

GREEN UPDATE

WHAT CAN BE RECYCLED?

WORD ON THE STREET

MENTORING IN HEALTH

SAVE THE DATE

SECURITY UPDATE

## Speaking from Experience by Jon Wellman, VP & GM

We've all been there, sitting on hold, waiting to speak to a "live agent" at some government agency, cable or phone company. As if it isn't frustrating enough that we've got an issue that we're trying to resolve with them, now they make us wait 20 or 30 minutes just to speak with them about the issue. I think it's a plot and they know some of us are going to give up and that's how their problem goes away. ■ So while I was sitting on hold the other day, it got me thinking (I had 24 minutes to kill) about the varying degrees of customer service, or lack thereof, that we encounter everyday. For instance, I can go into my local butcher or drycleaner and they smile and call me by my first name – and while there might be other butchers and drycleaners, some with better pricing even, I keep going back because of their prompt and friendly service. ■ That's the kind of service I want as a customer and I want us to deliver here at Bentall. I couldn't imagine if Bentall ever put people on hold for 20 or 30 minutes every time they wanted to ask us a question! And if our tenants have an issue, I don't cross my fingers that they hang up instead of reaching me! Just the opposite, we value your feedback; that's the only way we know how we're doing. We recently sent out our bi-annual tenant survey and for those of you that completed it – thank you very much. These survey results are invaluable to us, as we determine our priorities and capital plans in the coming years. ■ You'll be happy to know that a key area that was ranked low in the surveys is soon to be tackled. I'm speaking about heating and cooling. Bentall towers One – Four were all built in the late 60s and early 70s. At the time, independent temperature controls were simply not popular in construction. The good news is that our owners have recently approved the installation of a new digital control system and with it we have the ability to install thermostats on the perimeter induction units, which will vastly improve tenants' ability to control their individual offices. That along with us replacing the variable air volume controls to the interior zones last year should have a profound effect on tenant comfort within our buildings. ■ Also of note, both Bentall Centre and Bentall 5 are exploring LEED EB designation in the near future. We'll be sending out a more comprehensive communication within the next few weeks covering all of the survey results and our plans to address certain issues, but I wanted to share these newsworthy items with you in advance.



Bentall  
Kennedy

Bentall Centre Security 604.661.5068  
Bentall 5 Security 604.891.5631  
ClickFIX 1.866.254.5349

## Bentall Forever Green Tenant Team What's New With Us...



You probably saw us outside on the plazas in front of Bentall Two and Four this past summer as we hosted the 3rd Annual Forever Green Eco-Fair. We had 25 green Services & Suppliers come out to interact with our tenants and demonstrate the latest in sustainable alternatives. It was a great event, very well attended; and our team had a lot of fun hosting a Green Jeopardy game, testing building occupants' knowledge about the environment and some of the initiatives Bentall has undertaken.

We also have several fun initiatives lined up for 2011. Watch for an Online Workspace Tune-up Tool that we'll be sending to all tenants next spring. Developed by BC Hydro, this interactive tool does an assessment of your personal energy consumption at your workspace then follows up with tips for you and your entire office to help reduce your energy consumption. We'll also be undertaking a 'close the blinds challenge' next summer. If every building occupant simply closed their blinds on a Friday afternoon in the summer we'd significantly cut the solar heat gain over the weekend and decrease the load on the buildings' air conditioning system come Monday morning. Of course, all these conservation initiatives add up to reductions in consumption, thereby helping to control our buildings' operating costs and our tenants' costs accordingly.

**If you're interested in participating in these upcoming initiatives we'd be happy to keep you abreast of our schedule. Simply contact us at: [gogreen@bentallkennedy.com](mailto:gogreen@bentallkennedy.com)**



## What can be recycled at Bentall Centre & Bentall 5?

We were surprised in our recent tenant survey by the low score relating to tenants' knowledge of our sustainability efforts. While a detailed review of our sustainability program is available on our website, under the Forever Green section: [www.bentallcentre.com](http://www.bentallcentre.com), we thought we'd take this opportunity to provide tenants a comprehensive list of waste and recycling options at Bentall Centre and Bentall 5, as that is an area that we often receive questions concerning:

- Plastic bags are recycled – collection points are Bentall One & Bentall 5 loading bays
- Batteries are recycled – collection point is back of house so just give us a call and we'll come pick them up
- E-waste, including telephones, cell phones, computers, monitors and printers are recycled – collection points are Bentall One & Bentall 5 loading bays
- Glass, plastic & metal beverage containers & juice boxes are recycled – in your blue bin
- Plastics with the #1, 2, 5 & 7 are recycled – in your blue bins
- Tins and yogurt containers are recycled – in your blue bins
- Paper, including cardboard, envelopes (windowed is ok too), magazines and books are recycled – in your green under-desk bin
- Paper towels – unsoiled, paper towels are now being recycled within all washrooms
- Light bulbs and fluorescent tubes are recycled – we have a "bulb crusher" that removes any chemical residue and compacts the lights for recycling through Nu-Life Industries
- Construction materials – the Bentall Team recycles nearly all construction materials, including wood, drywall, carpeting, all metals, steel studs, copper, aluminum, brass, and electrical wiring. Tenants are strongly encouraged to do the same, a listing of Recyclers for these materials is available in our Tenant Construction Manual (available on our website).



# WORD on the street...

We asked a number of Bentall Tenants: Are you a re-gifter? Or have you received a re-gift? If so, tell us about your re-gifting experience?



