

# STOCK EXCHANGE TOWER TENANT MANUALS



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### **DELIVERIES/SHIPPING AND RECEIVING DOCK**

The loading dock is accessed from 5th Avenue and is to be used for deliveries for a maximum of 10 minutes.

Contractors are not permitted to park in this area while performing work in the building.

Those using the dock are asked to check in at the Security Desk in the main lobby immediately upon arrival.

Please call the Security Desk at (403) 777-5883 if you require the use of the loading dock after hours.

To book the Freight Elevator for deliveries or small moves, we recommend calling a minimum of 24 hours in advance. Please call the Security Desk at (403) 777-5883 to book the Freight.

All large scale moves must take place after hours, 6:00pm - 6:00am Monday to Friday, or 24 hours per day on weekends.

Please phone the Security Desk at (403) 777-5883 to book the Freight Elevator, giving as much time as possible, preferably 72 hours to one weeks notice.

The Freight Elevator cannot be booked between 7:30am - 9:00am, 11:30am -1:00pm and 3:45pm - 6pm Monday to Friday

### **HEATING AND AIR CONDITIONING**

For any adjustments required to temperature, humidity or air circulation please contact our Tenant Services Hotline at (403) 777-0646 and a building operator will be sent to adjust your area for your comfort.

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If Air Conditioning is required after standard building hours, please have the authorized individual (Tenant Representative) give 24 hours notice on company letterhead to the Security Desk or fill out a form at the Security Desk. There is a fee for this service.

## HOURS OF OPERATION

Throughout this manual there will be several references made to the building operating hours. The building schedule with respect to HVAC are as follows:

Monday - Friday 6:00 a.m. - 6:00 p.m.

Saturday, Sunday & Holidays 9:00 a.m. - 4:00 p.m.

## HOUSEKEEPING

The housekeeping at Stock Exchange Tower is performed by an outside contractor, and is administered by the Property Management Office. The first service under this contract will be provided on the evening of the first business day that you take occupancy, and will continue thereafter as provided in your lease.

Regular cleaning inspections are carried out to ensure that GWL Realty Advisors quality standards are met. If you feel that your requirements are not being fulfilled or if something has not been done, please contact the Tenant Services Hotline at (403) 777-0646.

## Cleaning Services

Office cleaning and public area cleaning services are provided Monday to Friday, exclusive of statutory holidays. Offices are cleaned between the hours of 5:00pm and 11:00pm. If tenants are working late, the cleaning staff will work around them but will not return again that evening.

Following is a brief outline of the cleaning procedures implemented in Tenant areas:

### Daily

Vacuum and spot clean carpets in the traffic areas daily (i.e. lunchrooms, staff meeting rooms, boardrooms, reception areas, lobbies, common areas and hallway corridors).

Sweep/dust mop and damp wash all floors.

Clean entrance door glass.

Spot clean all interior glass.

Dust and clean all office furniture within reach.

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Clean and sanitize water fountains.

Empty garbage and zone area recycling.

Clean and refill supplies in all washrooms.

Exterior ashtrays are emptied and cleaned.

## **Weekly**

Vacuum all carpeting and rugs on a full-floor basis.

## **As Needed**

Clean all brass and other bright work features.

Details of the specifications and frequencies can be requested by contacting our Property Manager at (403) 777-5885.

The cleaning staff will not clean any computer or electronic equipment for security and safety reasons.

## **Window Washing**

Building windows are cleaned regularly according to a schedule. Office tower exterior windows are washed twice a year and interior perimeter windows are washed once a year. We will send you a written notice two days before your inside office tower perimeter windows are to be washed. Please move all objects away from the windows so that they can be cleaned.

## **Waste Removal**

Office tower garbage waste baskets are emptied every night, but if you have more garbage than will fit in your waste basket, please call the Tenant Services Hotline at (403) 777-0646 and we can pick up excess paper waste upon request, during regular business hours, Monday to Friday.

Please put one of our "Please Throw Out" garbage stickers on excess garbage that will not fit in a regular wastebasket. It will be removed that evening.

For any large or awkward material that will not fit into the containers will require special arrangement. Please call the Tenant Services Hotline at (403) 777-0646 to arrange this. There may be a charge for this service.

The central garbage facility is located at the Loading Dock for tenants that would like to dispose of their own garbage. Prior to placing any material into the garbage receptacle, the Security Desk must be advised to confirm that the material is appropriate to place in the garbage compactor. For example, we do not dispose

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of hazardous materials or computers, the Tenant or Contractor is responsible for that disposal. If you have any questions, please contact the Property Manager at (403) 777-5885.

