

# TENANT HANDBOOK

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## PALLISER COMPLEX



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## INTRODUCTION

### Contents:

Aspen Properties has developed this handbook to provide tenants with information regarding building regulations, policies, operating procedures, contact details, tenant services, amenities, security information, emergency procedures, and other important building services.

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

## DISCLAIMER

Information in this handbook has been prepared to provide tenants with a convenient source of building information relevant to the Palliser Complex.

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

## ENVIRONMENTAL POLICY

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

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

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

We:

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

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

## ADMINISTRATION

### Aspen Administration Contacts

|   |  |
|---|--|
| General Inquiries:                                    | 403.216.2660 or <a href="mailto:apl@aspenproperties.ca">apl@aspenproperties.ca</a>                           |
| Website:  | <a href="http://www.aspenproperties.ca">www.aspenproperties.ca</a>   |
| Aspen Fax:  | 403.216.2661   |
| Property Manager:<br>Monica Schiwy                    | Phone: 403.781.8503<br>Email: <a href="mailto:mschiwy@aspenproperties.ca">mschiwy@aspenproperties.ca</a>     |
| Assistant Property Manager:<br>Kimberley Ferguson     | Phone: 403.781.8507<br>Email: <a href="mailto:kferguson@aspenproperties.ca">kferguson@aspenproperties.ca</a> |
| Property Administrator:<br>Debbie Carey               | Phone: 403.266.7183<br>Email: <a href="mailto:dcarey@aspenproperties.ca">dcarey@aspenproperties.ca</a>       |
| Operations Manager:<br>Dana Quinn                     | Phone: 403.781.8516<br>Email: <a href="mailto:dquinn@aspenproperties.ca">dquinn@aspenproperties.ca</a>       |
| Leasing Inquiries:<br>Andrew Dommett                  | Phone: 403.470.2847<br>Email: <a href="mailto:adommett@aspenproperties.ca">adommett@aspenproperties.ca</a>   |
| Gabby Lacombe   | Phone: 403.473.6790<br>Email: <a href="mailto:glacombe@aspenproperties.ca">glacombe@aspenproperties.ca</a>   |
| Aspen Security (24/7):<br>Aspen Security (EMERGENCY): | 403.781.8505<br>403.263.4184   |
| Impark:   | 403.299.7282 or <a href="https://www.impark.com">https://www.impark.com</a>                                  |

## Building Addresses

|  |   |   |
|--|---|---|
| Aspen Head Office<br>Suite 810<br>150 – 9th Avenue SW<br>Calgary, AB T2P 3H9 | Tower Centre East<br>115 – 9th Avenue SE<br>Calgary, AB T2G 0P5 | Tower Centre West<br>131 – 9th Avenue SW<br>Calgary, AB T2P 1K1 |
| Palliser One<br>125 – 9th Avenue SE<br>Calgary, AB T2G 0P6                   | Palliser South<br>140 – 10th Avenue SE<br>Calgary, AB T2G 0R1   | Palliser Annex<br>112 – 10th Ave SE<br>Calgary, AB T2G 0R1      |
| Calgary Tower<br>101 – 9th Avenue SW<br>Calgary, AB T2P 1J9                  | Loading Dock<br>120 – 10th Avenue SE<br>Calgary, AB T2G 0R1     |   |

## Building Hours

Palliser One, Palliser South, and Tower Centre operating hours

- Palliser One: 6:00 am to 6:00 pm Monday to Friday
- Palliser South: 6:00 am to 6:00 pm Monday to Friday
- Tower Centre East: 6:00 am to 11:00 pm Monday to Friday and 8:00 am to 11:00 pm Saturday & Sunday
- Tower Centre West: 6:00 am to 6:00 pm Monday to Friday and 8:00 am to 6:00 pm Saturday

Outside of these hours, a building access card is required to enter the premises.

The main loading dock is staffed for deliveries Monday to Friday 6:30 am to 3:00 pm.

