

LOOKING FORWARD

Children's Wish Foundation

This is the third year that all the proceeds of the bottle exchange program in our four downtown properties will go to the Children's Wish Foundation, a non-profit organization that for nearly 30 years has been fulfilling the wishes of thousands of children diagnosed with life threatening illnesses.



Over the past two years, we helped them to raise \$64,000 that was used to fulfill the wishes of six children, and nearly \$6,500 has been raised already this year. Thanks for your continuing contributions to this important cause.



Quarterly Survey

In our last survey we asked you how we can improve the quality of our building website. While the comments were mainly positive, many of you also offered constructive suggestions that we really appreciate receiving.

As a result we will be making some changes to website content and delivery in the near future.

Thank you for your responses and your suggestions!

This issue, our focus is on this quarterly newsletter. [Click here](#) to provide us with your comments and suggestions

INTACT PLACE ACHIEVES GOLD CERTIFICATION

We are very proud to announce that Intact Place has achieved Gold Certification for LEED® Canada EB:O&M (Existing Building: Operations & Maintenance)! Leadership in Energy and Environmental Design (LEED®) is a third-party certification program and an internationally accepted benchmark for the design, construction and operation of high performance green buildings. LEED® Canada EB:O&M is a building rating system administered by the Canada Green Building Council, a national non-profit organization.



The process helps building owners and operators to measure operations, improvements and maintenance on a consistent scale, with the goal of maximizing operational efficiency while minimizing environmental, resource and health impacts. Our Gold certification distinguishes Intact Place as a leader in the real estate industry, reaching the second highest certification in this category.

Thank you to everyone who participated in the various surveys and information requests that were included in the LEED® process. Your participation and sustainable efforts contributed to this enormous success and we are very grateful to you. A plaque and formal certificate will be proudly displayed in the lobby of Intact Place.

Spring food drive helps needy veterans

Through your generosity we collected almost 1,000 pounds of food for the Veteran's Food Bank in 2012. This year's Food Drive takes place from April 1-19. To make a donation, place non-perishable food items in the main floor drop box near the security desk, and you can then enter a draw to win a great gift! Here are the most needed items:

- Canned fish
- Meat
- Fruit
- Vegetables
- Beans
- Stew or hearty soup
- Coffee
- Tea
- Macaroni and cheese
- Pasta and sauce
- Rice
- Powdered or canned milk
- Cheese spread
- Peanut butter

The Calgary Veterans Food Bank is part of the Calgary Poppy Fund that assists needy veterans, their widows and dependents with medical, shelter, food and dental care. The Food Bank sends out more than 65 food hampers a month to veterans who need short-term help.

Staff and volunteers say many veterans live below the poverty line, often avoiding other food banks and social service agencies. Thanks in advance for your 2013 contribution!



AROUND THE BUILDING

Our charity of choice provides crisis nurseries

Thanks to your suggestions and a thorough selection process, we are now partnered with **Children's Cottage Society** as the charity of choice for our four downtown properties. All the proceeds raised through all our building events will benefit them and our target for the year is \$10,000. Children's Cottage offers a wide range of programs for parents and children in Calgary, strengthening families by demonstrating leadership through a network of crisis, respite, and family support services.

Crisis nurseries

Their services include two homes that provide a safe and comfortable place for children to stay when their families are in crisis. They care for children up to three days at a time, allowing respite for parents or a placement for a child, newborn to age eight, with nowhere to go.

Some statistics

Last year, the two Crisis Nurseries cared for 1146 children from 805 families who stayed an average of two days. Unfortunately, 1567 children from 925 families were turned away due to lack of space.

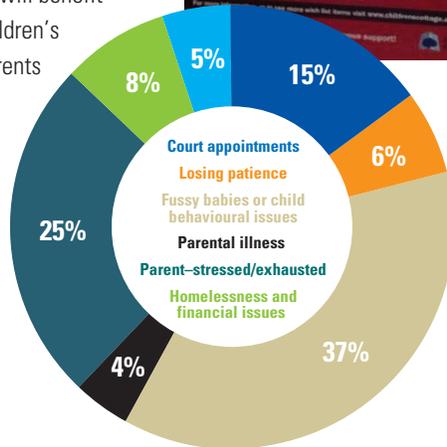
Events to support our charity

Between February 25 and March 8, we had a drive for food, clothing and other items for the children. Thanks so much for the large number of items donated by all four downtown properties:

- FOOD – 119 items
- CLOTHING – 702 items
- COSMETICS and DIAPERS – 524 items
- TOYS (games, books, CDs) – 20 items
- BEDDING/BATH – 23 items
- OTHERS (batteries, lunch bags, garbage bins, etc.) – 185 items

Our next event for Children's Cottage Society will be the Wine and Beer Tasting scheduled for May 30 in the Livingston Place Club. Tickets will be available soon and we look forward to seeing you there for what promises to be our best event ever!

