

## **APPENDIX 4C**

### **FM SERVICES**

#### **1. SERVICES**

##### **1.1 General Requirements**

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the FM Services:

- (a) in a manner which:
  - (1) is safe for all Facility Users; and
  - (2) does not create any environmental hazards;
- (b) in a safe, compliant, functional, working and barrier-free healing environment applying safe working practices including:
  - (1) using recognized risk assessment and management systems; and
  - (2) placing, maintaining and keeping records of all hazard notices and safety signage which are consistent with those used by the Authority;
- (c) in accordance with principles consistent with LEED™ Silver;
- (d) having regard for and without limiting the requirements set out in Section 2.2 of Schedule 4 [Services Protocols and Specifications]:
  - (1) the standards and performance criteria set out in Schedule 3 [Design and Construction Specifications];
  - (2) applicable CAN/CSA standards including Z 8002-14 Operation and Maintenance of Health Care Facilities; and
  - (3) the standards required to maintain the Facility's full accreditation under the Accreditation Canada program.

#### **2. FM SERVICES REQUIREMENTS**

##### **2.1 Annual Service Plan**

Project Co will develop in accordance with Sections 3.1 and 3.2 of Schedule 4 [Services Protocols and Specifications] and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the FM Services to the Authority.

## 2.2 Maintenance Services

Project Co will provide the FM Services in accordance with this Appendix so that:

- (a) each of the Maintained Elements:
  - (1) is properly and safely maintained in accordance with all Plans;
  - (2) remains functional, safe, operationally sound and of good appearance;
  - (3) performs in accordance with their respective design criteria as set out in Schedule 3 [Design and Construction Specifications]; and
  - (4) achieves the requirements set out in Attachment 1 to this Appendix;
- (b) the Building Systems, including heating, air conditioning, lighting, humidity and mechanical ventilation systems, function in accordance with the requirements set out in Table 3 of Attachment 1 to this Appendix;
- (c) the exterior areas of the Facility are maintained in accordance with Table 4 of Attachment 1 to this Appendix; and
- (d) all other Maintained Elements operate as designed and intended.

## 2.3 Facility User Excessive Damage

Project Co acknowledges that the Facility will be subject to reasonable wear and tear commensurate with its intended use and that ongoing maintenance, repair and upkeep of the Maintained Elements is the responsibility of Project Co under this Agreement, and such reasonable wear and tear will not be Facility User Excessive Damage.

## 2.4 First Response Maintenance for Equipment

Project Co will respond to Demand Requisitions in respect of all Equipment. If the Equipment which is the subject of the Demand Requisition is not Maintained Equipment, Project Co will determine whether the problem relates to the Equipment itself or a Maintained Element supporting the Equipment. If:

- (a) the problem relates to a Maintained Element, Project Co will rectify the problem in accordance with this Appendix; or
- (b) the problem does not relate to a Maintained Element, Project Co will promptly give notice of the problem to the Authority together with a summary of the results of the investigation into the problem conducted by Project Co.

## 2.5 Maintenance Times

Subject to Section 2.6 of this Appendix, Project Co will perform the Maintenance Services during the relevant Maintenance Access Times and will:

- (a) perform Scheduled Maintenance during the periods agreed in the Annual Service Plan then in effect and will give the Authority 10 days' notice before commencing any such Maintenance; and
- (b) undertake and complete Demand Maintenance within the relevant Response Time and Rectification Period set out in Section 2.13 of this Appendix and Schedule 8 [Payments].

## **2.6 Re-Scheduling of Maintenance**

Notwithstanding any notice delivered by Project Co pursuant to Section 2.5 of this Appendix, if the Authority, acting reasonably, determines that the times at which Project Co proposes to perform Maintenance will cause material disruption to the operations of the Authority or other Facility Users, the Authority may give notice to Project Co not to carry out such Maintenance until such time as the Authority and Project Co, each acting reasonably, agree on an alternate time. Upon such agreement, the Response Time and Rectification Period for such Maintenance will be adjusted accordingly.