## LIGHTING

Please phone the Tenant Services Hotline at (403) 777-0646 and we will arrange to have burned out lights replaced. You can help us get to your location faster by giving the room number when you make the call. Light bulbs are normally replaced within the same or next business day. If you need more immediate service, let us know.

## MAILING PROCEDURES / POSTAL FACILITIES

When you move into Stock Exchange Tower we will assign a lockable mail box to your company (due to the limited number of mailboxes, only one box will be issued per tenant). Please contact the Property Administrator at (403) 777-5887 to ensure we have the correct company name and address.

The mail pick up area is located on the main floor, on the west retail under the Plus 15 stairwell.

Please note, if a primary tenant and a subleasing tenant share the same suite, they will also share the same mailbox.

It is recommended that the Tenant advise Canada Post of your new address and box number.

If mailbox keys are lost, it is necessary to re-key the lock. There will be a charge for this service. Please contact the Security Desk at (403) 777-5883 to arrange this.

## PARKING

For any questions or concerns about parking in the Stock Exchange Tower, please contact the Property Administrator at (403) 777- 5887.

Stock Exchange Tower offers a two level parkade accommodating 107 reserved stalls. Those individuals with access cards may activate the door and control arm at any time by use of the card readers. Other parkers may access the parkade during posted hours via an hourly rate, ticket system and for a limited number of stalls.

Parkade Hours:

Monday to Friday 6:00am - 6:00pm

Saturday 8:00am - 6:00pm

Sunday & Holidays Closed



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After normal parkade hours, access is only available by cardholders. The card reader is located outside the overhead doors.

The entrance to the parkade is accessible from 4th Avenue via the Calgary Place parkade entrance only.

In the event that your parking Access Card is lost or stolen, please phone the Property Administrator at (403) 777-5887 immediately so we can prevent unauthorized access to the parkade and office towers.

## **SIGNAGE AND SUITE NUMBER**

We have an electronic directory board on the main floor in front of the Security Desk and our Security Officers are also present to direct your clients and visitors. Companies on multi-tenant floors are also included on a directory board located in the elevator lobby of their floor.

To be listed on any of these directories, please call the Property Administrator at (403) 777-5887 and we will arrange this for you.

GWL Realty Advisors Inc will arrange elevator lobby signage as well as signage for the entrance door. The costs of all signage are charged to the Tenant's account. Individual designs for signage for your entrance must be approved by GWL Realty Advisors. All inquiries and requests should be directed to the Property Administrator at (403) 777-5887

## **WASTE REMOVAL SERVICES AND RECYCLING**

### **Waste Removal**

Office tower garbage waste baskets are emptied every night, but if you have more garbage than will fit in your waste paper basket, please call the Tenant Services Hotline at (403) 777-0646 and we can pick up excess garbage upon request, during regular business hours, Monday to Friday.

If you have garbage that will not fit in the waste paper baskets, please put one of our "Please Throw Out" garbage stickers on excess garbage and it will be removed that evening. We do not dispose of hazardous materials, computers or office equipment. The Tenant or Contractor is responsible for that disposal. If you have any questions, please contact the Property Manager at (403) 777-5885.

### **Recycling**

GWL Realty Advisors Inc. encourages its tenants to recycle whatever they can. Our commitment to the environment is demonstrated by our use of recycled paper products in washrooms throughout the building. All cleaning products used by our janitorial contractor are environmentally friendly. PCB cooled transformers are not used anywhere in the complex.

A wide range of paper products are accepted including all coloured or white paper, bond or photocopy paper, carbonless paper, cardboard, computer paper, all envelopes, flyers, newspapers and magazines,



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post-it notes, fax paper and staples/paper clips are okay. For more details concerning which products can be recycled, or to have desk and zone boxes delivered for your office, please call the Tenant Services Hotline at (403) 777-0646.

When the desk boxes are full, empty it into the larger zone bins placed in convenient, strategic locations in your office. The building cleaning staff will ensure all bagged paper is transported to the proper location for a recycling company to pick up. If you need additional collection service due to file cleaning or other special circumstance, please call the Tenant Services Hotline at (403) 777-0646.

Should you wish to recycle your bottles and cans, we can provide a container for your office kitchen that will be emptied as required. To obtain a container or additional information regarding the bottle-recycling program, please call the Tenant Services Hotline at (403) 777-0646 .

### **Cardboard/Extra Garbage Disposal**

Fire Code prohibits garbage from being left in any common area in the event of a building evacuation. Cardboard boxes or any other garbage must not be left in the elevator lobby, stairwell or the common areas of the building in the event of a building evacuation. Cardboard boxes are to be labelled and left in the designated area of your space.

Multi language labels may be obtained through the Tenant Services Hotline at (403) 777-0646.