



THE BOW 54TH FLOOR HAND BOOK

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Introduction

The HR REIT events team at THE BOW has put this hand book together to further assist you and your team with any questions or concerns you may have about the 54th floor. This book is intended for Encana and Cenovus sub-tenants, caterers, events staff, and any other outside companies that are involved with events on the 54th floor. The handbook contains the following information: how to get access into THE BOW, the 54th floor rooms, what the 54th floor has to offer; how to work the equipment; information for caterers; and proper cleaning instructions. If you have further inquiries, please contact the number on the front page.

THE BOW

Access

The first step to gaining access into THE BOW is having a permit to do work in the building. Work permits are available through the sub-tenants in charge of booking the space on the 54th floor or the H&R REIT Events Coordinator. Proof of your WCB and insurance coverage is required before receiving a work permit. The permit allows you and your team access to the area of the building specified on the permit (in this case, the 54th floor). A swipe card will be activated for you at the loading dock to access the elevators, sliding glass doors, catering kitchen and the event rooms. Each person on your team will need their own swipe card for security purposes. It is mandatory that guests who are bringing in equipment or doing work that requires a work permit must come through the loading dock. The swipe cards are found at the security office, when you come in through the loading dock. The loading dock can be entered from 6th AVE SE at the south block entrance. Parking in the loading dock is limited. You are not guaranteed a spot for the duration of you work on site.

Moving Materials

Pallet jacks may only be used outside business hours (between 6pm & 6am). H&R must approve the use of pallet jacks due to the varying floor surfaces in the building which can be damaged by their use.

Freight Elevators

All goods being moved onto and around THE BOW retail or office floors are to be moved using one of the three freight elevators. This includes food, equipment, deliveries, furniture and any other item that cannot be carried easily by hand. Anyone wishing to move large, heavy or tall loads should contact the Dock Master at 403-817-6638 well in advance of the move.

Every Tuesday S-35 is taken out of service for preventative maintenance between 20:00-22:00 hours. This means that any clean up or retrieval of materials from events will have to be scheduled around this. In the event that cleanup is required during this time, an escort can be arranged through H&R REIT to go through the passenger elevators.

Should one or more elevators be out of service for an extended period of time, H&R may give permission to utilize passenger elevators for some deliveries. In this situation there will be strict control over the type of carts that may be used.

Health Safety

Everyone using a cart within THE BOW must be aware of their surroundings, at all times, including the people around them. Many of the walls and doors in the tower have glass or special finishes which can easily be damaged by carts or the load being moved.

When an elevator or corridor is busy, please wait until it is safe to move without causing inconvenience to sub-tenants or damage to surfaces.

If you are moving larger or awkward loads where control of a cart may be difficult or visibility restricted, a second person must accompany the load to act as a spotter and to assist with control when needed.

Cart Specifications

Carts used above grade must be designed to avoid damage to surfaces in the case of accidental contact or repeated use:

- Wheels should be rubber or plastic and designed not to scratch or mark the surface;
- Where possible, the main surfaces of the cart should be made of plastic with rounded corners. When a more robust metal cart is required, any corners or edges must have soft bumpers fitted.

If you are unsure whether a particular type of cart is acceptable, please contact H&R REIT at (403)817-6645 or kristahudson@hrproperties.ca

54th Floor

1. **Atrium** – The Atrium is shared space for the sub-tenants of the building, managed by the H&R REIT events team. This space is accessed by swipe card.
2. **Mountain View Room (MVR)** – Located on the Western tip of the 54th floor, the MVR is an all-purpose banquet and meeting space. Its maximum capacity is 122 people (although there is minimal flexibility for cocktail-style events where people are expected to be in and out of the space for the duration). The space is equipped with blackout curtains and shades which are