## **2.7 Elevators**

Project Co will:

- (a) operate and maintain all elevators and related equipment at the speeds and in accordance with the elevator design specifications set out in Schedule 3 [Design and Construction Specifications];
- (b) dispatch its personnel promptly to respond to all elevator alarms or telephone calls from an elevator and initiate the required action to rectify faults and release occupants;
- (c) [Not used];
- (d) undertake Scheduled Maintenance of elevators and elevating devices and related equipment such that:
  - (1) at no time will any floor level of the Facility be without elevator service; and
  - (2) at no time will more than one elevator in a bank of two or more elevators be out of service for Scheduled Maintenance;
- (e) include in each Performance Monitoring Report for the relevant period:
  - (1) the calculation of Elevator Availability; and
  - (2) a summary of any elevator or elevating device failures and corrective actions.

## **2.8 Building Management System (BMS)**

Project Co will:

- (a) operate the BMS to allow for the control and monitoring of the operation of the Building Systems in accordance with the design and performance criteria set out in Schedule 3 [Design and Construction Specifications];
- (b) monitor, control, indicate alarms and provide trending information for all BMS connected sensors and control points;
- (c) provide for the BMS to automatically initiate an alarm and immediately page or otherwise notify staff designated by the Authority of particulars related to any alarmed equipment specified in Schedule 2 [Design and Construction Protocols] or Schedule 3 [Design and Construction Specifications]; and
- (d) include with each Performance Monitoring Report and provide the Authority with continuous direct access (other than during such reasonable periods as the BMS may be undergoing Scheduled Maintenance or emergency Maintenance) to the following information generated by the BMS during the relevant period:
  - (1) critical incident failures;
  - (2) daily, weekly and periodic status reports;
  - (3) exception reports by element status;
  - (4) trend log data;
  - (5) time of occurrence, Response and Rectification;
  - (6) readings of carbon monoxide levels once every 24 hours for each carbon monoxide detector installed in the Facility; and
  - (7) such other information as the Authority may reasonably require.

## **2.9 Utilities Management**

Project Co will:

- (a) manage all Utilities delivered to the Facility by Utility Companies in a manner integrated and coordinated with the other FM Services to facilitate the smooth operation of the Facility;
- (b) manage, test and troubleshoot all Utilities, associated systems and infrastructure;
- (c) maintain the integrity of the systems that support and deliver Utilities within the Facility and ensure that an adequate continuous supply of all Utilities is available 24 hours per day, 365(6) days per year to all applicable Facility locations;
- (d) in the event that there is a disruption from a Utility Company, supply emergency Utilities as defined in the design criteria and/or will cooperate and assist the Authority in contingency response including the supply of temporary Utilities where feasible;

- (e) respond to all Demand Requisitions in connection with Utilities;
- (f) post hazard and safety notices and record, distribute and evaluate such notices to ensure that all required notification procedures regarding failures are complied with;
- (g) provide, manage and operate an effective BMS that includes an integrated energy and utility management system;
- (h) prepare a Utilities report as part of the Annual Service Plan (together with progress reports at each Payment Period) that provides user configurable reports, detailing time stamped usage history, status, event history, consumption history and other required energy usage and control information in detailed and summary formats;
- (i) be responsible for:
  - (1) obtaining and maintaining all required permits, licenses, test certificates and approvals; and
  - (2) undertaking all testing, cleaning and maintenance, including as required by the Utility Companies and other parties having jurisdiction;
- (j) regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of the Authority;
- (k) ensure all physical connections and structured cabling for telephone and data services are provided and maintained at all times; and
- (l) inform the Authority's Operating Period Representative of all:
  - (1) scheduled interruptions to any Utility not less than seven days prior to such disruption; and
  - (2) unscheduled disruptions to any Utility immediately upon the occurrence.

## **2.10 Maintenance of Key Energy Consuming Building Systems**

Project Co will:

- (a) maintain all key energy consuming Building Systems, including all boilers, so that each such system operates efficiently; and
- (b) conduct regular efficiency testing of all such systems in accordance with Good Industry Practice, and without limitation no less than once per heating season for the boilers (at start-up of the season), and will include the results of such testing in each applicable Performance Monitoring Report.

