welding
- The use of power actuated tools ( e.g.; ramset, hilti, or kangyo) or other explosive percussion or vibrating tools
- The use of paint machines
- All demolition
- External noise from radios

## ODOUR

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

- Lacquers
- Oil-based paints
- Enamel paints
- Lacquer-based contact cement
- Carpet glues
- Sealers
- Burning equipment
- Gas welders

Any questions pertaining to construction products, please contact the Operations Manager.

## PREFERRED CONTRACTORS

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

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

## ELEVATORS

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

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

**Passenger elevators cannot be used for any deliveries.**



## FREIGHT ELEVATOR BOOKINGS

**Freight Elevator Dimensions** Door 48" W Interior: 64"W x 99"D x140"H

Weight capacity 5,500 pounds

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

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

## LIGHTING

Most lighting in The Edison is controlled by the Building Management System (BMS). The BMS switches lighting on and off to coincide with operating hours.

To conserve energy, building lights are turned off during nonpeak hours. Manual light switches will operate lighting in tenant spaces after hours and will switch off after one hour.

Lights may be activated again by simply activating the light switch.

## LIGHT BULB REPLACEMENT

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

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

Submit a request through the Aspen App to have bulbs replaced.

## SUITE REPAIRS

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

## SUITE KEYS & LOCK CHANGES

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

Keys must be set to the floor and building master keys to ensure that housekeeping and emergency personnel can adequately access tenant spaces.

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

**Two office keys and two sets of washroom keys** will be provided at no charge at the start of your lease. Additional keys are \$10.00 each.

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

## FIRE ALARM SYSTEM

The Edison is equipped with a wet sprinkler system, pre-actioned sprinklers, as well as heat and smoke detectors within tenant spaces. There is a minimum of two fire alarm pull stations on every floor. Fire alarm systems are monitored 24 hours a day, 7 days per week.

## LIFE SAFETY SYSTEM

The emergency generator for The Edison operates the base building security system, security intercoms/speakers, fire alarm and life safety systems which include:

- Pull stations
- Alarm bells
- Emergency exit lighting
- Fire pumps
- Sprinkler alarms
- Smoke and heat detector alarms
- Fire department elevators and fire phones

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

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

Emergency phones are located in the elevator lobby on each floor. The phones are intended for emergency use by the Calgary Fire Department, tenants or other requiring assistance. 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. An analogue telephone line is also available to contact Aspen security at 403.263.4184.

## ELECTRICAL SYSTEM

The buildings are supplied by the City of Calgary's downtown electrical grid; the voltages available to our tenants are 600, 347, and 120 volts. Occasional fluctuations from the incoming voltage may occur because of issues with the grid and are beyond Aspen's control.

If you have any 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. Contact Aspen administration for more information.

## JANITORIAL SERVICES

Aspen provides a third-party janitorial service who is responsible for daily cleaning of office suites as well and all common areas, lobbies, washrooms, and the exteriors of The Edison.

For more information on janitorial services please contact your Property Management team.

### DESK AND COMPUTER CLEANING

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

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 must be reported to Aspen administration. Full carpet cleaning and carpet maintenance programs are Tenant's responsibility. For a preferred contractor contact your property management team.

### WASTE REMOVAL

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

Spillage from waste transfer should be cleaned immediately. Debris found outside of the containers will be cleaned by janitorial staff and any associated fees will be invoiced to the appropriate tenant.

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

For recommended disposal companies contact your Property Management team.

## HAZARDOUS MATERIALS

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

It is your company's legal responsibility to store any hazardous products in your premises safely 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 Safety Data 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 1.866.415.8690. Please safeguard the safety of your employees by ensuring that a Material Safety Data Sheet for all hazardous materials used in your premise is available.

## 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 us through the Aspen App for assistance.

## ELECTRONICS RECYCLING

We recycle any type of electronic device at our Loading Dock recycling area in The Edison. Lithium Ion, Small Sealed Lead Acid, rechargeable batteries and lithium primary batteries must be individually bagged or have their terminals covered with tape before they are recycled.

