

Occupant Environmental Communication Program

Enbridge Centre
10175 101 Street NW
Edmonton, AB
T5J 0H3

Hines Canada Management

Enbridge Centre is a 563,055 sq. ft. Class AAA commercial office tower located in the heart of downtown Edmonton, Alberta. The property consists of a two-storey podium with ground floor retail and food service tenants, 25 floors of premium office space, and a five-level underground parkade. Enbridge Centre is home to a diverse mix of office, retail, and food service tenants and features amenities including a conference centre, fitness centre, Urban Farm, rooftop beehives, and direct connections to Edmonton's Pedway system and LRT. The building is committed to environmental stewardship and occupant engagement through ongoing sustainability initiatives and participation in the BOMA BEST Sustainable Program.

1 Introduction and Purpose

Increasing building tenant and occupant awareness and engagement in environmental and sustainable practices can have a significant impact on the performance of the building.

Improving the environmental performance of the building can lead to many positive outcomes for building management, staff, and tenants, including but not limited to lower operational costs, lower utility bills, improved indoor air quality, improved management-tenant relationships.

2 Responsibilities

Jordana Lloyd, Property Manager (Hines Management Services), is responsible for:

- Overseeing implementation of the Occupant Environmental Communication Program.
- Coordinating sustainability communications and awareness campaigns.
- Working with the Community Manager/Coordinator, Operations Team, and service providers to promote environmental initiatives.
- Supporting tenant engagement through events, newsletters, email communications, and educational materials.
- Reviewing the program annually and updating it as required.

3 Communication Range

- 4 This program applies to all permanent building occupants, including office tenants, retail tenants, food service tenants, and building management staff. Communications are delivered through tenant newsletters,

email communications, digital elevator signage, lobby posters, tenant meetings, educational events, sustainability campaigns, and the tenant manual.

5 Strategy

5.1 Targets and Goals

5.1.1 Environmental Goals

Enbridge Centre encourages occupants to support the building's sustainability objectives by participating in initiatives that promote:

- Energy conservation and efficiency
- Water conservation
- Waste diversion, recycling, and organics collection
- Sustainable transportation
- Urban agriculture and biodiversity
- Battery and electronic waste recycling
- Earth Day and other environmental awareness campaigns

5.1.2 Communication Objectives

The objectives of the Occupant Environmental Communication Program are to:

- Increase occupant awareness of building sustainability initiatives.
- Encourage participation in environmental campaigns and events.
- Promote proper waste diversion and recycling practices.
- Share sustainability achievements and environmental performance updates.
- Foster collaboration between Property Management and occupants to improve environmental performance.

5.2 Initiatives Offered

Hines Canada Management supports occupant engagement through a variety of communication methods and sustainability initiatives, including:

- Tenant newsletters
- Tenant email communications
- Digital elevator signage
- Lobby posters and educational displays
- Earth Day campaigns
- Urban Farm education and engagement activities
- Waste Wizard waste diversion education
- Oops Cards for waste sorting education
- Sustainability event promotions

- Tenant manual updates

5.3 Review Impact

Property Management reviews the effectiveness of the Occupant Environmental Communication Program annually through tenant participation, engagement during sustainability events, occupant feedback, and ongoing evaluation of communication initiatives. Feedback and lessons learned are used to improve future communications and engagement activities.

5.4 Documentation

Occupant environmental communications are documented through:

- Tenant newsletters
- Email communications
- Digital signage
- Posters and educational displays
- Sustainability event materials
- Tenant meeting materials, where applicable
- Examples of communication materials are included in Appendix A.

Refer to the **Appendix A** for communication materials distributed to occupants.

6 Time Period

This plan was implemented on July 22, 2026, and will be reviewed and updated at least once a year. The following table outlines all communication activities, events, and strategies implemented to date, and what strategies are planned for implementation.

Activity/Event	Description	Implementation Date
Tenant Newsletters	Sustainability updates and environmental awareness	Bi-monthly
Earth Day Campaign	Sustainability awareness event	April 2026
Urban Farm Campaign	Promote biodiversity and sustainable food production	April–September 2026
Waste Wizard Campaign	Waste diversion education	September 2025–2026
Sustainability Communications	Email communications, posters, and digital signage	Ongoing

Jordana Lloyd
Property Manager
Enbridge Centre

Date: July 22, 2026

Appendix A – Examples of Tenant Communication Materials

Attach proof of communication with building tenants dated within 12 months of final submission date. Examples may include posters, newsletters, emails, or meeting notes.