

Enbridge Centre

Mold and Water Damage Management Program

Building: Enbridge Centre

Location: Edmonton, Alberta

Program Owner: Building Management

Review Frequency: Annually or following any significant water intrusion, flooding, or mold-related incident

1. Purpose

The purpose of this Mold and Water Damage Management Program is to establish standardized procedures for preventing, identifying, investigating, and responding to water intrusion and mold growth within Enbridge Centre.

This program is intended to protect the health and comfort of building occupants, preserve building assets, minimize business interruption, and support compliance with BOMA BEST certification requirements and recognized industry best practices.

The program applies to all common areas, base building systems, mechanical spaces, parking areas, and owner-managed building components. Tenant Representatives are encouraged to implement similar practices within their leased premises and promptly report any water intrusion or mold concerns to Building Management.

2. Roles and Responsibilities

Property Manager

The Property Manager is responsible for:

- Overall administration of this program.
 - Ensuring adequate resources are available for inspections, maintenance, restoration, and remediation.
 - Coordinating communication with tenants following significant water intrusion events.
 - Reviewing the program annually and following major incidents.
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Building Operations Team

The Building Operations Team is responsible for:

- Conducting daily building inspections.
 - Monitoring HVAC and mechanical systems.
 - Identifying moisture-related concerns.
 - Responding immediately to water intrusion events.
 - Coordinating emergency repairs.
 - Documenting incidents.
 - Monitoring drying activities.
 - Coordinating restoration activities with contractors.
 - Maintaining inspection and maintenance records.
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Third-Party Contractors

Qualified third-party restoration and remediation contractors are maintained on the building's emergency contractor call list and are available to respond to water intrusion, flooding, sewer backups, and mold-related incidents on an emergency basis.

These contractors provide specialized services including:

- Emergency water extraction
- Structural drying
- Moisture mapping
- Dehumidification
- Mold remediation
- Controlled demolition of damaged materials
- Restoration of affected building finishes
- Post-remediation verification where required

Building Management will engage these contractors whenever the extent of damage exceeds the capabilities of on-site staff or when specialized equipment or remediation procedures are required.

Tenant Representatives

Tenant Representatives are responsible for promptly notifying Building Management of:

- Plumbing leaks
- Ceiling leaks
- Wet carpet
- Window leakage
- Condensation concerns
- Flooding
- Mold growth
- Water damaged furnishings
- Any unusual moisture conditions

Prompt reporting significantly reduces the likelihood of mold development and extensive property damage.

3. Staff Training Requirements

Building Operations personnel responsible for building maintenance shall possess competency in water damage prevention and mold awareness through industry experience, internal procedures, manufacturer training, or professional development.

Training topics include:

- Recognition of water intrusion
- Mold prevention practices
- Moisture management
- HVAC moisture control

- Building envelope inspections
- Safe cleanup procedures
- Proper documentation
- Contractor coordination
- Emergency response procedures
- Personal Protective Equipment (PPE) awareness

Training records shall be maintained where applicable.

4. Building Inspection Program

Routine inspections are performed to identify conditions that may contribute to moisture accumulation or mold growth.

Daily Inspections

During daily operator rounds, staff inspect:

- Primary mechanical rooms
 - Cooling equipment
 - Boiler rooms
 - Pump rooms
 - Building entrances
 - Areas with previous water intrusion history
 - HVAC operating conditions
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Weekly Inspections

Weekly inspections include:

- Compartmental rooms
 - Condensate drains
 - Visible piping
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Monthly Inspections

Monthly preventive inspections include:

- Mechanical room housekeeping
 - Drain pan condition
 - Pipe insulation
 - Condensate piping
 - Water treatment equipment
 - Signs of corrosion
 - Moisture accumulation
 - Building envelope observations
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Seasonal Inspections

Seasonal inspections include:

- Roof membrane condition
 - Roof drains
 - Exterior sealants
 - Window systems
 - Building envelope
 - Snow and ice impacts
 - Spring thaw monitoring
 - Drainage around the building perimeter
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5. HVAC Moisture Management

Proper HVAC operation is essential to maintaining a healthy indoor environment and minimizing mold growth.

Preventive maintenance activities include:

- Inspection and cleaning of cooling coils
- Inspection of drain pans
- Verification that condensate drains remain unobstructed
- Routine filter replacement
- Inspection of outside air intakes
- Inspection of insulation for moisture damage
- Monitoring for abnormal humidity conditions

Should abnormal moisture or standing water be observed, Building Operations staff will investigate immediately and initiate corrective action.

6. Water Damage Prevention

Enbridge Centre employs a proactive approach to reducing the potential for mold growth by minimizing water intrusion and moisture accumulation.

Preventive measures include:

- Preventive maintenance of plumbing systems
- Routine roof inspections
- Building envelope inspections
- Window inspections
- Prompt repair of leaks
- Preventive HVAC maintenance
- Maintaining proper drainage around mechanical equipment
- Mechanical room housekeeping
- Immediate reporting of water intrusion
- Monitoring areas with previous water damage
- Prompt replacement of damaged building materials where required

Whenever practical, wet materials shall be dried within 24 to 48 hours to significantly reduce the potential for mold growth.