## RECYCLING

The Edison diverts over 250 metric tons of fiber paper products from the landfill each year. We encourage all tenants to participate and support this endeavor.

Paper products may be recycled in desk side boxes and larger communal recycling bins. It is not necessary to remove staples or paper clips from paper for recycling. However, the following should not be placed in recycling bins:

- Plastic
- Rubber bands
- Large metal fasteners
- Binder/Binding Cases
- Food Wrappers & Containers
- Carbon Paper
- Metal or Wood
- Used Tissue or Paper Towel
- Styrofoam/Glass

Recycling boxes **should not** be used for storage purposes. Paper placed in a recycling bin cannot be recovered. It is recommended to shred any sensitive information.

Beverage containers are collected for recycling; however, tenants may implement a program for their office.

## ORGANICS

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

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

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

## WINDOW CLEANING

Interior and exterior window cleaning is completed twice a year.

Sidelight windows in office premises are not cleaned by Aspen contractors. However, if you would like a quote, please contact your Property Management team.

# MOVING GUIDELINES

## BUILDING ENTRY/VACATING PREMISES

- All moves must take place outside regular business hours, (6:00 pm to 6:00 am Monday to Friday), or on weekends.
- **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. These forms can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under [Tenant Resources](#).
- The mover shall, at his sole expense, provide and maintain proof of insurance and WCB with the following requirements:
  - Certificate Holder: Aspen Properties (150 9 Avenue SW) Ltd., 1300, 112 – 4TH Avenue SW, Calgary, Alberta T2P 0H3.
  - A copy of liability insurance, naming “Aspen Properties Partnership 6”, “Aspen Property Management Limited Partnership”, “Aspen Properties (150 9 Avenue SW) GP Inc.”, Aspen Properties (150 9 Avenue SW) Ltd.”, “PSPIB-RE Partners Inc.” and “GMI Servicing Inc.” as additional named insured for the year ahead.
  - 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.
  - The certificate is to contain a waiver of subrogation again “Aspen Properties (150 9 Avenue SW) Ltd.” And “Aspen Property Management Limited Partnership”.
  - Certificate is to contain confirmation that the insurer will provide the Certificate Holder with 30 days notice of cancellation of the policy or of any material change in the policy.
  - Provide evidence of WCB registration and proof the account is in good standing for all trades accessing the site.
- Movers shall perform all services required to move the property of the Tenant as contracted by the Tenant. These services include pickup and transfer of the property to the appropriate location.
- Movers are to supervise all labor, materials, supplies and equipment necessary to perform the contracted services in an orderly, timely, and efficient manner.
- All moves and deliveries must be handled through the freight elevators.
- Each employee of the mover is required to have company identification on them in order to maintain access to the property.
- Padding and packing materials to safeguard the building from damages are required to protect floors, walls, and trim of the elevator.

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

## PERMITS

The contractor 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 a move is made. In addition, any damage to the building occurring during a move shall be repaired at the tenant's expense.

## PARKING

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

Parking is available on a month-to-month basis for a rate of \$500/month. For monthly parking inquiries or any other parking related questions, please contact a member of Property Management.

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

## AUTOMOBILE THEFTS

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



# SIGNAGE

## SUITE SIGNAGE

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

## ELECTRONIC DIRECTORY LISTINGS

Electronic directories are placed around The Edison with tenant's names, logos, and suite numbers. To update or change any information contact Aspen administration.

## COMMON LOBBY DIRECTORY SIGNAGE

Common lobby directory boards are provided for multi-tenant floors. Tenant's name and suite numbers will appear on the directory boards. Any changes to directory listings after the initial request are an additional cost to the tenant. Please contact Aspen administration for information and pricing.