## TENANT SERVICES

### Tenant Service Centre – GoAspen

All routine service requests are handled through our service centre at GoAspen.ca. Services include lighting, electrical, security, plumbing, air conditioning, heating, fire and life safety, housekeeping, shipping, and elevators.

Service requests can be submitted via:

- Phone: Local 403.310.GoAP (403.310.4627)  
Toll-free 1.866.91ASPEN (1.866.912.7736)
- Fax: 604.628.5971
- Email: [service@goaspen.ca](mailto:service@goaspen.ca)
- Website: [www.goaspen.ca](http://www.goaspen.ca)

### Safe Walk

Aspen provides a safe walk program for all tenants; please contact security at 403.781.8505 and security will escort you anywhere in the Palliser Complex including to your vehicle in the parkade, or to the nearest transit stop.

### eservus Concierge

Canada's first, and only, national online concierge service. Use eservus to purchase tickets to popular events and attractions, take advantage of the many discounts and access to great seats.

Items ordered from eservus are delivered/emailed to your workplace.

Monthly eservus newsletters are located at the concierge desks in Palliser South and Palliser One.



### 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 [facilities@pallisercomplex.com](mailto:facilities@pallisercomplex.com) to create an account on WPS / ePlan.



## AMENITIES

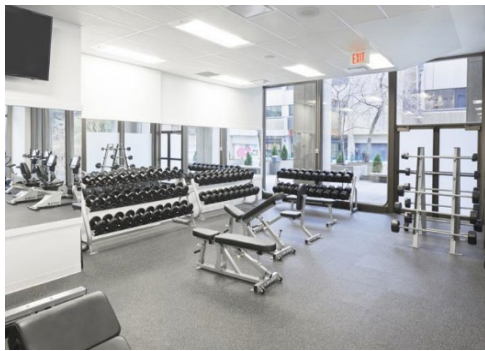
### Palliser Fitness Centre

Palliser Fitness Centre is located on the main floor of Palliser One in Suite 140, 125 – 9<sup>th</sup> Ave SE.

Memberships are exclusively offered to Palliser tenants. To register go to [www.aspenproperties.ca](http://www.aspenproperties.ca), complete the required forms found under [Tenant Resources](#), and send the completed documents to Palliser Fitness at [fitness@aspenproperties.ca](mailto:fitness@aspenproperties.ca).

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

Fee based services are offered to all tenants (Fitness Classes and Personal Training). Please contact [fitness@pallisercomplex.com](mailto:fitness@pallisercomplex.com) or 403.781.8521 for more information.



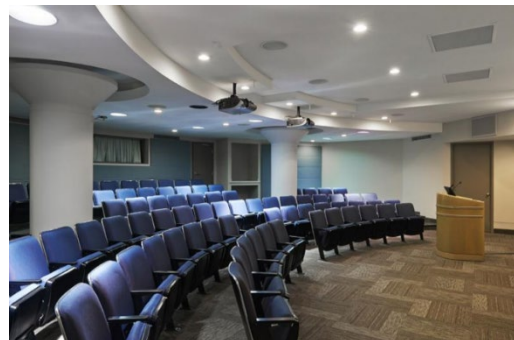
Hours of operation are:

- Monday to Friday 5:00 a.m. to 9:00 p.m.
- Saturdays & Statutory Holidays 5:00 a.m. to 4:00 p.m.
- Sundays Closed

Access into the Fitness Centre will cease at 8:00 p.m. Monday to Friday - users must vacate by 9:00 p.m. to allow for afterhours maintenance.

### Palliser Conference Centre

Palliser's Conference Centre is located on the 2nd floor of Tower Centre East, next to the +15, in suite 298, 115 – 9<sup>th</sup> Avenue SE.



The Conference Centre is a professional and convenient facility available exclusively to tenants of the Palliser Complex. It consists of 5 meeting rooms that vary in sizes, in-suite washrooms, and an amphitheatre with web conferencing. Bookings can be made online through Roomzilla at, <https://palliser.roomzilla.net/>.

The Palliser Conference Centre is equipped with base access card readers for tenant's convenience.

