



ARTC FACILITY SERVICES

2017 EDITION V1

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INTRODUCTION

Located at the University of Calgary's Research Park, the Alastair Ross Technology Centre (ARTC) is host to over 100 tenants, clients, and ecosystem partners and is dedicated to promoting the development of innovation-based research and technology firms.

Having been in operation since the early 1990's and encompassing over 120,000-square-feet, our 3 story facility nurtures the physical presence and growth of its clients through centralized access to Innovate Calgary programs and mentors, in addition to allowing open access to the facility's physical community.

As an innovation hub, over 300 events are held at the ARTC each year. Our proximity to rapid transit and in-house amenities coupled with the facility's collision opportunities make the ARTC a destination location for any tech start-up wanting to establish themselves, broaden their network and/or receive mentorship.

The Facility Services Manual has been designed to answer many of the immediate questions any of our clients may have about the building, its' policies and its' standard operating procedures. The information contained herein will provide an understanding of how the building is managed and it is our hope this manual be referenced as an ongoing resource and workflow tool for any of our Clients, guests or visitors.

This manual is part of facility resources library and compliments the ARTC Emergency Response, Fire Warden, and Facility Construction manuals, in addition to supporting any Leases or Membership Agreements our Clients may be engaged in with us. The forms contained within the manuals may be leveraged for Client use and we encourage the manuals to be regularly referenced for ongoing updates.

We take pride in striving towards best in class service and we encourage all our Clients; in-house, virtual or otherwise, to work with us in upholding the standards and processes that support the successful and safe operation of the ARTC. As always, we welcome your feedback at any time and will continue to rely on your coaching on how we can improve your experience.

This manual is reviewed annually and can be requested from the ARTC reception desk.



Crystal Raymond
Facilities Manager, ARTC



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Calgary, Alberta, T2L 2K7
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OWNER

The ARTC is owned and operationally managed by Calgary Technologies Inc. (CTI), the legal entity of what is publically known as **Innovate Calgary**. All leasing and legal contracts of the ARTC are executed with our legal name, but, both entities are, essentially, one and the same.

Colliers International is a 3rd party commercial real estate firm, contracted by CTI to manage select property details for the building, such as rent collection and facility accounts payable.

GENERAL CONTACTS AND HOURS OF OPERATION

BUILDING OPERATIONS AND FACILITY SERVICES

The ARTC Operations team is comprised of:

- Crystal Raymond - Facilities Manager
- Neil Ubi - Building Superintendent
- Jenilou Neufeld - Tenant and Client Services Coordinator
- Miguel Ayala - Operations Assistant

Building Operations and Facility Services Hours of Operation

Monday through Thursday.....7:30 a.m. – 4:30 p.m.
Friday.....7:30 a.m. – 4:00 p.m.
Saturday, Sunday and Statutory Holidays.....CLOSED

Facility Support -Business Hours.....ARTCFacilities@innovatecalgary.com
Facility Support -After-hours.....1-877-255-5888

FACILITY MANUALS LIBRARY

EMERGENCY RESPONSE PLAN (ERP)

The ARTC Emergency Response Plan acts as a formal preparedness program that protects human health, life safety and physical property in the event of an emergency. It specifically acts as a general guideline for the initial response to an emergency and an overview of responsibilities before, during, and after an emergency.

FIRE WARDEN MANUAL

The Fire Warden Manual serves to provide direction to in-suite Client volunteers during fire and/or emergencies requiring evacuation. It is a document aimed at those who are responsible for ensuring the employees of their company are evacuated safely from the suite in the event of an emergency.

TENANT CONSTRUCTION – COMING SOON

The Tenant Design and Construction Manual assists to familiarize ARTC Clients, Consultants and Contractors with the facility's building standards. It outlines procedures, practices and rules specific to the ARTC for all design and construction within the building.

LEASING AND MEMBERSHIP

Corporate ID

The Corporate ID program provides smaller companies with affordable access to the ARTC as a virtual tenant and offers the prestige of a business address without having to lease office space. Typical members of this program include small and start-up technology companies, but, we also host many established consulting firms, researchers, and companies looking to establish satellite offices.

For a small monthly fee, clients of the Corporate ID program are provided with;

- Limited free and/or discounted use of six fully equipped onsite meeting rooms
- Secure, high-speed, internet via the ARTC CY-Fi
- An onsite mailing address and mailbox
- Complimentary visitor parking
- Courier and postage meter services
- Access to the ARTC business services centre

The Inc.

