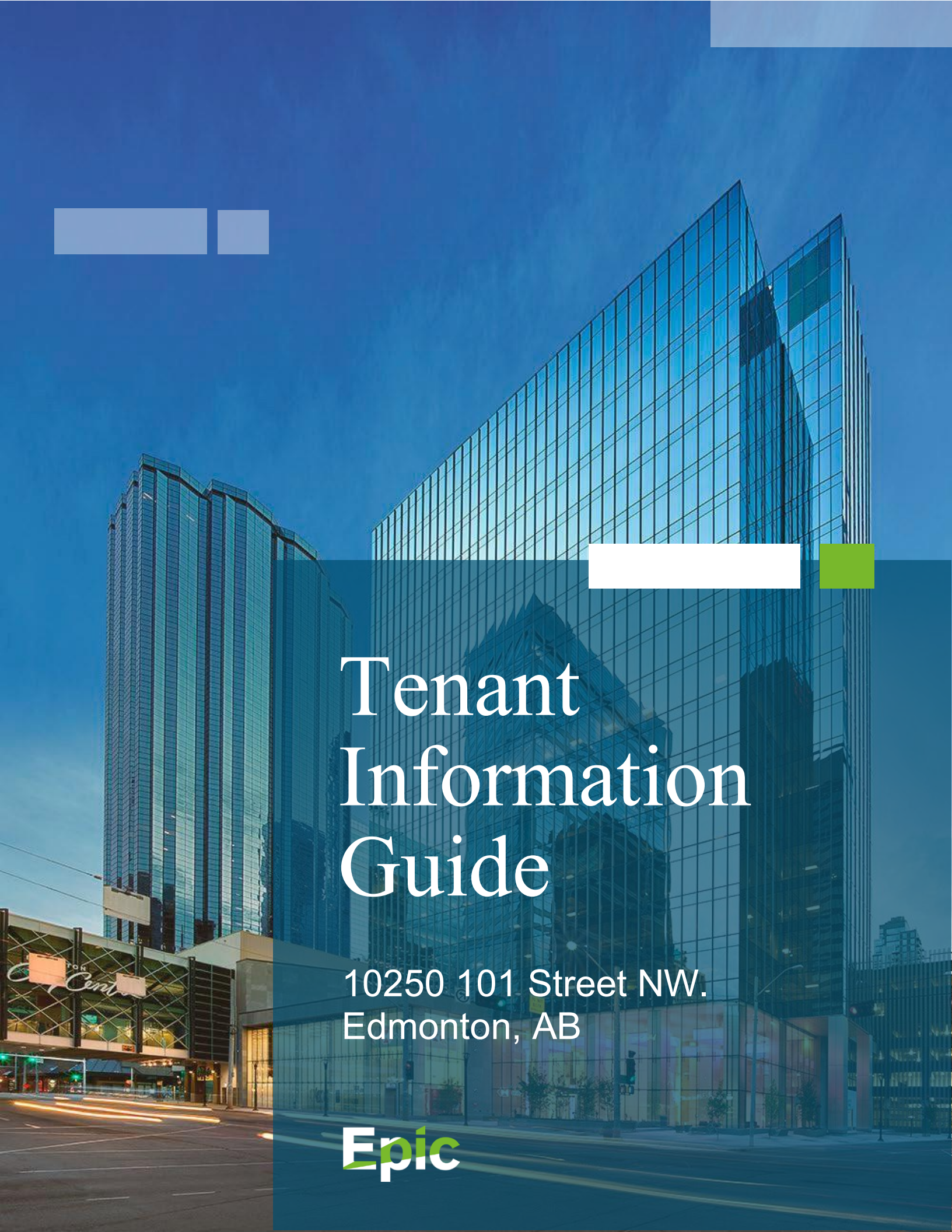


Tenant Information Guide

10250 101 Street NW.
Edmonton, AB

Epic

Welcome to 10250 101 St. NW.

On behalf of Epic Investment Services (Alberta) Inc., we welcome you to 10250 101 St. NW. This Tenant Information Manual is to assist you and your employees in becoming familiar with the building's features, amenities, operating procedures and the staff who provide these services for you.

Epic Investment Services is a fully integrated North American real estate platform. Having $14 billion in assets and 29+ million square feet of property under management, Epic operates from offices in Toronto, Montreal, Ottawa, Calgary, Edmonton and Vancouver. Epic is always alert to opportunities that add value to our tenants' experiences by working to beat industry benchmarks for performance, service and sustainability.

The building is located in the heart of downtown Edmonton at 10250 101 Street NW, Edmonton Alberta. It is 301,305 square feet "AA" class building. The building is a certified green building, with a Gold level of certification in the Leadership in Energy and Environmental Design (LEED), a Gold level of certification with WELL Building Standard which focuses on the health and wellness impacts on occupants and has a Platinum level of Wired Certification which is based on the digital infrastructure in the building.

Epic is committed to providing the best services throughout your tenancy and the Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the manual or regarding the building.

