

January 2021

Tenant Information Guide

Centre 10

517 - 10 Avenue SW, Calgary AB

Epic Investment Services

1029 - 17th Avenue SW, Suite 200, Calgary, AB T2R 0A8

Phone 403.253.6950 Fax 403.258.0669

Epic

Table of Contents

Welcome to Centre 10	4
310-Epic Service Requests	5
Management Team and Office	6
Calgary Property Management Team	6
Building Information	7
Centre 10 Business Hours:	7
Main Floor Retail Tenants:	7
Statutory Holidays:	7
Rent Payment:	8
Mail Services:	8
Deliveries and Loading Dock Information:	8
Freight Elevator Bookings:	8
Storage Facilities:	10
Smoking Policy:	10
Animals and Birds:	10
Hay Policy:	10
Sign and Premises Identification Requests:	10
Centre 10 Interactive Directory Board:	10
Building Amenities	11
Parkade:	11
Tenant Parking:	11
Reserved Parking:	11
Short Stay Parking:	11
Off Hours:	11
Parking Regulations:	12
Parkade Ramp:	12
Bike Room and Bike Racks:	12
Fitness Centre:	13
Roof Top Terrace:	14
Eservus:	16
Centre 10 Security Information:	17
Hours of Service:	18

Tenant Information Guide

Lost and Found:	18
Personal Security Escorts:	18
Tenant Emergency Contact Sheet:	18
Mir3 Contact Sheet:	19
Security Access Cards:	19
Duress Alarm in Parkade Lobby:.....	19
Hazards and Risks (Safety Issue):	19
Tenant Services	20
Tenant Service Requests:	20
Garbage and Recycling Disposal - Office Tower:	21
Garbage and Recycling Disposal – Main Level:	22
Batteries and Lamp Waste:	22
Waste Tracking Submission Requirements/Form:.....	22
Cleaning Services:	23
HVAC - Heating, Ventilation and Air Conditioning:	23
Tenant Emergency Procedures	25
Tenant Premise Improvements:	26
Work Permits and Building Permits:	26
Construction Rules and Regulation:	27
Work Authorization Not Required If:	29
Forms	30
Tenant Contact Information	31
General Rules for Work Authorization	33
Epic Investment Services (Alberta) Inc. Asset Services Work Authorization Checklist.....	33
WORK AUTHORIZATIONS WILL NOT BE PROCESSED WITHOUT A COMPLETE SUBMISSION PACKAGE.....	35

Welcome to Centre 10

On behalf of Epic Investment Services (Alberta) Inc., we welcome you to Centre 10. This Tenant Information Guide 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, which includes its wholly owned subsidiary MDC Realty Advisors in the United States, is a fully integrated North American real estate platform. We are always alert to opportunities that add value to our tenants' experiences by working to beat industry benchmarks for performance, service and sustainability.

The Centre 10 Building is located in Calgary's Beltline area which is the second largest community in the city. It is strategically positioned one block to the downtown core via 4th street underpass, 3 blocks to LRT stations and ½ blocks to the +15 connection. The Plus 15 network connects the majority of Calgary's office towers and it is within walking distance of the Prince's Island Park, and all the major downtown hospitality, cultural, dining and shopping venues.

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.

Our property management team would be happy to assist you with any questions you may have regarding our policies and procedures outlined in these packages which are subject to change from time to time. The Epic Investment Services administration office is located at suite 200, 1029 17th Avenue SW Calgary.

Sincerely,



Melanie Matthews
Property Manager

310-Epic Service Requests

310-Epic (3742) is a call center 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.310epic.com.

To register for an account please call 310-EPIC or email centre10@epicinvestmentservices.com 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.

Management Team and Office

Our team of dedicated real estate professionals pride themselves on ensuring that your needs are met in a manner that consistently exceeds expectations. At Epic, we are 'Always On', seamlessly taking care of facilities, enabling you to focus exclusively on your core business.

Our team is always happy to help:

Epic Investment Services (Alberta) Inc.

200, 1029 – 17th Avenue SW
Calgary, AB T2T 0A9

Our office hours and telephone/fax numbers:

Monday to Friday: 8:00am to 4:30pm

Telephone Number: 403.253.6950

Service Requests: 310-EPIC (3742)

Fax Number: 403.258.0669

Calgary Property Management Team

Ken Dixon, AVP Real Estate Management 587.393.2774

kdixon@epicinvestmentservices.com

Lindsay Syhlonyk, Leasing Manager 403.668.7205

lsyhlonyk@epicinvestmentservices.com

Melanie Matthews, Property Manager 403.668.7214

mmatthews@epicinvestmentservices.com

Nikki Bosnak, Property Administrator 403.668.7204

nbosnak@epicinvestmentservices.com

Building Operator 310-EPIC (3742)

Centre10@epicinvestmentservices.com

Security Desk 587.955.6466

C10security@epicinvestmentservices.com

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

Building Information

Centre 10 Business Hours:

Monday to Friday	7:00 a.m. – 6:00 p.m.
Saturdays	8:00 a.m. – 1:00p.m.

*After regular office hours, floors 2 through 10 inclusive are locked and accessible by access card only. Our card access system allows individual floors to be uniquely programed for full floor tenancy by request to C10 Service.

Main Floor Retail Tenants:

Business Operates on their own implemented hours.

Statutory Holidays:

The Centre 10 Administration, Operations and Management Office is closed the following days:
(WITH ON CALL EMERGENCY SERVICE)

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Heritage Day

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

Full cleaning services will resume on the next workday following a Statutory holiday. Please advise the Property Administrator if your company's schedule is different from the building and if you will not require service on days other than STAT holidays (Boxing Day, additional closed days during the Holiday season, flex days during summer etc.).

Tenant Information Guide

Rent Payment:

Rent is due and payable on the first of every month. By using EFT (Pre-authorized Electronic Funds Transfer Program), all rent payments due under the Lease are made automatically on time. The EFT is an established process with recognized, chartered banks. It provides flexibility to you and is a secure way to ensure that the Landlord receives payments. If you wish to be set up on Electronic Fund Transfer, please contact apcalgary@epicinvestmentservices.com.

Mail Services:

The closest full service Post Offices are located on the ground floor of Banker's Hall within the Hallmark location, which is on 8th Avenue between 2nd and 3rd Streets SW.

For outgoing mail, there is a Canada Post mailbox on the corner of 4th Street and 11th Avenue SW.

Couriers are directed to each tenant's suite as ordered by individual tenants.

Incoming mail is delivered to mailboxes in the lobby of the Centre 10 Building.

Deliveries and Loading Dock Information:

Hours of operation are as follows:

Monday – Friday 7:00 a.m. – 6:00 p.m.

- The loading dock accommodates shipping and receiving for tenants in the Centre 10 Building. Access to the dock is off 4th street or 5th Street SW access from Lane way. Should you have any questions regarding access, please contact the C10 security at 587.955.6466 between 8:00 a.m. and 4:00 p.m.
- All deliveries must be received by the Tenant and moved directly to their premises or storage area. NO DELIVERIES ARE TO REMAIN ON THE DOCK
- Absolutely NO pallet jacks are to be used inside the building
- Pallets must not be left in the loading dock area; charges to remove will become a tenant chargeback.
- Delivery vehicles may park on the dock for a maximum of 30 minutes unless otherwise approved by security.
- Height of the loading dock is 13 feet

Freight Elevator Bookings:

Any tenant representative can book the freight elevator by visiting the Centre 10 security desk. Security can also be contacted via phone or email at c10security@epicinvestmentservices.com or 587.955.6466; a member from the Security team will be able to advise if there are conflicting bookings and/or to confirm your booking request.