The Inc. is co-working environment geared towards entrepreneurs looking to accelerate their venture's success and are seeking to leverage community resources. Members of The Inc. are entrepreneurs looking to be part of a collaborative and vibrant community to build a winning business model.

Monthly membership of The Inc. not only provides an open-concept work environment, it provides access to coaches, workshops, seminars and resident entrepreneurs that may otherwise be out of reach.

1-5+ employees

Individual Client suites are ideal for those clients looking for a private work experience or for those clients who have outgrown The Inc.

The ARTC offers suites ranging between 150-square-feet to 10,000-square-feet with flexible leasing terms and customized contract conditions.

IN HOUSE AMENITIES

MEETING ROOMS

There are 6 meeting rooms available for use in the ARTC. These rooms are coordinated via a shared booking system called YArooms. Each Client, and ideally each employee of each Client, has a YArooms ID. Below are each room's sizes and guest capacities based on a standard configuration (round/square) setting:

Meeting Room	Capacities	Phone Number	Hardwired Internet	Equipment
Boardroom 1	8 attendees	403-267-5691	Yes	phone
Boardroom 2/3	35 attendees	403-267-5693	Yes	phone, projector, laptop, polycom
Boardroom 4	8 attendees	403-267-5694	Yes	phone
Boardroom 5	12 attendees	403-267-5695	Yes	phone, projector
Boardroom 6	8 attendees	403-267-5696	Yes	phone
Boardroom 7	14 attendees	403-267-5697	Yes	phone, projector

All meeting rooms are equipped with:

- Flipcharts and/or whiteboard
- Dry erase markers / erasers / cleaners

PRESENTATION RESOURCES

The ARTC has a number of resources available for sign-out for your convenience. All items below are required to be retrieved, signed out and returned to the main reception desk. These resources include:

- Wireless microphone
- HDMI adapters
- Projector
- Polycom
- Dongles

PUBLIC WI-FI

Clients, Visitors, and Guests accessing the ARTC public Wi-Fi will experience some of the fastest internet service in Calgary.

The ARTC has recently connected to [Alberta's Research and Education Network](#) to provide innovators with an invaluable high-speed and high-bandwidth resource capable of achieving up to 400 Megabits per second (Mbps).

This Wi-Fi connection — nicknamed “CY-Fi” — is part of the [CyberaNet for Innovators](#) program offered through Cybera, Alberta's not-for-profit technology accelerator. The goal of this program is to support the growth of new digital enterprises in the province by providing startups with access to high-speed, unlimited bandwidth.

Please see the main reception desk or email ARTCFacilities@innovatecalgary.com for more details.

BUSINESS CENTRE

Located on the main floor, neighboring Reception, the Business Center is a valued tenant resource offering high capacity print, copy and scan services.

Other Business Center services include laminating, binding and shredding.

MAIL AND COURIER

Incoming

- Canada Post deliveries are made each day between 9:00 a.m. and 10:00 a.m., and are delivered directly to the reception desk for distribution to individual Client and Member mailboxes.

Outgoing

- **Canada Post** is retrieved daily between 9:00 a.m. and 10:00 a.m.
- **FedEx** courier packages and parcels are retrieved twice daily between 10:00 a.m. and 12:00 p.m. and again between 3:00 p.m. and 4:00 p.m.
- **UPS** courier packages and parcels are retrieved daily between 10:00 a.m. and 12:00 p.m.
- **DHL** courier packages and parcels are retrieved daily between 3:00 p.m. and 4:00 p.m.

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- **West Direct** courier packages and parcels are retrieved ad hoc for Rush, Direct or Non-Stop service within the City limits.

CATERING

Located in the main floor lobby of the building is the ARTC's onsite Choice's Café. As an independently owned and operated business, Clients, guests and visitors will find a rotating menu of both cold and hot breakfast and lunch items in addition to a variety of specialty coffees, teas and snacks.

Café Hours of Operation

Monday through Thursday.....	8:00 a.m. to 3:00 p.m.
Friday.....	8:00 a.m. to 2:00 p.m.
Saturday, Sunday and Statutory Holidays.....	CLOSED

Choice's Café also provides catering services. Please email choicecafe1@gmail.com for a price list, catering menu and catering service hours.

EVENT USE

The ARTC is proud to host over 300 in-house, client and community events each year!

Our spacious atrium is an ideal location for after-hours events of up to 75 attendees and our boardrooms can accommodate meetings of up to 35 seated attendees. For enclosed networking and mingling events, our main boardroom can be reconfigured to accommodate standing room just shy of 60 attendees. We also offer a multitude of presentation tools to help make your event a success and the onsite Choices Café can be used for convenient, reliable, catering solutions.

