



ENBRIDGE CENTRE

Tenant Information Manual

KELLY BUILDING

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ENBRIDGE CENTRE
Tenant Information Manual

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General Information

Building Overview

Enbridge Centre is class AA, LEED Platinum property located in Edmonton's downtown financial district. The Tower consists of 563,000 square feet sitting on top of a five-level private underground parkade. The lobby provides access to the City of Edmonton Pedway system with an elevated bridge to the adjacent Manulife Place and City Centre Mall. An additional below-grade tunnel connects to Rice Howard Place and the Central LRT Station.

Enbridge Centre celebrates our city's past – and focuses on our future. History forms its foundation. Brick by brick, the original facades of both the Kelly Building and Ramsey Building were carefully deconstructed and returned within two feet of their original location. Beyond the facade, the space is entirely modern. Features like a light box illuminating the building's top two stories and a glass curtain wall that is unique to our city.

Building Address:

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

Building Hours

[Monday to Friday - 6:00 AM to 6:00 PM](#)
Saturday - 8:00 AM to 5:00 PM
Sunday - Controlled Access

Property Management

Enbridge Centre is staffed with professionally trained property management and operations personnel. We are here to answer any questions you may have about the building or its operation. Please feel free to call or stop by with any comments or concerns. The Hines Property Management Office is located on the 23rd floor. Our office hours are Monday through Friday from 8:00 AM to 5:00 PM.

Property Management Office:

Hines Canada Management
2320 - 10175 101st Street NW
Edmonton, AB T5J 0H3
P: 780.426.6088
E: Enbridge.Centre@hines.com

Building Services:

Security / Concierge	587.489.0562
Loading Dock Office	587.489.0564
Security Manager	587.489.0563
Janitorial	587.489.0568

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Access Control

Tenants can access Enbridge Centre 24 hours a day, 7 days a week, using their access fob/card.

Building access fobs/cards are initially provided to all designated employees free of charge. **Replacement fobs will be billed at \$25.00 plus GST.** A request from the authorized tenant contact must be submitted to security through Prism to obtain a new or replacement access fob. Fobs will be created and distributed within one business day.

Security personnel are strictly prohibited from allowing access to secured tenant suites. After hours, employees and visitors without an access card will not be granted admission to their floor unless they are on the pre-authorization list with security through a designated tenant contact.

Lost and Found

Lost and found items are collected throughout the building daily. Security records each individual item, date, location found, and the person who turned the item(s) in. Items of low value will not be kept, and higher value items will be stored in the Hines office for 90 days. After 90 days, the item will be donated to a local charity or disposed of. If the item is of higher value, it will be kept for an additional 30 days. Once the additional 30 days has expired, the item will be donated to a local charity.

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Passenger Elevators

Enbridge Centre has six high rise passenger elevators accessible from lobby level, six low rise elevators accessible from second level, two parkade elevators that provide access to the parkade, and one service elevator.

Enbridge Centre is equipped with Otis Compass™ Destination Management. This unique system offers tenants and visitors personalized elevator service at the touch of a button while improving the flow of building traffic. The system instantly directs each passenger to a specific car assigned to the requested floor, and passengers traveling to nearby floors are directed to the same car. Elevator call buttons are located near the building entrances and each elevator lobby.

Otis Elevator Company monitors elevator emergency calls 24 hours a day, 7 days a week. Should you encounter a problem with an elevator, please call for assistance by pressing the "Press to Call" button provided in each elevator. An Otis representative will immediately respond with instructions. Please report any non-emergency elevator problems to the security desk immediately.

Elevator Service:

Low Rise Elevators:	Levels 2-14
High Rise Elevators:	Lobby and Levels 15-25
Parkade Elevators:	Lobby, Level 2, and Parkade Levels P1 - P5

Loading Dock & Service Elevator

All deliveries must go through the loading dock and service elevator. The loading dock is located on the north side of the building and is accessible from 100A Street through the north alley. The loading dock has two loading bays and is equipped with hydraulic dock levelers to accommodate a variety of vehicle sizes.

Additional information on the loading dock and service elevator can be found in the Loading Dock & Service Elevator Rules and Regulations. Please email Enbridge.Centre@hines.com to book the loading dock for scheduled deliveries.

Deliveries / Damage to Finishes

All deliveries must be made through the loading dock. Property management will not accept any deliveries on the tenant's behalf.

All damages to finishes resulting from the delivery of goods and services doors, frames, and cab finishes, etc., must be reported to Hines Property Management immediately. Damages will be logged and kept on record to determine responsibility for repairs and the associated costs.