On the day of your booking, your base building access card will give those within your company access to the main door and room(s) booked for the duration of your booking.

Contact Aspen administration to inquire about booking a meeting room at [facilities@pallisercomplex.com](mailto:facilities@pallisercomplex.com).

## Roomzilla

To request access to book the Conference Centre and Patio go to <https://palliser.roomzilla.net/>. Once you receive a conformation email, please follow the prompts screen to set up your username and password. Email [facilities@pallisercomplex.com](mailto:facilities@pallisercomplex.com) for assistance.

## Palliser Patio/Prep Kitchen

The Palliser Patio is located on the 3rd floor of Tower Centre, across from the shipping and receiving area.



This tenant exclusive amenity can seat up to 90 people and has a standing capacity for 120 people. Tables, chairs, barbeque, an industrial grill, and a remote-controlled awning are included. The Palliser prep kitchen is fully stocked with biodegradable plates, bowls, cups and cutlery, which can be disposed of in our organic waste bins. Barbeque utensils, dishtowels, and other necessitates are also available.

To book your patio event, visit Roomzilla at <https://palliser.roomzilla.net/>

## Bike Share Program

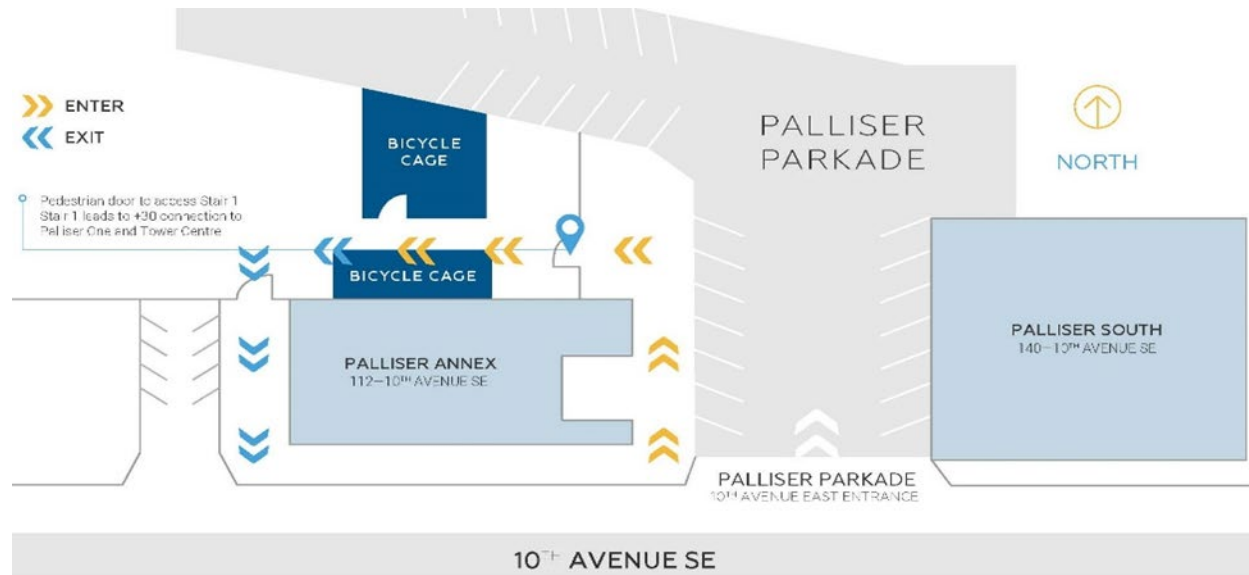
Located at Pallier South, our 1-speed cruiser bikes are equipped with Bluetooth rear-wheel locks that are controlled through the Bloom app and include GPS tracking capabilities. Bike features include anti-theft seats (seats are adjustable, but not removeable), back-pedal coaster brakes in addition to a hand brake, a built-in grip twist bell, and advanced compound airless tires that provide a smooth ride without ever having to worry about a flat tire.