# SECURITY

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

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

## SECURITY MANAGER

A full-time Security Life and Safety Manager is onsite to oversee, and coordinate security services. To discuss any security matters, please contact, Security Manager – Aspen Properties (GardaWorld) at, 403.781.8524 or email [aspensecuritymanager.ps@garda.ca](mailto:aspensecuritymanager.ps@garda.ca).

## FIRE AND LIFE SAFETY

Aspen produces a tenant Life Safety Manual that outlines fire, medical and bomb emergency procedures in detail. To request a copy please contact the Security Manager – Aspen Properties (GardaWorld) at, 403.781.8524 or email [aspensecuritymanager.ps@garda.com](mailto:aspensecuritymanager.ps@garda.com)

## SECURITY CLEARANCES

Security Clearances are used to authorize contractor's access to the The Edison. A security clearance must be submitted two business days in advance for Landlord approval. Security will not permit access or allow work to proceed unless approved Security Clearance is on file. A Security Clearance form is found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#).

## CONTACT INFORMATION

Aspen requires up-to-date contact information from each tenant. A tenant Contact information form must be completed /submitted to Aspen administration whenever there is a change in your organization. The **tenant contact information** form can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#).

## SOLICITATION

Solicitation is not permitted in The Edison. Please notify security at 403.781.8505 immediately if you notice a solicitor within the building.

## GRAFFITI

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

## INCIDENT REPORTS

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

## THEFT

Report any suspected thefts to Security and The Calgary Police Department.

## LOST AND FOUND

Report all lost items to Aspen security at 403.781.8505. Found items can be claimed at The Edison Concierge Desk or call 403.781.8505. Found items are logged and kept for 30 days, all unclaimed property, after that period, is set for disposal. Items found in The Edison should be brought to the Concierge desk in The Edison.

## BUILDING ACCESS CARDS

Building access cards are available to tenants to access The Edison after-hours and access certain restricted areas. Cards are issued free of charge, however lost/stolen cards incur a \$10.00 replacement fee. To request an access card please have your manager or authorized personal go to our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#). All access cards must have a photo attached before being released for use. Photos can be taken at The Edison concierge desk.

If an employee is terminated, their building access card should be cancelled immediately by submitting an **Access Card** request form from our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#).

## ELECTRONIC CARD READERS

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

## PREMISE SECURITY ALARMS

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

- Notify concierge/security if your office is scheduled to be closed when the rest of the building is scheduled to be open. Full floor tenants can request to be secured to allow only authorized elevator access to that floor.
- Offices are most vulnerable to thieves early in the morning, lunch hours, and right before closing. Encourage your employees to be aware of unfamiliar faces and to notify the appropriate person(s) within your organization of any concerns or to contact Security.
- Lock all doors and verify that they are properly locked when securing your premise at the end of the day. We recommend locking your suite entry door whenever the reception area is unmanned.
- Do not allow anyone to 'piggyback' into The Edison 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.

# EMERGENCY/BUILDING CONTACT INFORMATION

## EMERGENCY AGENCIES

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

## EMERGENCY SUPPORT SERVICES

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

## CRITICAL BUILDING PERSONNEL

FIRE & SAFETY DIRECTOR (DANA QUINN)	403-781-8516
DEPUTY FIRE & LIFE SAFETY DIRECTOR (MONICA SCHIWY)	403-781-8503
BUILDING SECURITY	403-781-8505
ALTERNATE CONTACT	403-263-4184

EMAIL [psqsecteam@aspenproperties.ca](mailto:psqsecteam@aspenproperties.ca)

## BUILDING OWNER & MANAGER

NAME:	ASPEN PROPERTIES (150 9 AVENUE SW) GP INC.
MAILING ADDRESS:	1300, 112 – 4 <sup>th</sup> Ave SW CALGARY, AB T2P 0H3
OFFICE PHONE:	403-216-2660
GENERAL MANAGER: Monica Schiwy	403-781-8503
EMAIL:	<a href="mailto:mschiwy@aspenproperties.ca">mschiwy@aspenproperties.ca</a>