## 2.11 Maintenance Equipment and Supplies

Project Co will provide, maintain, clean and replace as required all equipment, supplies, apparatus and consumable items (including any consumable required for the operation of Maintained Elements) required to deliver the FM Services, including scaffolding, mobile elevating or lifting devices, tackle, machinery, tools or other equipment.

## 2.12 Pest Control Services

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call pest control service for the exterior elements of the Facility and Site for all pests, including insects, rodents and birds, using personnel who are fully trained, qualified and able to provide high quality professional and practical advice. For greater certainty, pest control in the interior of the Facility will be managed by the Authority;
- (b) notify the Authority immediately of any pest/vermin infestation, assist the Authority in the identification of the source of such infestation and take any necessary actions required to block access from the exterior components of the Facility;
- (c) undertake all work in a safe manner with minimal interference with the Authority's operations and with minimal risk in terms of safety, food hygiene, infection control, and damage to the Facility;
- (d) provide safe, tamper resistant and efficient methods of catching, destroying and safely disposing of pests, adopting safe and humane procedures in all instances;
- (e) if non-chemical forms of pest control are ineffective, use chemical treatment and specific chemicals consented to by the Authority provided that no chemicals will be used which may come into contact with Facility Users directly;
- (f) ensure the use of any permitted chemicals, including pesticides, is strictly controlled and monitored;
- (g) maintain all records of the use of any permitted chemicals and advise the Authority in advance of the type of chemicals it intends to use; and
- (h) include in its monthly report to the Authority a complete overview on pest control activity during the previous period and identifying future action which will include the following:
  - (1) identification of any pest/vermin infestation;
  - (2) details of the locations and areas inspected and treated and the product names and product number of the pesticide used if applicable;
  - (3) the number, type and location of infestations reported;

- (4) any evidence of any pest and any belief that any infestation is associated with any other premises whether Authority-owned or otherwise that may affect the Facility; and
- (5) a description of recommended preventative measures to minimize re-infestation.

### 2.13 IMIT Services

Project Co will:

- (a) maintain the Maintained IMIT Systems and Equipment as set out in Appendix 3D(vii) [IMIT Systems Responsibility Matrix], including interconnections and interoperability functions with all Facility systems, Maintained Elements and the Authority's IMIT equipment in accordance with the Annual Service Plan then in effect, including:
  - (1) performing all system and infrastructure maintenance, repairs, software upgrades and lifecycle replacements in accordance with Authority Policies , such that all Facility systems, Maintained Elements and interconnections with Authority IMIT equipment and systems:
    - (A) function as set out in the applicable sections as set out in Appendix 3D(vii) [IMIT Systems Responsibility Matrix] to Schedule 3 [Design and Construction Requirements] including all integrated interoperability functions; and
    - (B) achieve the uptime performance target in accordance with the applicable service level;
  - (2) operating and maintaining all Maintained IMIT Systems and Equipment such that:
    - (A) the "Service Levels" set out in as set out in Appendix 3D(vii) [IMIT Systems Responsibility Matrix] to Schedule 3 [Design and Construction Requirements] , if any, applicable to such equipment are achieved; and
    - (B) any applications, software modules, and any related software operated or used by Project Co do not interfere with the operation or performance of, or reduce the security of or privacy of, any Authority applications, system, equipment or data;
  - (3) renewing or replacing all Maintained IMIT Systems and Equipment no less frequently than as set out in Schedule 3 [Design and Construction Requirements], including Appendix 3D(vii) [IMIT Systems Responsibility Matrix], and otherwise as and when required to achieve the standards set out in this Agreement; and
- (b) provide appropriately qualified and trained staff and subcontractors including a primary single point of contact at the Facilities for liaison with the Authority's IMIT staff;