- operated by AVI/SPL. Attached to the MVR is the **Buffet Room**, which is utilized by caterers to serve food and beverages for events. The Buffet room includes frost tops; induction heat counters; warming lamps; sneeze guards; and warming oven. This space is accessed by swipe card.
3. **Auditorium** (Aud.) – Located on the Eastern tip of the 54th and 55th floors, the Auditorium is a theatre space with a maximum capacity of 250 people. The seats in the front rows come out for wheelchair seating. The space is equipped with blackout curtains and shades which are operated by AVI/SPL. This space is accessed by swipe card.
 4. **Catering Kitchen** – The catering kitchen is available for the use of caterers for events. The caterers are responsible for leaving the kitchen in the condition it was found in. The HR events team is responsible for ensuring it is kept in the best possible condition and informing the sub-tenants of any issues (mess left, equipment problems, missing items etc.) with the space.
 5. **Coat Check Room** – The coat check room is available to the sub-tenants who have access to the event spaces that week. It is commonly used for storage for events. H&R has coat check tickets available for event holders to use and the event assistants are available to run the coat check for events. Overtime rates will be charged back.
 6. **Shared Kitchen** – The shared kitchen in the main area of the 54th floor is available for all building sub-tenants to utilize. The space is not to be used by caterers or event holders for events.
 7. **Green Room** – The green room is available to the event holders using the Auditorium. This space is generally used by presenters; speakers; and event holders.

Catering

If caterers will be onsite to serve food, a work permit must be completed. Caterers will be expected to clean the prep room at the end of the event. The building cleaners will mop the floor. Sub-tenants will be charged for any cleaning required if the caterers do not clean up satisfactorily after the event. Equipment is counted after each catered event and at the end of each week. If equipment is missing it will be charged back to sub-tenants.

Beverages supplied by HR

Beverages requests are charged according to the Van Houtte prices for the use of coffee; cups; lids; stir sticks; etc. excluding staff time provided by the HR events staff. We will then chargeback the sub-tenants for beverage service.

54th Floor Equipment

Shared Kitchen Equipment: Coffee maker; Van Houtte coffee maker; Coffee pots; Hot water dispenser; Filtered hot/cold water tap; Refrigerator; Microwave. This space is not to be used by caterers for events.

Catering Kitchen Equipment: Dishwasher; Combination Oven Steamer; Freezer; Ice Cube Maker; Carving station; Coffee machine; Van Houtte coffee pot.

Buffet Room Sneeze Guards, Warming oven, Induction heat counter, Frost Top Counter.

Event Supplies and Equipment

Item	Quantity
Dinner Fork	180
Salad Fork	180
Dinner Knife	180
Dessert Spoon	180
Tea Spoon	180
Ice Tea 16 oz	192
Goblet 14.5 oz	192
Tea Cup	179
Tudor Soup Cup	180
Tudor Saucer	180
Tudor 6-3/8" Plate	180
Tudor 8" Plate	180
Tudor 12-5/ 8"Plate	178
Bell Shape Pitchers s/s	40
S/S Plate cover for 12-5/8" Plates	120
7 QT. food pan	8
Chafer food pan 1 1/2"	8
Cutlery Storage Bin	4
Classroom chairs with wheels	56
Banquet chairs (grey)	122
Banquet chair covers	10
Circular Banquet table racks	4
Banquet Tables	15
Rectangular tables	32
4 sided table cloths	3
Registration table table cloths	3
Stanchions	14
Private Event Sign holders	6
"Tent pole" easel sign holders	6
Flip charts w/ paper pads	4

Marker Packs	6
Silver easel sign holders	4
Short rectangular tables	1
Protective buffet screens	7
Brown USB tables	3
Coat Hangers	255

Equipment Instructions

Dishwasher Instructions

- Check that valves are closed to ensure fresh water can fill dishwasher tanks. (Valves are located on the front of the dishwasher near the bottom on the left and right.) To close valves, turn to the right until they are secure.
- Turn dishwasher *ON* by flipping the switch upwards; look for *red light* to turn on indicating dishwasher is *ON*.



- Once the red light is on, indicating that power to the dishwasher has been established, flip the two switches on the far right side of panel *upwards* to initiate power to the pre-rinse capability.