It is recommended that the delivering company review the path of travel for any damages prior to the start of work. If any damage is found prior to loading, this should be communicated to Hines Property Management or the delivering party may be held liable.

There are no carts allowed in the lobby and 2nd floor except for building provided / approved carts.

Should any unreported damages be found after the delivery, the cost for any repairs will be shared by all contractors working in the damaged area.

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Insurance Requirements

Each tenant, prior to performing work on the property, is required to provide a Certificate of Insurance (COI) to the Hines Property Management Office.

Certificate Holder:

Hines Canada Management Co. II ULC
10175 101st Street NW
Edmonton, AB T5J 0H3

Additional Insurers:

Kelly Ramsey Limited Partnership &
Hines Canada Management Co. II ULC

Emergency Procedures

We consider safety to be the highest priority at Enbridge Centre and have developed an Emergency Procedures Manual to ensure safe occupancy.

Each tenant will be asked to designate an emergency response team who will receive additional training to serve as point persons for implementing building safety and emergency protocol. The Emergency Response Team is instrumental in ensuring employee safety in the event of a building emergency.

Training for all emergency response personnel and mobility restricted employees will be offered and held on an annual basis. Floor warden training is held annually and building fire drills, with the City of Edmonton Fire Department, will be held in the spring and fall of each year.

Each tenant is responsible for creating internal procedures in conjunction with the building safety procedures to ensure the safety and well-being of their employees and guests.

For more information on emergency procedures, please refer to the Emergency Procedures Manual and Emergency Procedures video.

General Maintenance

Many general maintenance items can be handled by our onsite operations staff. Maintenance requests regarding building standard restrooms or building provided heat and air conditioning (HVAC) are handled free of charge. Repairs and maintenance to items within tenant suites such as doors, locks, private restrooms, kitchens, supplemental air conditioning units, etc. are considered billable services. Maintenance requests should be made through Prism. Prism is available to assigned employees through your employer.

Events in Tenant Space

Tenants are permitted to have events within their space during or after building hours. If a tenant plans to have an event within their space, Hines Property Management requires the *Event in Tenant Space* form to be completed, see Exhibit A. This form allows Hines Property Management to know of any special requirements i.e. additional HVAC, elevator scheduling change, or additional janitorial services. Additional costs may be associated with having an event in a tenant space if Janitorial Services need to be adjusted or if additional HVAC is required. A quote will be provided once the Event in Tenant Space form is provided and reviewed.

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Public Transportation

- Edmonton Transit Service, otherwise known as ETS, operates several bus routes serving the north, south, east and west sides of Edmonton with bus stations surrounding Enbridge Centre. For route maps and bus schedules, visit <http://www.edmonton.ca/edmonton-transit-system-ets.aspx>.
- Edmonton Transit also operates several LRT lines. For more information on LRT stations, route maps, and schedules, visit <http://www.edmonton.ca/edmonton-transit-system-ets.aspx>.
- Enbridge Centre is connected to the City of Edmonton Pedway system with an elevated bridge that is adjacent to Manulife Place and City Centre Mall. An additional below-grade tunnel is connected to Rice Howard Place and the Central LRT station through the P1 level of the parkade.

Numerous taxi companies also serve downtown Edmonton. Phone numbers for a few popular companies that offer pick-up services are listed for your convenience:

Prestige Cabs:	780-462-4444
Yellow Cab:	780-462-3456
Edmonton Airport Taxi Service:	780-890-7070
Co – Op Taxi Line:	780-425-2525
Prestige Limousine	780-463-5000
AM PM Limo & Party Bus.....	403-420-6311

Tenant Amenities

Parking – The parkade at Enbridge Centre is a reserved underground parking facility exclusive to our tenants. Each vehicle is required to have its own fob for entrance. The Parkade entrance is on the north side and is accessible through the alley from Rice Howard Way (100A Street). The access-controlled parkade elevators are located on the south side of the building, providing access directly to the main and second levels.

Canada Post Mail Boxes—Canada Post mailboxes are located off the lobby, adjacent to the high-rise elevator vestibule. The Hines Property Management Office will provide keys to your designated mailbox prior to occupancy. Additional keys can be requested.

Safe Walk—Tenants or visitors may call Security at 587.489.0562 to request a personal escort to their vehicle within a three-block radius. Please call at least 10 minutes in advance. Please note that if a guard isn't available at the requested time, there may be a wait.