Please contact ARTCFacilities@innovatecalgary.com for more details.

AFTER HOURS FACILITY SUPPORT

For after-hours building operations concerns, please contact the ARTC 24hr Service Centre at 1-877-255-5888.

YAROOMS

This web-based room booking tool allows Clients and Members to access the ARTC meeting rooms from anywhere at any time using a variety of devices.

PC, tablet and phone compatible, YArooms integrates with Outlook, iCal and LDAP formats as a versatile solution for reserving space in the ARTC.

Clients and Members are distributed unique registrations and log-in credentials for their staff and email add-ins can be leveraged for synced calendar bookings.

For further details regarding YArooms, including user guides and reference tools, please visit the reception desk or email ARTCFacilities@innovatecalgary.com.

MEETING ROOM ETIQUETTE

As an innovation hub, the ARTC is oftentimes a destination location for those organizations looking to host ecosystem events, presentations or workshops.

To ensure meeting rooms are used appropriately, the below guidelines shall govern the use of the boardrooms:

- **Right size your meeting space**
 - Book an appropriately sized meeting room for your party.
- **Include set up and take down time in your reservation**
 - This allows for organizers to have adequate time to prepare and reconfigure the meeting room.
- **Always make reservations**
 - If you see that a meeting room is empty, do not assume that it is available for use.
- **Limitations of use**
 - Please refer to the recommended usage hours for our out-of-house Clients:
 - Corporate ID clients – 6 hrs a week for a total of 10 hrs a month
 - The Inc. clients – a total of 4 hrs a month (*regular usage fees apply*)
- **Leave the meeting room clean**
 - Meeting room clean-up fee's will be applied to any rooms left unkempt or reconfigured in an arrangement other than the standard configuration posted in each room. This fee will be also be charged for the removal of any food/beverage containers and/or for the removal any meeting paraphernalia left behind.
- **Leave the meeting room resources in the meeting rooms**
 - Each meeting room is equipped with resources as a courtesy to our clients, guests, and visitors. All meeting room resources are to be kept in the meeting room for other users. Should more resources be required, please inquire with the reception desk, if none are available, it is encouraged that clients procure their own.

ACTIVITIES AND EVENTS

YOGA

Yoga instructor, Christine Cox, teaches a weekly yoga class every Tuesday between 12:00 p.m. and 1:00 p.m. Sessions run 6 weeks with drop-in's welcome anytime. Classes are held on the +15.

The class is a strong, dynamic flow of warming movements, transitioning into calming positions with longer holds and breath work, winding down into relaxation poses. All levels are welcome.

For more information on pricing or to sign up, please contact jean.birks@albertainnovates.ca or freebirdyoga@gmail.com.

TOASTMASTERS

If you're looking to improve your speaking and leadership skills then Tech Talkers is for you!

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Toastmasters Intl. is a world leader in communication and leadership development and we're happy to host such a vibrant collective of speakers. The Tech Talkers club meets each Wednesday from 12:00pm to 1:00pm.

For membership information or to find out more, please visit <http://8250.toastmastersclubs.org/directions.html>

STAMPEDE BREAKFAST

In support of the Calgary Food Bank, our annual Stampede Breakfast is open to all clients, guests, visitors and ecosystem partners.

Typical fare at this rompin' and stompin' event includes pancakes, sausages, eggs, juice and coffee, but, may vary slightly from year to year. Yahoo!

TECH SHOWCASE

This collaborative event provides an opportunity for interested parties, stakeholders, and community members to learn about how tech innovation products are being applied as practical solutions and allows them to gain exposure to some of Calgary's most exciting startup's.

In addition to exhibitions, this event is held each September and oftentimes hosts prominent speakers, tech competitions and an eclectic mix of food and refreshments. Be sure to add this event to your calendar!

OUT OF HOUSE AMENITIES

PUBLIC TRANSIT

Slightly northeast of the center is the Brentwood C-Train station, connecting passengers to a multitude of bus terminals, park and ride service and rapid rail transit.

To the immediate east of the building's main exit are several bus routes destined for the surrounding University campus, neighborhoods, shopping malls, local pubs, and restaurants.

BANKING

Located in the Brentwood Village Shopping Mall, within 15 minutes walking distance, are Scotiabank, First Calgary Financial, ATB and TD Canada Trust financial institutions.

CHILD CARE

Also located in the Brentwood Village Shopping Mall is the Brentwood Childcare Centre. Please visit <https://www.brentwoodchildcare.ca/> for more information.

