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# thecornerstone

## Introduction

**CHRISTMAS TIME IS HERE AGAIN – AND WE AT RGM WOULD LIKE TO WISH ALL OF OUR TENANT PARTNERS AND FRIENDS A JOYFUL HOLIDAY SEASON.**

Not feeling Christmassy yet? Perhaps learning about a few favourite Christmas traditions – from as close by as Barbados to as far away as Jamaica – will help get you ready to deck the halls.

We've made quite a few improvements to our RGM properties this past year and thought Christmas might be the perfect time to revisit those successes and look forward to the opportunities that await us in the New Year. We've also made a commitment to operate as greenly as we possibly can – which is why we've introduced a new recycling policy that we'd like to share with you in the hope that you'll join us in our effort to conserve energy and reduce waste. It's better for the environment,

more sustainable and it makes you feel like you're doing something worthwhile, which is something we should strive for every day of the year, not just at Christmas time.

Christmas shopping has become an integral part of the season, so we've included some tips to keep you safe while picking out presents for the people on your list – and of course, there are a few inspirational quotes to remind you of the reason for the season.

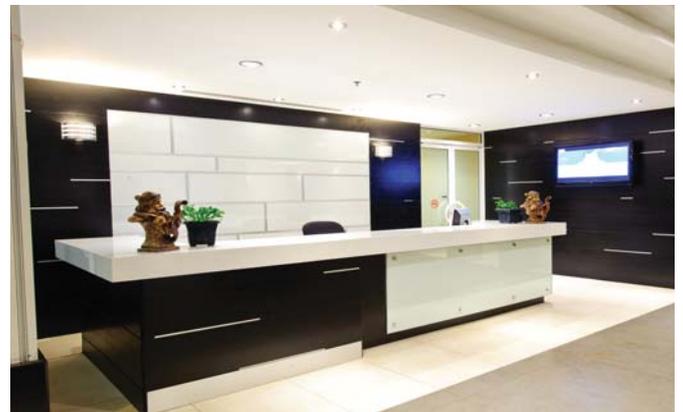
We hope that this edition of The RGM Cornerstone is one that you will enjoy reading as much as we enjoyed putting it together. Merry Christmas to all!

## The New Look of RGM

**YOU KNOW HOW THEY SAY YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION?**

That's just one of the reasons the look of our buildings is so important to us – because image matters and our appearance makes a strong, professional statement to our tenant partners and visitors.

This year, we made further improvements to our properties in order to keep delivering on our commitment to provide you with "A" class rental space. The enhancement of the customer experience means that tenants and visitors alike now enjoy a modern ambience with state-of-the-art surroundings that are safe and welcoming:



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### Outside

- The buildings' landscaping has been revamped – it is now lush and verdant, which helps to soften up the hard lines of the architecture. We have hired full-time gardeners to see to the plants and grounds on a daily basis; full garden maintenance (weeding, pruning, fertilizing) happens once a week.

### Inside

- We've also upgraded the lobby area of Albion Plaza and Prince's Court and hope that you love its improved look and functionality as much as we do! We think it helps clients and visitors feel welcome and we're so pleased that the improvements were done safely and with minimal disruption to everyone who works in the building.

### People & Policies

- Aesthetics are important, but it's not the only thing that defines us – which is why we are also focusing on upgrading the policies we employ for service providers, including reception, janitorial and security staff. The training seminars (due to begin in January 2013) will cover everything from proper work attire and deportment to customer interaction.

As Christmas paves the way into yet another New Year, we are excited about all the new ways in which we can enhance your daily experience of working in an RGM space.

## Caribbean Christmas Traditions

WHEN IT COMES TO CHRISTMAS, WE MAY THINK WE KNOW ALL ABOUT TRADITIONS: CAROLING AND PLAYING PARANG, MAKING BLACK CAKE AND GINGER BEER, DONATING TIME OR RESOURCES TO CHARITY, ATTENDING MIDNIGHT MASS AND EXCHANGING PRESENTS.

But traditions differ, even in a relatively small region like ours. Here's a glimpse into some interesting customs that give Christmas a uniquely Caribbean touch...

