

NEWSLETTER SPRING 2009

Building News

Summer Time Entertainment: This summer, the Livingston Place Plaza entertainment is going to take place every Wednesday of each week at lunch time. Once every month, throughout our Summer Time Entertainment session, Bentall LP will be hosting taste testing with local restaurants lounges and coffee shops. The name of the chef will not be announced until the first day of that particular week so it is up to everyone to book off your Wednesday lunch hour to enjoy some fabulous treats. Everyone in the community is more than welcome to come and sample the great food that makes our City special!

Here is a preview of the summer entertainment lineup!

- May 20, Blues/Funk Jory Kinjo
- May 27, Jazz Hannah Smart and surprise taste test coffee shop host

Bentall is looking forward to seeing everyone there!

Certificate of Excellence Award: BP Centre, built in 1988, received a Certificate of Excellence for the Earth Award at the annual BOMA Awards (Building Owners and Managers Association). With a score of over 90 points on a scale of 100, BP Centre demonstrated our commitment to sustainability, Occupational Health & Safety and the environment. The judging included review of our emergency preparedness, waste management & recycling, environmental management, water and energy conservation as well as employee health and safety. The judges were especially complimentary about the condition of the building during the site tour with the pristine mechanical rooms indicating the care and attention of building operations.

Pinnacle Award- Customer Service: The BP Centre/Livingston Place team received Calgary BOMA's Pinnacle Award for Customer Service. This award is recognition of Bentall's customer service commitment, our national programs as well as the ongoing dedication and efforts of the entire operations team at BP Centre. The judging process included a site visit and interviews with a few of our tenant and employees. The successful submission emphasized our Complete Service philosophy and training, klikFIX Tenant Services, our environmental stewardship and tenant communication through our newsletters, website and captivate elevator screens.



Our Feature on a Bentall Employee

Reta Carswell: Reta came to Bentall LP in December 2007 as the Tenant Relations Manager. She has been working on the Livingston Place and BP Centre management teams and has enjoyed every minute of it.

As the Tenant Relations Manager, she is located in the Livingston Place Club lounge on the +15 of the South tower. She is responsible for managing the

amenities for Livingston Place, Jamieson Place and BP Centre as well as managing tenant communications for the buildings.

Within BP Centre, Reta is the main contact for the bookings of the BP Centre Conference Room on the mezzanine level. She is also instrumental in developing the Conference Centre and Fitness facility within the almost complete

Jamieson Place.

As one of the tenant contacts with the Bentall LP management team, you can always contact her at rcarswell@bentall.com or 403-303-2003. She would be happy to assist you!



Special Points of Interest

- *Building News*
- *Feature Bentall Employee*
- *Main Floor Shower/Locker Rooms*
- *Security News*
- *Environmental News*
- *BP Centre and the Community*
- *Amenities*
- *Tenant Updates*

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

Tips for the Workplace

Pace yourself, especially on bad days!

Learn from criticism!

Take a break when needed!

Face everyday

+15 Renovations

The property management team of BP Centre is excited to announce that plans for the proposed +15 renovation are well underway. The project is expected to start construction in July with completion by February 2010.

The renovations are planned to take place in several phases with construction beginning in the NW corner of the building, continuing south on the west side to incorporate the new +15 bridge over to Jamieson Place. Bentall LP has contracted Gibbs

Gage Architects to develop a design for the renovations that would include the addition of seven brand new food service units to complement the current users that we have in the building. The newly designed space will be outfitted with an updated décor and have a "boutique hotel" feeling to it. Tenants can also expect to see more soft seating and will still have the opportunity to enjoy all of the natural light that the current +15 level provides.

The interior construction will be completed following LEED commercial inte-

rior guidelines wherever possible, with raw materials being selected that are environmentally friendly and/or locally produced. The recycling of construction materials and the re-use of parts of the marble flooring are also part of the renovation plans.

More details will be provided as the construction date nears. Any questions or concerns can be directed to Michael Cole, Property Manager, at 403-303-2443.