Bicycle Storage Room – Located on the P2 level of the parkade, Enbridge Centre offers secure, indoor bicycle parking. The bicycle storage area is accessible using a programmed key fob through the parkade entrance on the north side of the building. Use of the bicycle storage room also entitles you to use the locker room and shower facilities adjacent to the bike storage rooms. Tenants who wish to use bike storage can sign up in the Fitness Centre Monday to Friday or by visiting <http://www.ecfitnesscentre.com>

Prism – Prism is Enbridge Centre's tenant portal for all Building Operations, HVAC, and Janitorial service requests. You must be registered through your employer for access to Prism. Employees who do not have access to

Prism must report all building service requests to their employer or by emailing Hines Property Management at Enbridge.Centre@hines.com.

Fitness Centre – The 8,000-square-foot state-of-the-art Fitness Centre is located on the second floor of the building. It includes change rooms with showers, towel service, laundry service, fitness classes, personal training, support from an on-duty wellness professional, and a golf simulator.

The Fitness Centre is open 24 hours a day, 7 days a week, and is available to all tenants within the building. Tenants who wish to use the facility can sign up at the Fitness Centre Monday to Friday.

For additional information, please visit our website at <http://www.enbridgecentre.ca>.

Conference Centre – Kelly Ramsey Conference Centre is located on the 23rd floor of Enbridge Centre.

For information on scheduling, rates, and operation of AV equipment, please contact the Hines Property Management Office at 780.426.6088. The Kelly Ramsey Conference Centre consists of three (3) rooms that can be configured in numerous ways.

Parkade Assistance Program – Building operations staff is available to assist with flat tires within the building parkade. For all other vehicle matters (keys locked in vehicle, fuel, towing etc.) a third-party company will need to be called by the parkade user. Security/Concierge can assist with access to parkade and coordination once the third-party company arrives, an email must be sent to Enbridge.Centre@hines.com with all available information.

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Other Amenities

Platinum Partnership

Enbridge Centre has partnered with some of Edmonton's premiere hospitality and service providers. We are proud to provide executive deals, promotions, and corporate rates to our tenants in appreciation. For an up-to-date list of Platinum Partnership Partners, please visit <http://www.enbridgecentre.ca/tenant-services/platinum-partnerships/>.

Tenant Events

Enbridge Centre hosts numerous events around the building throughout each year. We encourage tenants to watch for building event details in emails, on Instagram, on our bi-monthly newsletter or on the elevator screens in each elevator.

HinesGO

Hines tenants and their employees, through a voluntary program created to encourage sustainability within tenant spaces worldwide, now have the opportunity to lead the effort in setting the standard for a sustainable future by "walking the walk" in their own offices. In December 2008, Hines rolled out the program internally in its own offices. In the spirit of collaboration and in response to requests from our tenants to help them be "green," Hines has adapted the program for tenant use. For additional information, please visit our website at <http://www.enbridgecentre.ca/tenant-services/hinesgo-program/> or see Exhibit C.

Concierge

Enbridge Centre Concierge assists tenants and guests with local directions, building information, taxi services, and more. Stop by and sign out an umbrella if it's raining or a snack tray if it's nice out. You can also sign out a bicycle for a ride on your lunch break from May to October, weather permitting. If you feel like sticking around, challenge your coworkers to a game of cornhole or connect four on the plaza.

The Concierge is located in the lobby at the main floor desk. We welcome all tenants and guests to visit the concierge Monday to Friday, 8:00 AM to 5:00 PM.



Building Services

Janitorial Services

Night cleaning services, consistent with Class AA office standards, are provided Monday through Friday after building operating hours. During regular business hours, janitorial service is provided for the building's common areas, including the pedway, lobby, and common areas of multi-tenant floors. Additionally, all restrooms in the building are checked for cleanliness and supplies throughout the day.

Any janitorial service request should be submitted through Prism or by emailing Hines Property Management at Enbridge.Centre@hines.com.

All waste items should be kept within the office. No items may be placed in the hallways, stairwells, lobbies, or service elevator vestibules, as this is prohibited by local fire ordinance. All items for disposal should be placed in the appropriate waste receptacles. Items larger than the receptacles provided should be clearly identified as trash by placing a “garbage” or “recycle” sticker on them.

The tenants are responsible for the removal and disposal of large items such as pallets, furniture, or equipment. If necessary, please contact the Hines Property Management Office for assistance.

The following special services may be provided upon request and will be invoiced accordingly.