If you wish to donate, volunteer or find out more details about the programs at Children's Cottage Society please **click here** to visit their website.



Reasons families use the crisis nurseries



Sip and sup at 2013 wine and beer tasting

The annual Wine and Beer tasting has become one of our most popular tenant events! It is a fun and delicious networking opportunity for tenants, and also a great fundraiser for our charity of choice, Children's Cottage. Proceeds of nearly \$4500 from the past two years have been donated to a variety of community causes.

This year's event is Thursday, May 30, starting at 4 pm at Livingston Place in the second floor lounge.



Information about ticket purchases will be available soon. In the meantime, tease your palate with these details:

- Wine and beer from Willow Park Wines & Spirits
- Savory appetizers from GreatEvents!
- Tasty draws, with prizes up to \$500 in value.

Mark your calendar now for this *première cru* event!



AROUND THE BUILDING

ClikFIX Frequently Asked Questions...

WHAT IS ClikFIX?

Bentall Kennedy is committed to meeting the needs and expectations of our tenants in an effective and timely manner. To do this, we have designed a proprietary ServCtr system called ClikFIX that allows us to custom-configure the service level requirements of the properties we manage, and to closely monitor our progress in responding to each service request we receive.

HOW DOES ClikFIX WORK?

- A tenant or other user contacts our service centre by telephone, web, email or fax.
- Each request for information or services is processed by a Building Service Representative (BSR).
- If a user has requested routine information, the BSR simply answers the question and logs the transaction for future tracking.
- If a service request is placed, the BSR processes the request and a work order is generated. The work order is immediately routed electronically to the appropriate building operations personnel or approved contractor.
- Users who are designated as key contacts can choose to be automatically notified of key events around a service – a particularly useful feature for larger tenants with multiple requests outstanding at any given point in time.
- When the work is completed, the job status is updated to “Resolved”.
- Prior to closing the work order, the assigned technician will add final comments and cost information, if applicable.

WHAT HOURS DOES ClikFIX OPERATE?

Tenants have the option of submitting service requests 24 hours a day, seven days a week.

WHAT IF I WANT TO REQUEST SERVICE AFTER NORMAL WORKING HOURS OR ON THE WEEKEND?

Outside of the building’s core business hours, urgent requests will be addressed right away. Non-urgent service requests will be addressed the next business day.

HOW DO I CONTACT ClikFIX?

For your convenience, there are four ways to contact ClikFIX...



1



2



3



4

WHAT IF MY SERVICE REQUEST IS URGENT?

If your request is due to a life-threatening issue, please call 911 before contacting the service centre. For all other requests, phone the service centre directly at 1-866-ClikFIX (254-5349).

WHAT IF I WANT TO CALL THE PROPERTY MANAGER OR SITE MANAGER DIRECTLY?

You are welcome to discuss your service needs directly with building staff or your property manager. They will either input your service request into the ClikFIX system for you or provide the details of your requirements to the service centre.



HOW DO I LEARN MORE ABOUT ClikFIX?

We’d be happy to answer any additional questions you may have. For more information on ClikFIX:

- Visit www.clikfix.com and click on “About ClikFIX” where you can view an online demo or download our User Guide.
- Call us at 1-866-ClikFIX (254-5349) or email service@clikfix.com.

AROUND THE BUILDING

Identity Theft

Recent statistics show that Canada's largest credit bureaus, Equifax and Trans Union, receive over 1,800 identity theft complaints from Canadian citizens every month. In general terms, identity theft occurs when someone takes possession of your personal data which may include your name, address, social insurance number, credit card numbers, passport number and/or driving license number. The crime is committed with the intention to take illegal advantage of your identity. In more severe cases, identity thieves may try to sell your property and embezzle the money.

The six main types of identity crime are:

- Identity theft
- Cheque fraud
- Credit card fraud
- Bank fraud
- False ID fraud
- Passport/Visa fraud

Here are some tips to help you avoid identity theft:

- Don't share your personal information over the internet unless you are on a secured website (look for HTTPS:// and a yellow padlock in the right corner of your screen).
- Don't provide any personal information over the phone unless you have made the phone call and know who you are talking to.
- Always deposit outgoing mail only in the mailboxes of Canada's postal service.
- Ensure you file a Change of Address Notification with Canada Post at your local post office or online and inform all financial institutions of your change of address, before you move.
- Contact your credit card or utility companies if credit card statements and utility bills are not delivered regularly in your mailbox.
- If you plan to take a long holiday abroad, ask your neighbor to collect your incoming mail for you and keep it until you return.
- Shred any sheets of paper containing personal information before you throw them away.