Craig Coleman, CPA, CA

Chief Executive Officer

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10250 101 Street NW. Website

A building website has been developed to provide you with information about building features and services, leasing, tenant manuals, tenant advisories, building service request forms and local area amenities.

www.10250-101street.com

310-Epic Service Requests

310-Epic is a call centre which operates 24 hours a day, 365 days a year. All requests for services and maintenance (including heating, cooling, cleaning, lighting, electrical, plumbing, locksmith services, general maintenance and building services) can be placed by calling 310-EPIC (3742)* or by visiting www.10250-101street.com

To register for an account please call 310-EPIC or email the Property Manager with your contact information and building address. Once an account has been created you will receive an automated email with your login information to access the tenant service system.

Any billable work will require authorization by the appropriate individual within your company. Each lease will contain specific information about services to be provided. If there are any questions with these services, please contact the Property Manager.

*You may be required to dial the area code.

Management Team and Office

Epic welcomes all questions, comments and feedback. Please refer to the contact information noted below, and we will aid, where possible.
Epic Investment Services (Alberta) Inc.
410, 10250 101 Street NW,
Edmonton AB, T5J 3P4

Our office hours and telephone/fax numbers are below:

Monday to Friday: 8:30am to 4:30pm

Telephone Number: 587-523-0383

Service Requests: 310-EPIC (3742)

Edmonton Property Management Team

Kevin Humphrys, Vice President, Real Estate Management 587-523-0385
khumphrys@epicis.com

Lindsay Syhlonk, Vice President, Leasing (Western Canada) 403-668-7205
lsyhlonk@epicis.com

Chris March, General Manager 587-415-9579
cmarch@epicis.com

Andrea Belanger, Senior Manager, Leasing 780-970-5164
abelanger@epicis.com

Cheryl Beach, Assistant Property Manager 587-635-5337
cbeach@epicis.com

Tanner Storoschuk, Security Supervisor 587-338-0283
tstoroschuk@epicis.com

Concierge 587-341-8413
101stconcierge@epicis.com
The Concierge Desk is located on the ground floor and staffed Monday to Friday 8:30am to 3:00pm

Justin Molzan, Building Operator 310-EPIC

Security Desk 780-203-2163

The Security Office is located on the ground floor and staffed 24/hour per day, 365/days per year

General Information

Building Hours of Operation

Monday to Friday..... 6:30am to 6:00pm

After Hours, Weekends and Holidays.....Restricted Access (Access cards only)

Statutory Holidays

- New Year's Day
- Good Friday
- Canada Day
- Labour Day
- Christmas Day
- Family Day
- Victoria Day
- Civic Holiday
- Thanksgiving Day
- Boxing Day

Tenants may operate Statutory Holidays or extended hours by obtaining access through their access cards. If HVAC systems are needed to operate after normal business hours, additional charges will be applicable, to arrange for this please call 310-Epic and provide a minimum of 24 hours notice.

Leasing Information

For information regarding additional office or retail space requirements, please contact the Leasing Manger listed under the Management Directory.
For information regarding additional storage in the building, please contact the Property Manger under the Management Directory who can provide you with applicable rates and space availability.

Emergency Numbers

Emergency – LIFE THREATENING OR EXTREME	**911**
Police Non-Emergency Complaint Line	**780-423-4567**

Hospitals

Grey Nuns Community Hospital	780-735-7000
Misericordia Community Hospital	780-735-2000
Royal Alexandra Hospital	780-735-4111
Stollery Children's Hospital	780-407-8822
University of Alberta Hospital	780-407-8822

Local Business Directory

For your convenience we have complied a category list of businesses located in and the surrounding area of the building, which may be of service to your company. If you have any questions or need assistance in booking attractions and/or reservations, please contact the Concierge under the Management Directory.

Attractions

Art Gallery of Alberta	780-425-5379
Grand Villa Casino	780-413-3178
Muttart Conservatory	780-496-8755
Rogers Place Arena	780 414-5483
Royal Alberta Museum	825-468-6000
Shaw Conference Centre	780-421-9797

Banks

ATB Financial	780-422-5132
BMO Bank of Montreal	780-428-7201
Canadian Imperial Bank of Commerce	780-429-7744
HSBC Bank	888-310-2722
National Bank	780-424-4771
RBC Royal Bank	780-448-6611
Servus Credit Union	780-496-2063
Scotiabank	780-488-7600
TD Canada Trust	780-448-8000

Courier Services

Mailbox Rental Company	780-421-7686
MC Dispatch	780-483-4611
Purolator	888-744-7123
The UPS Store	780-448-5898
Wheels Messenger Svc.	780-429-3833
FEDEX	