Tenant Information Guide

To accommodate oversized loads, the freight elevator should be booked at least 1 business day in advance. Due to operational constraints, it is recommended that the freight elevator only be locked off between the hours of 7:00 p.m. to 7:00 a.m. and on weekends.

The freight elevators primary purpose is to support the transport of items not intended for the passenger elevators in the main elevator banks. As such, please refrain from transporting any items through the main elevators which could cause damage to the cars by way of scratching, denting, breaking or cracking mirrors.

There are to be no office moves, furniture deliveries, archive boxes, dolly's, etc. to be stored in or moved through the main lobby; these types of items should be transported through the freight elevator to the loading dock. Freight elevator access between the floors is usually available to all tenants during business hours without the need for an access card, however if you are loading to or from the loading dock then card access is required

In order to have the freight elevator's rear door open to the loading dock an access card must be used therefore this needs to be coordinated through security. Access to the freight elevator when moving items into the building and/or receiving deliveries must be done through the loading dock.

Once your reservation is booked and before you begin to use the freight elevator, a member of your team will visit the security desk to sign out a access card which will provide access to the freight elevator. Once your reserved time is up or when the use of the elevator is no longer required a member of your team will sign the access card back in with security. It is the user's responsibility to clean up the elevator after use. *A minimum service charge of \$50.00 will be applied if the elevator is not returned to its original state.*

The freight elevator unfortunately does not ascend to the penthouse level therefore if you need to move items to the penthouse level, please advise security and our operations team will hang elevator protection pads in the passenger elevator assigned for this purpose to prevent damage to the cab. While we are taking precautions to avoid damage to our elevators, we are unable to make this full proof, therefore if you are responsible for damaging the elevator or witness some mishap please report such to security immediately.

Dimensions of the freight elevator are as follows:

- Door – 84' x 42'
- Elevator Height – 108' (9ft)
- Depth – 73'
- Width – 65' 1/2"

Tenant Information Guide

Storage Facilities:

A variety of storage room facilities are available in underground parkade for the use of our tenants. Please contact the Property Manager for a quote on rates and space availability.

Smoking Policy:

Smoking is forbidden anywhere in the complex, including the underground parkade, roof top terrace and the loading dock. All Tenants and Visitors to Centre 10 must adhere to the LEED v4 O+M: Existing Building's Certification Requirements smoking policy which includes Tobacco, E-cigarettes, Cannabis and establishes a distance (7.5 meters) in which smoking will be prohibited from a doorway, window or air intake,. A designated smoking area can be found at the back of the building located on the South East corner of the building.

Animals and Birds:

The tenant shall not bring any animals (except dogs assisting the disabled) or birds within any part of the Lands or Building or Project without consent of the Landlord.

Hay Policy:

Centre 10 has a strict NO hay bale policy as the straw causes irritants to Centre 10 patrons that have allergies and gets into our ventilation system wreaking havoc with our HVAC system.

Sign and Premises Identification Requests:

Tenants must not erect affix or install any signs, letterings, or identification or promotional or other written materials visible from the exterior of the premises, building or project from any interior common area without Landlord prior written approval as to design material and method of installation. Centre 10 is a first-class office complex and painting of graphics (i.e.: seasonal cartoons) on the Main Floor windows is prohibited.

Centre 10 Interactive Directory Board:

All tenants at Center 10 have their business and floor number identified on our interactive directory board located in the main lobby. Also, the elevator lobby of each floor will display tenant name, suite number and directional arrows for all tenant premises on said floor.

If you wish to make changes or additions to the above types of signage please note the changes to the interactive directory can be made at no charge, but charges will prevail for changes to the elevator lobby signage. Please contact Centre 10 administration for further information or to request changes.

Building Amenities

Parkade:

Centre 10 has 7 levels of underground parking, including 206 short stay parking stalls, offering best in class parking availability, and is managed by Indigo Park. The parkade offers several tiers of parking that will accommodate most patrons parking requirements priced from \$350.00 to \$695.00 per month, please contact centre10@epicinvestmentservices.com for parking options.

Note: All rates are subject to change.

Tenant Parking:

While some tenant parking is part of lease agreements, we are open providing that space is available to increase or upgrade your parking commitment, please contact Property Manager to discuss. If individual employees wish to rent their own parking stall at Center 10 (outside of lease agreement) please contact Indigo Park directly at 403.296.1820.

Centre 10's overhead parkade entrance door is activated by approaching the parkade doors and it will open to allow vehicles to enter. To access the parkade during the off-hours, parkers will be required to scan their access card at the entrance to the parkade. Parkers will not be required to scan out, please exit as normal.

Reserved Parking:

All reserved stalls are indicated in each parkade. Please **do not** park in these stalls. Unauthorized vehicles may be ticketed and/or towed by the Calgary Parking Authority at the vehicle owner's expense.

Short Stay Parking:

Short stay parking will remain available to the public however should access be required during the off-hours, visitors will need to press the call button on the access control panel located in front of the parkade overhead door, this will then connect the visitor with onsite security and access will be granted via their control.

Off Hours:

- MONDAY TO FRIDAY 8:00 PM TO 6:00 AM (NEXT DAY)
- Weekends and Holidays 8:00 PM TO 8:00 AM (NEXT DAY)

Tenant Information Guide

Parking Regulations:

1. All vehicles, contents and valuables left on the property are left at the vehicle owner's own risk.
2. The building, its owner, employees, agents and contractors assume no responsibility for any lost or stolen property, or damage to property.
3. Any vehicle left for an extended period of time may be subject to being towed if the vehicle owner cannot be located and the vehicle is deemed to be abandoned.

Distribution of flyers, leaflets or advertising material in the parking lot is prohibited.

As a current tenant of the building, should you have any parking concerns you are welcome to contact the Indigo Offices and they will be happy to address your concerns or questions:

Operations or General Inquiries:

Fatima Serbout (403) 910-3703 fatima.serbout@group-indigo.com

Monthly Parking Concerns or Inquiries:

Maria Dye 403.910.3701 maria.dye@group-indigo.com

Parkade Ramp:

The parkade door operates on an underground loop which is triggered by metal detection. This garage door operates automatically when sufficient amount of metal, such as the metal from a car or truck, proceeds over said loop. Cyclist must always enter the parkade garage using their card access. The garage door is equipped with warning lights indicating that the door will be closing; please adhere to the warning lights and do not proceed by trying to beat the door by following in after a motorist, the metal content in a bicycle is not sufficient to re trigger the door. Please be advised that there is security camera monitoring the parkade garage door entrance and should an incident occur involving the malfunction of the parkade door due to user unsafe practices then charges if any to repair will be the responsibility of the offender, and parkade privileges may also be revoked. The ramp is quite steep and for safe entry we recommend that cyclist dismount and walk their bike down the ramp especially during inclement weather. The parkade ramp is not a pedestrian entrance or exit from the building and use of such for pedestrian access is prohibited.