Aspen bike share program lets tenants sign out bikes free of charge. Bikes are stationed in the secure Palliser bike cage, located off 10th Avenue and 1st SE. Bikes are available for use Monday through Friday (excluding holidays) from 8:00 a.m. to 4:00 p.m. May through October, or weather permitting.



## Bicycle Storage

The Palliser bicycle cages are a free of charge, fully covered, and secured facility for Palliser tenant use only; located adjacent to Palliser Annex on 10th Avenue. In addition, you will also have access to the 3rd floor shower rooms located off the +30 in Tower Centre East.



Sign up forms can be found at [www.aspenproperties.ca](http://www.aspenproperties.ca) under Tenant Resources. Once completed, email [facilities@pallisercomplex.com](mailto:facilities@pallisercomplex.com) to request access.

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

Alternative bike racks are provided by the City of Calgary and are available on a first come first served basis. These bike racks are in the following areas,

- Between Palliser Annex and Palliser South loading dock
- 1<sup>st</sup> Street SE and 10<sup>th</sup> avenue intersection
- 9<sup>th</sup> avenue in front of Palliser One

## 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 810, 150 – 9<sup>th</sup> Avenue SW, Calgary, AB T2P 3H9.

### Operating Costs & Property Taxes

Budgets for Palliser Complex 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, escalators, 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.

## MAIL

### Outgoing Mail

The Palliser Complex has two Canada Post mailboxes, one outside of Palliser One and one outside of Palliser South.

### Incoming Mail

**Tower Centre**, mail is delivered to the mailboxes located on the third floor.

**Palliser South**, mail is delivered to the mailboxes located on the main floor.

**Palliser One**, mail is delivered directly to suite.

New tenants will receive 2 mailbox keys from Aspen upon move-in.

### Courier Drop Box

A Fed-Ex drop box is located on the main floor of Tower Centre East for overnight courier service; Pick up time is 5:00 p.m. Monday to Friday. Domestic or international packages are accepted here.

Supplies are available at the drop box. **Do not** enclose cash or leave packages outside of the drop box. Fed-Ex or Aspen Properties are not responsible for packages not properly deposited into the drop box.

### 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 site. Contact Aspen administration for current rates and availability.

## TENANT INSURANCE

Please refer to your leasing agreement for details.

### Additional Services

The Palliser Complex 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 <a href="mailto:facilities@pallisercomplex.com">facilities@pallisercomplex.com</a> |
| 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   |

## RETAIL SERVICE INFORMATION

### Retail outlets:

|                                    |                     |              |
|------------------------------------|---------------------|--------------|
| Antoni Hairstylists                | 133, Tower Centre   | 403.262.4310 |
| Avis Rent a Car                    | 162, Tower Centre   | 403.269.6166 |
| Calgary Tower                      | 101, Calgary Tower  | 403.266.7171 |
| Event Network Gift Shop            | 101, Calgary Tower  | 403.266.7171 |
| Global News & Tobacco              | 178, Palliser One   | 403.264.0350 |
| Lunchbox Theatre                   | 160, Tower Centre   | 403.265.4292 |
| Maharajah East Indian Restaurant   | 163, Tower Centre   | 587.354.3337 |
| Palliser Dry Cleaning & Alteration | 171, Tower Centre   | 403.269.2914 |
| Ruth's Chris Steak House           | 294, Tower Centre   | 403.246.3636 |
| Sky360 Restaurant                  | 101, Calgary Tower  | 403.532.7966 |
| Tower Drugs                        | 137, Tower Centre   | 403.261.2006 |
| Vertigo Theatre                    | 161, Tower Centre   | 403.221.3707 |
| Waves Coffee                       | 110, Palliser South | 587.353.9283 |
| World Deli                         | 166, Tower Centre   | 403.269.7142 |