- (c) test and verify in coordination with the Authority the functionality and interoperability of Maintained IMIT Systems and Equipment, systems and infrastructure with all Facility systems, Maintained Elements and interconnections with Authority IMIT equipment and systems. This includes testing and verification of changes related to regular updates and maintenance of IMIT systems maintained by the Authority. If Project Co is required to change the Maintained IMIT Systems and Equipment or any other aspect of the Facility as a result of a change to IMIT systems maintained by the Authority, Schedule 6 [Changes] will apply;
- (d) provide continuous system monitoring through the BMS and Help Desk with 24/7 response to all issues including alert notification to designated Authority staff of failures;
- (e) participate in regular weekly, monthly and adhoc IMIT coordination meetings with the Authority as required;
- (f) provide the Authority with a monthly performance report as set out in in Schedule 4 [Services Protocols and Specifications];
- (g) ensure all Project Co laptops, tablets, workstations and other electronic communications devices that connect to or interface with Authority systems and networks comply with Authority Policies, including:
  - (1) software patches and updates;
  - (2) virus protection;
  - (3) data security and password protection; and
  - (4) compatibility;
- (h) in addition to any other requirements with respect to Demand Requisitions, respond to routine service requests during the Authority's regular business hours between 8:00 am to 5pm on Business Days; and
- (i) implement ongoing quality assurance measures including the identification of all non-conformances and associated corrective actions

## **2.14 Roads, Grounds and Landscape Maintenance**

Project Co will:

- (a) provide Maintenance for all roads, grounds and landscaped areas at the Facility and Site including:
  - (1) maintenance of irrigation systems, exterior lighting, internal roadways, sidewalks, paths, parking areas and other site improvements;
  - (2) full horticulture services, including:



- (A) tree maintenance/surgery;
  - (B) lawn care, including mowing and edging;
  - (C) flower bed maintenance;
  - (D) weeding;
  - (E) planting, including shrubs, trees, flower beds; and
  - (F) effective irrigation procedures.
- (3) snow and ice removal including:
- (A) snow plowing, clearing, hand shoveling, and application of anti-skid and ice melt products as required; and
  - (B) development of a snow and ice clearing priority protocol in consultation with the Authority,
- for the following areas:
- (C) roadways and parking areas;
  - (D) sidewalks and paths, including paths to the Community Reintegration Units and the path from the Main Building to the Greenhouse and on the stone bridge located on Jersey Street (the "Bridge");
  - (E) stairways and landings, including aprons, maneuvering areas and stairs at the loading dock; and
  - (F) exits and entrances to and from the Facility, including public and staff entrances to buildings (with and without canopies).
- (4) maintenance of all sports activity areas including:
- (A) set up, tear down and storage of skating rink boards, supplied by the Authority, on an annual seasonal basis as coordinated with the Authority; and
  - (B) establishment and maintenance of the rink ice surface, including flooding and snow removal on a regular basis as required to maintain a reasonably smooth surface for hockey and recreational skating.
- (5) maintenance of all secure areas; and
- (6) maintenance of any improvements installed on the Bridge by Project Co including seating areas, landscaping, pathways, transitions and lighting.

- (b) give reasonable consideration to utilizing in the Facility's landscaped grounds and flower beds any flowers and other plant materials from the Greenhouse that the Authority may make available to Project Co. The Authority will offer such flowers and plants to Project Co at prices commensurate with the prices the Authority charges to local community groups;
- (c) ensure all external areas of the Facility and Site are sound, safe, tidy and maintained in accordance with Table 4 of Attachment 1 to this Appendix;
- (d) protect from damage all existing and new plants, site services, curbs, paving, structures, finishes and any other features, during the course of providing the Services; and
- (e) notify the Authority before using any herbicides, pesticides or fertilizers.

### 2.15 General Labour Services

Project Co will, within 24 hours' notice from the Authority, respond to Demand Requisitions for general labour services, including the installation and hanging of white boards, pictures, artwork, shelving and other items of a similar nature to be affixed to the walls of the Facility.

