



ENBRIDGE
CENTRE

Enbridge Centre Tenant Information Manual



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- A. Access Fob/ Card Request
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1. General Information

1.1 Building Overview

Enbridge Centre is class AA, LEED Gold 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 Scotia 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 down 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

1.2 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 that you may have. The Hines Property Management Office is located on the 23rd floor. Our office hours are Monday to Friday from 8:00 AM - 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

1.3 Access Control

Tenants have access to Enbridge Centre 24 hours a day, 7 days a week with the use of 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.** To obtain a new or replacement access fob, a request from the authorized tenant contact must be submitted to security. Fobs will be created and distributed within one business day. *Access Fob Request Form* is attached as Exhibit A.

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.

1.4 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. All general (low value) items will remain stored with Security in the Security Command Centre 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.

1.5 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.

Elevator emergency calls are monitored 24 hours a day, 7 days a week by Otis Elevator Company. 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 |

1.6 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.

1.7 Deliveries / Damage to Finishes

All deliveries must be made through the loading dock. Property management will not accept any deliveries on the tenants 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.

1.8 Insurance Requirements

Each tenant, vendor, and contractor prior to performing work on 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

1.9 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. An annual floor warden training 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.

1.10 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 Aware. Aware is available to assigned employees through your employer.

1.11 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 B. 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.

1.12 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 Scotia 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 service 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
(Limo/Chauffeur Service)	

Tenant Amenities

2.1 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 level.

2.2 Canada Post Mail Boxes – Canada Post mailboxes are located off the lobby, adjacent to the high rise elevator vestibule. Keys to your designated mail-box will be provided by the Hines Property Management Office prior to occupancy. Additional keys can be requested.

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

2.4 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 10:00 AM to 2:00 PM.

2.5 Aware Manager – Aware 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 Aware. Employees that do not have access to Aware must report all building service requests to their employer or

by emailing Hines Property Management at Enbridge.Centre@hines.com.

2.6 Fitness Centre – The 8,000 square foot state-of-the-art Fitness Centre is located on the 2nd floor of the building. It includes change rooms with showers, towel service, laundry service, fitness classes, personal training, support of an on-duty wellness professional, and a golf simulator.

The Fitness Centre is open 7 days a week and is available to all tenants within the building. Tenants who wish to use the facility can sign up in the Fitness Centre Monday to Friday 10:00 AM to 2:00 PM.

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

2.7 Conference Centre – Kelley 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 configurable in numerous ways.

2.8 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.

2.9 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, Instagram, 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/>.

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 to take for a ride on your lunch break. If you feel like sticking around, challenge your coworkers to a game of cornhole or connect 4 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.



KELLY BUILDING

FOR LEASE

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2. Building Services

3.1 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 common areas of the building, 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 Aware 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 receptacles provided should be clearly identified as trash by placing a “garbage” or “recycle” sticker on the item.

Removal and disposal of large items such as pallets, furniture, or equipment is the tenants’ responsibility. Please contact the Hines Property Management Office for assistance, if required.

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 C. Any item not listed or requiring a greater frequency would be considered a billable request unless otherwise specified in your lease. Please contact the Hines Property Management Office for a quote. A three-hour minimum applies to additional services provided after hours.

3.2 Electronic Recycling

Enbridge Centre has partnered with SCRI to provide an electronic recycling program. Each quarter there is a scheduled pick-up. Electronics must be stored in tenants’ space until the week of the scheduled pick-up.

3.3 Waste & Recycling Services

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

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

The blue recycle container is the main component and most of the materials collected 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 work station. Once the waste is collected 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 have a positive impact on the environment.

3.4 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. For large amounts of furniture (i.e. more than five items), we recommend the use of a commercial moving contractor. We will be happy to supply you with the names of reputable moving companies.

3.5 Overtime Heating, Ventilation, and Air Conditioning

As part of Enbridge Centre's normal operating procedures, heating, ventilation and air conditioning (HVAC) are provided as directed in each tenant's lease. Any HVAC provided outside of tenant lease hours will be on an "as requested" basis only. 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. For weekend overtime, please submit your request prior to 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 overtime operator labor charge to schedule the request. For an example of the *Overtime HVAC Request Form* please see, Exhibit D.

ENBRIDGE
CENTRE

Enbridge
Field Law
KPMG
Parlee McLaws

10175 110th STREET



3.6 Security Services

Enbridge Centre has contracted with 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.

3.7 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 locked at all times. This may be the single most important rule to prevent intruders from entering office areas.
- Keep valuables, whether in your vehicle or office, out of sight always. A minimum amount of cash should be kept in the office. 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 the Hines Property Management Office will not permit property-wide advertisements on 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 the building. This device provides all tenants with the opportunity 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 properly identify themselves. 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. If a messenger does not produce identification when asked for it, building security should be notified immediately.
- 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.

2. Building Rules & Regulations

- No signs, lettering, pictures, notice 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 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 for 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 a use.
- If Tenant wishes to make changes to their wiring plan then Landlord will, upon request, direct where and how connections and all wiring shall be installed. Landlord will not allow boring, cutting or installation of 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.

- 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 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 by means of glue or other adhesive without 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 Tenant's Work or for subsequent alterations which are otherwise approved by Landlord.
- Tenant shall only use the freight elevator for mail carts, dollies and other similar devices used for delivering material between floors that Tenant may occupy.
- There are no carts allowed in the lobby and 2nd floor except for building provided / approved carts.
- Smoking is not permitted anywhere in the building, parkade, or parkade entrance. Smoking 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 for the benefit of its employees or guests. They must be maintained in compliance with applicable laws and regulations and do not disturb other Tenants in the building with odor, 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 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. Landlord, however, 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 Landlord and shall cooperate and participate in all reasonable security and safety programs affecting the building.



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