UNIVERSITY OF CALGARY ACTIVE LIVING

The University of Calgary's Faculty of Kinesiology offers programs, services, and facilities through its Active Living programs to promote healthy, active lifestyles. Open to UofC students, faculty, alumni and the general public, discounts on membership or day passes are available to Research Park employees who present proof of employment within the park.

Please visit <http://www.ucalgary.ca/activeliving/memberships> or email active@ucalgary.ca for more information.

HOUSEKEEPING

HVAC

Ambient temperature through the ARTC is maintained between 19 degrees and 24 degrees Celsius.

The regular hours of operation of the HVAC system are:

- Monday through Friday 6:00 a.m. to 9:00 p.m.
- Saturday, Sunday's and Holidays the HVAC operations run between 9:00 a.m. to 6:00 p.m.

Requests for further temperature adjustments can be sent to ARTCfacilities@innovatecalgary.com .

WASTE COLLECTION

Calgary businesses and organizations produce one third of all of the waste going to City landfills. Of this, 88% isn't actually waste, the bulk of it is paper, cardboard, and food.

Between 2016 and 2020, the City of Calgary is changing how commercial facilities handle waste. Effective November 1, 2016 businesses and organizations must separate recyclables from waste.

Paper, cardboard and approved recycling materials are required to be stored and disposed of separately from the waste generated by the facility's activities. To facilitate the success in this initiative, specific receptacles identified as 'WASTE' and 'RECYCLING' are provided throughout the common areas and meeting rooms of the building. 'REFUNDABLES' are recycled via our partners at Vecova as detailed below.

Clients with private, enclosed suites, are required to provide their own separation receptacles as per the City Bylaw requirements and all waste and recycling receptacles must be lined and clearly marked, or they will not be emptied.

For more information, please visit: www.calgary.ca or call 311.

RECYCLING

Paper, cardboard and approved recycling materials are required to be stored and disposed of in the blue bins provided throughout the facility's common areas and meeting rooms.

Items that must be recycled, and are banned from public landfills, include:

- Newspaper
- Catalogs and magazines
- Mixed and shredded paper
- Cardboard
- Glass jars and bottles
- Food cans and foil
- Plastic containers marked with symbols 1 – 7
- Plastic bags and clear plastic film
- Scrap metal and wood

SHREDDING

Shared shredding services are provided at no cost to clients in the Business Centre. For those clients who prefer in-suite shredding, individual contracts can be coordinated via their own preferred vendors.

WASTE

All non-recyclable matter, considered to be waste, can be disposed of in the black bins provided through the facility's common areas and meeting rooms.

REFUNDABLES

Innovate Calgary is proud to partner with our Research Park neighbor, Vecova, in recycling the refundable containers (pop bottles and cans) collected from our guests, visitors, and clients. All refundables can be disposed of in the large, black, bottle-shaped receptacles found throughout the common areas and meeting rooms.

The Vecova Beverage Container Pick-Up service is a free, easy to use recycling service that creates employment for persons with disabilities. To learn more about Vecova and their mission, please visit www.vecova.ca.

LIONS RECYCLE FOR SIGHT

Every day, the Lion's Club recycled eyeglass programs help children read and assist in senior's maintaining their independence and also help low-income adults work more productively.

Your donation can help change someone's life. Simply drop your useable eyewear in the Lion's Club Recycle for Sight collection box in the Business Centre and they'll be put to good use in local communities.

For more information on the Lions Recycle for Sight program, please visit <http://www.lionsclubs.org/EN/how-we-serve/health/sight/eyeglass-recycling.php> .

LIGHTING

In-suite lighting and ballasts are maintained and replaced by building operations with exception to in suite specialty lighting. For light bulb replacements, please contact ARTCFacilities@innovatecalgary.com .

JANITORIAL

Trash is collected nightly from Client suites, shared kitchens and common areas and ad hoc vacuuming and dusting is performed.

Centralized in-suite recycling is collected each night, however, recycling kept at individual workstations and/or offices is not collected due to confidentiality.

For further specifics on the janitorial scope for the ARTC, please see the enclosed Janitorial Schedule in the Forms and Schedules section.

Janitorial concerns can be sent to ARTCFacilities@innovatecalgary.com .

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LOST AND FOUND

Lost and Found items can be reported or taken to the reception desk on the main floor. Items are kept for 30 days after which they are disposed of through donation or waste.

SMOKING

Smoking and electronic cigarettes (e-cigarettes) are prohibited in all common and public areas of the ARTC including, building lobbies, elevator lobbies, washrooms, loading docks, all elevators and all stairways. Smoking is also prohibited in all external patios, stairways, and fire escapes.