- Carpets – wall-to-wall cleaning;
- Floors – sealing, waxing, and treating custom floors;
- Kitchen – appliance cleaning (refrigerators, microwaves).
- Other cleaning services as may be required.

A complete list of our *Standard Janitorial Services* for tenant areas is presented in Exhibit B. Unless otherwise specified in your lease, any item not listed or requiring a greater frequency would be considered a billable request. Please contact the Hines Property Management Office for a quote. A three-hour minimum applies to additional services provided after hours.

Electronic Recycling

Enbridge Centre has partnered with [SCRI](#) to provide an electronic recycling program. There is a scheduled pick-up each quarter. Electronics must be stored in tenants' spaces until the week of the scheduled pick-up.

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Waste & Recycling Services

Enbridge Centre has adopted a proactive single-stream recycling, organics and waste desk side program to keep our commitment to environmental sustainability. Our waste/recycling/organics program aims to provide a user-friendly system that maximizes the quality and quantity of the recycling material collected from the tenant floors. A partnership consisting of building personnel and tenants is required for the program to be successful.

The building has provided each employee with a blue recycle container and small black and green side baskets.

The blue recycle container is the main component, and most of the materials collected on the desk side will go into the recycle bin. The second component is the black side basket, which will be used for non-recyclable waste. The third component is the green bin, which will be used for all organic matter.

The waste/recycle/organics program allows employees to separate recyclable, non-recyclable, and organic waste at their workstations. Once the waste is collected on the desk side, it gets taken off-site to a diversion center. Waste diversion directs garbage away from landfills through reuse, recycling, composting, or gas production. It is also a key component of effective and sustainable waste management and allows employees in the building to impact the environment positively.

Furniture Moving

For small amounts of furniture that can be moved around the same floor or internally in your office during normal working hours, service may be contracted through our janitorial contractor at the current bill rate. Tenant moves should be requested through Enbridge.Centre@hines.com. A quote will be provided for the required services. We recommend using a commercial moving contractor for large amounts of furniture (i.e., more than five items). We will happily supply you with the names of reputable moving companies.

Overtime Heating, Ventilation, and Air Conditioning

As part of Enbridge Centre's standard operating procedures, heating, ventilation, and air conditioning (HVAC) are provided as directed in each tenant's lease. Any HVAC provided outside tenant lease hours will only be on an "as requested" basis. The current rate for overtime HVAC can be obtained from the Hines Property Management Office. We ask that you submit your request before 3:00 p.m. on the day that overtime HVAC is needed. Please submit your request for weekend overtime before 3:00 p.m. on the preceding Friday.

Standing requests for overtime HVAC may be arranged if your firm regularly operates beyond normal business hours. If a Building Operator is not on-site at the time of the request, the tenant will be responsible for paying the overtime operator labor charge to schedule the request.

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Security Services

Enbridge Centre has contracted a premiere security service to provide property-wide security 24 hours a day, 7 days a week. Duties include, but are not limited to, building access control, monitoring of CCTV equipment, emergency response coordination, parkade management, loading dock management, and service elevator management. If security coverage is required for a special event, please call the Hines Property Management Office at 780-426-6088 or email Enbridge.Centre@hines.com for a service quote.

Building Security Tips

Building management and security take many precautions to protect employee property; however, employees are wholly responsible for the security of all persons and property within their tenant suites. By following a few simple rules, much can be done to eliminate or reduce theft or intruders.

- It is recommended that entry doors into tenant suites, including rear doors and secondary entrances, are always locked. This may be the most critical rule to prevent intruders from entering office areas.
- Always keep valuables out of sight, whether in your vehicle or office. A minimum amount of cash should be kept in the office, and both stamps and cash should be locked in an office safe.
- Keep purses and gift packages out of sight and locked inside a cabinet or desk, if possible.
- Lock desks when not seated at them.
- The building prohibits all outside solicitation. Please note that the Hines Property Management Office will not permit property-wide advertisements on the tenants' behalf. Please call building security immediately to report solicitors so they may be promptly escorted from the building.
- The building has several security assistance stations located throughout. This device allows all tenants to have a two-way conversation with Enbridge Centre Security.
- Do not let persons other than employees and guests into building restrooms, the Fitness Centre, or the Bike Storage.
- Building personnel are always ready to identify themselves properly. Persons posing as building workers who you do not recognize should be reported to the building's security services immediately. Every employee has the right to question and request proper identification from anyone requesting access to their suite.
- Legitimate messenger service personnel carry proper identification. Building security should be notified immediately if a messenger does not produce identification when asked for it.
- To reduce the possibility of unauthorized persons entering an employee space, all visitors should wait in the floor common area until an escort arrives to greet the visitor. Do not allow unknown persons to follow through an access-controlled door.