Food Services

Bar Bricco ($$$)	780-424-5588
Baijiu ($$)	780-421-7060
Bodega Tapas & Wine Bar ($$$) Boston	780-757-1114
Pizza ($$)	780-752-7423
Bottega 104 ($$$)	780-244-1290
Buco Pizzeria ($$$)	780-250 -2826
Bundok ($$$$)	780-420-0192
Chop Steakhouse & Bar ($$$) Corso 32	780-441-3075
($$$)	780-421-4622
CRAFT Beer Market Edmonton ($$) De	780-424-2337
Dutch ($$)	587-520-8841
DOSC ($$$)	780-540-0606
HAWELI Indian Kitchen & Bar ($$) I Love	780-421-8100
Sushi ($$)	780-428-0606
JOEY Bell Tower ($$)	780-990-5639
LUX Steakhouse & Bar 94 ($$$) OEB	780-424-0400
Breakfast Co. ($$)	587-520-0936
Rocky Mountain Icehouse ($$) Rostizado	780-424-3836
($$$)	780-761-0911
Sabor ($$$)	780-757-1114
Sunterra Market ($$)	780-426-3791
The Butternut Tree ($$$$)	780-760-2271
The Harvest Room ($$$)	780-424-5181
The Marc ($$$)	780-429-2828
Tzin Wine & Tapas ($$$) Uccellino ($$$)	780-428-8946
Urban Greek ($$)	780-426-0346
Woodwork ($$)	780-965-9965
	780-757-4100

Medical Services

DynaLIFE Medical Labs	
City Centre Dental	780-451-3702
Downtown Dental	780-422-3377
LASIK MD	587-316-9776
	780-702-2020

Miscellaneous

Accu-Search (Registy)	
MAC Insurance & Registry Passport Office	780-424-2340
	780-944-1204
	800-567-6868

Hotels

Chateau Lacombe Hotel	
Coast Edmonton Plaza Hotel Crash	
Hotel	780-428-6611
Delta Hotels by Marriot Edmonton	780-426-4811
	780-719-3807
	780-429-3900

Fairmont Hotel Macdonald	780-424-5181
JW Marriott Edmonton ICE District	780-784-7950
Matrix Hotel	780-429-2861
The Sutton Place Hotel Edmonton	780-428-7111
The Westin Edmonton	780-426-3636
Union Bank Inn	780-423-3600

Moving Companies

Allwest Furnishings Ltd.	800-232-7380
Burly Boz Moving & Storage	780-757-7808
Office Move Pro	780-482-0440

Postal Services

Canada Post (Located in Shoppers Drug Mart), Edmonton City Centre	780-655-2029
Canada Post Downtown Depot	780-944-3111
Mailbox Rental Company	780-421-7686

Taxi Services

Airport Taxi – Flat Rate Service	800-563-8287
Alberta Co-Op Taxi Line Ltd.	780-425-2525
Anytime Taxi	780-439-6655
Capital Taxi	780-426-2425
Edmonton Airport Taxi	780-417-7433
Yellow Cab	780-462-3456

Transportation

Avis Car Rental	780-448-0066
Budget Rental Car	780-448-2001
Edmonton Transit Service	780-442-5311
Enterprise Rent-A-Car	780-429-4883
Hertz	780-423-3431

Tenant and Building Services

The building offers a wide variety of amenities and building features for the exclusive use of our tenants listed and outlined below.

Concierge Service

The building offers a full on-site concierge that is located on the main floor and staffed from 8:30am to 3:00pm. Please reach out to the Concierge for all information regarding bookings for the Conference Centre, or anything else they can assist with.
101stconcierge@epicis.com or 587.341.8413.

Fitness Centre

The fitness centre is located on the second floor of the building. The fitness centre offers a multipurpose room with LiveX state of the art cardiovascular and weight training equipment. The fitness centre has a male, female and unisex change room with lockers, showers and towel service available. Please ensure that all items are removed from the lockers after each use. Any items that are left in the lockers will be discarded by management after 24 hours. Access cards can easily be programmed to provide access to the fitness centre within two business days of the waiver being signed.

https://www.wellnessliving.com/rs/catalog-view.html?k_business=372664&id_sale=1&k_id=1913278

Conference Centre

The conference centre is located on the second floor of the building and is comprised of three separate breakout rooms that can be combined to one large room. Each breakout room can accommodate roughly 22 people comfortably with a variety of layouts and combined can accommodate up to 80 people. Each breakout room is equipped with a laser projector and the latest audio-visual equipment. Tenants will be allocated “points” for the conference centre. These points will be provided based off the leased square footage within the building. Each time a conference room is booked these points will be deducted; points will not be deducted for last minute bookings. Tenant reservations can be conveniently made through the Visitt Portal or directly through the Concierge.

Bicycle Parking

Secured bicycle parking is located on the second level of the above ground parkade which offers easy and direct access to the second-floor fitness centre showers and towel service. There are lockers available within the Bicycle Parking room and items shall not be left in the lockers overnight. Any items left in the lockers will be discarded by management after 24 hours. The room is equipped with mechanic benches to repair your bike, and hooks to leave your bicycle locks overnight to prevent them from being left on the bicycle racks. Access cards can easily be programmed to provide access to the bicycle parking within two business days of fees being paid, and the waiver being signed and sent to the Property Management Office. https://hsbcplace.com/wp-content/uploads/2019/10/BicycleParkingandLockerRooms.pdf

Parking

The parkade consists of six levels of covered above ground parking, one level of uncovered above ground parking and two levels of underground parking. The entrance to the above ground parkade is South onto 103 Avenue and East onto 102 Street and the exit is North onto 103 Avenue and West onto 102 Street with a maximum height restriction of 6’6”. The entrance for the underground parkade is South onto 103 Avenue and East onto 102 Street, there is an overhead door on the left (East) with an access card reader, the same exit is used as the above ground parking with a maximum height restriction of 6’6”. Monthly parking is available for the above ground parkade and the underground parkade.