Clients, guests and visitors who smoke are required to refrain from smoking within five (5) meters of any doorway, window or air intake.

GENERAL LIFE SAFETY AND SECURITY

ACCESS

The ARTC uses an access card control system that isolates access to the building and some client premises.

After-hours access to the ARTC is restricted and use of access cards is required. If you are hosting an after-hours event, please contact the Facility Manager to coordinate for a Facility Use Agreement and to customize any access programming.

Alteration of locks and/or the installation of additional locks, bolts or access panels is not permitted.

NEW ACCESS CARDS

To obtain an access card, an **Access Card and Parking Pass Request Form** must be completed and must include authorized signatures from the party requesting access. The form can be brought directly to the reception desk or emailed to ARTCfacilities@innovatecalgary.com

There is a \$25.00 non-refundable processing fee for each replacement access card issued. This fee will be billed to the billable party outlined in the Lease Agreement.

EMPLOYEE DEPARTURES

As employees depart, please fill out the **Access Card and Parking Pass Request Form** as soon as possible and send to the reception desk or email to ARTCfacilities@innovatecalgary.com to deactivate the access card.

There is a \$25.00 non-refundable processing fee for any cards not returned upon moving out of the building. This fee will be billed to the billable party outlined in the Lease Agreement.

FIRE EMERGENCY

What to do if you discover fire or smoke:

- 1 Remain calm
- 2 Leave the fire area, closing doors behind you
- 3 Activate the nearest fire alarm pull station
 - a. This will activate the fire alarm system
- 4 When safe to do so, call 911

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- a. Provide your name, building address, and the location of the fire and/or smoke.
- 5 Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Wardens
- 6 Do not use the elevators
 - a. The fire alarm causes elevators to return to the ground floor
- 7 Report to your Muster Point
- 8 Do not return until a fire official or Building Operations tells you that the alarm condition has been cleared

MEDICAL EMERGENCIES

In the event someone in your office is in need of medical assistance, please follow these steps:

- 1 Call 911
 - a. Provide the ARTC address, floor, and suite number
- 2 Call the Building Superintendent, Neil Ubi, at 403-284-6407
 - a. Building Operations can make an effort to clear the street and lobby to accommodate the entrance of medical personnel
- 3 Send one person to the elevator lobby on your floor
 - a. To lead security and medical personnel to the person in distress

GENERAL LIFE SAFETY AND SECURITY BEST PRACTICES

Clients are required to keep their halls, doorways, vestibules and other similar areas unobstructed for ingress and egress purposes.

The enforcement of strict control over keys and access cards further protects clients and their employees' valuables and results in cost savings to clients.

FOR MORE DETAILED LIFE SAFETY PROCESSES AND PROCEDURES, PLEASE REFER TO THE ARTC EMERGENCY RESPONSE PLAN AND/OR THE ARTC FIRE WARDEN MANUAL.

CANVASSING

Canvassing, peddling, soliciting and/or distributing handbills, surveys or fliers within the ARTC without the expressed written permission of the facility is strictly prohibited.

MOTORCYCLE AND VEHICLE PARKING

For those clients and members who do not have company paid parking, individual parking contracts can be procured directly through building operations. Please contact ARTCfacilities@innovatecalgary.com for further details.

BIKE PARKING

Bike racks can be found outside the west main entrance of the building.

BARRIER FREE DESIGN

Innovate Calgary wants all those who visit or work in the ARTC to have equal opportunities to thrive, interact and feel safe within the building.

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For the convenience and ease of access for all those within the building, barrier free access has been provided for:

- All main entrances
- Safe paths of travel between the ARTC and public streets, pathways, parking areas, passenger loading zones and bus stops,
- Access to recreational, office and lavatory areas within the building.

For more information on Barrier Free Design, please visit <http://www.municipalaffairs.alberta.ca>

PETS AND SERVICE ANIMALS

While we recognize and value the contribution that animals can bring to our lives, for some, being exposed to animals can present significant health and safety concerns with the potential to irritate serious health conditions.

Within the ARTC, the health and safety of our tenants, client's, guests and visitors is of utmost importance. In order to provide a safe environment for everyone working in or visiting the ARTC, all animals and pets are prohibited from all ARTC facilities and premises with the exception of authorized service animals.

The ARTC welcomes all persons with disabilities but acknowledges that **ARTC client suites, labs and meeting rooms are not open to the general public**. For those regular Clients who are in need of service animals, a Service Animal Acknowledgement will be required for ongoing access to non-public areas.