### Nine Mornings

This is a festival that is celebrated in St. Vincent and the Grenadines. For nine days preceding Christmas (not counting Sundays), people get up early to pay homage in church. Later in the day, they may take part in singing competitions or Christmas recitals. It is quite common for bands to play music in various communities throughout the island and there is even a popular carol-singing contest. Each year, the festival manages to put everyone in the Christmas mood!

### Jonkonnu and Junkanoo

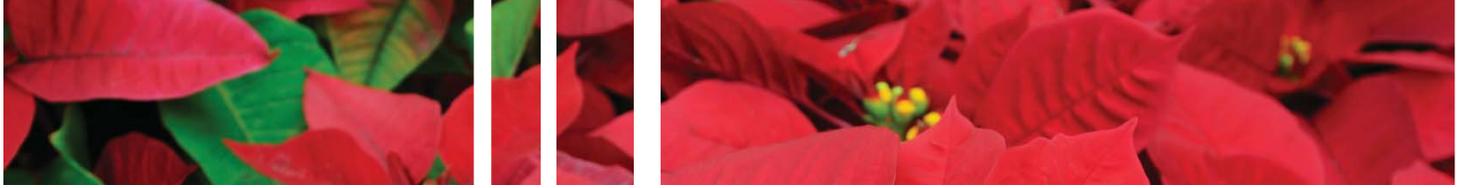
The first is tantamount to what we know as Ol' Mas in Trinidad and Tobago Carnival, except it happens in Jamaica as part of the Christmas celebrations. There is also a Christmas morning market that lots of people like to attend. Junkanoo, on the other hand, is a Bahamian festival that takes place in the early hours of Boxing Day and New Year's Day (similar to our J'ouvert). It began as a celebration of freedom for slaves who

were given three days of rest during the Christmas season. Today, it is a colourful celebration of Bahamian culture and art as people parade through the streets in extravagant costumes and dance to the beat of drums, whistles and a vibrant rhythm section. What a way to welcome the New Year!

### Jug-Jug

Over in Barbados, they light up for Christmas in a big way! From stores to homes, twinkling lights are practically everywhere, and people take great pride in preparing their houses for Christmas by cleaning and painting. One of the most popular traditions, though, is partying – and no Bajan Christmas celebration would be complete without Jug-Jug, a dish in which tasty pigeon peas is the main ingredient. Boiled together with salt meat and pork and seasoned well, everything is minced together with corn flour and cooked. The result? Pure deliciousness!

Whatever Christmas traditions you may follow, we wish you a season filled with love, laughter and meaningful memories.



# The Christmas Crunch

IN THE MIDST OF TRYING TO GET EVERYTHING DONE, DON'T LET SAFETY SUFFER!

You may not hear the sound of silver bells, but it's certainly Christmas time in the city! Stop lights are blinking a bright red and green (which many drivers may be steadfastly ignoring), shoppers are rushing home with their treasures and suddenly, the whole scenario goes from being Santa's big scene to the bandit's: your wallet is gone or an important package is missing.

It happens in an instant, there's often no recourse and it can change the mood of your season: merry and bright just got blue. Here's how to up your personal protection ante and keep the "ho ho ho" in your Christmas shopping...