### 3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
	<b>Maintenance</b>						
3.1	Demand Maintenance carried out in accordance with this Appendix.	Emergency –High Urgent – Medium Routine - Low	Emergency – 15 minutes  Urgent – 60 minutes  Routine – 24 hours	Emergency – 2 hours  Urgent – 8 hours  Routine – 168 hours	Per Occurrence	After expiry of initial Rectification period and then: Emergency – 1 hour Urgent – 4 hours Routine – 84 hours	Performance Monitoring Report
3.2	Project Co performs Maintenance at the times permitted in Sections 2.5 and 2.6 of this Appendix.	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Application of Deduction</b>	<b>Monitoring Method</b>
3.3	Project Co carries out 100% of Scheduled Maintenance on security, life safety, emergency systems and performs statutory/regulatory requirements within the times scheduled in the Annual Service Plan.	High	N/A	N/A	Per Occurrence	Immediate then per Demand maintenance category until Rectified	Performance Monitoring Report
3.4	Project Co carries out 85% of all other Scheduled Maintenance within the times scheduled in the Annual Service Plan. All deferred Maintenance to be completed within 30 days of its scheduled date.	High	N/A	N/A	Per Occurrence	Immediate then per Demand maintenance category until Rectified	Performance Monitoring Report
	<b>Elevators</b>						
3.5	Elevator Availability of not less than 96.5% for each elevator within the Facility during each Payment Period.	High – per elevator	N/A	N/A	Monthly	Per Occurrence	Performance Monitoring Report
3.6	If an elevator is out of service and occupants are trapped, maintenance staff respond and safely release occupants.	High	15 minutes	30 minutes	Per Occurrence	Per Occurrence	Performance Monitoring Report
	<b>IMIT Systems and Infrastructure</b>						
3.7	Project Co maintains the Maintained IMIT Systems and Equipment and functionality and interoperability of all interconnected systems	High	15 minutes	2 hours	Per Occurrence	After expiry of initial Rectification Period and then every hour until Rectified	Performance Monitoring Report

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Application of Deduction</b>	<b>Monitoring Method</b>
3.8	Project Co performs all maintenance, upgrades, repairs and lifecycle replacements of Maintained IMIT Systems and Equipment in accordance with Authority policies and change management procedures	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
	<b>Utilities Management</b>						
3.9	An adequate, continuous supply of all Utilities is maintained 365 (6) days per year, 24 hours a day (excluding disruptions in service caused by a Utility Company)	High	15 minutes	1 hour	Per Occurrence	After expiry of initial Rectification Period and then every hour until Rectified	Performance Monitoring Report
3.10	Project Co testing emergency power system not less than monthly but otherwise as and when required under applicable Laws and in accordance with Good Industry Practice	High	N/A	24 hours	Per Occurrence	Per Occurrence then every 24 hours until Rectified	Performance Monitoring Report
3.11	Emergency power system operates in accordance with the requirements of Schedule 3 [Design and Construction Specifications]	High	15 minutes	1 hour	Per Occurrence	Per Occurrence then every hour until Rectified	
3.12	Inform the Authority of all scheduled interruptions to any Utility supply	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Application of Deduction</b>	<b>Monitoring Method</b>
3.13	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Utilities Management and not otherwise addressed in Section 2.9 of this Appendix	Low	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
	<b>Security</b>						
3.14	Project Co complying with all Authority Policies and security procedures, protocols and Plans in effect at the facility.	High	N/A	N/A	Per Occurrence	Per Occurrence	
	<b>Other</b>						
3.15	Project Co complies with all testing and reporting requirements under all applicable Authority Policies, policies of insurance and all applicable Laws.	Medium	N/A/	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
3.16	All roads, grounds and other external areas of the Facility are maintained in accordance with this Appendix.	Low/Medium	N/A	N/A	Weekly	Low for the first week of failure and Medium for each week thereafter until rectified	Performance Monitoring Report
3.17	Snow and Ice removal from external areas of the Facility in accordance with Table 4 of this Appendix	Low/Medium/High	N/A	1 hour	Per Occurrence	Low for the first hour of failure, Medium for the second hour and High for each hour thereafter until rectified	Performance Monitoring Report
3.18	Pest Control Services performed in accordance with this Appendix	Emergency –High Urgent – Medium Routine - Low	Emergency – 15 minutes Urgent – 60 minutes Routine – 24 hours	Emergency – 2 hour Urgent – 8 hours Routine – 168 hours	Per Occurrence	Per Occurrence	Performance Monitoring Report