Precise ParkLink manages the monthly parkers, rates and the parkade. They can be contacted at 780-428-0007. Rates are subject to change.

Electric Vehicle Parking

There are seven electronic vehicle charging stations, three are located on the second level of the above ground parkade, and four are located on the third level of the above ground parkade. Once the vehicle is fully charged it must be removed within 30 minutes to allow for another vehicle to use the charging station. Payment is required for both the charging station and parking while being used. To connect to the charging station, use your SWTCH Mobile App or at SWTCH.

Retailers and Pedway Access

The building is directly connected on the main floor to a host of retailers at City Centre Mall https://edmontoncitycentre.com/ some which are listed in the local business directory above and Edmonton's climate controlled pedway system through the second floor. The pedway system is a 13-kilometer network of indoor walkways, connecting the building to LRT stations, and over 40 other downtown buildings. To see an updated list of the downtown pedway system visit https://www.edmonton.ca/sites/default/files/public-files/assets/PDF/DowntownPedwayMap.pdf

Public Transportation

Conveniently located on the southwest corner of 101 Street and 102 Avenue, the building is easily accessible to tenants and visitors. Indoor access to Churchill LRT station platform via the pedway is approximately a 6-minute walk (400 meters). Numerous Edmonton Transit bus stops are also located within a short walk (53 meters to 248 meters). For specific route information please visit https://www.edmonton.ca/edmonton-transit-system-ets.aspx

Signage

Office Signage

A building standard sign for the main lobby directory, elevator lobby and at premises entrance will be provided and installed by the Landlord through the Property Management Office upon move-in. For full-tenant floors all elevator lobby signage requires approval by the Property Management Office.

Please complete the signage request form for any changes to the initial signage installation, these changes will be at the Tenant's expense.

Retail Signage

Signage can be installed at the front of the retail premises to identify the business. This signage must comply with the building standard and will be the tenant's expense. All signage must be approved by the Landlord through the Property Manager prior to installation work. The signage must also comply with all by-laws, regulations and any governing authority and must be maintained by the tenant.

Tenants are not allowed to affix names, advertisements, sale signs or decals to the window or door of the retail premises. Special posters of sale signs professionally prepared and displayed in proper signage holders may be permitted if approved by the Landlord through the Property Management Office.

Common Area-Sign Holders

All sign holders that are placed throughout the common area and the point of entrance to the building are used exclusively for building advertisements, announcements and promotions. These are not to be used by any of the tenants and are for the exclusive use of 101250 101 St. Management.

Additional signage is not permitted to be installed, placed or affixed to anything throughout the common areas, building and/or windows.

Removal of Equipment from your Premise

To prevent unauthorized removal of material or equipment from the building please ensure that the Property Removal Authorization form is completed by the authorized tenant representative and provided to the authorized individual who will be removing the material or equipment. Security personal will request this form when materials or equipment is being removed from the building outside normal business hours.

Tower Washrooms

The common area washrooms are all individual, unisex, accessible washrooms. Each individual washroom is equipped with a fan that can eliminate odors and smells within 30 seconds. The fan can be activated by waving your hand in front of the switch. The fan will automatically shut off after 30 seconds of being activated, whether the washroom is still occupied or not.

Conduct in Common Area/Bicycle Use

Bicycles, skateboards, rollerblades etc. are not permitted within the common areas of the building.

Smoking Regulations

The building is a non-smoking building and property. The City of Edmonton's Public Places Bylaw does not permit smoking in public places: this includes tobacco, vaping and cannabis. Smoking is not permitted within a 10-meter radius of any doorways, windows and air intakes of buildings and patios, on a patio or bus stops.

Pets/Animals

Pets of any kind are not permitted within the building premises unless the pet is a qualified service dog.

Lost and Found

Lost and Found items can be turned in or claimed at the Security Office in the main lobby of the building. These items will be periodically donated or disposed of by the Property Management Office if not claimed within a certain period.

Courtesy Umbrellas

For your convenience on rainy days, Courtesy Umbrellas are available by visiting the concierge and signing one out with your access card.

Tenant Receptions & Events

Each premise is unique and designed to hold a maximum number of occupants based upon the size of the premises. The Building Management will ensure your event is in accordance with not only the building rules and regulations, but also local fire code guidelines.

If you are interested in hosting a company function within your suite or the Conference Centre such as large client reception, holiday party, or open house events etc. please review the checklist below.

- Provide a minimum of 48 hours notice prior to the Property Manager for all after hours tenant functions where food and drinks will be consumed to obtain Landlord approval through the Property Management Office.
- Written notice should include, event date, type, guidelines, time, security requirements and number of attendees. This will allow the Property Manger to make the security, cleaning and operations department aware of your gathering. The Landlord reserves the right to ensure that all events conform within the lease agreement.
- Tenant's must coordinate attendee escorts for afterhours access (6pm onwards) as the elevators will be on secure mode (access card required).
- Housekeeping services will need to be advised of your event as normal evening services may be impacted. Additional billable service requests may be required to clean up following your event.
- A service request must be placed via 310-EPIC to coordinate your afterhours lighting and HVAC requirements. Charges may be incurred.
- Serving alcohol at your event must be requested in advance by contacting the Property Manager. You must have a liquor license for private special events through AGLC at applying for liquor licences for private or special events. The permit holder is responsible for the safety and sobriety of people attending the event, as well as compliance with the act and regulations.

