

Newsletter Winter 2009

Building News

Safety Tips for BP Centre

1. Winter Safety

Mats are put down on the floors so people do not slip on water left from snowy footwear. Please use the mats for your own safety.

The cleaners try to do a good job of clearing areas of the Courtyard—please use the shoveled areas when going between buildings to avoid unnecessary harm to yourselves.

2. Year Round Safety

Piggy-backing—I n an effort to minimize the occurrence of non-tenants being on tenant floors, we ask that all persons going into tenant space scan their access cards, regardless of the number of persons entering. I E: if there are six people going into tenant space then all six should scan their

cards. If you see anyone on your floor that you do not recognize, do not allow entry and contact security, immediately at 403-237-7050 so they can investigate and provide whatever assistance is required. This also holds true for those you do recognize. If they do not have an access card, have them check in with Security—they may have lost or forgotten their card (for which they can get a “day pass” at the Security Desk). This is an issue that we all must be cognizant of and do our part in ensuring the safety of our floors and building.

Wellness Tip

Perfect posture is difficult to maintain during a workday. “Reset” your posture often by standing up and stretching at least once per hour. Dr. Chong

suggests standing periodically to make or take a phone call.

Standing up to straighten the spine helps to “reset” a sedentary posture for a better upright posture. This will help to decrease slouching and leaning by reminding you and your body to sit upright and supported.

This **wellness tip** has been provided courtesy of Dr. Alan Chong; Centre for Chiropractic Care and Massage Therapy. They are located on the main floor of the BP Centre. Contact them for a consultation or appointment at 403-237-5200 or

www.centreforchiropractic.ca

Feature on a Bentall Employee

Charlene Sobremonte Tenant Services Manager



Charlene began her career in real estate with Bentall LP over five years ago.

Her work experience as a Property Administrator has given her a wealth of knowledge about building sustainability and tenant relations. She re-

cently came back from a year off on maternity leave and was excited to enter into her new role as “Tenant Services Manager”.

Charlene’s focus will be on maintaining many of the building services such as parking, waste management, and janitorial services. You will see Charlene in the building conducting service audits to ensure that the building is running at a top notch level on a daily basis.

One of Charlene’s focuses will be working on BP Centre’s commitment to waste reduction and environmental sustainability. Should you have any questions about our extended recycling services or how you can reduce waste in your office space, please give Charlene a call 403-303-2414.

Special Points of

Interest:

- *Building News*
- *Feature Bentall Employee*
- *Looking Ahead*
- *Environmental News*
- *BP Centre Upgrades*
- *BP Centre and the Community*
- *Security News*
- *Tenant Updates*

For updates and information on BP Centre, visit the website at www.bp-centre.com

ClikFIX Tips for Everyone

- Bentall’s tenant service contact centre.
- Phone, email or “Click” to log your service request online.
- ClikFIX’s personnel are available 24/7.
- Service requests such as lighting, electrical, temperature change and repairs are most common notifications received by ClikFIX from our tenants.
- Take advantage of the service today to ensure your request is answered immediately.
- Call 1-866-ClikFIX (254-5349), email service@ClikFIX.com or visit the website at www.clikfix.com.

Looking Ahead to 2009

Welcome back to another year with BP Centre. Bentall LP is excited to begin this year by approaching 2009 with an innovative plan in place. BP Centre is "Green" in many aspects with dual flushometers, tenant events and a recycling program already in place. BP Centre encourages all tenants to take the initiative with their friends and colleagues to embrace a more Green Friendly work environment.

Keep an eye out for the "Green" events that will be held at BP Centre.

These events are listed under the Tenant Updates section of the Newsletter. With these events, you can take

the knowledge of how to be environmentally friendly and apply them to your planning and events.

Our Summer Time entertainment will be held in the Livingston Place Plaza, across 3rd Ave SW, on Wednesdays, from mid-May to mid-August. It will be bigger and better this year with taste testing, community involvement and great music to enjoy. Everyone is welcome to come and enjoy the lunch hour entertainment specials.

Earth Hour

On Saturday, March 28th from 8:30pm to 9:30pm, BP Centre will be participating in Earth Hour. This global event is

designed to decrease energy usage and ultimately decrease the environmentally damaging carbon footprint left behind. More notices will follow closer to the event date and for more information, check out the website at www.earthhour.org.