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Application of Deduction</b>	<b>Monitoring Method</b>
3.19	Records and information obtained and accessible to the Authority, in accordance with Schedule 14, including access to the Performance Monitoring Program, the BMS, the CMMS and all Help Desk records.	Medium	24 hours	48 hours	Per Occurrence	After expiry of initial Rectification Period and then every 48 hours until Rectified	Annual Report
3.20	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	Medium	NA	N/A	Per Occurrence	Immediate then every 2 hours until Rectified	Performance Monitoring Report
3.21	Project Co implementing and adhering to all other elements of the Annual Service Plan related to FM Services and not otherwise addressed in Section 2	Low	N/A	N/A	Per Occurrence	Per Occurrence	

Note: N/A means “not applicable” and that the table does not indicate or specify an initial Response Time or Rectification Period for the specified Performance Indicator.

## ATTACHMENT 1

### TABLES TO APPENDIX 4C

**Table 1: Failure or Request for Service Categories**

Service Category	Definition
Emergency	Service required immediately and is considered a serious emergency, including: <ol style="list-style-type: none"> <li>1. Life safety issues;</li> <li>2. Security issues;</li> <li>3. issues having an immediate and materially negative impact on Facility Users;</li> <li>4. emergency repairs to prevent further damage (i.e. burst pipe) to the Facility; and</li> <li>5. equipment failure or operating difficulties which could result in the loss of critical utilities including heat, water, electricity, emergency power</li> </ol>
Urgent	Service required as soon as possible: <ol style="list-style-type: none"> <li>1. to address problems not presenting an immediate danger; and</li> <li>2. to address problems having the potential to have a negative impact on Authority Activities or the Facility.</li> </ol>
Routine	Maintenance and repairs required for non-emergencies not having an immediate effect such as leaking taps, faulty doors and windows, equipment breakdowns or work not requiring immediate attention such as repairs to damaged walls, furniture or fixture installations.

**Table 2: Service Standards, Building**

Element	Standard
<b>General</b>	All Maintained Elements including the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable laws, codes, legislation, Authority Policies and Good Industry Practices.
<b>Building Fabric External</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Sound secure and weatherproof where appropriate.</li> <li>3. Free from damp penetration, staining, spalling, debris, moss growth and animal droppings</li> <li>4. Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot.</li> <li>5. Gutters, downspouts and drains kept clear.</li> <li>6. External windows surfaces cleaned periodically to maintain a debris free, clear and clean appearance.</li> <li>7. Exterior finishes maintained in good cosmetic appearance</li> </ol>
<b>Building Fabric Internal</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Free from structural cracks and/or deflection.</li> <li>3. Free from damp and vermin.</li> <li>4. Free from undue damage and of good cosmetic appearance.</li> <li>5. Free from all hazardous materials.</li> </ol>

<b>Element</b>	<b>Standard</b>
<b>Fixtures and Fittings</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Operate safely and as intended, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way.</li> <li>3. Free from all but minor surface blemishes and wear and tear.</li> <li>4. Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate.</li> <li>5. Free from corrosion.</li> </ol>
<b>Floor and Floor Coverings</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. The floor coverings are complete, according to their specification.</li> <li>3. The floor coverings are fully fixed to the floor so as not to cause a health or safety hazard.</li> <li>4. The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard.</li> <li>5. Floor coverings/surfaces are maintained in such a way as to provide a suitable uniform surface, with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facility.</li> <li>6. Allow adequate drainage where necessary.</li> </ol>
<b>Decorative Finishes</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Decorative finishes are complete according to their specification and maintained in a state of good cosmetic appearance at all times.</li> <li>3. Free from all but minor surface blemishes or undue wear and tear.</li> <li>4. Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.</li> </ol>
<b>Equipment and Maintained Equipment</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Maintained in accordance with manufacturer's recommendations.</li> </ol>

**Table 3: Service Standards, Building Systems**

<b>Element</b>	<b>Standard</b>
<b>General</b>	All Maintained Elements including without limitation the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable laws, codes, legislation, Authority Policies and Good Industry Practices.
<b>Electrical Distribution System and Emergency Power</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Ratings clearly marked.</li> <li>3. Fuse elements or circuit breaker mechanisms in working order.</li> <li>4. Contacts and connections clean and mechanically tight.</li> <li>5. No overheating during normal operating loads.</li> <li>6. Secure to authorized access only. Recording instruments operational where necessary.</li> <li>7. All bus connectors torqued to manufacturer recommendations.</li> </ol>