Barrier Free Accessibility

The building used the Barrier-Free Design Guide developed by the Barrier-Free Council of the Safety Codes Council, Safety Services. This Guide provided best practice design solutions for barrier free access throughout the building. The main floor entrance on 101 Street, and through the loading dock provide barrier-free access and one washroom on each floor is designed to accommodated accessibility requirements within the tower floors. If any issues arise regarding accessibility, Tenants and visitors are encouraged to inform the Property Management Office by email, phone or in person.

Mail Facilities

Mailboxes

Tenant mail will be delivered to the mailroom located next to the freight elevator on the main level. Mail is delivered by Canada Post at approximately 10:00am. Your mailbox number will be assigned to you by Property Management upon occupancy of your premises. **Mail must be addressed to your suite number and not the box number.** You will be provided with two (2) mailbox keys free of charge. Additional keys can be arranged for a minimal charge by contacting 310-Epic or www.10250-101street.com

It is the tenant responsibility to contact Canada Post to inform them of their assigned box number and change of address at 1-866-607-6301. Canada Post should also be contacted directly for any mail delivery delays or mail concerns.

Courier and Package Deliveries

Couriers may deliver packages to your suite within normal business hours provided the package can be delivered by hand. Oversized packages that require dollies and/or carts must be delivered outside of building hours. Arrangements can be made through the property management office at 101stconcierge@epicis.com or 587-341-8413.

Sustainability

Epic Investment Services believes that a commitment to sustainability is good for the environment, good for our tenants and good for our communities. Our goal is to help reduce environmental impacts, increase tenant comfort/satisfaction and reduce utility costs which translate into cost saving for tenants.

Our National Program focuses on six (6) core areas:

Energy and GHG Emissions

Epic is constantly working to improve energy efficiency, reduce operational costs and greenhouse gas emissions. We conduct regular energy audits, optimize energy usage, conduct preventative maintenance, and upgrade our systems to more energy efficient ones; such as, LED lighting.

Water

Epic strives to reduce the amount of water used in our buildings. We are working to use water efficient technologies such as low flow fixtures, sensors, optimize cooling towers, and design an exterior landscape that uses drought-resistant plants and low flow irrigation systems.

Waste

Epic conduct's annual waste audits and collect information on waste to landfill vs. recycle materials to help increase waste diversion at the property. Recycling program includes compost, battery, lamp, e-waste, and pallet recycling. All tenants are provided base bins upon moving in and our up-to-date bin signage.

Green Cleaning

Epic only use green cleaning suppliers and products to reduce environmental and health impacts.

Green Certifications

Epic has a strong history of leading in Green Certifications. By the end of 2019 100% of our commercial office properties will have LEED and/or Boma Best certifications. Green certifications help us manage all our key sustainability priorities to ensure our properties operate at optimal performance.

Sustainability Data

Epic uses the EPL Stream Platform to capture this important information, such as energy, water, waste adn GHG performance, which helps to increase operational efficiency and improve our sustainability performance. If you require this data for your own corporate reporting, let us know as we can help.

How to Get Involved

Create a green team with your employees to have a greater impact on overall environmental performance. By gathering a group of self-directed employees to take ownership of your local green team, you can make a big difference in incorporating the principles of sustainability across all your operations. Epic recommends the green team puts together a purchase policy for ENERGY STAR®-rated and environmentally friendly products for your office. This is one way to make a difference for the environment.

Sustainability-Focused Tenant Engagement

We're working hard to reduce our environmental impacts, improve health and well-being, and save on costs. In addition to hosting several "green" events and green team activities, we share with our tenants an electronic newsletter three times per years with different monthly themes to help you be #AlwaysSustainable at work and at home!

Ask your property manager for past editions to share with the employees or email as@epicis.com



Tenant Obligations

Financial Requirements

Rental payments are due and payable, without demand on the 1st of each month.

Payments for rent, and invoices must be addressed and made payable as shown below:

Epic Investment Services (Alberta) Inc.

ITF Albari Holdings Ltd.

410, 10250 101 Street NW,

Edmonton AB, T5J 3P4

Pre-Authorized Payment – Electronic Funds Transfer (EFT)

Using this method of payment funds will be automatically withdrawn from the specified bank account on the first of every month. To sign up for EFT please fill out the form at www.10250-101street.com after this has been sent to the Property Management Office allowing approximately 10 business days for this to be processed.

Wire Transfers

To send a wire transfer please contact the Property Manager listed under the Management Directory for the banking information and other information required to complete the transfer.

Tenant Insurance Requirements

Your lease includes a provision requiring that you take out and keep varying types of insurance for your premises in the building (please refer to your lease for details). At the beginning of your lease you will be asked to provide proof of your insurance certificate to the Property Management Office. This certificate must be provided after each renewal to keep our records current. The insurance certificate should be sent to the Property Administrator listed under the Management Directory.