Environmental News

Waste Reduction—A Year in Review

In 2008, Bentall launched its "Forever Green" program which emphasized our commitment to reducing our environmental impact in all of the buildings that we managed. As part of that commitment, BP Centre partnered with "Clean Calgary Association" to conduct an audit of our entire waste stream. One of the results of this audit was the implementation of an extended recycling centre located on the P1 level of the building. The program has been a great success and has brought our initial waste diversion rate from 44% to 53%. More than half of the waste materials that leave the building are

being diverted out of the city's landfills. The Annual Waste Breakdown shows the percentage of waste in sectional terms to give you an idea of the garbage that reaches the landfill. It is Bentall's goal to continue to decrease the percentage of garbage reaching the landfill.

In 2009 we are excited to build on this program by increasing our diversion rates even further. When we take a look at the annual waste breakdown results, there are still a lot of materials being placed in the garbage that could be recycled. Here are some things you can do to help:

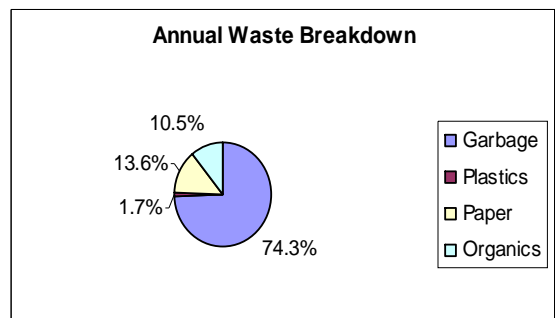
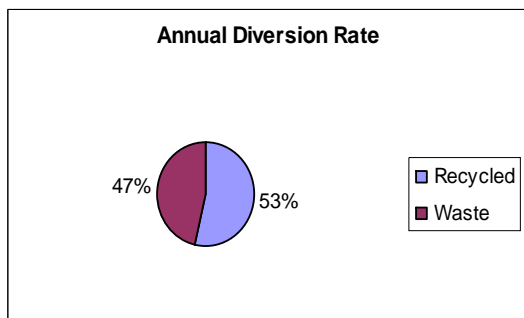
- Make sure all paper products that can be recycled are placed in the recycling

bins in your offices and not in the garbage bins.

- Juice bottles and pop cans are all recyclable and should never be thrown away. Keep them out of the garbage and into the recycling bins

- Almost all plastic catering trays and covers are made of plastic that is recyclable. If you are not returning them to the vendor, consider recycling them in the plastics bin on the P1 level instead of throwing them away

For more tips on recycling or ways that you can set up a recycling program in your office, please contact Charlene Sobremonte, Tenant Services Manager, at 403-303-2414.



Improvements and Upgrades

Building Ahead

Main Floor Locker Rooms

Construction on the main floor washrooms is moving ahead at a great pace. Tenants of the building can look forward to a “refreshed” look with all new paint, fixtures, and brand new tile throughout the change area. We are anticipating a re-opening date by the end of February but will send out a tenant notice once we have an official date established. Look for the update notices on the elevator screens and on the new BP Centre website, www.bp-centre.com.

+15 Addition

Plans are moving forward with a proposed re-development of the +15 level in the middle of 2009. The re-development would include the addition of food service locations as well as the construction of a +15 bridge over to Jamieson Place (currently under construction). The +15 bridge will be located on the West side of the building. We are very excited about this project and the new look for the +15 level. More details will be forthcoming as the plans for the re-development are finalized.



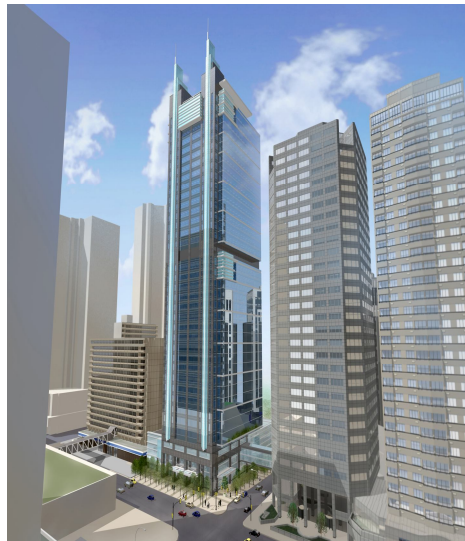
BP Centre and the Community

Jamieson Place Update

January 2009

Bentall LP would like to take this opportunity to say thank you to our BP Centre tenants for their ongoing patience, over the past year, with the construction of Jamieson Place, located on 2nd Street and 4th Avenue SW. This project is a welcome addition to the Bentall LP Calgary portfolio of downtown properties. We thought it would be useful to provide BP Centre tenants with an update on the building and construction progress for this new office tower.