- Once pre-rinse capability has been initiated, press the button *right* of the “**ON/OFF**” to start pre-rinse cycle.
- When pre-rinse cycle has ended (listen that water has stopped running) proceed to push “**START**” button to begin heavy wash cycle.
- In order for dishwasher to perform at the correct temperature, this process may have to be repeated 3-4 times in order for water to reach proper cleaning temperatures (water must be between 80-100 degrees before cleaning).
- Please shut off machine **IMMEDIATELY** after use.

Frost Top Counter Instructions

- Turn both switches under the frost top side of the counter on. The switches are located under the table on the east side. Turn the Frost Top Counter on 15-20 minutes prior to the event starting to cool the frost top down (similar to a pre-heat on an oven).
- Place trays onto frost top. Pans and trays should be flat metal and porcelain pans only. Plastic will not work. The system is for “contact” cooling only.
- Serving or display platters must be flat without any ridges as the system can only chill product it contacts. The temperature of stacked product (ie: a tray of fruit stacked on top of each other) cannot be maintained.
- The system can be quite noisy, especially during the initial cool-down phase. If you would like to use it while the MRV is in use, it is suggested that you close the back doors in the MVR to the buffet room to avoid distraction while it cools down.

Induction Heat Counter Instructions

- Press the Power button to turn the unit on. The green LED next to the power button will illuminate.
- Place a Magneeto II on the counter top and position it over top of the unit until the LED begins flashing and the SmarTag LED will illuminate.
- Place an induction compatible dish on the top of the Magneeto II. The Pan Detect LED will illuminate.
Make sure the dish is covering the temperature sensor on the Magneeto II, but no cover the RFIP tag. The unit will start at 80 degrees, or the last entered temperature. Press the UP and DOWN arrows to select desired temperature from the preset choices.
- Fahrenheit Setting (80-190 degrees): 80, 150, 160, 165, 175, 180, 185, 190
- Celsius Settings (30-85 degrees): 30, 40, 50, 60, 65, 70, 75, 80, 85
- Once you have chosen you preferred temperature, the unit will begin to heat the dish. The letter F or C will flash when the side is heating. When the dish has reached the set temperature, the letter F or C will remain solid on the display.
- To lock the controls, press LOCK button three times (the red LED to the right of the lock button will illuminate to indicate the unit is locked). This will prevent temperature settings from being changed. The Power Button will continue to function while locked. To unlock the controls press the lock button three more times.
- When you are finished using the unit, press the Power Button. The green Power LED will go out. Remove the dish from the unit.

Cleaning Requirements

Catering Kitchen

H&R REIT maintains a high standard of cleanliness to ensure health and safety standards are retained.

It is the responsibility of all Caterers to ensure that the kitchen space and all equipment that is used is cleaned thoroughly and returned to its original place.

H&R's expectations and standards for kitchen use are as follows:

- All stainless steel is to be wiped down and dried;
- All sinks must be cleaned out ;
- All sink drains must be cleared of all food debris and water;
- Dish wash area must be cleaned, wiped down and dried after use;
- All dishes and cutlery must be cleaned and returned to their designated places.

All food and drinks:

- All food will be thrown out immediately after an event is over and the Caterer has left;
- All drinks will be stored or thrown away based on expiry date;
- All equipment will be put in storage and returned to Caterers upon request.

The floors will be cleaned by the building cleaners.

Please ensure all these duties are completed before leaving the premises.

If you have any questions or concerns please contact:

Krista Hudson – Events Coordinator – **403-817-6645**

H&R Events Assistant – **403.620.8605**

24 Hour Security – **403.817.6630**

Buffet Room and Auditorium Reception Area

Caterers that are using these areas to provide food services for the sub-tenants are required to dispose of any food that has not been eaten. They must clean and put back any equipment or materials taken from the catering kitchen. The building cleaners will clean the surfaces and floors, and remove garbage within the areas being used. In the case of a confidential meeting please call the H&R Events team to have garbage removed. If items have been left over from a caterer it will be put into a HR storage unit; if not claimed, those items will be disposed of.