Bike Room and Bike Racks:

Bike stalls are available to rent on an annual basis for Centre 10 tenants. The bike room is located on P1 Level of the parkade. Access to the bike room requires additional programming on an individual's access card. To receive access to the secure Bike Room, a Bike Storage Agreement must be in place. Please contact our Property Administrator to inquire about availability and rate.

Centre 10 is equipped with bicycle parking racks in the front of the building for tenant and visitor use. The bike stalls are not monitored or secured and the building, its owner, employees, agents and

Tenant Information Guide

contractors assume no responsibility for lost or stolen property, or damage to the property. It should be noted that these bicycles racks are subject to the same perils as all unsecured bike parking in the city and users of such take full responsibility for incidents surrounding the decisions to park their bicycle there.

Fitness Centre:

Centre 10 contains a Fitness Centre available for Authorized Tenant's use. The Fitness Centre is located on the First (1st) Floor and equipped with basic cardiovascular machines and strength stations. There are men's and women's change and shower facilities with lockers available for day use only while utilizing the fitness area.

Hours of Operations:

Weekday 6:00 A.M. to 10:00 P.M.

Weekends/ Holidays 8:00 A.M.to 8:00 P.M.

To obtain card access to the fitness center, individuals must sign a fitness waiver which may be retrieved at the main floor security desk. Tenants that wish to use the Fitness Centre need to agree to the Rules and Regulations of the facility for access. Once the waiver form is executed and returned to our security desk, security will then update your access card to include the Fitness Centre.

The rules governing the use of Centre 10 fitness center are as follows:

- The Fitness Centre is for the use of **AUTHORIZED TENANTS ONLY**. Friends and relatives are **NOT** permitted in this facility. Authorized Tenants are defined as those who have submitted a waiver to the Centre 10 Security and have Centre 10 Fitness Centre included on their card access.

NO OUTSIDE TRAINERS OR INSTRUCTORS ARE PERMITTED TO PROVIDE SERVICES IN THE FITNESS CENTRE.

- Each Tenant is responsible for controlling and monitoring access to the facility. Access cards are issued to the employees in the Centre 10 building only and they are not permitted to lend those access cards to non-employees. Please report any lost or stolen cards immediately.
- All persons using the fitness equipment must wipe it clean when finished using it with cleaning supplies provided. All equipment must be returned to the original rack(s) or area after each use
- Proper and clean gym attire (athletic shirt, shorts/pants, and closed toe athletic shoes) must be worn at all time in the Fitness area. No outside shoes are permitted.
- Food, glass containers and alcoholic beverages are not permitted in the Fitness area or change / shower rooms.
- Smoking is not permitted in in the Fitness area.

Tenant Information Guide

- The lockers are intended to be used by individuals while using the Fitness Centre. In the event that any locks are left on the lockers when individuals are not in the Fitness Centre they will be removed and all personal items will then be taken to security desk and treated as lost and found.
- All personal radios and other music equipment must be used with headphones.
- Use of mobile devices is strictly prohibited in the locker rooms. Mobile devices can be utilized on the Fitness Centre floor.
- Image capturing is not permitted in any location of the Fitness Centre.
- The Landlord and Property Management provider reserves the right to add, change or delete any rule or regulation herein contained and to change the method of operation to ensure maximum enjoyment of the Fitness Centre.

The Fitness Centre is for the enjoyment of all authorized Centre 10 Tenants and their employees. Please assist us in maintaining these facilities' cleanliness by disposing of all trash in the receptacles provided.

Please report any problems via Tenant Services www.310epic.com or email to: centre10@epicinvestmentservices.com

Anyone found to be in violation of any of these rules and regulations is subjected to have their fitness privileges revoked.

Roof Top Terrace:

Centre 10 offers a Roof Top Terrace available for Tenant's use and for the Tenant's invited guests during the times noted below in the Rules and Regulations. This Centre 10 amenity must be booked in the name of the Tenant with Tenant provided insurance and all required documents must be submitted for review and approval a minimum of 2 business days prior to the commencing of any event. The Roof Top Terrace is not intended for individual employee bookings and under no circumstances can the Roof Top Terrace be used as an extension of your leased premise. The Terrace is located on the penthouse level and is equipped with a barbeque grill, tables and chairs. Tenants who are wishing to use the barbeque grill and/or host a Private work-related function should contact Tenant Services at c10service@epicinvestmentservices.com.

Rules and Regulations

The Roof Top Terrace is open from mid-April to mid-October weather permitting, Monday to Friday and hours are from 7 a.m. to 6 p.m.

Usage of the Roof Top Terrace after business hours is prohibited with exception to private functions booked in advance and agreed upon with the Property Management Company.

1. Only the Tenant and invited guests are permitted to use the Roof Top Terrace on the event date. The Tenant will exercise appropriate caution to ensure that invited guests are met at the front entry to the building and are escorted to the Roof Top Terrace, as this is not a duty of security

Tenant Information Guide

personnel. The Tenant will make necessary arrangements to provide adequate security for the day of the event. Maximum capacity is 300 persons.

2. All costs and expenses in connection with the Tenant(s) use of the Roof Top Terrace are the sole responsibility of the undersigned.
3. **SMOKING AND CANDLES ARE PROHIBITED** on the Roof Top Terrace. This includes ALL common areas in the building.
4. The Tenant may decorate the Roof Top Terrace;
5. ALL decorations must be completely removed at the end of the event;
6. Items that may blow off the Roof Top Terrace and cause injury to any person below or surrounding property or Centre 10 property are prohibited;
7. Nails or tacks of any kind are not permitted. At no point may the Tenant use decorations that may cause structural damage to the building;
8. Absolutely NO hay bales are permitted anywhere in the building, including the Roof Top Terrace.
9. **GLASSWARE IS NOT PERMITTED** on the Roof Top Terrace during events. Food and beverages to/from the Roof Top Terrace are to be covered and well contained in the proper receptacles to avoid any spillage.
10. **ANIMALS ARE PROHIBITED** on the Roof Top Terrace; with exception of guide dogs.
11. **THE TENANT MUST TAKE CAUTION WHEN USING ANY PORTABLE COOKING DEVICES.** The BBQ provided on the Roof Top Terrace is natural gas.
12. **ALL TENANTS ARE TO FOLLOW THE BUILDING FIRE AND SAFETY INSTRUCTIONS PROVIDED BY THE PROPERTY MANAGEMENT COMPANY.** There is a Fire Extinguisher that is located on the Roof Top Terrace in the Event of an emergency.
13. **ALL TENANTS MUST** show respect for the Roof Top Terrace furniture and planters. Removal and rearranging of patio furniture or planters is **PROHIBITED**, unless arrangements are made in advance with the Property Management Company. All Tenants are required to maintain the level of cleanliness in which the Roof Top Terrace was provided on the day of the event.
14. Venturing outside the designated Roof Top Terrace area is **STRICTLY PROHIBITED**.
15. **ALL TENANTS MUST REPORT UNSAFE CONDITIONS ON THE ROOF TOP TERRACE.** Tenants may notify the Property Management Company Epic Investment Services. and can be reached through **TENANT SERVICES 310-EPIC** for Property Manager. In the event of emergency or immediate unsafe conditions please contact the **FRONT DESK SECURITY AT 587.955.6466**.
16. **ALL TENANTS MUST ADHERE TO THE CITY OF CALGARY BYLAWS REGARDING NOISE LEVEL.** All Tenants must be respectful of their neighbours.
17. **ALL TENANTS ARE RESPONSIBLE FOR OBTAINING PROPER AND ADEQUATE INSURANCE FOR THE COURSE OF THE EVENT.** All Tenants must provide the Property Manager with proof of proper licensing when hosting events where liquor will be served and/or consumed. Tenants are responsible for following the standard guidelines of the AGLC (Alberta

Tenant Information Guide

Gaming Liquor Commission) when serving alcohol to other Tenants and invited guests during the day of the event.