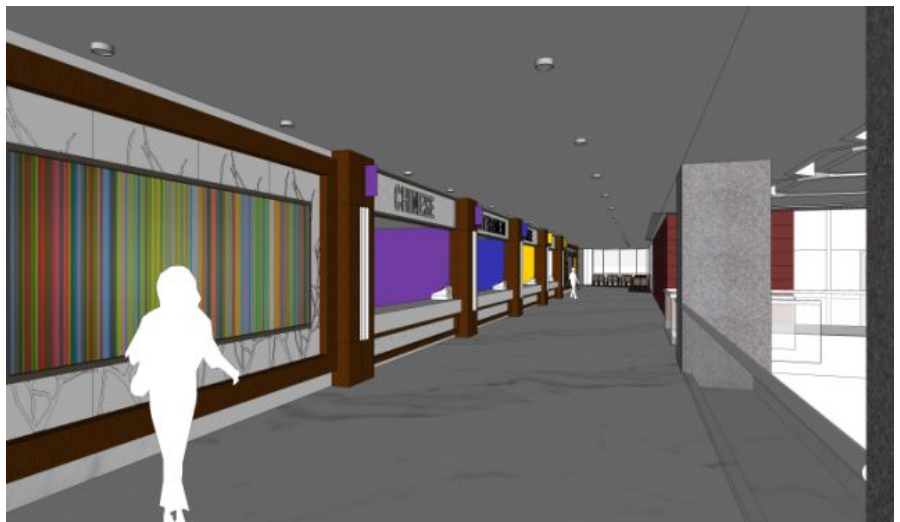
Security News

Evacuations and Stairwells

As you are all aware when the building is in alarm there is quite a lot of activity going on. One important aspect of the evacuation is to ensure that everyone gets out of the building safely and quickly. As such, Bentall LP would like to remind everyone that when you are in the stairwells to remain in single file on the right hand side.

The biggest reason for this is that we have to allow for passage of Fire Fighters or Building Operators to get to the area that is in alarm. Having everyone on the right side of the stairwell also aids in ensuring that merging floors are able to do so without too much difficulty.

Another issue, is that it is very loud in the stairwells, making it hard to hear announcements. Bentall would like to remind everyone that being quiet in the stairwells during evacuations will ensure that everyone is aware of what is happening all through the evacuation process. Thank you all for your attention to these most important issues.



Environmental News

Water Conservation Tips

Looking to conserve water and money?

Good water is a precious resource that is essential to our survival. Using water efficiently and wisely will help conserve resources, such as reducing the amount of chemicals used in water treatment and reducing the energy used to heat water. Taking even small steps to reduce water consumption will also save you money.

In Your Bathroom:

- Repair leaks. In the toilet put a drop of food coloring in the toilet tank. If it seeps into the toilet bowl you have a leak. Fix leaky faucets. A tap that drips one drop per second wastes about 10,000 litres per year.
- Install water saving aerators on your water faucets and low flow shower heads in the shower. Visit the EcoStore for Indoor Water Saver Kits.

• Avoid running the tap while brushing your teeth, shaving, washing up and cleaning. Take shorter showers. Only fill the bathtub half full.

The toilet is the greatest water waster in any household. Replace your old toilet with a low-flush model. Check out the City of Calgary's Toilet Replacement Program at <http://www.calgary.ca/toilet>.

In your kitchen:

- Run your dishwasher only when it's full.
- Wash fruits and vegetables in a bowl or basin using a vegetable brush instead of letting the water run. Use left-over water to water your plants.
- Consider composting, garbage disposals use hundreds of litres of water a week.
- Insulate hot water pipes and tanks so

that you don't have to run as much water to get hot water to the faucet.

- Chill your water in the fridge instead of running the faucet until the water is cold.



BP Centre and the Community



Clean Calgary Association: Bentall LP and BP Centre have been working diligently with the Clean Calgary Association. Clean Calgary is a non-profit organization which dedicates its time to educate 'Calgarians' on creating healthy homes and communities through environmental sustainability, products and services. Bentall LP is proud to announce that we are officially a Platinum Sponsor of the Clean Calgary Association through

our work, contribution and promotion of Clean Calgary's values. We will continue to host combined lunch and learns for BP Centre and Livingston Place and we will continue to hold tenant events that provide excellent ways to implement and encourage waste reduction and recycling within the work space. For more information on the Clean Calgary Association, visit their website at www.cleancalgary.org.