Building Rules & Regulations

- No signs, lettering, pictures, notices, or advertisements shall be placed on any outside window or in a position to be visible from outside the premises. If visible from the outside or public corridors within the building, the article shall be installed in such manner and be of such character and style as the Landlord shall approve in writing.
- Tenant shall not use the name of the building for any purpose other than the Tenant's business address. Tenant shall not use the name of the building for Tenant's business address after vacating the premises. Tenant shall not use any picture or likeness of the building in any circulars, notices, advertisements, or correspondence without written approval.
- Tenant shall not represent itself as being associated with any company or corporation by which the building may be known or named.
- Sidewalks, entrances, passages, courts, corridors, halls, elevators, service elevator vestibules, and stairways in and about the premises and building shall not be obstructed. The building reserves the right to remove and bill the expense of removal back to the Tenant for any obstructions.
- Animals/pets (except service animals) are not permitted in the building. Proper documentation for service animals may be required.
- Bicycles or other vehicles shall not be brought into the building or the premises except for areas specifically designated for such use.
- If Tenants wish to make changes to their wiring plan, the Landlord will, upon request, direct where and how connections and all wiring shall be installed. The landlord will not allow boring, cutting, or installing wires or cables without prior approval.
-
- Room-to-room canvasses to solicit business from other Tenants of the building are not permitted. Tenant shall not advertise the business, profession or activities of the Tenant conducted in the building in any manner which violates any code of ethics by any recognized association or organization pertaining to such business, profession or activities.
- Tenant shall not knowingly waste utilities and shall cooperate reasonably with Landlord to assure the most effective and efficient operation of the building's HVAC systems. Space heaters and fans are not allowed and will be removed from the building by operations staff, as they disrupt the proper air balance of the building and may invalidate tenant insurance policies.
- No locks or similar devices shall be attached to any door except by Landlord or with Landlord's prior approval. Tenant may retain sole access to a lock with prior written approval from the Landlord.
- Tenant assumes full responsibility of protecting the premises from theft, robbery and pilferage. Landlord shall not be liable for damage thereto, theft, or misappropriation thereof. Tenant shall keep all doors to the premises locked and other means of entry to the premises closed and secured, except during Tenant's normal business hours. All corridor and stairwell doors shall remain closed at all times. Tenant should notify the Landlord or security immediately if a door is not closing or locking as designed.
- To the extent permitted by law, Tenant shall not cause picketing or other activity which would interfere with the business of the Landlord or any other Tenant or occupant of the building. Tenant shall not permit or promote distribution of written materials involving its employees in or about the building except in locations and subject to time and other limitations as to which Landlord may give prior written consent.

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- Except with the prior approval of Landlord or as otherwise provided in the Tenant's lease, all cleaning, repairs, janitorial, painting or other services and work in and about the premises shall be done only by authorized building personnel or approved vendors.
- The weight, size, and placement of safes, equipment, machines, and other large or bulky articles shall be subject to the Landlord's approval and shall be brought into and out of the building at times and in a manner as the Landlord shall direct. Prior to Tenant's removal of any of such articles from the building, the Tenant shall obtain written authorization from the Hines Property Management Office and shall have such authorization on hand should it be requested.
- Tenant shall not overload the safe capacity of the electrical systems of the building. Please contact the Hines Property Management Office for more information.
- No floor covering shall be affixed to any floor in the premises using glue or other adhesive without the Landlord's prior written consent. Landlord's consent shall be deemed given as to any such matters included as part of the plans and specifications for the Tenant's Work or for subsequent alterations which the Landlord otherwise approves.
- Tenant shall only use the freight elevator for mail carts, dollies, and other similar devices to deliver material between floors that Tenant may occupy.
- There are no carts allowed in the lobby and on the 2nd floor except for building-provided/approved carts.
- Smoking and the use of e-cigarettes or vapes are not permitted anywhere in the building, parkade, or parkade entrance. Smoking or vaping is prohibited within 10 meters of any building entrances. This policy will be strictly enforced by building security.
- Tenant shall not cook, otherwise prepare or sell any food or beverages in or from the premises or use the premises for housing accommodations, lodging, or sleeping purposes. The Tenant may install and maintain vending machines, coffee/beverage stations, food-warming equipment, and eating facilities to benefit its employees or guests. They must be compliant with applicable laws and regulations and not disturb other tenants in the building with odors, refuse, or pests. An exception applies to those tenants who received approval through tenant design and construction to have these facilities built into their space.
- Tenant shall not permit the use of any apparatus for sound production or transmission in such a manner that the sound so transmitted or produced shall be audible or vibrations therefrom shall be detectable beyond their premises. Nor shall the Tenant permit objectionable odors or vapors to emanate from the premises.
- Landlord may require that all persons who enter or leave the building identify themselves to security, by registration or otherwise. The landlord shall have no responsibility or liability for any theft, robbery, or other crime in the building.
- Tenant shall comply with all safety, fire protection, and evacuation procedures and regulations established by any governmental agency or reasonably established by the Landlord and shall cooperate and participate in all reasonable security and safety programs affecting the building.
- Guests are asked to limit their time in the lobby to 10 minutes. Loitering is not permitted.

