

# TENANT HANDBOOK

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333 – 11<sup>TH</sup> AVENUE SW



## INTRODUCTION

### Contents:

As a tenant of 333 – 11<sup>th</sup> Avenue SW, Aspen Properties is pleased to offer you our handbook. This is a reference guide to answer questions you may have about building regulations, policies and operating procedures.

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

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

## DISCLAIMER

Information in this handbook has been prepared to provide tenants with a convenient source of building information relevant to 333 – 11<sup>th</sup> Avenue SW.

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 in 333 – 11<sup>th</sup> Avenue SW. Copying or use for any other purpose is strictly prohibited.

## ADMINISTRATION

### 333 - 11th Avenue SW

333 – 11<sup>th</sup> Avenue SW is a 210, 465 square foot, 16 storey, B class office building situated off 11<sup>th</sup> Avenue and 4th Street SW. Located in Calgary's beltline, the property is conveniently one block south from plus 15 access.

Trendy 10<sup>th</sup> Avenue restaurants such as Craft Beer Market, National on 10th, Vintage Chophouse and Briggs Kitchen are a short walk away. Great meeting places for tenants such as Starbucks and Tim Hortons, both on 11<sup>th</sup> Avenue, are located moments from the complex.

The 333 – 11<sup>th</sup> Avenue Parkade includes 149 underground stalls, with a ramp located directly off 11<sup>th</sup> Avenue, three surface stalls and secure bike storage located behind the building.. The Parkade offers better than market parking ratios as well as easy access and egress routes from 11<sup>th</sup> and 12<sup>th</sup> Avenue.

## Aspen Administration Contacts

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

**Property Manager:** Phone: 403.781.8504  
Ciara Keane Email: [ckeane@aspenproperties.ca](mailto:ckeane@aspenproperties.ca)

**Assistant Property Manager:** Phone: 403.216.2241  
Clare Farry Email: [cfarry@aspenproperties.ca](mailto:cfarry@aspenproperties.ca)

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

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

**Aspen Security (24/7):**  
**Aspen Security (EMERGENCY):** 403.781.8505  
**Impark:** 403.263.4184  
403.299.7282

## Concierge Contact Information

333 – 11<sup>th</sup> Avenue SW  
Phone: 403.830.3379

## Building Addresses

Aspen Head Office Suite 810 150 – 9th Avenue SW Calgary, AB T2P 3H9	Building Address 333 – 11 <sup>th</sup> Avenue SW Calgary, AB T2R 1L9
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## Building Hours

333 – 11<sup>th</sup> Avenue SW is open to the public from 7:00 a.m. until 6:00 p.m., Monday to Friday. Outside of these hours a security access card is required to gain entrance to the property.

## TENANT SERVICES

### Tenant Service Centre – GoAspen

All routine service requests are handled efficiently through our [GoAspen](#) service centre including issues with lighting, electrical, security, plumbing, air conditioning, heating, fire and life safety, housekeeping, shipping, and elevators.

Service requests to [GoAspen](#) can be submitted via:

- Phone:           Local 403.310.GoAP (403.310.4627)  
                      Toll-free 1.866.912.ASPEN (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 in 333 – 11<sup>th</sup> Avenue SW. Contact security at 403.781.8505 to arrange your safe walk today. Security will escort you anywhere within 333 – 11<sup>th</sup> Avenue SW including to your vehicle, 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 and 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 333 – 11<sup>th</sup> Avenue SW.



### Bicycle Storage

A secure bicycle cage is available at the east end of 333 – 11<sup>th</sup> Avenue SW.

To sign up go to [www.aspenproperties.ca](http://www.aspenproperties.ca) to find the required forms under [Tenant Resources](#).

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

Bicycle parking is also available along 11<sup>th</sup> Avenue. These racks are provided by the City and are available on a first come, first served basis.