18. TENANTS ARE EXPECTED TO ENCOURAGE THEIR GUESTS TO BE RESPECTFUL OF ONE ANOTHER. Tenants are responsible for the behavior of their guests on the Roof Top Terrace and in any common area of the building.
19. LIABILITY OF THE USE OF THE ROOF TOP TERRACE AT OPB (CENTRE 10) INC. WILL BE THAT OF THE TENANT. The Landlord OPB (Centre 10) Inc., the Property Management Company Epic Investment Services ULC and/or any employees of Epic Investment Services ULC are not liable for the actions or behavior of the tenants and remove themselves from all liability for the personal belongings of those of the tenant including, but not limited to; lost or stolen items. Patrons agree to absolve the Property Managers and building owners of any and all liability arising from the Tenants use of the Roof Top Terrace and all related facilities surrounding.
20. TENANTS AGREE TO ADHERE TO THE RULES AND REGULATIONS OF THE ROOF TOP TERRACE AGREEMENT AT ALL TIMES; failure to do so, will resolve in a review by Epic Investment Services and the Property Manager. Furthermore, to this review may result in the termination of privileges to use the Roof Top Terrace in all future events indefinitely.

POSTED RULES MUST BE FOLLOWED AT ALL TIMES.

Eservus:

Centre 10 offers Eservus to individuals whereby tenant employees may purchase tickets to different events. Refer to their website at www.eservus.com for details on offers and prices.

Security

Centre 10 Security Information:

Centre 10 offers onsite 24 hours a day, 7 days a week security contracted with Canadian Corps of Commissionaires (Southern Alberta).

Security's direct phone number is 587.955.6466

In case of emergency, always call 911 first,
and then alert the C10 Security at
587.955.6466

The security desk is located on the Main Level of Centre 10 Office Tower. At most times there will be one guard at the desk with a second guard doing regular patrols of the common area(s) during business hours and up to two rounds in suite patrols during off hours. If for any reason there is no guard at desk, and immediate assistance is required please contact the security by one of the two mobile secondary numbers provided above.

Centre 10's Security officers are trained to provide and/or respond to but are not limited to some of the following:

- Emergency Response
- Medical and First Aid Emergencies
- Assisting Persons in Distress
- Loss Prevention
- Parkade Escorts
- Fire Alarms
- Undesirable Individuals
- General building Security
- Building Information and Directions
- Contractor Sign In & Sign Out (plus related responsibilities i.e. lock out tags)
- Freight Elevator Bookings
- Lost and Found
- Access Cards
- Camera Monitoring
- Communication with Tenants
- Locking and Unlocking the Building
- Fire Prevention
- Lost and Found

Tenant Information Guide

- Enforcement of Lease Provisions
- Mediate with Conflict Resolutions
- Tenant Alarm Response (first responder)
- Liaise with Police and Ambulance Departments

Here are some recommendations and measures to safeguard tenants and employee property:

- Keep your suite doors leading into the common areas closed at all times. The doors provide a fire/smoke separation (Fire Department requirement), and can provide a deterrent to undesirables entering your premises.
- Report thefts, threats, and suspicious or criminal activity to security immediately. Do the same for undesirables and suspicious persons.
- Check to see ID from service personnel on your floor.
- Report any lost or stolen access cards to the Security immediately so they can be voided.
- Ensure that your suite is always locked when no one is present.
- Instruct your receptionist to discourage persons from soliciting for funds. Many times, these persons are scouring the premises for later theft.
- Lock up laptops and other articles of value before you leave.

Hours of Service:

Centre 10's Security and Life Safety Department is staffed 24 hours a day, 7 days a week.

Lost and Found:

The C10 Security operates the Lost and Found Department. If you are missing an item or have a missing item, you may call the C10 Security for further instruction. Items will be held on site for 30 days.

After 30 days items that are valuable, such as passport, laptop and other equipment is turned over to CPS. Items that are not of value will be disposed.

In case of bank cards, credit cards owner will be contacted. If owner does not reply by the end of the day, then security will call the issuer to cancel, then they will cut them up and throw into the garbage.

Personal Security Escorts:

You may call our C10 Security at 587-955-6466 to request a guard to escort you to your vehicle. Please give the C10 Security ample time to send a guard to your location.

Tenant Emergency Contact Sheet:

In Section Seven of this package, please find the form named "Tenant Contact Information Sheet". Please fill out this form completely and return to the Landlord promptly via fax at 403.258.0669 or by email at centre10@epicinvestmentservices.com. This information is kept on file in case of any emergencies. Please also notify the Landlord of any changes to this information.

Tenant Information Guide

Mir3 Contact Sheet:

The MIR3 System is an emergency contact system. Please fill out the MIR3 Emergency Contact section of the Tenant Contact Information sheet at the back of this Tenant Information package and return to the C10 Security. Should you have any questions or updates, please contact our Property Administrator.

Security Access Cards:

Each tenant must have a designated "Access Card Administrator" (as identified in the Tenant Contact Information Sheet) who will be responsible for administering access cards to your staff. Tenants will be assessed a fee of \$25.00 for all lost replacement access cards as well as for any replacement of damaged cards due to misuse.

All access cards are programmed to have the basic general building access, plus access to their assigned suites and suite specific areas if so requested by the "Tenant Contact."

General building access includes front and back entrances on main floor, penthouse and parkade access.

Fitness Centre, Bike Room and Freight Elevator access requires special permissions discussed in separate sections of this Tenant Manual.

Each time a new employee is added to your Organization, a "Request for Security Access Card" can be requested from the C10 security at c10security@epicinvestmentservices.com.

An example of this form can be found in Section Seven "Forms" of this Tenant Information Package. Once the form has been completed please return finished copy to C10 Security for their records. The same applies when a card is lost or stolen or when an employee leaves or is terminated.

Between the hours of 6:00pm and 6:59am and at all times on weekends and statutory holidays, your Card Access card must be used for entry into the building.

Duress Alarm in Parkade Lobby:

Should there be any emergency situations occurring in the parkade, a duress button (located in each parkade elevator lobby) may be activated sending an alarm to the security's computer and phone. Security will then respond appropriately.

Hazards and Risks (Safety Issue):

Tenants must keep all the exit areas (includes stairwells) clear. There should be no materials which will create obstacles in any exit area, as fire exits must be clear, as per Fire Code.