Exhibits

A. Events in Tenant Space

B. Janitorial Scope of Services

C. HinesGo

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Event in Tenant Space

10175 101 Street NW, Edmonton AB T5J0H3 | 780-426-6088

Date: _____ Start Time: _____ End Time: _____

Number of Attendees: _____ Event Floor: _____ Liquor Served: Y ☐ N ☐

1. Do you require Overtime HVAC and Lights (check lease terms)?

2. Do you require the front doors to be unlocked until a certain time (approved by Property Management)?

3. Do you have greeters coordinated to provide access to tenant floor (all elevators lock down at 6:00 pm)?

4. Do you require additional cleaning or porter service (to maintain bathroom, clean up spills, etc.)?

5. Do you require private security?

6. Do you require your regular overnight cleaning to be postponed to later in the evening (so night cleaners do not interrupt your event)?

7. Will your caterers be using any cooking methods that may potentially set off a smoke detector?

8. Please provide a list of all vendor deliveries and arrival times to Enbridge.Centre@hines.com at a minimum of 5 business days before the event to ensure that they have Service Elevator Access.



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STANDARD JANITORIAL SERVICES

The Landlord shall provide the following janitorial services:

(Please see your lease for specific duties):

1) Day Porter Services: Five (5) times a week

- At least twice (2) a day washroom check for stock replacement, wipe down surfaces, sanitary bag replacement.
- Maintain elevator cabs, including floors, as required. Remove fingerprints, and smudges from doors walls and frames.
- Exterior patrols for waste removal, cleaning seating, removing waste from landscaping, wiping all surfaces.
- Entrance doors cleaned for fingerprints, smudges, and sanitize hard surface cleaning.
- Lobby stairwell cleaning and sanitize railing as needed.
- Lobby and 2nd floor mezzanine floors to be machine cleaned as necessary.
- Loading Dock and Service elevator vestibules maintained free of garbage and spills throughout the day.
- Perform additional services for tenants as per request and approval.
- Mop/Machine wash pedways.
- Parkade vestibules to be moped and free of garbage. Waste bins to be emptied as needed.
- Fitness Centre maintained three (3) times daily. Replenish towels, mop, stock replacement, equipment dusting.
- Bike storage maintained three (3) times daily. Replenish towels, mop, stock replacement, equipment dusting.
- Common area checks for carpet stains and garbage pick-up.

2) Nightly: Five (5) times a week

- Vacuum carpeted traffic pathways (hallways, offices, common areas, boardrooms, etc.)
- Dust all tabletops, file cabinets, credenzas and all other horizontal surfaces that can be reached without a ladder.
- Remove trash from all bins (kitchens, washrooms, desk-side bins, meeting rooms, etc.)
- Wipe clean all desk side waste/recycling receptacles.
- Remove recycling from large communal recycling bins.
- Remove any extra trash labelled with a blue/yellow Hallmark sticker (provided by Hines).
- Spot clean doors, jambs, walls.
- Wipe clean all kitchen counters, cabinets, major appliances, sinks and faucets.
- Put all dishes from sink into dishwasher and start washer if tenant approves.
- Recycle newspapers and magazines from kitchen areas if approved by the tenant.
- Sweep and mop hard surface flooring.
- Dust desks that have been cleared of personal/work objects (no items can be on desk).
- Spot clean metal and glass entrance doors.
- Dust all chairs and settees (excludes office chairs).

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Janitorial Scope of Services

10175 101 Street NW, Edmonton AB T5J0H3 | 780-426-6088

- Wipe clean and polish all brass, stainless steel or other metal brightwork.
- Spot clean all private stairways nightly; vacuum if carpeted.
- Access to any secure or restricted areas should be coordinated with a tenant.
- Dust perimeter windowsill ledges.