### Professional offices:

|                                     |                     |              |
|-------------------------------------|---------------------|--------------|
| Dr. K. Dave - Medical Care          | 438, Tower Centre   | 403.261.8859 |
| Dr. D. Galan - Dental Care          | 430, Tower Centre   | 403.265.3146 |
| Dr. V. Sharma - Dental Care         | 430, Tower Centre   | 403.262.3826 |
| Dr. I. H. Jadusingh, Medical Care   | 415, Tower Centre   | 403.299.0600 |
| Movement Sports Clinic              | 441, Tower Centre   | 587.318.1600 |
| Medical Laboratories - Medical Care | 415, Tower Centre   | 403.299.0600 |
| Innerchi Acupuncture - Medical Care | 433, Tower Centre   | 403.233.0498 |
| Tower Chiropractic & Massage        | 147, Palliser One   | 403.263.7477 |
| Tower Physiotherapy                 | 120, Palliser South | 403.262.2620 |

## BUILDING OPERATIONS

### Fire Alarm System

Palliser Complex 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 Palliser Complex 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

Stairwells in Palliser One are pressurized smoke control areas, all other buildings including the Calgary Tower are not pressurized.

Fire phones are located on every floor for emergency communication. Security intercoms are located throughout the Palliser Complex and parkade for additional emergency communication.

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 480/277 or 208/120 volts AC. 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.



## HVAC

The Palliser Complex is equipped with efficient heating, ventilation and air conditioning systems.

HVAC systems hours of operation:

**Palliser One:** 6:00 am to 6:00 pm Monday to Friday, excluding statutory holidays.

**Tower Centre:** 6:00 am to 6:00 pm Monday to Friday, apart from Levels 1 & 2, which operate from 8:00 am to 11:00 pm seven days a week.

**Palliser South and The Annex:** 6:00 am to 6:00 pm Monday to Friday, excluding statutory holidays.

To schedule extended HVAC services, contact [GoAspen.ca](http://GoAspen.ca) at least two business days prior to your request.

Indoor air quality testing is completed annually to ensure air in the Palliser Complex follows government standards.

Aspen makes every effort to provide tenants with a comfortable working environment. If you require adjustments to the temperature in your working area, please place a service request at [GoAspen.ca](http://GoAspen.ca).

## 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.

With any Contractor who is entering the Palliser Complex, they must have valid insurance and WCB. Requirements for a insurance certificate are detailed in the Construction Rules and Regulations Manual.

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

To discuss any construction related queries contact the Operations Manager.

**Fire Alarm Sprinkler Impairment and Security Clearance** forms must be completed prior to commencement date. You can find these forms on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under [Tenant Resources](#).

## 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 Palliser Complex. 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](#).

## Lighting

Most lighting in the Palliser Complex 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.

Contact [GoAspen.ca](http://GoAspen.ca) to have bulbs replaced.

## Courier Deliveries

Freight elevators are available for delivery of heavy goods, tenant moves, and couriers. Deliveries on dollies and/or handcarts must come through the loading dock and transported via freight elevator. The freight elevators cannot be locked off during business hours (6:00 a.m. to 6:00 p.m.). For more details please see the [Elevators](#) section referenced later in this document.

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

**Note:** All small routine daytime deliveries (stationary, couriers, coffee supplies, etc.) for Palliser One must go through the Tower Centre Loading Dock and must be taken down to the 2nd Floor of Tower Centre and across to the Freight Elevator in Palliser One.

Larger deliveries, i.e. furniture, must be scheduled after business hours (6:00 p.m. to 6:00 a.m.).

## Loading Docks

The main loading dock is located on the 3rd floor of Tower Centre; accessible by vehicle entering the Palliser Parkade through the 10th Avenue East entrance.

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 delivering may be ticketed/towed.

Aspen reserves the right to place time restrictions for deliveries at the loading dock. Carts and dollies are available for tenants to sign out at the loading dock during staffed hours.

The Loading Dock is staffed Monday to Friday from 6:30 a.m. to 3:00 p.m. After hours deliveries and moves must be arranged through Aspen administration.

**The maximum height of the loading dock is 10' 6".** Vehicles accessing the loading dock must enter from the east entrance on 10th avenue. The loading dock is located at **120 – 10th Avenue SE.**

## Loading Zone

A loading zone is located along 9th Avenue in front of Palliser One for quick deliveries and contractor access. Controlled by the City of Calgary there is a 20-minute time restriction for parking in this zone.