Tenant Services

Tenant Services and Maintenance Requests: 310-EPIC (3742)

FOR EMERGENCIES ONLY, PLEASE CONTACT THE SECURITY AT 587.955.6466

Tenant Service Requests:

Epic Investment Services provides friendly and prompt one-call access for all of your building maintenance and service needs.

The Tenant Services line was designed to assist you with any questions or concerns you may have regarding the services that Epic provides and render you with a worry free, efficient office environment.

To access the tenant portal, please send email to: centre10@epicinvestmentservices.com, this allows tenants to place service requests such as light bulb replacement, heat adjustment and emergency cleaning. Your call will be entered into our web-enabled tracking system, dispatched to operations and will monitor request patterns assisting with preventative maintenance.

The Tenant Services Department operates 24 hours a day, 7 days a week and 365 days per year. Please note that requests called in between the hours of 4:00 p.m. and 8:00 a.m. weekdays and all day on weekends will be forwarded and dispatched by our C10 Security. In most cases unless rendered an emergency (i.e.: water infiltration, fire etc.) these calls will be deferred to next business day.

Our Operations department may be able to recommend contractors for your “Tenant Repairs” or, if time allows, may be able to in house complete small Tenant Repairs or arrange contractor repairs as an Additional Service at prevailing rates.

Epic Investment Services has a \$50.00 per hour fee plus 15% admin fee (prices subject to change) for all non-base building services that Tenants may require, for example:

- Light that is non-standard base building ceiling fluorescent
- Plumbing repairs to kitchen equipment
- Full floor tenancy washroom repairs
- Small furniture moves
- Hanging pictures

You may contact the Tenant Services Request Line for the following concerns:

- Heating and cooling
- General base building maintenance
- Common area cleanliness

Garbage and Recycling Disposal - Office Tower:

Epic Investment Services will ensure high standards with the current recycling program in the Centre. The program includes mixed recycling, cardboards, organics and electronic waste (spring and fall) E-drives. Each tenant identifies one employee to be the recycling champion and information regarding programs, updates, etc. is funneled to all employees through the recycling champion. All tenants are encouraged to participate in the program as it not only helps the environment, but also helps reduce operating costs and overhead.

Removal of garbage from tenant premises will be carried out daily Monday to Friday by our contracted janitorial staff. All waste receptacles from desks, lunchrooms, coffee stations, etc., will be emptied daily and brought down to the garbage room.

For routine removal of delivery boxes, please ensure all corrugated cardboard is flattened and bundled for disposal and either placed in the cardboard recycling bin in the garbage room main level or left in you premises clearly marked cardboard recycling.

For the mixed recycling program tenants and their employees are required to regularly transfer recyclable products to the larger zone recycling box placed in designated areas within each office as a central collection center for the individual recycling.

Paper that is deemed “confidential” is **excluded** from the general paper recycling program. It is the tenants’ responsibility to contact a separate confidential shredding/recycling/secured document storage contractor to manage their confidential recycling requirements. There are a variety of vendors that provide destruction/recycling and/or secure storage service in the City of Calgary, a few are listed below.

- Iron Mountain 800-327-8345
- Shred-It 800-69 SHRED (74733)
- Recall 888 RECALL6 (888-732-2556)
- Enviro-Shred 403-265- 7115

A secondary option for the handling of confidential documents is to purchase personal or office size shredding units. The shredded material can then be incorporated directly into the general paper-recycling stream.

Mixed recycling and Organics recycling is mandated by the City of Calgary and Centre 10 is equipped to handle these recyclable items. Tenant’s must provide central stations usually in kitchen/coffee areas whereby assigned receptacle are identified as recyclable by color coded bags used by our contracted janitorial, set in place November 1st, 2017.

Mixed Recyclables	- Clear Blue
Organics	- Brown Organic
Garbage	- Clear Bags

Tenant Information Guide

Should your particular container not accommodate waste or recycling materials on any given day please place items next to appropriate containers and use an SBS label to identify items as “garbage” or “recycling”. Labels are available from operations department on request.

Some Tenants wish to keep their refundable bottles. These items can be kept in red/orange colored bag which alerts our janitorial to not remove these recyclables.

For further information on the recycling program or any additional recycling questions please contact Tenant Services at www.310epic.com.

Garbage and Recycling Disposal – Main Level:

Tenants on the main level, while adhering to our garbage and recycling requirements, are responsible to dispose of such themselves or by their own custodial companies into appropriate bins in our garbage room on the main floor.

Batteries and Lamp Waste:

All tenants are encouraged to visit www.310epic.com to notify Building Operations to pick up non-rechargeable batteries and all non-base building lamps which will be stored and delivered to appropriate waste disposal center on a quarterly basis. (Tenants are required to track these items on waste tracking form).

Waste Tracking Submission Requirements/Form:

Some Tenants have programs whereby they contract for regular disposal of certain items, which Centre 10 would like to incorporate as part of building waste diversion program. In adherence with the LEED v4 O+M: Existing Building’s Certification Requirements, the Landlord would like to have a record of these different waste streams., therefore Building Management will send requests for this information on a quarterly basis (Please see section 7 “Forms” for an example of this form)

These items may include the following:

- Batteries
- Lamps – non base building
- Pens
- Secure Paper Shredding
- Beverage Containers
- Printer & Toner Cartridges
- Coffee Pods
- Miscellaneous Electronic Recycling not recycled during Landlord scheduled
- “E-Waste Recycling” events.
- Furniture
- Appliances
- Other -including Tenant renovation and fit outs (Please see section 7 “Forms” for an example of this form which can be requested via email at C10service@epicinvestmentservices.com when construction activities occur within your premise.

Tenant Information Guide

For further information on our paper recycling program or any additional recycling questions please contact Tenant Services at www.310epic.com.

Cleaning Services:

Frequent inspections of tenant areas are made by Epic Investment Services to monitor the quality of janitorial service. Management meets regularly with the contract-cleaning supervisors to assess performance and ensure our quality standards are maintained. If you have any comments or concerns regarding cleaning, please contact the Property Management. If you have an emergency clean or spill contact C10 Service at www.310epic.com and the day porter/matron will rapidly respond to address your concern.

Should you require any additional services above our building standard provision (for example, dishwashing, and special functions) please contact Property Management and we will endeavor to help with your concern (applicable charges may be assessed).

Our cleaning contractor services all tenant offices and common areas. The Building operates an evening in-suite cleaning service, Monday through Friday, except Statutory Holidays. Tenant office premises include all areas unless specifically secured and requested to be omitted. Common areas include rest rooms, main floor lobby, elevator lobbies, and corridors, stairwells, and all public areas. We have day porter/day matron from 8:00 AM – 4:00 PM to restock and refresh washrooms twice per day and to clean common areas and respond to emergency cleaning.

The Cleaning staff is instructed to lock all entrance doors and not to open these doors for any person. They have also been advised to leave internal doors as they find them.

If you have any comments or concerns regarding cleaning, please contact Tenant Services at www.310epic.com.