3) **Weekly**

- Wall-to-wall carpet vacuum.
- With treated cloth dust all coat racks, shelves, baseboards, mouldings, and window frames.
- Disinfect telephone handsets (must be approved by tenant).
- Wash glass entry doors and adjacent glass side panels.
- Dust air supply & exhaust vents.
- Wash all vinyl and metal kick plates.
- Sweep and dust stairwells, wash as needed.

4) **Monthly**

- As applicable, buff hard surface flooring according to manufacturer's specifications.
- Wipe clean all metal trim work.

5) **Periodically**

- Wet wipe clean air supply vents quarterly.
- Dust lighting fixtures, quarterly
- Wash air supply and exhaust grills annually.

6) **Washrooms**

- Mop, rinse and dry floors nightly. Buff floors as necessary (quarterly)
- Scrub and disinfect floors as necessary.
- Clean all mirrors, bright work and enamelled surfaces nightly.
- Wash and disinfect all basins, urinals and bowls nightly.
- Wash both sides of all toilet seats and disinfectant nightly.
- Damp wipe nightly, wash with disinfectants, when necessary, all partitions and outside services of all dispensers and receptacles.
- Wipe tile walls as necessary.
- Empty and sanitize all receptacles and sanitary disposals nightly
- Fill toilet tissue, soap, and sanitary napkin dispensers nightly.
- Clean flushometers, piping, toilet seat hinges and other metal work nightly.
- Wash and polish tile walls surfaces from trim to floor monthly.
- Vacuum all ventilating grilles and dust light fixtures monthly.



ENBRIDGE
CENTRE

Hines

ADDITIONAL JANITORIAL SERVICES (samples)

Additional services must be approved by the tenant.

- Reception floor cleaning, during business hours.
- Coffee cups from desk to dishwasher.
- Private washrooms daily and nightly supplies/clean.
- Fridge & freezer cleaning (large/mini).
- Microwave cleaning.
- Recycled bottle pick up.
- High Dusting (require use of ladder).
- Desk partition cleaning (glass/fabric).
- Carpet cleaning, includes spot cleaning.
- Interior shelving cleaning.
- Other services can be quote as per tenant request.

*Should you find that these services are not being done to your satisfaction, please contact the **Hines Property Management Office**.*



A forward-thinking
program for tenants
in Hines-managed
buildings to positively
impact the built
environment with
small changes to
work spaces.