Due to weight restrictions and other structural issues, parking on any portion of the apron along 9th Avenue is strictly prohibited. Any vehicles found parked on the apron will be towed immediately.

## Pets

Pets are not permitted in the complex, however; Guide animals may be permitted with adequate documentation. To have a guide animal authorized, contact Aspen administration.

## Smoking

In accordance with Municipal and Provincial laws, smoking is prohibited in the interior of the Palliser Complex and 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.

## 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 Palliser Complex uses a sergeant 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 [GoAspen.ca](http://GoAspen.ca) to change cylinders or reset combinations on any locks within your premises, charges may apply.

## PASSENGER/FREIGHT ELEVATORS

Passenger elevators are not to be used for deliveries including dollies, heavy goods, and materials; freight elevators are to be used for all deliveries.

**Tower Centre** has six passenger elevators and one freight elevator. Three elevators in Tower Centre East and three in Tower Centre West, all elevators access floors one to eight.

**Palliser One** has eight passenger elevators and one freight elevator. Four elevators serve floors main to 14, and four elevators serve floors main, 15 to 27.

**Palliser South:** Palliser South has six passenger elevators. One dual use elevator is used as a freight and passenger elevator.

### Freight Elevators Dimensions

#### Tower Centre:

- 92" W X 78" D X 84" H
- Door opening 92" W X 84" H
- Weight capacity of 5,000 pounds

#### Tower Centre East:

- 162" W X 90" D X 116" H
- Door opening 116" W X 87" H
- Weight capacity of 5,000 pounds

#### Palliser One:

- 79" W X 63" D X 120" H
- Door opening 42" W X 95" H
- Weight capacity of 3,500 pounds

#### Palliser South:

- 81.5" W x 61" D x 101" H
- Door Opening 84" W x 42" H
- Weight capacity of 3,500 pounds

### Freight Elevator Booking

To book a freight elevator, complete an **Elevator Booking** form which can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under [Tenant Resources](#).

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

## JANITORIAL SERVICES

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

For more information on janitorial services please contact Aspen administration.

### 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 Aspen administration.

### Waste Removal

Janitorial staff remove garbage from waste receptacles only. Extra garbage should be tagged with a green garbage label for easy identification. Labels can be requested through [GoAspen.ca](http://GoAspen.ca).

Retail and restaurant waste/recycling must be brought by tenants to containers stored in the freight elevator lobbies on the main and second floor of Tower Centre.

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 Palliser Complex 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 recommend disposal companies contact Aspen administration.

## Grease Disposal

A grease disposal bin is available for used cooking oil; the bin is located on the exterior of the loading dock. Tenants are responsible for transferring waste to bin.

Guidelines for grease disposal:

- Deposit ONLY cooking oil into the container. The oil should be free of chemicals, garbage and excess water.
- Deposit HOT cooking oil. Cold oil will solidify on the deposit screen and clog it.
- Clean deposit screen and any spills immediately. Good housekeeping will keep our Palliser Complex free of odor and insects.

## 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 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 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 [GoAspen.ca](http://GoAspen.ca) for assistance.

## Electronics Recycling

We recycle any type of electronic device at our loading dock recycling area in Tower Centre. 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

Palliser Complex 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 Aspen administration.

## Window Cleaning

Aspen has an external contractor who is responsible for the cleaning of the interior and exterior windows in office suites, all exterior and common area windows. Window cleaning is scheduled to be completed twice a year.

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



## 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: Palliser Square Properties Ltd., 810, 150 – 9TH Avenue SW, Calgary, Alberta T2P 3H9.
  - A copy of liability insurance, naming “Palliser Square Properties Ltd.”, “Aspen Property Management Ltd.”, “PSPIB-RE Partners Inc.” and “Aspen Properties Partnership” 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.
  - 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

Palliser's Parkade is one of the largest parkades in Calgary and is operated by Impark. It is situated south of the Palliser Complex. The parkade is open 24 hours, seven days a week. There are three entry points into the parkade, one from 9th Avenue and two from 10th Avenue. With all vehicles exiting onto 10th Avenue, the parkade accommodates 1,400 vehicles, with 1,200 stalls that are covered and serviced with plug-in access.