HVAC - Heating, Ventilation and Air Conditioning:

Please also note that the building's current design assists in providing a comfortable working temperature for a certain amount of time after HVAC systems have been turned off (Energy Efficient Glazing, Lighting Occupancy Sensors, High Efficiency Roofing). There are however a few pre-existing conditions that affect the buildings ability to maintain comfortable temperatures without HVAC systems being operational as such but not limited to:

- Orientation to the sun
- Outside air temperatures
- Wind conditions
- Relative humidity
- Floor plate occupancy
- Heat emitting equipment within the occupied space
- Building design and efficiency

Tenant Information Guide

For example: if you have the ability to re-arrange your office plan to accommodate employees whom are working after-hours to the North Eastern and Eastern elevations during a typical summer evening, one can expect the space to react differently in terms of the South and South West facing elevations that remain in direct contact with the sun. One will see moderate temperature increase vs. higher temperature increase to more exposed areas of the floorplate.

The building's heating: ventilation and air conditioning systems are operational from 6:00 am to 6:00 pm, Monday through Friday, and Saturdays 8:00AM - 1:00PM except Statutory Holidays. HVAC outside of these hours will be subject to a charge of \$65.00 per hour (subject to change), plus a 15% administration fee + GST and will require written authorization from the tenant contact, via tenant services, at least 24 hours before your request is needed. This allows time for the engineering staff to program the HVAC system.

With respect to the Tenants who require additional HVAC services outside of business hours, we ask that you consider the following to help offset additional energy consumption for the site:

- Which business units or departments are expected to be regular users of after-hours HVAC service?
- How many employees in those groups work the extra hours?
- Do the operating hours of the departments typically overlap?
- Is there an opportunity to reduce the after-hours activity without jeopardizing your operation?
- Is the service required, in consideration of the expected weather conditions, and for the amount of time employees are expected to be within the premise outside of business hours?

Our ultimate goal as your Landlord is to be able to perform at an efficient level with respect to energy use at the site. This goes hand in hand with our sustainable goals and commitments in reducing our overall carbon footprint.

Tenant Emergency Procedures

For All Emergencies Dial 911

Then contact the C10 Security at 587.955.6466

Please refer to the

TENANT FIRE ALARM & EVACUATION MANUAL

Tenant Construction

Tenant Premise Improvements:

Occasionally tenants may wish to perform Alterations and/or Work inside their premises after initial occupancy. It is recommended that the Tenant retain the Landlord’s base building mechanical, electrical and structural engineering consultants to ensure compatibility of the Building Systems regarding any alterations. The tenant may wish to use their own outside consultants to prepare necessary working drawings; however, the Landlord may elect to have an architect or engineer review said drawings for the purpose of approving the proposed alterations. The Tenant shall pay to the Landlord as Additional rent, on demand, the costs of the examination of the working drawings by either the Landlord or an outside consultant, should the tenant choose this option.

For your convenience, we have listed the structural, mechanical, and electrical base building engineers along with their contact information:

Nikolas Marsall-Moritz	Structural	Nmarsall-moriz@rjc.ca	O: (403) 283-5073 C: (403) 389-1940
Brad Currie	Electrical	bcurrie@smpeng.com	O: (403) 270-1494 C: (403) 620-2239
Brian Norrie	Mechanical	briann@tmpeng.ca	O: (403) 259-6707 C: (403) 451-8923

Work Permits and Building Permits:

Once a contractor has been selected, and at least 48 hours prior to the beginning of construction, we require that you submit a “Tenant Work Permit Request Form” to allow your move-in crews and any trades to work and be in the premises during construction. An example of the “Tenant Work Permit Request Form” is located in the “Forms” section of this Tenant Information Package. Please contact the Building Operations at **310-EPIC (3742)** or centre10@epicinvestmentservices.com to request the Tenant Work Permit Request Form and the rules and regulations for your contractor to review. Once completed, submit to the Building Operations at **310-EPIC (3742)** or centre10@epicinvestmentservices.com prior to any construction.

Please be sure to instruct all your site personnel and various trades on our security access procedures:

- All contractors (and all employees of such) are required to produce some form of government or corporate issued photo ID at the C10 Security located in the lobby of the building before entering Epic Investment Services properties or tenant premises. No COPIES will be accepted for this ID.

Tenant Information Guide

- All contractors MUST SIGN IN AND OUT at the Security Desk 24 hours a day.

Please be sure that you pass this important information on to the company/crew that will be arriving on site so there is no confusion in this regard.

Provide details of construction dates, construction trades and contact numbers. Any work restrictions should be indicated to ensure that security has full information and can act on your behalf.

Epic Investment Services must approve ALL renovations

A building permit issued by the City of Calgary is required for all alterations involving any demolition of walls, ceiling renovations and mechanical or electrical work. Copies of the permit drawings bearing the City Plans Examiner's stamp must be provided to the Property Management Office, along with a copy of the building permit, prior to construction.

Construction Rules and Regulation:

Any contractors working in Epic Investment Services managed buildings are required to have adequate insurance coverage including Worker's Compensation Board (WCB) clearance letter, Certificate of Insurance (COI) and liability coverage of no less than \$5 million in respect of any one occurrence. The Certificate must have the Building Owner and Property Management Company listed as an Additional Insured Party. Such coverage will include legal liability for bodily injury, death and property damage, and the supplier shall maintain such coverage during the duration of the project. The additionally insured information is to appear exactly as below:

OPB (Centre 10) Inc.
& Epic Investment Services (Alberta) Inc.

No work can commence until the above has been provided to the Property Management Office.

- Each day, all contractors must sign in at the Security Desk prior to commencing work and sign out after finishing work.
- No smoking is permitted in any of our managed buildings. Construction workers found smoking on the premises or on the floor will be dismissed from site.
- Construction personnel will use the freight elevator for transportation at all time and will adhere to the freight elevator booking procedure discussed in this manual.
- It is the responsibility of the contractor to dispose of all garbage and debris. If a garbage bin is required, arrangements can be made with the Property Management Office to place a bin at the loading dock. Contractors are able to have bins brought into the loading dock areas between 4:30pm – 7:00am only. Arrangements with Landlord must be made ahead of time and the bin must be picked up the next morning. Location for Contractor bins shall be arranged

Tenant Information Guide

through C10 Security or Building Operations. Contractors are responsible for keeping the areas around the bins clean. Garbage or debris shall not be transported through common areas during business hours. Garbage or debris shall not be left in common areas. The Landlord will invoice the Tenant's account for any clean up and/or damage that occurs