## Tenant Insurance

At the start of your lease and the beginning of each new insurance period, we require a copy of your insurance certificate in accordance with your lease agreement. You will be contacted by our insurance representative, [AspenTenantInsurance@marsh.com](mailto:AspenTenantInsurance@marsh.com)

Insurance requirements are:

- Certificate Holder: Aspen Properties (333 -11 Avenue) Ltd., 810, 150 – 9th Ave SW, Calgary, Alberta T2P 3H9
- A copy of liability insurance naming, Aspen Properties (333 Centre) GP Inc., PSPIB-RE Partners Inc., Aspen Properties Partnership 5, Aspen Property Management Ltd., and GMI Servicing Inc., as additional insured for the year ahead.
- 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.
- Additional requirements as stated in your lease agreement

## Rental Remittance

Prior to the beginning of each calendar year, Aspen will send an annual invoice for basic rent, operating costs and property taxes which must be paid monthly. An updated invoice will only be issued if there are changes during the year.

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

All charges are due on the first day of each month. Cheques are payable to Aspen Properties (333 – Centre) GP Inc. Alternatively, if you wish to pay by Electronic Funds Transfer (EFT), please contact [ap@aspenproperties.ca](mailto:ap@aspenproperties.ca)

## Accounting Contact

All accounting inquiries should be directed to email [ap@aspenproperties.ca](mailto:ap@aspenproperties.ca)

## Operating Costs & Property Taxes

Budgets for 333 – 11<sup>th</sup> Avenue SW are approved in the third quarter of the fiscal year, which runs from January to December annually. During budget preparation, anticipated operating costs and property taxes are estimated for the next calendar year.

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

Operating costs include, but are not limited to, general building services for cleaning, garbage removal, recycling, electricity, water, gas, repairs, maintenance, elevators, escalators, security, building management, taxes, and insurance.

Operating expenses are charged to tenants in accordance with their lease. Questions pertaining to operating costs and property taxes may be directed to [ap@aspenproperties.ca](mailto:ap@aspenproperties.ca)

## Mail

Mail is delivered to the mailboxes located on the ground floor of the building. New tenants will receive 1 mailbox key from Aspen upon move-in.

## Leasing

All leasing inquiries should be directed to:

Andrew Dommett, Leasing Manager, at 403.470.2848 or [adommett@aspenproperties.ca](mailto:adommett@aspenproperties.ca)

## Storage Space

Limited storage space is available at 333 – 11<sup>th</sup> Avenue SW. Contact [cfarry@aspenproperties.ca](mailto:cfarry@aspenproperties.ca) for current rates and availability.

## Additional Services

333 – 11<sup>th</sup> Avenue SW 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, additional 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 officer services (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 Aspen administration
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
Plumbing services	Quotes provided on an individual basis
Electrical services	Quotes provided on an individual basis
Miscellaneous maintenance	Quotes provided on an individual basis

## BUILDING OPERATIONS

### Fire Alarm System

333 – 11<sup>th</sup> Avenue SW is equipped with a wet sprinkler system, and pre-actioned sprinklers within tenant spaces, as well as heat and smoke detectors. There is a minimum of 2 fire alarm pull stations on every floor. Fire alarm systems are monitored 24 hours a day, 7 days per week.

### Life Safety System

There is an emergency generator for 333 – 11<sup>th</sup> Avenue SW that operates the base building security system, the fire alarm and the life safety systems including: pull stations, speakers and alarm bells, emergency lighting, exit lighting, fire pumps, sprinkler alarms, security intercoms, smoke and heat detector alarms, fire department elevators and fire phones.

Stairwells in 333 – 11<sup>th</sup> Avenue SW are non-pressurized smoke control areas. Red fire phones are located on every floor for emergency communication. In addition, security intercoms are located throughout 333 – 11<sup>th</sup> Avenue SW for additional emergency communication. These telephones are monitored 24 hours a day. Additionally, an analogue telephone line is available to contact Aspen security for emergencies or in the event that the digital telephone is inoperable, you can contact security at 403.263.4184.

### Electrical System

All electricity for 333 – 11<sup>th</sup> Avenue SW is supplied from the City of Calgary's downtown electrical grid. The voltages available to our tenants are 480/277 or 208/120 volts AC. There may be occasional fluctuations in the incoming voltage, because of issues with the grid. These fluctuations are beyond Aspen's control.

If you have sensitive electronic equipment, we recommend that you invest in an electrical protection device such as an uninterruptible power source (UPS) or surge protector.

Additional electrical outlets within your premises are available for installation for a fee. Please contact [GoAspen](#) for more information.

### HVAC

333 – 11<sup>th</sup> Avenue SW is equipped with an efficient heating, ventilation and air conditioning systems. Fresh air is drawn into the building and cleaned by a filtration system, then heated or cooled and humidified as required.