I bought my grandmother a fancy scarf one Christmas and she raved about it, telling me all her friends were quite jealous. So you can imagine my surprise when I received the SAME scarf the following Christmas from her. I teased her and she was so embarrassed that she insisted on taking it back and getting me something different... but then my sister was just as surprised the following Christmas when she received the same scarf from our Grandmother. We didn't remind Nana that she had already received and tried to re-gift it in previous years. Our grandmother is now passed and my sister still wears the scarf with affection and good memories.

– Sharon, Bentall Three

I'm guilty of re-gifting, but I was caught at our office party a couple of years ago! We do a Secret Santa gift swap but it wasn't such a secret when someone opened the same crystal candy dish that I unwrapped last year – oops – I couldn't remember where I had received it!

– Robin, Bentall Four

I think re-gifting is a valuable form of recycling. It's better than throwing it out; one man's junk is another man's treasure!

– Dirksa, Bentall Five

This isn't exactly a re-gifting story but I once received one of those really tacky holiday sweaters from my in-laws. My husband was appalled that I was going to throw it in a Salvation Army bin and I agreed but for different reasons – it would be a cruel joke to pass this thing along to anyone. So instead, the following Christmas I wore it to my in-laws but had also bought my mother in law the most hideous holiday sweater ever – it was even worse than mine – and I insisted that she put it on so that we could be holiday sweater twins. Needless to say, she never bought me another one!

– Debbie, Bentall One

## Mentoring in Health

*"To assure 100% professionalism, competency, and a positive attitude in helping clients meet their health needs and goals."*

### MISSION STATEMENT, BCAC PERSONAL TRAINERS

New Year's resolution time is nearly upon us and one of those resolutions usually involves a personal health plan. Here at the Bentall Centre Athletic Club, our staff takes great pride in ensuring that all members, especially new ones, feel comfortable with the activities they are doing to achieve their personal health and fitness goals. We do this by introducing them to one of our Health and Wellness advisors in the Fitness Department for personal orientation sessions. The sessions include a Fitness Assessment to determine a new member's current health status and fitness level and a counseling session to determine the goals or focus of their personal fitness plan. Then our fitness staff guide them through their program to familiarize them with the exercises and effort required in order to reach their personal goals. ■ As one's fitness level improves, it is important to adjust workloads; therefore staff will meet with a member 3-4 times per year to re-evaluate their progress and help them make suitable changes to their routine. Sometimes a member may feel they need extra support, education, encouragement, or motivation. This is when a coach or mentor can provide the advice and push to get a client through the training doldrums. ■ The concept of mentoring has gained tremendous popularity in all walks of life. The idea developed into personal fitness training here at the Bentall Centre Athletic Club about 15 years ago as an extension of the regular support that we provide members. The staff developed this approach for those members that require the extra motivation of having someone helping them stick with their exercise routine by coaching them through their workouts on a regular basis. This added support by a one on one coach or mentor invariably leads to the successful attainment of the client's life goals. ■ By matching the client with one of our certified



trainers with similar interests we can generate the level of mentorship we are striving for. The coaches all possess a wide range of backgrounds in health, fitness, and sport, and most importantly all have terrific people skills. Thus, we can safely say that we have a trainer for everybody and that the right mentor can make all the difference in attaining personal health goals.

**For more information on Personal Training please contact the Club at 604-689-4424.**

## SECURITY UPDATE

*With the holiday season approaching, sadly security and theft incidents typically rise. Therefore we are providing some simple but effective tips to help protect you and your businesses assets.*



- Get to know your fellow tenants in your building, especially on your floor.
- If you don't recognize someone on your floor, even if they "look" the part, approach them and offer them assistance. Contact Bentall Security and report the description of the person and his activities.
- Keep belongings (purses, briefcases, wallets, gifts and access control or identifications cards) out of sight and preferably with you or locked in desk drawers or office cabinets.
- Report all lost or stolen keys and access cards to Bentall Security.
- Remove any laptop computers, Palm Pilots and personal daytimers when not in use and keep them out of sight under lock and key.
- Take an inventory of all of your assets and record all serial and model numbers of valuables.
- Ensure your office is locked and secured at the end of each business day.
- Lock all entrances during the daytime except designated reception areas.
- Ensure that reception areas are never unattended and that front doors are locked if unattended even momentarily.
- Make staff aware that the majority of thefts from an office occur during the daytime when the area is accessible. Office thieves are generally well dressed and have a believable cover story.
- Always put your purchases and valuable out of view in your vehicle trunk before entering the parkade. Suspects are attracted and look for CD's, iPod's, laptop computers, other electronic devices, tools, money, etc.
- Do not confront anyone you may suspect is about to commit a crime, please call Security immediately.



**www.bentallcentre.com**  
for what you need...

Have you checked out our redesigned website lately? It's full of valuable information, like links to all our tenant manuals, our retailers, security details, KlikFIX and more. We've also uploaded numerous posters for encouraging recycling, waste reduction and energy reduction that you can place in your suite. These posters, along with loads of other sustainability information, are located on the Forever Green pages from our site.

## SAVE THE DATE!

Mark your calendars for the following upcoming events:

*bentall christmas tenant appreciation parties*

We'll be in your lobby spreading cheer on the following dates:

**Bentall One:** Friday, December 10th from 7:30am - 9:30am

**Bentall Two:** Thursday, December 9th from 7:30am - 9:30am

**Bentall Three:** Wednesday, December 8th from 7:30am - 9:30am

**Bentall Four:** Tuesday, December 7th from 7:30am - 9:30am

**Bentall Five:** Monday, December 6th from 7:30am - 9:30am