Element	Standard
	<ol style="list-style-type: none"> <li>8. Lock out procedures provided.</li> <li>9. All cables mega tested as required.</li> <li>10. All loads balanced on each phase.</li> <li>11. All protective relaying properly coordinated.</li> <li>12. All breakers, switchgear and transformers tested and cleaned on a regular scheduled basis.</li> <li>13. Identification notices posted where necessary.</li> <li>14. Generators and associated emergency power system and switchgear maintained and tested regularly</li> </ol>
<b>Plumbing Systems</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Deliver water at the temperatures specified in Schedule 3 and flow rates as required to serve the Facility needs without undue noise and vibration.</li> <li>3. Taps, valves and other related fittings and fixtures function as intended.</li> <li>4. Pipework and fittings fastened securely to their intended points of anchorage.</li> <li>5. No persistent drips or leaks of water from pipework, taps, valves, fixtures and/or fittings.</li> </ol>
<b>Heating, Ventilation and Air Conditioning Systems</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. All ventilation systems will function as intended without undue noise or vibration.</li> <li>3. Air changes and ventilation levels as required to achieve CSA and ASHRAE Standards.</li> <li>4. Ductwork, fittings and pipework will be securely fastened to their intended points of anchorage.</li> <li>5. No persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems.</li> <li>6. Secure to authorized access only.</li> <li>7. Substantially free from corrosion, erosion and organic growth.</li> </ol>
<b>Sanitary and Other Drainage Systems</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Function as intended, without undue noise and vibration.</li> <li>3. Provide a safe and comfortable environment.</li> <li>4. All pipework and fittings fastened securely to their intended points of anchorage.</li> <li>5. No leakage of waste and/or foul water and/or rain water.</li> </ol>
<b>Fire Fighting Equipment</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Fire extinguishers and other fire fighting equipment maintained in accordance with relevant codes and standards (e.g., CSA Standards).</li> <li>3. Sound, secure and fixed to their intended point of anchorage.</li> <li>4. Fully operational within manufacturer's recommendations.</li> <li>5. Hydrants, sprinklers &amp; hoses at correct operating pressure &amp; capacity.</li> <li>6. Pipework substantially free from corrosion, leaks and drips.</li> </ol>

Element	Standard
<b>Communications Systems</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Communications system maintained in accordance with all relevant codes and standards.</li> <li>3. All electrical communications and data transmission installations to comply with relevant codes and standards (e.g., CSA Standards).</li> <li>4. Fully operational within manufacturer's recommendations.</li> </ol>
<b>Electrical Systems</b>	<ol style="list-style-type: none"> <li>1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]</li> <li>2. Weatherproof where appropriate.</li> <li>3. Function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices properly housed and fastened securely to their intended point of anchorage<sup>1</sup> and labelled.</li> <li>4. Lightning conductor should be complete, isolated and comply with CSA Standards.</li> <li>5. MICC cable protective coatings intact.</li> </ol>

**Table 4: Service Standards, Grounds Maintenance**

Element	Standard
<b>General</b>	All Maintained Elements including without limitation the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable laws, codes, legislation, Authority Policies and Good Industry Practices.
<b>Site improvements and Infrastructure</b>	<ol style="list-style-type: none"> <li>1. Substantially free from litter, graffiti and/or vandalism.</li> <li>2. Accessible for the visually and mobility impaired, wheelchair users.</li> <li>3. All external furniture, and hard landscaping features maintained in accordance with the design criteria</li> <li>4. Waste bins emptied as required</li> <li>5. Irrigation and exterior lighting systems functional and maintained in accordance with the design criteria.</li> <li>6. Gutters, drains and storm water systems free from litter, leaves, weeds and extraneous material</li> <li>7. Fences, walls and gates safe, sound and secure</li> </ol>
<b>External Signage</b>	<ol style="list-style-type: none"> <li>1. Compliant with the "Signage &amp; Wayfinding" requirements in Schedule 3 [Design &amp; Construction Specifications].</li> <li>2. Secure and sound.</li> <li>3. Not hinder visibility to cars and pedestrians at junctions.</li> <li>4. Be in appropriate locations.</li> <li>5. Highly visible at all times.</li> <li>6. Offer clear and concise information.</li> <li>7. Free from graffiti and/or vandalism.</li> <li>8. Replacement of light elements as required.</li> </ol>