HVAC systems operate in 333 – 11<sup>th</sup> Avenue SW from 6:00 a.m. – 6:00 p.m. Monday through Friday, excluding statutory holidays.

Charges will apply for after-hours HVAC service. To schedule extended HVAC services, contact [GoAspen](#) 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 333 – 11<sup>th</sup> Avenue SW is in compliance with government standards. Any concerns over indoor air quality can be directed to [dgardin@aspenproperties.ca](mailto:dgardin@aspenproperties.ca)

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 at [GoAspen](#).

## 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 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 Randy Stewart, Chief Engineer at 403.508.5802 or email [rstewart@aspenproperties.ca](mailto:rstewart@aspenproperties.ca)

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

## Construction Rules

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

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

## Noise

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

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

## Odour

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

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

Any questions pertaining to construction products Please contact the Operations Supervisor.

## Preferred Contractors

Preferred contractors are trades pre-qualified to work in 333 – 11<sup>th</sup> Avenue SW. All contractors must have approval from Aspen before being authorized to work in the building.

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

## Lighting

To conserve energy, tenants should ensure that lights are turned off when not in use as there is no automation system in place to control lighting after hours. Manual light switches will operate lighting in tenant spaces after hours.

## Light Bulb Replacement

All standard fixtures (installed by the Landlord during construction), are maintained by Aspen. All nonstandard lighting (supplied by the tenant during construction), are maintained by the tenant.

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](#) and allow 24 hours 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 be transported via the freight elevator. The freight elevators cannot be locked off during business hours (7:00 a.m. to 6:00 p.m.). For all elevator information please see the [Elevators](#) section referenced later in this document.

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

## Loading Docks

The main loading dock is located on the east side of 333 – 11<sup>th</sup> Avenue SW.

Concierge is available for any loading dock requests. Please call 403.830.3379.

## Loading Zone

A loading zone is located along the front of 333 – 11<sup>th</sup> Avenue SW. Controlled by the City of Calgary, there is a 20-minute time restriction for parking in this zone.

## Pets

To promote the health of all building occupants, animals are prohibited in all interior and exterior areas of the 333 – 11<sup>th</sup> Avenue SW. Guide animals may be permitted with adequate documentation. To have a guide animal authorized, contact [GoAspen](#).

## Smoking

In accordance with Municipal and Provincial laws, smoking is prohibited anywhere in the interior of 333 – 11<sup>th</sup> Avenue SW. 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.

## Elevators

Elevator service in 333 – 11<sup>th</sup> Avenue SW is available 24 hours a day. A security access card is required for elevator access after hours (6:00 p.m. to 7:00 a.m.).

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

## Passenger Elevators

Passenger elevators cannot be used for any deliveries using dollies or delivering; heavy goods or materials. Freight elevators must be used for all deliveries.

## Freight Elevators Dimensions

### 333 – 11<sup>th</sup> Avenue SW:

- 79" W X 66" D X 120" H
- Door opening 42" W X 95" 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 7:00 a.m.	Available for major deliveries. Security Guard required.
	7:00 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. – 7:00 a.m.	Available for major deliveries. Security Guard required.
Saturdays, Sundays & Holidays		Available for major deliveries. Security Guard required.

## Suite Repairs

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

## Suite Keys & Lock Changes

333 – 11<sup>th</sup> Avenue SW uses a Sergeant master lock and key system that has its own key blank style, which prevents new/additional keys from being cut by any external locksmith. All suite entrance doors must adhere to this lock/key requirement as specified in the **Construction Manual**, which can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under [Tenant Resources](#). Keys must be keyed to the floor and building master key to ensure that housekeeping and emergency personnel can access tenant spaces.

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

**Five office keys and five washroom keys** will be provided at no charge at the commencement of your lease. Additional keys are \$25.00 each.

Contact [GoAspen](#) to change cylinders or reset combinations on any locks within your premises, charges will apply.

## JANITORIAL SERVICES

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

For more information on janitorial services please contact [ap@aspenproperties.ca](mailto:ap@aspenproperties.ca)

### Desk Cleaning

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

### Computer Cleaning

For security and safety reasons, janitorial staff have been instructed not to touch computers or other electronic equipment.