The Landlord and the Property Management must be listed as additional insured on all policies as shown below.

Albari Holdings Ltd. c/o

Epic Investment Services (Alberta) Ltd.

410, 10250 101 Street NW

Edmonton AB, T5J 3P4

Building and Operating Systems

Elevators

Five tower passenger and one service elevator are equipped with one of the most advanced destination management systems called Agile. This is easy to use by selecting your desired floor on the touchscreen located outside the elevator. After selecting the floor, it will assign you an elevator number. Follow the directions on the screen to your assigned elevator and the elevator will automatically take you to your desired floor without making any other stops. Destination Dispatch decreases the total travel time and is an efficient way for your visitors, guests and staff to travel.

All elevators are equipped with security card readers providing access after normal business hours.

Freight Elevator

One fright elevator is available for moves between the second, main and concourse floor. Please contact the Tenant and Security Coordinator listed under the Management Directory to use the freight elevator.

For more information on deliveries, moves and usage of the service elevator go to Moving and Delivery Guidelines section of the manual.

HVAC

The Landlord will provide heating and air conditioning normally between the hours of 6:30am and 6:00pm (Building Hours), Monday to Friday. If tenants require HVAC systems outside of normal business hours, additional charges will be applicable, to arrange for this please call 310-Epic and provide a minimum of 24 hours' notice.

Temperature Control

Requests for temperature adjustments within your premises should be made by calling 310-EPIC or visiting www.10250-101street.com Requests for changes after hours must be authorized by the Tenant Representative and charges will be invoiced for service hours beyond those provided to you within your Lease.

Lighting

A lighting sweep program controls the building, and all lights will automatically turn off at 6:00pm. For your convenience after-hours and weekend/holidays lighting requests can be programmed by the Building Operator.

If you require bulbs, tubes and ballasts within the building or premises to be replaced, call 310-EPIC or visit www10250-101street.com to place a request with Building Maintenance. Standard fixtures will be replaced by the Operators for any specialty lights replacements will be charged.

Telecommunications

The building is outfitted with DAS (Distributed Antenna System) which provides seamless wireless coverage throughout the common areas and elevator.

The building has authorized the following companies to provide fibre optics, high-speed date, local telephones and long-distance services.

- Zayo
- Telus
- Bell Canada
- Rogers

Before formalizing any agreement with any of these types of service providers, please contact the Property Management Office for further direction.

Utility Service Access

Access to a floors mechanical, electrical or telephone room are not available except by prior arrangement with the Property Management Office and then only for specific authorized purposes. No dedicated tenant equipment will be permitted within these rooms without prior written approval from Property Management.

Housekeeping

The janitorial at the building is performed by an outside janitorial contractor and is administered by the Property Management Office.

Daytime cleaning is onsite between 7:00am and 6:00pm Monday through Friday, Saturday and Sunday between 10:00am and 6:00pm, excluding Statutory Holidays. The daytime staff ensure that the common areas and parkade at the building are kept clean and free of debris. If there are any concerns or issues with the cleanliness of these areas call 310-EPIC or www.hsbcplace.com for the daytime janitorial staff to be notified that it needs assistance.

In-suite janitorial is completed in the evenings after 6:00pm Monday through Friday, excluding Statutory Holidays. The janitorial staff have been instructed to lock all suite entrance doors upon leaving and not to open these doors for any person. They have also been instructed to leave internal doors as they find them, not move anything on desks or workspaces throughout the premises or recycle any desk or workspace recycling bins.

Nightly Services

- All tiled floors will be swept with a treated dust or microfibre mop.
- Floors to be spot washed as needed.
- Carpet traffic areas to be vacuumed.
- Office waste, recycling, organic receptacles will be emptied, and a new plastic liner inserted if needed.
- All refuse and recyclable material will be taken from floor central bins to a designated area in the building for disposal as required. **Desk recycling will not be removed by the janitorial staff, these need to be emptied into the central bins nightly by employees**.
- Horizontal surfaces will be dusted, and spot cleaned, i.e., tops of desks (cleared space only), window ledges, tables, chairs, and partition ledges weekly.
- Finger marks will be removed from door glass, partition wall glass and office partitions weekly.
- Internal staircases and landings to be thoroughly vacuumed and cleaned.
- Windows, partitions, walls and doors to be spot cleaned.

Scheduled Housekeeping Services

- Carpets to be vacuumed wall to wall weekly.
- High dusting of wall hangings, such as pictures, etc., tops of doors, high cabinets, high ledges will be done weekly.
- Glass tops will be completely damp wiped or washed to remove finger marks or other soil, as required.
- Telephone handsets sanitized once per week.
- Dusting of vertical surfaces, i.e., side of desks, chairs, tables, filing cabinets and equipment will be done monthly.
- Resilient floors to be spray buffed and/or recoated as needed.
- Air diffusers to be dusted monthly.
- Waste containers to be thoroughly cleaned as needed.
- Resilient floors to be scrubbed and refinished or stripped and refinished as needed.
- All chairs to be spot cleaned as needed and vacuumed monthly.
- Vinyl and leather furniture to be damp wiped monthly.
- Door kick plates to be polished monthly.
- All light fixtures within reach to be dusted quarterly.