Jamieson Place scheduled completion date is December 1, 2009. This building will be an 880,000 ft², 38 storey building with a Starbucks and Ki's restaurant on the main level and a Winter Garden with a bridge connection to BP Centre on the +15 level. The building's exterior is black granite featuring vertical blue lights that will run the full height of the building into a lit glass spire.



Currently, construction of the tower structure has progressed to level 23 with exterior granite installation complete to level 15. Completion of the tower structure is expected through to September 2009 with the remaining exterior installations taking place from September to December 1, 2009.

As a result of the construction, BP Centre tenants will continue to experience intermittent road closures, which are closely coordinated with the City of Calgary, on 2nd Street SW and/or 3rd Avenue SW. In order to minimize disruption due to road closures, BP Centre will communicate road closures to tenants by emailing tenant contacts; providing updates on the elevator monitors and the BP Centre website; and posting notices in the three BP Centre parkade elevator lobbies.

We thank you for your cooperation and understanding over the next year.

If you have any questions or concerns, please contact Michael Cole, Property Manager of BP Centre, at 303-2443 or at mcole@bentall.com.

Security News

Elevator Safety

In this issue, we would like to review the operation of the emergency phone that is located in each elevator cab.

When standing in the elevator, if you look to the lower right of the elevator door, you will see a small door with a telephone handset logo. When you open this door, you will see a telephone handset. Picking up this handset will connect you directly to the Security Desk which is staffed 24 hours a day, seven days a week.

Should the elevator malfunction and you become trapped inside, please take the following action:

- a. First, DO NOT PANIC, elevators have numerous safety features which prevent them from falling. Elevators are the safest mode of transportation in the world. You have nothing to fear, beyond the minor inconvenience of being "stuck" for a few minutes, you are safe. The majority of elevator problems are as simple as a piece of gravel becoming lodged in the lower door track. This can stop the door from automatically opening thus creating an entrapment. Elevators only fall in the movies!!
- b. DO NOT attempt to pry open the

doors to get out. You could be half way out when the elevator starts again which could cause serious or even life threatening injuries.

c. Open the emergency phone door, indicated by the telephone handset logo, and pick up the handset.

You will hear the telephone ring at the Security Desk. When it is answered, simply inform the Security Officer that your elevator has stopped and that you are trapped inside. Provide security with the cab number located on the small door at the lower part of the right hand side.

The duty Security Personnel will dispatch a Security Officer to your elevator. They will also contact both Building Maintenance and our contracted elevator repair company.

Do not become concerned if the Security Staff puts you on hold to telephone for assistance. Security will take you off hold as soon as they have contacted Maintenance and Elevator Repair. They will advise you that help is on the way and give you an approximate time-frame. Due to manufacture design, the emergency phone "may" time out and disconnect. As the elevator phone system is a "one way contact from the

elevator to the security desk", simply hang up the phone, count to 10 and pick up the phone again. You are in control of the communications. Do not feel you are bothering anyone. If you want someone contacted, pass the information to Security, unfortunately, the system won't allow us to forward your call.

On average it takes less than two minutes after the repair person arrives to get the elevator operational again. Our goal is to get the repair person here in less than 10 minutes! Should you become "stuck" at 10 in the morning, you can normally expect to be out and on your way in less than 15 minutes. If however, you get stuck at 10 at night, you "could" be there for a minimum of 20 minutes as the on-call technician must come from their office in South Calgary.

Remember, if you have new hire employees who are requiring a Life Safety Manual and Tenant Guide, make sure to contact the Tenant Relations Manager at 403-716-2003. These flip cards are very informative and bring the person up to speed on building procedures. Make sure to introduce your new hire employee to the BP Centre website, www.bp-centre.com, where they can gain knowledge on events at BP Centre.

The Finishing Touch: Tenant Updates

Upcoming Events for 2009:

- Earth Day
- Earth Hour
- Environment Week
- Waste Reduction Week
- Stampede Breakfast
- Summer Time Entertainment Series

Bentall LP is pleased to announce the following employee changes to the BP Centre team:

Michael Cole has been promoted to Property Manager from his previous role as Tenant Services Manager. He can be reached at 403-303-2443 or mcole@bentall.com

Charlene Sobremonte has been promoted to Tenant Services Manager from her previous role as Property Administrator. She can be reached at 403-303-2414 or csobremonte@bentall.com

Please do not hesitate to contact Michael or Charlene with any questions or concerns you may have.



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