Aspen security provides patrols within the parkade and are available to assist parkers 24 hours a day, by calling 403.781.8505, or by using the intercoms located throughout the Palliser Complex.

To report equipment problems, lighting issues etc. please contact [GoAspen.ca](http://GoAspen.ca). For parking queries or any other parking related questions, please contact Impark at, 403.299.7275.

### Height Restrictions

**The maximum vehicle clearance in the parkade is 6'4".** Most vehicles can enter the parkade without concern as long as they do not have ski racks, overhead bins, or other vehicle accessories. Please confirm the dimensions of your vehicle to prevent costly damage to your vehicle and sensitive equipment in the parkade.

### Tenant Validation Program

If you wish to subsidize your clients' parking, Impark has a validation program that allows tenants to pay for all or a portion of their client's parking fees. Impark can provide custom validation programs for your company to provide discounted parking for clients. Invoicing for this service is transacted monthly and is based on actual parking usage. For more details on the program, or to enroll, please contact Impark at, 403.299.7275.

### Types of Parking

**Reserved Monthly:** A designated stall that is preferentially located close to the elevators, made available 24 hours daily.

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

**Hourly:** Parking rate is based on duration of stay, charged at 30-minute increments to the daily maximum. An evening rate is available from 6:00 pm to 6:00 am.

### Monthly Parking

For monthly parking, application forms are available at [www.impark.com](http://www.impark.com), or visit their office located at 112 – 10th Avenue SE. A non-refundable fee is required for all permits, any lost/stolen access cards are subject to a replacement fee. Impark accepts all major forms of payment and require pre-authorized withdrawals for monthly parking contracts.

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

## **Parking Signage**

Impark provides signage free of charge to designated reserved stalls. The sign reads “Reserved 24 hours”. Customers who park in a reserved stall without proper identification are subject to fines and/or towing. For safety and security reasons, Impark does not personalize reserved signage.

## **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. Please notify Aspen security of any auto thefts occurring in the Palliser Complex.

## SIGNAGE

The Palliser Complex has a standard signage program in place to ensure a first-class appearance. Aspen administration will assist tenants with directory listings and suite signage.

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

### Suite Signage

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

### Directories

#### Electronic Directory Listings

Electronic directories are placed around the Palliser Complex 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.

## SECURITY

The Palliser Complex has security personnel on site 24 hours, seven days. The Security Control Centre is in the basement of Palliser One, 125 – 9th Avenue SE.

Building access systems are in place to secure the Palliser Complex after hours.

**Palliser One** is secured from 6:00 pm to 6:00 am Monday to Friday, and on weekends.

**Palliser South** is secured from 6:00 pm to 6:00 am Monday to Friday, and on weekends.

**Tower Centre** retail is secure from 11:00 pm to 6:00 am Monday to Friday and 6:00 pm to 8:00 am Saturday and Sunday

**Palliser Parkade** is accessible 24 hours daily.

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 provided to tenants. 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 Palliser Complex. 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** can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#).

## Solicitation

Solicitation is not permitted in the Palliser Complex. 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 Palliser Complex. Every effort is made to ensure sensitive messages (i.e.: racial, political, war related, etc.) are removed immediately. Please notify security or contact [GoAspen.ca](http://GoAspen.ca) if you notice graffiti in the Palliser Complex.

## Incident Reports

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

## Theft

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

## Lost and Found

Report all lost items to Aspen security at 403.781.8505. Found items can be claimed at the Palliser One 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 Palliser Complex should be brought to the security desk in Palliser One.

## Building Access Cards

Building access cards are available to tenants to access the Palliser Complex 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 Palliser One and Palliser South concierge desks.

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 Palliser Complex 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 Palliser Complex 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.