### Carpet Cleaning

Janitorial staff will remove small carpet stains that are easily eliminated. Large or difficult to remove stains should be reported to via GoAspen. Full carpet cleaning and carpet maintenance programs are the responsibility of the Tenant. For a preferred contractor contact [crooney@aspenproperties.ca](mailto:crooney@aspenproperties.ca)

### Waste Removal

Janitorial staff will 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](#).

Retail and restaurant waste/recycling must be brought by tenants to containers stored at the east side of 333 – 11<sup>th</sup> Avenue SW. 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.

### Window Cleaning

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

Sidelight windows in tenant offices are not cleaned by Aspen contractors. However, if you would like a quote please contact [cfarry@aspenproperties.ca](mailto:cfarry@aspenproperties.ca)

## Spring Cleaning

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

For large scale cleaning projects, tenants are asked to arrange additional commercial disposal bins to be brought on site, at the tenant's expense.

For recommended disposal companies contact [cfarry@aspenproperties.ca](mailto:cfarry@aspenproperties.ca)

## Recycling/Organics

333 – 11<sup>th</sup> Avenue operates a single stream recycling program for paper, plastics(#1-7), tin and aluminium, soft plastics, glass and flattened cardboard and an organics program for all organic items.

Desk recycling bins will not be emptied by our janitorial staff. All items should be placed in the large centralized recycling bin for removal. It is recommended that the Tenant shred any sensitive information.

Aspen will provide you with desk bins and a large kitchen bin for single stream recycling, as well as an organics bin in a centralized location, all of which will need to remain in your suite when you vacate.

## Cardboard

Cardboard boxes should be flattened prior to recycling. If you have a large volume of paper, or items unable to fit in the recycling bins, contact [GoAspen](#).

## Hazardous Materials

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

It is your company's legal responsibility to store any hazardous products safely in your premises and to ensure that they are disposed of in accordance with government regulations. Refer to your lease for additional environmental stipulations.

## JANITORIAL SERVICES

For a listing of licensed waste contractors, contact the Environmental Services Association of Alberta at 780.429.6363.

Material Data Safety Sheets detail the health risks and safety precautions associated with each hazardous material. This information is available from the Government of Alberta Department of Labour, Occupational Health and Safety Division at 403.297.2222. Please safeguard the safety of your employees by ensuring that a Material Safety Data Sheet for all hazardous materials used in your premise is available.

## TENANT MOVES

Aspen has implemented procedures to help your move run smoothly. We have created a checklist for tenants detailing a list of requirements prior to a move taking place. Tenant move in/move out checklists can be found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca) under [Tenant Resources](#). Additionally, to protect the respective concerns of 333 – 11<sup>th</sup> Avenue SW and your business, we have provided move specifications below.

### Moving Guidelines

#### Building Entry/Vacating Premises

- All moves must take place before or after the building business hours, which are from 7:00 p.m. to 6:00 a.m. Monday to Friday, or on weekends.
- The **Elevator Booking** and **Security Clearance** forms must be approved prior to any moves taking place. Failure to complete these forms may result in the move being halted by Security. 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 evidence of insurance with the following requirements:
  1. Certificate Holder: 333 – 11<sup>th</sup> Avenue SW, 810, 150 – 9TH Avenue SW, Calgary, Alberta T2P 3H9.
  2. A copy of liability insurance naming Aspen Properties (333 Centre) Limited Partnership, Aspen Properties (333 Centre) GP Inc., Aspen Property Management Ltd., and GMI Servicing Inc. as additional named insured for the year ahead.
  3. Comprehensive general liability insurance for not less than \$5,000,000.00 for death or injury to one or more persons and for property damage for each occurrence. We will accept general liability in addition to Umbrella Insurance, so long as the total amount is equal to \$5,000,000.00.
  4. Certificate is to contain confirmation that the insurer will provide the Certificate Holder with 30 days notice of cancellation of the policy or of any material change in the policy.
  5. Provide evidence of WCB registration and proof the account is in good standing for all trades accessing the site.

- Movers shall perform all services required to move the property of the tenant as contracted by the tenant. These services include pickup and transfer of the property to the appropriate location.
- Movers are to supervise all labor, materials, supplies and equipment necessary to perform the contracted services in an orderly, timely, and efficient manner.
- All moves and deliveries must be handled through the freight elevators.
- Each employee of the mover is required to have company identification with them in order to maintain access to the property.
- Padding and packing materials to safeguard the building from damages are required to protect floors, walls, and trim of the elevator.