HinesGOSM
GREEN OFFICE

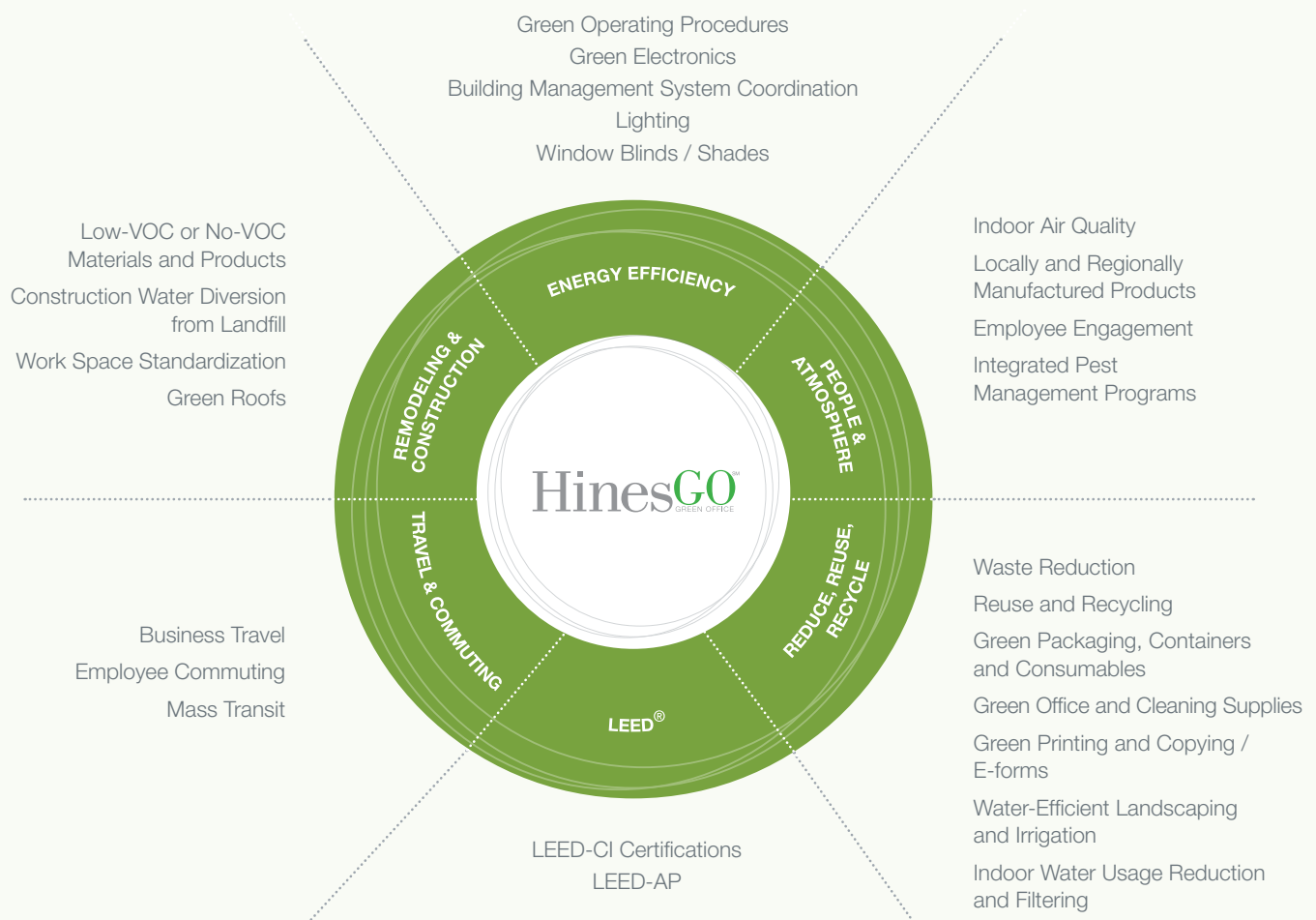
GREEN OFFICE

Helping Tenants and Landlords Benefit from Sustainable Practices

Hines was founded on the principle of attracting and retaining premier tenants, and has always worked closely with them to improve the quality of their office experience while being socially and environmentally responsible.

In 2008, Hines further expanded its efforts to promote sustainability by initiating HinesGOSM (Hines GREEN OFFICE), an internal program created to measure and reward sustainable practices within all 206 of its offices worldwide. Hines wanted to be sure that its own offices demonstrated the organization's commitment to sustainable real estate.

Then, on Earth Day 2009, once all of Hines' own offices had earned the designation, HinesGO was presented to the firm's tenants around the world as an opportunity to voluntarily adopt the program while reducing costs, mitigating risk and boosting productivity.



How the Program Works

Intended to complement the LEED Green Building Rating System and the ENERGY STAR® “Bring Your Green to Work” program, HinesGO draws on more than a half century of sustainable expertise acquired through the development, management and acquisition of over 1,500 properties around the world.

The program is designed to create opportunities for the on-site Hines staff to interact with tenants in a productive, mutually beneficial way. The outcome of these interactions is clear—a stronger bond between landlord and tenant that yields lower operating expenses, sustainable practices and self-help tools for the firm’s clientele.

HinesGO is promoted through an informative tenant guide distributed by Hines property managers.

Leaf Credits

When a specific strategy or improvement has been implemented, participants earn “Leaf Credits.” If an office achieves 70 Leaf Credits, it is then designated as a GREEN OFFICE. Scored on a scale of 100, offices are evaluated in six categories:

- Energy Efficiency
- People & Atmosphere
- Travel & Commuting
- Reduce, Reuse, Recycle
- Remodeling & Construction
- LEED

“Shell is continually looking for ways to improve efficiencies and protect the environment. The GREEN OFFICE tenant program highlighted areas we could improve upon. Employees feel empowered knowing that Shell has embraced this important initiative and that they are working toward a more sustainable environment.”

– Trudy Boyd, deputy site manager at One Shell Plaza

Representative list of major tenants who have achieved the GREEN OFFICE tenant designation:

Bank of America	KPMG
Deloitte & Touche	Pier 1 Imports
Facebook	Shell
GE Healthcare	Wells Fargo
JPMorgan Chase	



“What happens in the tenant space can have a huge impact on expenses, the environment and employee productivity. Encouraging occupants to make greener choices is just as important as designing healthy, productive, environmentally friendly workplaces.”

– President and CEO
Jeffrey C. Hines