For guests and visitors of client space who require the use of service animals, a permission agreement is not required.

COMPLAINTS

All facilities and facility services complaints can be directed to ARTCFacilities@innovatecalgary.com and/or by contacting the Facility Manager.

MARKET TENANTS

Office space is available to businesses, non-profits and other agencies who do not to participate in Innovate Calgary programs, however, priority tenancy is given to Innovate Calgary Clients and innovation-driven startup's and enterprises.

SUSTAINABILITY

ECOROOF

The final phase of the ARTC EcoRoof Initiative was completed in 2006. Dedicated to demonstrating a positive environmental impact, the EcoRoof serves to provide eco-researchers with information on design, build and maintenance strategies for other eco-roof projects suited to Alberta's challenging climate.

As the province's first retro-fit xeriscape facility, all plants 'decorating' the exterior landscape of the facility are plants and trees indigenous to Calgary, reducing the building's maintenance costs and environmental impacts.

ENTREPRENEUR AND ENTERPRISE SERVICES

ENTREPRENEUR DEVELOPMENT

Innovate Calgary offers a variety of seminars and workshops to assist with the development and advancement of technology companies ranging from comprehensive programs on financing, marketing, and pitch coaching.

Please visit www.innovatecalgary.com for more details.

INTELLECTUAL PROPERTY

Innovate Calgary can evaluate, protect, market and license inventions created by researchers at the University of Calgary, independent inventors, and small and medium-sized technology companies.

Please visit www.innovatecalgary.com for more details.

MENTORSHIP

The CEO Roundtable is a peer advisory forum for CEOs, board members and founders of technology companies to openly discuss their challenges in a confidential, safe environment.

The Venture Mentoring Service of Alberta is a program powered by Innovate Calgary, created to provide world-class mentoring to entrepreneurs throughout Alberta.

Please visit www.innovatecalgary.com for more details.

BUSINESS SUPPORT SERVICES

It's hard to do it all on your own. Innovate Calgary can tailor our services to your company's specific needs. We are here to support you in completing your business development tasks including:

- In-depth entrepreneur coaching
- Market opportunity assessment (third party evaluation)
- Customer validation
- Financial modeling and forecasting
- Business model analysis and strategic marketing planning
- Intellectual Property Management
- Coaching

Please visit www.innovatecalgary.com for more details.

PARTNERS

Key partnerships are critical to startup growth. Innovate Calgary has working relationships with a variety of industry associations, other accelerators, international trade missions and more. We are here to support your company growth any way we can by connecting you to the right resources.

Please visit www.innovatecalgary.com for more details.

UNIVERSITY OF CALGARY RESEARCH TRANSITION FACILITY

Developed to assist University-based entrepreneurs to incubate new ideas and discoveries, the University of Calgary's Research Transition Facility (RTF) offers a variety of office, wet lab and dry space for startup companies.

Managed by a committee that includes representatives from the University of Calgary's Research Services, Real Estate Leasing and Land Holdings and Innovate Calgary, the program offers attractive lease rates and subsidies for University spin-off companies.

Please contact the Facility Manager for further details.

ARTC MOVING PROCEDURES

MOVING IN

Moving of furniture, equipment or bulky materials requiring the use of elevators or travel through lobby areas must be coordinated via Building Operations and is restricted to the hours established by Innovate Calgary.

Arrangements must be made in advance regarding moving times, dates, and the methods and routing of all bulky deliveries. These can be coordinated with Building Operations.

MOVING OUT

Upon termination of the Lease or Membership agreement, the client is to return all keys and access cards to the Facility Manager.

Moving of furniture, equipment or bulky materials requiring the use of elevators or travel through lobby areas must be coordinated via Building Operations and is restricted to the hours established by Innovate Calgary.

Arrangements must be made in advance regarding moving times, dates and the methods and routing of all bulky deliveries. These can be coordinated with the Facility Manager.

Clients must have their mail address forwarded via Canada Post to ensure mail is not returned to sender. The ARTC is actively revising the numbering convention of the suites within the building and redundant or out of sequence suite numbers will be retired in partnership with city addressing.