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

### Permits

The mover shall, at their own expense, obtain and maintain any necessary permits, licenses, and/or other lawful authority required for affecting the movement, handling, and any other services to be performed, before the move commences. In addition, any damage to the building occurring during a move shall be repaired at the tenant's expense.

## SIGNAGE

333 – 11<sup>th</sup> Avenue SW has a standard signage program in place to ensure the first-class appearance of 333 – 11<sup>th</sup> Avenue SW. 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 on the exterior of 333 – 11<sup>th</sup> Avenue SW. Any signage found in the building that has not been approved by Aspen will be removed.

### Suite Signage

Tenants are responsible for their suite entrance signage. Aspen must provide final approval for any signage proposed to be installed. Aspen is pleased to coordinate signage on behalf of your company, if you wish. Please contact [GoAspen](#) for information and pricing.

### Directories

#### Electronic Directory Listings

There is an electronic directory located beside the concierge desk at 333 – 11<sup>th</sup> Avenue SW with tenant's names, logos, and suite numbers. To update or change any information on the directory contact [GoAspen](#).

## SECURITY

333 – 11<sup>th</sup> Avenue SW has security personnel on site from 8:00 a.m.- 9:00 p.m. to safeguard 333 – 11<sup>th</sup> Avenue SW.

A building access card reader system is in place to secure 333 – 11<sup>th</sup> Avenue SW after hours.

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 available to oversee and coordinate security services provided to tenants. To discuss any security matters, please contact Clare Farry Assistant Property Manager at, 403.216.2241 or email [cfarry@aspenproperties.ca](mailto:cfarry@aspenproperties.ca)

### Fire and Life Safety

Aspen produces a Tenant Life Safety Manual that outlines fire, medical and bomb threat emergency procedures in detail. To request a copy please contact [GoAspen](#).

### Security Clearances

Security Clearances are used to authorize a contractor's access into 333 – 11<sup>th</sup> Avenue SW and tenant office space. A clearance must be submitted two business days in advance for approval by Aspen. Security will not permit access or allow work to proceed unless an approved Security Clearance is on file. A Security Clearance form is found on our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#).

### Emergency/Security Contacts

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

## Solicitation

Solicitation is not permitted in 333 – 11<sup>th</sup> Avenue SW. Please notify security at 403.781.8505 immediately if you notice this activity within the building. When reporting, please include as much information as possible about the person's appearance and behavior. Security staff will locate the person soliciting and escort them off of the property.

## Graffiti

Aspen contracts with an external contractor to remove graffiti from 333 – 11<sup>th</sup> Avenue SW. Every effort is made to ensure that all graffiti is removed immediately. Please notify security or contact [GoAspen](#) if you notice graffiti at the 333 – 11<sup>th</sup> Avenue SW.

## Incident Reports

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

## 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 are logged, kept for 30 days, and may be claimed at the Concierge desk. After 30 days, all unclaimed property, will be disposed of. Items found in 333 – 11<sup>th</sup> Avenue SW should be brought to the concierge desk.

## Building Access Cards

Building access cards are provided to tenants to access 333 – 11<sup>th</sup> Avenue SW after hours and to 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 person for your company go to our website at [www.aspenproperties.ca](http://www.aspenproperties.ca), under [Tenant Resources](#).

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](#).

Please be advised that we require up to 48 hours notice or 2 business days, to complete the termination.

## Electronic Card Readers

333 – 11<sup>th</sup> Avenue SW maintains a secure electronic key system. This system is available to all tenants. To obtain a quote contact [GoAspen](#).

## 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 provides the following security reminders to help eliminate any unnecessary issues that may occur:

- Notify Security if your office is scheduled to be closed when the rest of the building is scheduled to be open. Full floor tenancies can be secured to allow only authorized elevator access to that floor.
- Offices are most vulnerable to thieves early in the morning, lunch hours, and right before closing. Encourage your employees to be aware of unfamiliar faces and to notify the appropriate person(s) within your organization of any concerns or to contact Security.
- Lock all doors and verify that they are properly locked when securing your premises 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 333 – 11<sup>th</sup> Avenue SW building via the main entrance, parkade or the elevator. 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.