Arrangements can be made for additional or more frequent services by contacting the Property Manager listed under the Management Directory.

Window Cleaning

Exterior windows will be cleaned two times a year, weather permitting. Interior windows will be cleaned once per year. Tenants will be notified in writing before interior window cleaning so that areas around the windows can be cleared.

Carpet Cleaning

Carpet cleaning will be completed once a year in each office tenant's space. Tenants will be notified in writing before so that areas under desks can be cleared.

Special Cleaning Services

Special cleaning services such as shampooing fabric furniture, and deep cleaning of specified upholstered or carped areas is available by calling 310-Epic or www.10250-101street.com Special cleaning services are contracted on a user-fee-basis and this cost must be approved by the authorized individual for the chargeback amount.

Recycling & Waste Program

Epic Investment Services has launched a national fulsome recycling program to divert increasing quantities of waste materials from landfills. All tenants are encouraged to participate in this program which not only protects the environment but helps reduce operating costs.

Building Management will provide:

- A recycling container for each workstation.
- A small waste bin for each workstation.

To obtain additional or replacement containers call 310-EPIC or www.10250-101street.com

Recyclable Materials

In below items can be recycled in the co-mixed recycling bin:

- Paper: Fax paper, photocopies, shredded paper, laser printout paper inter-office envelopes, window envelopes, post-it-notes, pressure sensitive stickers.
- Magazines, newspapers,
- Coated paper, brown paper, file folders.
- Wooden skids, plastic bottles and jugs, glass, metal cans.
- Plastic jugs with screw top lids or snap on lids.
- Mix containers, pop cans and bottles.

The below items can be recycling in the organics recycling bin:

- Food waste (including coffee grounds).
- Food soiled paper (coffee filters, cardboard food boxes, napkins, paper plates).
- Plants or grass.
- Certified compostable bags.

What is NOT Recyclable

- Styrofoam.
- Plastic straws and utensils.
- Plastic bags.

Electronic E-Waste Recycling Program

The building offers electronic e-waste recycling. To have any of the below items picked up, please contact 310-EPIC.

- Audio and video equipment.
- Cameras and radios.
- Cell phones, telephones, pagers PDA’s and answering machines.
- Computers and peripherals.
- Printing devices including copiers, scanners and printers.
- Fax Machines.
- Tuners.
- Television and DVD players.
- Video Projectors.

The building also assists with the disposal of used batteries and toner cartridges. Due to their hazardous nature, toner cartridges must be placed in their original or protective packaging prior to scheduled pick up. The same applies to any copier parts.

Cardboard Disposal

To dispose of cardboard please flatten all boxes and clearly label ready for disposal. Recycling labels can be obtained from the Management Office. These will be removed by the janitorial staff in the evenings and be recycled. If you accumulate many boxes during business hours, please call 310-EPIC.

Pest Control

Pest control services are provided to the common areas of the building on a monthly basis by an independent contractor. This service is provided after normal business hours and is included in the operating costs for the building. For further information regarding janitorial, special cleaning services, recycling, e-waste, cardboard disposal, window cleaning or pest control please contact the Property Management Office.

Security and Life Safety

Security

The security and safety of the tenants of the building is one of our highest management priorities. With this interest for your safety in mind, this section should be distributed to all employees within your organization.

Security Guard coverage is through an outside security contractor managed and is administered by the Property Management Office that provides trained personal to meet the needs of the building. Our Building Security is in the main lobby and coverage is 24 hours/day 365 days/year.

After-Hours Access

Access to the building is restricted to authorized persons and tenants only from 6:00pm until 6:00am weekdays, Weekends and Statutory Holidays.

Building access cards are provided to tenants upon leasing space by contacting the Property Management Office. It is the tenant's responsibility to arrange for the necessary access cards for all employees who may require access. There is no initial fee for supplying access cards, however for any lost, stolen, damaged or additional cards a replacement fee of $25.00 will apply subject to change.

Any required access card additions and/or deletions for the base building systems must be done by completing the Security Card Access Change Form and sending it to the Property Management Office. www.10250-101street.com

Arrangements need to be made and approved by the Property Manager to allow tradesmen to access or work in off-hours. Security Guards or building staff will not under any circumstances, open doors or permit access to any building areas except for the pre-authorized tradesmen limited to a specific area.

Duress/Panic Stations

Duress stations are located on every level of the above ground parkade beside the stairwell doors. Two duress stations are also located within the fitness centre. These duress stations are to be pushed if an employee or visitor feels that they are in immediate danger. Security and the alarm system will be notified that the duress station has been pushed and will assist immediately and notify police if needed by calling 911.

Safe Walk

Safe walk is available to the parking garage are available after normal business hours every day and may be arranged through the Security Guard located at the Security Desk or by telephone at 780-203-2162 This is a complimentary service although there may be minor delays in obtaining an escort if staff is temporarily unavailable, so we encourage you to schedule one ahead of time if you can.