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2016 FACILITY FEE SCHEDULE 1/2

SECURITY

Additional Suite Keys.....	\$ 5.00
Additional Mailbox Keys.....	\$ 5.00
Initial Access Cards (upon agreement execution).....	\$ INCL.
New Parking Stall (incl. parking pass).....	\$ 75.00
Replacement Access Cards.....	\$ 25.00
Replacement Parking Passes.....	\$ 50.00
False Alarm Trigger.....	\$ 150.00
Unreturned Access Cards upon Termination of Lease or Agreement.....	\$ 25.00
Unreturned Parking Passes upon Termination of Lease or Agreement.....	\$ 50.00

FACILITY USE

Meeting Room: Tenant Extended Use.....	\$ 25.00/hr
Meeting Rooms: Non-Tenant Extended Use	
Boardroom 2 & 3.....	\$ 100.00/hr
Boardroom 1, 4, 5, 7.....	\$ 50.00/hr
Atrium Rental.....	\$ 600.00

RECONFIGURATION COSTS

Boardroom 2 & 3 (per quarter hour).....	\$ 25.00 /15 mins
Boardroom 1, 4, 5, 7 (per quarter hour).....	\$ 25.00/ 15 mins
Atrium Rental.....	\$ 200.00/ hr
In-house Client and Tenant Clean Up Costs.....	\$ 75.00
Facility Use and Corporate ID Clean Up Cost.....	\$ 150.00
Late Cancellations or No Shows.....	\$ 25.00/hr

COURIERS AND POSTAGE

+48 Hr Parcel Storage.....	\$ 5.00/ day
Courier Coordination.....	\$ 3.00 + fees

2016 FACILITY FEE SCHEDULE 2/2

PRINT AND COPY (PER PAGE)

BW Copies.....	\$ 0.07 per page
Color Copies.....	\$ 0.50 per page
Laminating.....	\$ 3.00 per page

JANITORIAL SCHEDULE 1/1

The list of in-suite janitorial services include:

Note: Should any clients prefer to expand upon the existing scope of work, please contact ARTCFacilities@innovatecalgary.com to coordinate suite-specific pricing.

NIGHTLY

- Ad hoc vacuuming
- Damp wipe all phones and handsets
- Spot clean all horizontal and vertical surfaces
- Spot clean and walls, doors and door kick plates
- Empty and wipe all waste receptacles and replace liners
- Clean, disinfect and polish washrooms (mirrors, bowls, urinals, vanities, dispensers)
- Spot clean both sides of all door glass and side light glass
- Dust and spot clean all furniture, fixtures, equipment and accessories
- Empty central recycling containers
- Polish all glass desktops
- Dust all low reach areas
- Dust mop all hard surface flooring
- Damp mop all hard surface flooring
- Replenish washroom paper towels, toilet tissue, disposable bags, hand soap and gender hygiene products, if any

WEEKLY

- Prime washroom floor drain traps to prevent odor
- Dust washroom return and exhaust air vents
- Acidize toilet bowls and urinals
- Spot clean partition glass
- High dusting

MONTHLY

- Wash and disinfect all waste receptacles
- Vacuum all upholstered furniture

We greatly appreciate candid and consistent feedback on the building's cleanliness and appearance. Please send all comments and feedback to ARTCFacilities@innovatecalgary.com as they arise so that they can be immediately acted upon and/or remedied.

ARTC FACILITY SERVICES MANUAL_2016 EDITION

ARTC ACCESS CARD AND PARKING PASS REQUEST FORM 1/2

ACCESS CARD AND KEY REQUESTS

Please allow 2-3 business days for processing.

Date Requested: _____

Company Name: _____ Suite: _____

Requestors Name: _____ Ph. #: _____

TRANSACTION TYPE

New Card Replace lost card Replace worn card Reassign existing card

ACCESS REQUIREMENTS

24/7 access: Y / N

6 a.m. to 6 p.m. Monday to Friday: Y / N

Customized access: From _____AM to _____PM S / M / T / W / Th / F / S

ACCESS CARDS

Tenant to fill out name, Landlord to fill out Card number

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

Employee Name: _____ Card #: _____

PARKING PASSES

Allotment as per Lease: _____

Tenant to fill out name and plate Number, Landlord to fill out pass number

Employee Name: _____ License Plate #: _____ Pass #: _____

ARTC FACILITY SERVICES MANUAL_2016 EDITION

ARTC ACCESS CARD AND PARKING PASS REQUEST FORM 2/2

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

Employee Name: _____ License Plate #: _____ Pass #: _____

MAILBOX KEYS

Amount: _____ Mailbox #: _____

NOTES

Only one access card per person will be issued.

Access cards remain the property of the ARTC and must be returned to Building Operations once employment has ceased or an Agreement has been terminated.

Replacement and non-return fees apply to any cards issued. Please see the Facility Services Fee Form for further details.