For more information, **click here** to visit the Canadian Anti-Fraud Centre.



STAFF PROFILE

Seyka Kew

*Security Supervisor
Intact Place and BP Centre*

Seyka joined Bentall Kennedy in July of 2011 as the Security Supervisor for Intact Place. And she has recently added Security Supervisor for BP Centre to her responsibilities.



In her current role Seyka uses her several years of security experience to oversee all security related concerns and to ensure that her tenants feel safe and secure in their day to day operations.

She says that "I love what I do. There's never a dull moment in my world, or a missed opportunity to help someone. There are always concerns that need to be addressed, tenants requiring assistance, and meetings on how to make our teams and buildings better."

In her spare time Seyka enjoys spending time outdoors with her partner and her dog Athena. Her favorite hobbies include fishing and camping, and she never misses an episode of Duck Dynasty or Sons of Anarchy.

Seyka can be reached at **skew@bentallkennedy.com**.

Toque Tuesday 'raised the roof' in our buildings!

Nearly a third of Canada's homeless are between the ages of 16 and 24. On February 5, Calgary participated in the 16th annual 'Raising the Roof' campaign to end youth homelessness in Canada. Local volunteers sold toques throughout Calgary on Toque Tuesday to support our local homelessness programs. Nearly \$4000 was raised at our four downtown properties — Jamieson Place, Livingston Place, Intact Place and BP Centre. Thanks to everyone who supported his important cause!!



HEALTH & ENVIRONMENT...

Alternative commuting pays during Environment Week

Protecting Canada's natural environment reaps a world of benefits for Canadians, from strengthening the economy to enhancing our health and quality of life. Canadian Environment Week is the perfect time to celebrate our achievements and initiatives in tackling climate change and reducing air pollution.

Environment Week takes place this year during the week of June 2. On Thursday, June 6 that week, we will again be offering a healthy complimentary breakfast to building commuters who carpool, use public transit, bike or walk to work! Watch for more details!



Five ways to fight the flu!

You can play an active role in staying healthy and preventing the spread of the flu virus at work and at home. Just follow these five simple rules:

1. Get your flu shot.

Getting a flu shot every year is one of the most effective ways to prevent catching and spreading the flu virus.

2. Wash your hands frequently.

Wash your hands often with soap and warm water for at least 20 seconds to help remove bacteria and viruses. Wash before and after eating, after you have been in a public place, after using the washroom, after coughing and sneezing and after touching surfaces that may have been contaminated. An alcohol-based hand sanitizer is also effective in killing viruses.

3. Keep your hands away from your face.

In most cases, the flu virus enters the body through the eyes, nose or mouth.

4. Cough and sneeze into your arm, not your hand.

If you use a tissue, dispose of it as soon as possible and wash your hands.

5. Keep common surface areas clean and disinfected.

Doorknobs, light switches, telephones, keyboards and other surfaces can become contaminated with all kinds of bacteria and viruses. Regular cleaning and disinfecting of these surfaces with normal household disinfectants can help. Viruses can live on hard surfaces for up to 48 hours.

And...if you get sick, stay home!

If you think you have the flu, you should stay home from work until your symptoms are gone. If your symptoms get worse, call your health care provider.

Click here for more information.



TIME TO CARE ABOUT THE EARTH

Earth Hour

All Bentall Kennedy downtown buildings turned off their lights between 8:30 and 9:30 pm on March 23 in support of climate change. For more information on earth hour, visit www.earthhour.org.

Earth Day

Earth Day on April 22 is the largest, most celebrated environmental event in the world. Each year we have handed out tree seedlings representing 1000 new trees planted. This year we will continue the tradition by offering tree seedlings in the building main floor lobby from 11:30 am to 12:30 pm. For ideas and tips to help you celebrate Earth Day visit www.earthday.ca.



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This newsletter is produced quarterly by Bentall Kennedy for tenants, service providers, and employees at Intact Place. Articles from this newsletter may be copied or reproduced by citing the source. If you have questions/suggestions, please contact Property Manager Wayne Scherger at wscherger@bentallkenedy.com or 403-303-2443.