Tenant Emergency Contact Information

Please provide the Property Management Office with an after-hours contact list containing the names and telephone numbers of individuals within your company who may authorize access to your suite after hours, and who can be contacted in case of emergencies and/or service outages during the off-hours. The form should be filled out and sent to the Property Management Office on an annual basis or whenever there are changes to keep records current. www.10250-101street.com

Tenant Locks and Alarms

All locks on premises doors must be keyed to the building master key system. Tenants will be supplied with a reasonable number of keys upon move-in and any additional keys throughout the tenancy will be at the expense of the tenant. Additional locks or security systems on the entrance of the premises will require prior written approval by the Property Management Office. Tenants will need to provide any passcodes to building staff in case of emergency and for cleaning purposes.

Premises Security Measures

Below are a few reminders to help avoid unnecessary loss and problems within your suite to keep your premises safe and secure.

- When securing your premises at the end of the business day, lock all doors and then verify that they are all properly locked. We recommend locking your suite entry door after 6:00pm even if people are working late.
- Do not leave wallets or handbags in clear view and coats should be hung in a coat closet.
- Laptop computers should be locked away when not in use and/or consideration should be made to securely fasten them to a desk.
- Keep all vault or safe combinations in a locked desk drawer.

Please notify Building Security and/or the Property Management Office if you notice a suspicious person loitering in or about your premises or if there are any security concerns within your premises.

Incident Reports

To record the details of any accident, theft or injury that occurs on the property, incident reports must be filed. Please notify Building Security as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your co-operation in answering any questions the building staff may have pertaining to the incident.

Theft

Please report any suspected theft to security personnel and the police department, no matter how small it may seem. The insurance policy of the building does not cover the theft of belongings for tenants, employees or visitors. Personal Property Insurance is the responsibility of each tenant.

Solicitation

Solicitation is not allowed in the building or on the building premises. Please notify Security immediately if you notice a solicitor within the building. Report as much specific information about the individual's personal appearance and behaviour as you can. Building staff will locate the person as quickly as possible and escort them off the premises.

For information in the Emergency Response Guide regarding Fire Procedures, Fire Warden Teams, Fire Drills, Bomb Threat Procedures, Threatening Call, Natural Gas leak etc. please contact the Property Management Office.

Moves & Renovations

Moving and Delivery Guidelines

These moving, and delivery guidelines have been developed to ensure a safe and efficient move. Please let us know how we can best assist you with your move. Below please find a summary of the key moving and delivery guidelines:

- Provide a minimum of 48 hours written notice to the move. Please include the date and time in your notice and all moving arrangements need to be okayed by the operations department. **Moves are scheduled on a first come, first served basis.**
- Moves may only occur on the weekends or after 6pm Monday to Friday.
- All moves, and deliveries must be handled through the freight elevator.
- The loading dock is the only building entrance permitted for moves and deliveries.
- The moving contractor must provide a certificate of insurance prior to the actual move and must be bonded and carry a minimum of $1 million combined single limit, property damage and public liability insurance.
- Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage.
- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
- Cover all floors traversed during the move with appropriate material.
- Your moving contractor is responsible for removing all garbage and bulky packing cartons.
- Fire corridors, exit doors, elevator, lobby, or hallway are not allowed to be blocked during the move.

Loading Dock/Service Elevator

The loading dock for the building is accessible via the 102 Street Parkade with an entrance from 102 Street at the round about.

The loading zones have a 30-minute time allocation Monday to Friday on a first come, first serve basis. Deliveries that require a longer time period must be arranged in advance through the Tenant and Security Coordinator listed under the Management Directory.

All deliveries are to be carried by one person must be brought in through the loading zone /service elevator facilities. Construction material, furniture deliveries and moves must be booked in advance through Property Management and are to occur outside of the normal business hours from 6:00pm and 6:30am. See above the moving and delivery guidelines.

To facilitate quick and efficient deliveries, please advise your vendors of the dimensions of the loading zone and freight elevator.

The loading zone floor must be protected by the installation of plywood for the delivery and/or installation of any demolition bins. Any damage sustained to the loading zone or any base building construction will be at the cost of the Tenant.

Loading Dock Restrictions: **Maximum Height**: 12’ 10” **Number of Bays**: 3

Service Elevator Dimensions			
Door Height	6’8”	Width	3’6”
Elevator Height	8’	Width	8’
Depth	9’	Maximum Capacity	1,590 KG

***Please see the Service Elevator & Loading Dock manual for further information**

http://hsbc.wpengine.com/wp-content/uploads/2019/09/HSBC-Place-Service-Elevator-Loading_092019-1.pdf

Renovations & Alterations

All contemplated changes to your leasehold improvements must be reviewed and approved by the Landlord through the Property Management Office prior to the commencement of construction. Please review the Tenant Design & Construction Manual for further information regarding alterations and renovations www.10250-101street.com. You can also contact the Property Manager under the Management Directory with any questions.

Contractor Access

All contractors that have been authorized to work will need to sign in with building security. They will obtain a contractor badge for security/identification purposes. Valid certificates of insurance and WCB are required by any contractor engaged in repair, maintaining and/or installation work at the property.

* The information in this manual is general and may differ from your lease agreement. In all cases your lease agreement takes precedent over this guide. The Landlord reserves the right to change anything outlined within this manual at anytime.