RETURN THIS FORM TO ARTCFACILITIES@INNOVATECALGARY.COM

For Office Use Only

Request Received By: _____ Date: _____

Delivered By: _____ Date: _____

Tenant Sign for Receipt: _____ Date: _____

PREPARE CHARGEBACK FORM AND ADD THIS FORM TO THE CLIENT FILE

ARTC FACILITY SERVICES MANUAL_2016 EDITION

COURIER RELEASE FORM 1/1

Subject to the following conditions, the reception desk will accept courier packages on a client's behalf, provided:

1. Deliveries are of a reasonable size and weight
2. Use of full ARTC address is clearly indicated
 - a. **Company Name**
Suite #, Alastair Ross Technology Centre
3553 31 Street NW
Calgary, AB T2L 2K7
3. **Pick-up is required within 48 hours.** Items left beyond this time are subject to fees as outlined in the ARTC Fee Schedule
 - a. Packages can be retrieved during regular ARTC business hours as listed at the beginning of the Facility Services Manual
4. A signature will be required for release of the package
5. We will sign for the delivery on your behalf, and notify you via phone call and/or email
 - a. **Innovate Calgary staff will not accept registered mail, C.O.D. deliveries or legal process servers. A notification card will be left and placed in your mailbox for all certified and process deliveries. Initial_____**

Please complete below, indicating your approval for ARTC building operations staff to accept courier deliveries based on the conditions noted above.

Company Name: _____ Date: _____

Designate Name: _____ Title: _____

Signature: _____

Email address for notification: _____

Alternate email address (e.g. vacation coverage): _____

Phone number for notification: _____

RETURN THIS FORM TO ARTCFACILITIES@INNOVATECALGARY.COM

THIS FORM IS TO BE ADDED TO THE CLIENT FILE

ARTC FACILITY SERVICES MANUAL_2016 EDITION

CREDIT CARD AUTHORIZATION FORM 1/1

I, _____, authorize Calgary Technologies Inc. to charge the credit card indicated below for payment of my Calgary Technologies Inc. service charges.

If services are being paid by the Organization:

- Client Billing Address: Suite # _____ 3553 31st Street NW
Calgary, AB T2L 2K7

- Client E-Mail Address: _____

If services are being paid by Individuals:

- Individuals Billing Address: _____

- Individuals E-Mail Address: _____

Account Type: Visa M/C AMEX

Cardholder Name: _____ Company Name: _____

Account Number: _____ Expiration Date/CCV _____

I authorize Calgary Technologies Inc. to charge the credit card indicated in this authorization form according to the terms outlined above.

Should any payment due dates fall on a weekend or holiday, I understand the payments may be executed on the next business day.

I understand that this authorization will remain in effect until I cancel my service, in writing, as per the agreed upon terms specific to my Agreement. I further agree to notify Calgary Technologies Inc, in writing, of any changes in my account information or termination of the authorization at least 30 days prior to the next billing date.

I certify that I am an authorized user of this credit card and that I will not dispute the scheduled payments with my credit card company provided the transactions correspond to the particular invoice received.

Signature: _____ Date _____

RETURN THIS FORM TO ARTCFACILITIES@INNOVATECALGARY.COM

THIS FORM IS TO BE ADDED TO THE CLIENT FILE

ARTC FACILITY SERVICES MANUAL_2016 EDITION

CLIENT INFORMATION FORM 1/1

Leasing Contact and/or Signing Authority

Name: _____ Title _____

Email: _____ Direct Phone: _____

Office Manager and/or Facilities Notices Contact

Name: _____ Title _____

Email: _____ Direct Phone: _____

Accounts Payable Contact

Name: _____ Title _____

Email: _____ Direct Phone: _____

Fire Warden (FOR IN-HOUSE CLIENTS and TENANTS ONLY)

The contact who will coordinate the evacuation of your office in the event of fire. One Warden per 3K square feet.

Fire Warden #1

Name: _____

Email: _____ Direct Phone: _____

Fire Warden #2

Name: _____

Email: _____ Direct Phone: _____

Fire Warden #3

Name: _____

Email: _____ Direct Phone: _____

Fire Warden #4

Name: _____

Email: _____ Direct Phone: _____

RETURN THIS FORM TO ARTCFACILITIES@INNOVATECALGARY.COM

THIS FORM IS TO BE ADDED TO THE CLIENT FILE

ARTC FACILITY SERVICES MANUAL_2016 EDITION

NEIL UBI
BUILDING SUPERINTENDENT

Tel 403.284.6407

ARTCFacilities@innovatecalgary.com

JENILOU NEUFELD
FACILITY SERVICES COORDINATOR

Tel 403.284.6400

ARTCFacilities@innovatecalgary.com