- 1. Fit in.** If you're as casually dressed as other shoppers, it makes you less likely to be targeted for theft than if you were decked out for a fashion show.
- 2. Have eyes in the back of your head.** Avoid texting or talking on your cell in crowded areas, particularly if you have an expensive phone. You may unwittingly reveal personal details or plans during your conversation, and everyone knows that when you're talking on a cell, your decibel level goes up and your attention to your immediate environment goes down.
- 3. Stay together.** Shopping with friends or family, particularly children? Make sure everyone in your group stays close and within sight.
- 4. Trash the cash.** Walk with minimal cash or none at all. Put everything you buy on your credit card or use a debit card to pay for purchases. If you have to visit an ATM, try to do it during the daytime in a well-populated area.
- 5. Lighten up.** Park in a well-lit area if you know you're going to be leaving your shopping location after dark. Try not to park next to panel vans or vehicles with dark tint on the windows. If you're taking public transportation, wait in a well-lit and busy area. Regardless of your means of travel, you should be observant as to whether or not you're being followed. If you're concerned that you are, head for the nearest police station or call for help (hands-free) from your cell phone.
- 6. Put your junk in the trunk.** If you'll be going to different locations to shop, make sure that any purchases are discreetly stowed away in the trunk of your car where no one can see them.
- 7. Lock your doors.** In all the confusion of getting presents into the car, you may forget an important detail like locking your doors. Even as you approach your car, you should notice whether there is anyone lurking nearby. If you're unsure or nervous, ask store or mall security to escort you. If you feel comfortable enough on your own, unlock only the doors you need, get your packages – and yourself – into the car quickly and lock your doors right away. Do not linger in your parking spot to count money or make calls.
- 8. Watch out for imposters.** 'Tis the season for giving, but there are a few con artists out there who are poised to take advantage of your generosity. Before you make a donation, you might want to ensure that it's an authentic cause. You can usually tell what's above-board and what's not by looking for proper logos and company stamps or asking the store or mall whether they have granted their permission for a particular organisation to be soliciting your goodwill.

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## RGM: Reduce, Re-use, Recycle

WE'RE PROUD TO SAY THAT WE'VE ALWAYS BEEN A COMPANY THAT'S CONSCIOUS OF HOW WE USE RESOURCES, ESPECIALLY SINCE COMPANIES LIKE RGM AND ITS TENANT PARTNERS OFTEN CONTRIBUTE MORE TO GREENHOUSE GAS (GHG) EMISSIONS THANKS TO OUR SIZE AND THE AMOUNT OF ENERGY WE CONSUME.

In the past, we have introduced simple, but effective measures to minimize the effect our buildings have on the environment: the shutdown of non-critical building systems like elevators and air-conditioning units after-hours, for example.

Now, we are introducing a recycling policy that will support the collection and recycling of paper and plastics used in our buildings and hope that you will join us in this earth-friendly effort, especially since we're making it so easy for you:



- There are colour-coded collection bins located in the basements of each building.
- This centralized location makes it easy to consolidate the buildings' recycling for collection by our external contractor, but please note that each company is responsible for bringing its own recycling to these common areas on a regular basis.
- You can recycle paper (including newspaper and cardboard) and plastic. Please do not place large amounts of shredded paper in the paper recycling bins, since it is a bit overwhelming for our current capabilities. We also urge you not to throw any food or liquid waste in the bins.
- The recycling will be removed once per week at this point, but if everyone joins the recycling drive, we can increase the frequency of collection.
- RGM will ensure that the recycling areas are kept clean and tidy, but you can do your part by ensuring that you clean your recycling items before packaging them securely in plastic bags. Please do not place your recycling next to or on top of the bins. If the bins are full when you go to drop off your recycling, bring it to the attention of the on-site facility maintenance team.

We'd love to inspire you enough to not only recycle in your office, but at home as well! Unfortunately, we cannot accommodate any off-site waste, as our recycling facility is designed to handle only office-related recyclable items. Thanks for being part of our drive to reduce waste and conserve resources: remember, it makes environmental and economic sense!

## Get Inspired!

To put you in the spirit of the season, we rounded up some inspirational quotations intended to warm your heart and help you remember what Christmas is all about...



He who has not Christmas in his heart will never find it under a tree."

– Roy L. Smith



Christmas, my child, is love in action. Every time we love, every time we give, it's Christmas."

– Dale Evans



This is the message of Christmas: We are never alone."

– Taylor Caldwell

## We've got space!

### PRINCE'S COURT

The second floor of our Prince's Court building (conveniently located on the corner of Keate and Pembroke Streets in Port of Spain) is now available for rent: the total floor area is 11,372 square feet; the space is currently outfitted with high-end Steelcase brand furniture, which can be removed should prospective tenants prefer to have it furnished in their own style. Rental of

the entire floor comes with 15 secured parking spots, both in the basement and on grade. Tenants also have access to all the amenities the 6-storey building offers, including the spectacular rooftop terrace, which can be used to host functions and entertain clients.

**For further information, please contact our Properties Manager, Anya Stuart, at 625.6505 x 24**