<sup>1</sup> Safety devices will be deemed to include all Un-Interruptible Power Supplies (UPS) and power surge devices specified to protect personnel and equipment.

Element	Standard
<b>Roads, Grounds and Landscape Maintenance</b>	<b>Trees, Shrubs and Hedges:</b> <ol style="list-style-type: none"> <li>1. Trimmed, pruned and/or cut to maintain healthy growth.</li> <li>2. Substantially free from dead or dying branches.</li> <li>3. Substantially free from litter.</li> <li>4. Free from disease and/or infestation.</li> <li>5. Replaced as and when necessary to maintain appearance.</li> </ol>
	<b>Grassed Areas:</b> <ol style="list-style-type: none"> <li>1. Of uniform appearance with no dead patches.</li> <li>2. Edges trimmed.</li> <li>3. Free from infestation.</li> <li>4. Substantially free from fallen leaves, weeds and litter, excrement.</li> <li>5. Maintained to a uniform length between 25 and 50 mm.</li> </ol>
	<b>Flower Beds and Gardens:</b> <ol style="list-style-type: none"> <li>1. Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year.</li> <li>2. Substantially free from fallen leaves, weeds and litter.</li> <li>3. Free from disease and/or infestation.</li> </ol>
	<b>Roads and Parking Areas:</b> <ol style="list-style-type: none"> <li>1. Sound safe and even surface with no potholes, sinking or tripping hazards.</li> <li>2. Curbs, paving stones and edging are sound.</li> <li>3. Road markings, signage and parking stripes are clear and complete.</li> <li>4. Swept and clear of debris and hazards</li> <li>5. Site circulation routes are clear and accessible.</li> </ol>
	<b>Snow and Ice Removal:</b> <ol style="list-style-type: none"> <li>1. Application and re-application, as required, of anti-skid and/or ice melting products to all paved and concrete areas including without limitation roadways, emergency routes, parking areas, sidewalks, the bridge, Facility entrance ways, stairs and landings.</li> <li>2. Hand shovelling of Facility entrance ways, stairs and landings will be performed at a frequency required to maintain safe access and egress to and from the Facility at all times.</li> <li>3. General snow plowing and clearing will commence within two hours of accumulation of 5 cm (2 inches) in depth and will be cleared on an on-going basis as required to reduce the risk of injury, accidents and maintain access to the Sites at all times.</li> <li>4. Reasonable snow dumping on site is acceptable in designated areas for snow collection that do not impede fire lanes, pedestrian or vehicle traffic or restrict availability of visitor or staff parking.</li> <li>5. Installation of winter fencing if required</li> </ol>
	<b>Outdoor Sports Areas:</b> <ol style="list-style-type: none"> <li>1. Ice rink set up and maintained in accordance with this Appendix</li> </ol>

Element	Standard
	<p><b>Project Co Improvements to Bridge:</b></p> <ol style="list-style-type: none"><li>1. Substantially free from litter, graffiti and/or vandalism.</li><li>2. Accessible for the visually and mobility impaired, wheelchair users.</li><li>3. All external furniture and other improvements installed by Project Co maintained in accordance with Good Industry Practice.</li><li>4. Lighting functional.</li><li>5. Pathways and landscaping maintained to the same standards as applicable to the pathways and landscaping on the Site.</li></ol>

**Table 5: Service Standards, HVAC and Sound Transmission**

<b>HVAC</b>	HVAC systems to be maintained in accordance with the applicable standards set out in Schedule 3 [Design and Construction Specifications]
<b>Sound Transmission</b>	Sound transmission levels for designated areas maintained within the design tolerances as per Schedule 3 [Design and Construction Specifications]