Connections Counselling: Connections Counselling has been included in previous issues of the BP Centre Newsletter but we feel that it is important to bring to light that the continual involvement of Bentall, BP Centre and Livingston Place. Connections Counselling is a unique Calgary-based non-profit organization, which since 1990 has been committed to providing services for people with intellectual disabilities and their families. This is a charity that does not get very much recognition, nor do they receive much funding. It is our goal as a reputable building management company with highly regarded tenants to not only embrace the local community around us but to highlight and promote those non-profit organizations such as Connections Counselling.



Once again, Bentall will combine both the BP Centre and Livingston Place tenant Stampede Breakfast that will be held in the Livingston Place Plaza. With the success of last year, we are aiming to deliver an even bigger and better event. Connections Counselling will have a donations table along the food line up so be prepared to read up on their latest news and they will have tickets for sale for a raffle draw with a large prize. Make sure to keep your eyes open for upcoming notices about Stampede 2009!

BP Centre Amenities

As with most facilities, there are several procedures and protocols to follow and it is important to have a review of all the ways to use your amenities to their full capacity.

Bike Cage: The BP Centre Bike Cage is located on the P1 level of the parkade. There is only one entrance for bikes into the parkade and this is through the same doors as vehicles. During the hours of 6am to 6pm, the



doors will be fully raised and a swipe card will not be needed. After hours and on weekends however, the parkade doors will be closed and you will require your building access cards

to swipe at the box. For exit during after hours and weekends, there is a push button, indicated by a sign, and this will raise the door for you.

Once you have entered the parkade, be sure to follow the yellow bike path to the bike cage. There, you will always require your building access card to swipe and gain entry into the cage. Make sure to hit the exit button on your way out of the cage too!

Main Floor Locker Rooms: The Main Floor Locker Rooms are located on the North East side of the main lobby and are also card access only. The rules and regulations are listed on large signage as you enter the rooms, make sure to read them over carefully.

The lockers within the locker rooms are day use only. Please provide your own

locks as Bentall will not be responsible for lost or stolen items.

For a crisp and pressed look, take advantage of the ironing centre. This is located outside the back of the rooms and are marked by signage. The locker rooms are available after hours and on weekends but remember, they are card swipe access at all times.

Feedback Link: Coming Soon!

If you have any questions or feedback on our tenant amenities such as the main floor locker rooms, website or +15 area, contact the Tenant Relations Manager, Reta Carswell, at rcarswell@bentall.com or 403-716-2003.

The Finishing Touch: Tenant Updates

Run Walk Club: As an added feature to being a tenant within BP Centre, Bentall is currently developing a plan for a Run Walk Club. Based out of BP Centre, all members will meet in the main floor lobby and will either partake in groups or individually. With a trained instructor there to track your progress, you will see results for healthy living in no time! For more information on this, contact the Tenant Relations Manager, Reta Carswell at 403-716-2003 or rcarswell@bentall.com.

Update - Tenant Surveys: The overwhelming success of our last survey used to determine what types of vendors should be pursued for our new food court on the +15 of BP Centre has led us to believe that the use of tenant surveys are a great thing! With the total responses being 1,154, the No.1 choice was fresh fruit and vegetables with Thai and deli sandwiches in a close 2nd and 3rd place. To view the survey results, visit the BP Centre website at www.bp-centre.com under tenant notice section. You will see more surveys coming your way and it allows the opportunity for you to voice your opinion about a particular subject. Make use of our surveys as we will always take your comments into consideration!

Tenant Events: Recap of Earth Hour and Earth Day - During Earth Hour 2009, Bentall LP made a conscious decision to turn off or unplug all non essential base building lighting and appliances. For one hour, the lobby lights were turned off and the equipment in the Conference Centre/Lounge and Fitness Centre was unplugged. The results of energy conservation within our buildings were phenomenal. Thank you to all those tenants who supported our efforts and had their own Earth Hour. On Earth Day, April 22, a successful Recycling Round-up event was held at our P1 Recycling. Many participants brought down their recyclable items and the winners were happily given their Clean Calgary gift baskets with environmentally friendly products.

"It is a great idea as now we have a place to recycle batteries." - Michelle Petros, BP Canada (Winner of Recycling Roundup)



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