7. Water Intrusion Response Procedures

When water intrusion is discovered, Building Management shall initiate the following response:

1. Identify the source of the water.
2. Stop or isolate the source where safely possible.
3. Protect occupants from hazards.
4. Isolate affected areas when necessary.
5. Remove standing water.
6. Begin structural drying immediately.
7. Remove damaged porous materials where appropriate.
8. Photograph and document the incident.
9. Contact an approved third-party emergency restoration contractor when specialized drying, remediation, or restoration services are required.
10. Coordinate restoration activities with contractors while maintaining communication with affected tenants and occupants.
11. Monitor drying progress and verify that acceptable moisture levels have been achieved before restoring finishes or returning affected areas to normal occupancy.
12. Complete incident documentation and retain all records.

Priority shall always be given to drying affected building materials within 24 to 48 hours whenever practical.

8. Mold Investigation Procedures

Where mold is suspected or confirmed, Building Management shall investigate to determine:

- Source of moisture

- Duration of moisture exposure
- Extent of mold growth
- Materials affected
- Potential occupant impacts
- Corrective actions required

The investigation may include:

- Visual inspections
- Moisture meter readings
- Thermal imaging where appropriate
- Contractor consultation
- Limited air or surface sampling when recommended by qualified professionals

Routine mold sampling is not required unless warranted by the complexity of the incident.

9. Mold Remediation Procedures

Where mold contamination is identified, remediation shall be completed using recognized industry best practices.

Remediation activities may include:

- Isolation of affected areas
- Protection of occupants
- Use of appropriate PPE
- HEPA vacuuming
- Damp wiping of non-porous materials
- Removal of contaminated porous materials
- Controlled demolition where necessary
- Structural drying
- Moisture verification

- Final cleaning
- Restoration of finishes following successful drying

Large or complex remediation projects shall be completed by qualified third-party restoration contractors.

The moisture source shall always be corrected before restoration is completed.

10. Documentation

The following records shall be maintained where applicable:

- Work Orders
- Daily Operator Reports
- Preventive Maintenance Records
- Water Intrusion Reports
- Contractor Reports
- Restoration Reports
- Moisture Readings
- Photographs
- Tenant Communications
- Follow-up Inspection Reports
- Corrective Action Documentation

Maintaining accurate documentation supports continuous improvement and future preventive maintenance planning.

11. Tenant Communication

Building Management encourages Tenant Representatives to immediately report:

- Ceiling leaks
- Plumbing leaks
- Window leaks

- Wet carpeting
- Flooding
- Condensation
- Mold concerns
- Water damaged furniture
- Persistent dampness
- Any unusual odours associated with moisture

For incidents affecting tenant-managed spaces, Building Management will provide guidance regarding:

- Immediate reporting procedures
- Drying expectations
- Removal of damaged materials
- Coordination with restoration contractors
- Prevention of future moisture issues

Information regarding this Mold and Water Damage Management Program shall be shared with Tenant Representatives as part of the building's environmental management communications.

12. Program Review

This program shall be reviewed:

- Annually
 - Following significant water intrusion events
 - Following mold remediation projects
 - Following major renovations
 - Following changes to building systems
 - Whenever improvements are identified through incident investigations
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Appendix A – Water Damage Response Timeline

Response Activity	Target Time
Identify water source	Immediately
Stop water intrusion	Immediately
Notify Building Management	Immediately
Contact restoration contractor (if required)	Immediately
Begin water extraction	Immediately
Begin structural drying	Within 24 hours
Remove damaged porous materials	Within 24–48 hours where practical
Complete investigation	As soon as practical
Restore affected area	Following successful drying
Complete documentation	Throughout the response

Appendix B – Building Inspection Checklist

Inspect for:

- ☐ Roof leaks
- ☐ Ceiling stains
- ☐ Plumbing leaks
- ☐ Wet insulation
- ☐ Condensation
- ☐ Standing water
- ☐ HVAC drain blockage
- ☐ Drain pan cleanliness
- ☐ Mechanical room moisture

- ☐ Window leakage
 - ☐ Building envelope deterioration
 - ☐ Mold odours
 - ☐ Damp building materials
 - ☐ Evidence of previous water intrusion
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Appendix C – Water Intrusion Incident Report

Record the following information for all significant water intrusion events:

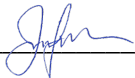
- Date and time of incident
 - Location
 - Source of water
 - Description of damage
 - Areas affected
 - Immediate actions taken
 - Restoration contractor contacted
 - Drying methods used
 - Materials removed
 - Moisture readings
 - Photographs taken
 - Follow-up inspection results
 - Corrective actions completed
 - Date incident closed
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Approval

This Mold and Water Damage Management Program has been developed specifically for Enbridge Centre to provide a comprehensive framework for preventing, investigating, and managing water intrusion and mold growth. Through preventive maintenance, routine

inspections, rapid emergency response, engagement of qualified restoration contractors, and continuous program improvement, Building Management is committed to maintaining a safe, healthy, and productive indoor environment for all occupants.

Building Manager: Jennifer McClennon

Signature: 

Date: April 9, 2026