- The Landlord and Epic Investment Services Security are not responsible for any tools and/or other materials left on site. No material or debris is to be kept in public corridors or lobbies at any time. The Landlord will remove any materials found at the Tenant's expense
- Absolutely no work that causes emission of strong odors (millwork finishing, oil-based painting, concrete sealing) is permitted during business hours.
- The contractors are not permitted to cut or core any part of the base building without prior approval from management. If the work is deemed necessary and acceptable it will be subject to structural engineer approval and any such work will require x-ray inspection of the slab or structure prior to and after cutting or coring. All charges will be at contractor's expense and allowable times for completion of this work will be determined by Landlord with consideration for tenant below, thereby a minimum of 48 hours' notice is required.
- Contractor must obtain building management's permission prior to testing or the installation of any tie-ins to mechanical, electrical, plumbing, fire protection or life safety systems. All ties-ins are to be done by building approved contractors.
- All sprinkler system modifications must be approved by Landlord. After any modifications, the system must be tested with test certificate or NFPA (National Fire Protection Act) compliance letter, all charges associated with obtaining such including additional changes in order to achieve compliance certification will be at Tenant's sole expense.
- Notify the Security and/ or Building Operations of any activity that may affect the fire alarm system (i.e. welding, grinding or soldering) 48-hours in advance. A HOT WORK PERMIT is mandatory and can be obtained from the C10 security. In the event the Building Fire Alarm System is activated, (i.e. smoke detector, broken sprinkler head etc.) and it is deemed to be a false alarm due to Contractor/Sub-trades negligence, The Contractor/ Tenant will be charged \$1,000.00 for the false alarm. This is non-negotiable.
- A penalty of \$500 will be charged for fire alarms that are triggered as a result of your construction.
- Tenant must provide Landlord with air balancing report upon completion, if so required.
- Conduct all work in conformance with Occupational Health and Safety Codes/Standards and handle all hazardous materials as directed by WHMIS guidelines. A WHMIS billet of goods may be required before access to the premises is granted for certain materials.
- Your organization is to apply for all necessary permits and provide a copy of such to our office prior to construction. It is the Tenant's responsibility to have the premises inspected by city inspectors and to ensure all permits are closed at project completion.
- All work is to be undertaken by licensed and experienced commercial contractors.
- The contractors work to be carried out within the premise shall be from 6:00 pm – 6:00 am, Monday to Friday. Any work to be carried out at times other than those will require prior approval from Building Management. The Contractor must respect the right to neighboring Tenants.
- Noise must be kept to an absolute minimum; work that generates noise, emissions, dust or strong odours is restricted to 6:00 pm – 6:00 am Monday – Friday and weekends after 1:00 pm

Tenant Information Guide

on Saturday. Building Management will have the right to temporarily shut down work based on complaints received from neighboring tenants.

- Contractors requiring access to non-public areas or afterhours access to secure building areas will require a Security escort and the cost will be the responsibility of the Tenant.
- A site meeting is to be scheduled within one week prior to construction start date including our contractor(s) and our Operations Group. We will be able to review your schedule and make arrangements that will accommodate your construction schedule respecting building management requirements and tenant quiet enjoyment rights.

BUILDING OPERATIONS Phone: **310-EPIC (3742)**

C10 SECURITY Phone: **587.955.6466** email:

C10security@epicinvestmentservices.com

The above list captures the most frequently asked building rules applicable to construction projects at Center 10. Should circumstances prevail Landlord may impose any other building rules as required. If contractors have concerns or questions, please contact the building operations. Unless advised otherwise in writing, prior to commencement of the approved work it will construe that your organization has agreed to the rules outlined above.

Work Authorization Not Required If:

Repairs or alterations within your premise that are not connected to the building systems (HVAC, Electrical Plumbing or Life Safety), or that are not structural in nature. A Tenant Work Authorization is required if C10 Security is to provide access to your premise after hours.

Please note that security will not supervise your contractors whilst inside your premise.

Forms



Access Key Card Request Form

T: (587) 955.6466

E: c10security@epicinvestmentservices.com

Name	<input type="text"/>	Phone	<input type="text"/>
Title	<input type="text"/>	Ext.	<input type="text"/>
Declaration			
<i>I hereby acknowledge that the information I have supplied is correct and that I have read and understand the following conditions of use, and will abide by those conditions:</i>			
<ul style="list-style-type: none"> • That the card is for my personal use and cannot be given to others • That should I mis-use the card, I will forfeit the card and any access it grants • That I will produce the card, and/or surrender it, at any time if requested by Epic. • That if I lose the card I will immediately report the loss to Security • That I will return the card to the issuing company or Centre 10 Security when it is no longer being used 			
<input type="text"/>		<input type="text"/>	
Signature		Date	
Are You?	Staff <input type="checkbox"/>	Visitor <input type="checkbox"/>	Trade/Contractor <input type="checkbox"/>

Card Details	
New Card	<input type="checkbox"/> Card No. <input type="text"/>
Replacement Card	<input type="checkbox"/> Original Card No. <input type="text"/>
Replacement Card Due To:	
Lost <input type="checkbox"/>	Damaged <input type="checkbox"/> Malfunction <input type="checkbox"/> Other <input type="checkbox"/>
Access Required	Department Approval and Contract
New or Existing Cards Only	
Replacement card access will be as per original card	
Access Level	<input type="text"/>
Start	<input type="text"/>
Date	Time
End	<input type="text"/>
Date	Time
Tenant Contact:	<input type="text"/>
Name	<input type="text"/>
Signature	Date
Company	<input type="text"/>
Email	<input type="text"/>
Phone No.	<input type="text"/>
Ext.	<input type="text"/>

A \$25.00 fine will be charged for replacement cards if a tenant's card is lost, stolen, misplaced or deliberately damaged

Photo Identification required to verify applicant's identity prior to a Security Access Card



Tenant Information Guide

Tenant Contact Information

In order to update our building contact list, we request your assistance in providing the following information. All information will be kept confidential and personal phone numbers will only be used in the event of an emergency.

Please complete the following and email to centre10@epicinvestmentservices.com

PREMISES INFORMATION AND ON-SITE CONTACT

Company Name:		Tenant COI Expiry:	Is this Head Office? <input type="checkbox"/> Yes <input type="checkbox"/> No
Address: 517-10 Avenue SW, Calgary, AB T2R 0A8			Unit / Suite Number:
On-Site Contact Name:		Title:	
Work Phone:	Fax Number:	Email:	
Hours of Operation:			
Are your premises alarmed? <input type="checkbox"/> Yes <input type="checkbox"/> No	Security Company Name:		Phone Number:

RENTAL/BILLING PAYMENT CONTACT

Contact Name:		Title:	
Work Phone:	Fax Number:	Email:	
Address (If different then on-site):			

HEAD OFFICE / LEASING CONTACT INFORMATION

Address:			
Contact Name:		Title:	
Work Phone:	Fax Number:	Email:	
If correspondence should be forwarded to above address please indicate: <input type="checkbox"/> Yes <input type="checkbox"/> No			

MAIN OFFICE CONTACT INFORMATION (person(s) to receive all memo correspondence)

Contact Name:		Title:	
Work Phone:	Fax Number:	Email:	
Contact Name:		Title:	

Tenant Information Guide

Work Phone:	Fax Number:	Email:
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FIRE WARDEN CONTACT INFORMATION

Contact Name:		Title:
Work Phone:	Fax Number:	Email:
Contact Name:		Title:
Work Phone:	Fax Number:	Email:
Contact Name:		Title:
Work Phone:	Fax Number:	Email:

RECYCLING CHAMPION CONTACT INFORMATION

Contact Name:		Title:
Work Phone:	Fax Number:	Email:
Contact Name:		Title:
Work Phone:	Fax Number:	Email:

EMERGENCY CONTACT (MIR3 Mass Notification System & after hours)

Primary Emergency Contact	Secondary Emergency Contact	Third Emergency Contact
Name:	Name:	Name:
Title:	Title:	Title:
Email:	Email:	Email:
Work Phone:	Work Phone:	Work Phone:
Cell Phone:	Cell Phone:	Cell Phone:
Home Phone:	Home Phone:	Home Phone:

LIST ANY PERSONNEL REQUIRING ASSISTANCE DURING AN EVACUATION

Name	Cell Phone	Disability

General Rules for Work Authorization

1. All work must be conducted in accordance with the Construction Methods and Procedures for the Buildings
2. Conduct all activities in accordance with the requirements of Occupational Health and Safety Regulations
3. Direct violation of the terms and conditions of the Construction Method and Procedures or standard safety requirements will result in cancellation of this Authorization and work will be stopped
4. Only Contractors listed on this Authorization Form are permitted on site. Ensure that ALL sub trades and are listed
5. Parking in the loading docks is not provided by the Landlord. Parking arrangements are the responsibility of the Contractor(s). All vehicles must be attended and promptly removed from the Loading Dock after loading/unloading (20 mins max). The Landlord will not sign for any shipment to the site. The Tenant or the Tenant's Contractor must have a representative present to accept all deliveries in the loading dock.
6. All Contractors' must sign in and out with photo ID at the C10 Security located in the lobby of Centre 10.
7. Existing washrooms must be protected and kept clean by all Contractors on site. Do not use washroom sinks for construction clean up or for washing tools and utensils. Cleaning and repair costs will be charged back to the Tenant or the Tenant's Contractor
8. Insurance for this Work Authorization or any other directions from the Landlord do not relieve the Contractor of their responsibilities for acquiring any necessary permits prior to commencing work
9. Fire impairment requests must be emailed at least 2 business days in advance to C10 Operations to .

Return the Work Authorization form (signed by both the Tenant and the Contractor) to Centre 10 Service: centre10@epicinvestmentservices.com.

Epic Investment Services (Alberta) Inc. Services Request Checklist

- Completed an Epic Investment Services Work Authorization Form
 - Completed Form must include signatures from both the TENANT and OPERATOR
 - All signatures must appear on one form. Electronic signatures are acceptable.



Work Request Form

Date: _____

Tenant Name: _____

Corresponding PO#: _____

Estimated Price: _____

The Tenant noted above hereby request the following work to be completed on its behalf at its **sole expense**. An administration fee of 15% will be applicable.

Please provide a brief description of work to be done:

Building Operator: _____ Signature: _____

Tenants Name: _____ Signature: _____

Title: _____

- Recent WCB clearance letter
Website: <https://my.wcb.ab.ca/decc/Clearance/RequestClearance.aspx>

Addressed to: OPB (Centre 10) Inc.

Tenant Information Guide

200, 1029 17th Avenue SW, Calgary, AB, T2P 0A9

Certificate of Insurance : Contractor's General Liability and Damage Insurance
(minimum \$5 million) listing the Building Owners as additionally insured

MUST be listed exactly as:

OPB (Centre 10) Inc. and Epic Investment Services (Alberta) Inc.

* Consider adding your organization as additionally insured. *

Acknowledgements that you have received read and understand the Construction Procedures and Policies specific to the building your project is in.

WORK AUTHORIZATIONS WILL NOT BE PROCESSED WITHOUT A **COMPLETE** SUBMISSION PACKAGE

Be sure to instruct all site personnel & Trades on the following security access procedures:

- Every worker of every trade must sign IN and OUT daily at C10 Security located in the lobby at Centre 10.
- Each trade will need to produce a form of government or corporate issued photo ID at sign-in. No copies will be accepted. They will then be granted access onsite and each trade must sign out at the end of their shift.
- All trades NOT properly signed in and found working on-site may be removed from site immediately.
- Any tools, materials and/or equipment moving between your retail store/office space and the loading dock must always occur outside retail hours/office tower business hours
- All Freight Elevator bookings must be made at least 1 business day in advance

To book a freight elevator, contact C10 Security at c10security@epicinvestmentservices.com.

FIRE PROTECTION - IMPAIRMENT PERMIT

INSTRUCTIONS:

The REQUESTOR shall complete this form for any work activity that requires a fire protection system (e.g., fire alarm, sprinkler, fire suppression system, etc.) or component (e.g., smoke/heat detector, horn/strobe, etc.) to be impaired in order to perform work or to prevent the accidental evacuation of building occupants. Submit the FIRE PROTECTION IMPAIRMENT PERMIT by email to: c10security@epicinvestmentservices.com minimum of 2 business days prior to impairment.

FIPs are valid for five (5) days, unless authorized otherwise by the Security and Life Safety Manager.

Requestor:

Click to enter your name

Cell #: Your number.

Company:

Click to enter your company

Today's

Date: Click to enter today's date

Location of Impairment

Building

: Centre 10

Floor/Suite:

Reason for Impairment

IMPAIRMENT INFORMATION

Requested Start

Date:

Time:

AM / PM

Planned End Date:

Time:

AM / PM

Work Activities Requiring an Impairment

Dust / Fume Generation Activities

Welding / Soldering

Demolition / Remodeling Space

Device / System Out of Service

Outage to FP Water Supply

Fire Hydrant Out of Service

Add / Remove Fire Alarm Device

FACP Programming

Sprinkler System Modifications / Drain Down

Maintenance Impairment

Service Contract Impairment

Other

Fire Protection System Impaired

FP Water Supply

Sprinkler System

Fire Alarm System

Fire Suppression System

Other

Tenant Information Guide

EPIC INVESTMENT SERVICES USE ONLY			
Is work being performed on the fire sprinklers?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Red Tag Permit #:	_____ <small>(Part 3 to Person Performing Work)</small>
Is Hot Work being performed in the area of impairment?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Hot Work Permit #:	_____ <small>(Part 2 to Person Performing Work)</small>
List of devices bypassed: _____			
<small>(Include blanket status for building)</small> _____			
Alarm Monitoring called?	<input type="checkbox"/> YES <input type="checkbox"/> NO	System #	N272
		Contact and expiry	_____
Type of Impairment:	<input type="checkbox"/> SCHEDULED / GENERAL REPAIRS	<input type="checkbox"/> EMERGENCY WORK	<input type="checkbox"/> TENANT IMPROVEMENT
Is this a multi-day impairment that is restored at the end of each work day?			If Yes, see sheet for daily log
<input type="checkbox"/> YES <input type="checkbox"/> NO			
Security Manager / Supervisor Approval: _____			
SPECIAL INSTRUCTIONS: _____			
<u>ACTUAL IMPAIRMENT</u>		Controller Sign off	
Start Date:	_____	Time:	_____ am / pm
End Date:	_____	Time:	_____ am / pm
<input type="checkbox"/> YES <input type="checkbox"/> NO If Yes, Report # _____			
Completed Impairment REQUESTOR Sign off: _____			

Tenant Information Guide

Multi Day Impairment Log

Date:	Controller sign off
Start Time:	
End Time:	
Contractor Sign Off	
Security Supervisor Sign Off	
Date:	Controller sign off
Start Time:	
End Time:	
Contractor Sign Off	
Security Supervisor Sign Off	
Date:	Controller sign off
Start Time:	
End Time:	
Contractor Sign Off	
Security Supervisor Sign Off	
Date:	Controller sign off
Start Time:	
End Time:	
Contractor Sign Off	
Security Supervisor Sign Off	
Date:	Controller sign off
Start Time:	
End Time:	
Contractor Sign Off	
Security Supervisor Sign Off	