
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 Services in accordance with this Appendix 4C so that:

- (a) each of the Maintained Elements:
 - (1) is properly and safely maintained in accordance with all Plans;
 - (2) remains functional, operationally sound and of good appearance;
 - (3) performs in accordance with its respective design criteria and standards as set out in Schedule 3 [Design and Construction Specifications]; and
 - (4) achieves the requirements set out in Attachment 1 to this Appendix 4C;
- (b) the Building Systems function in accordance with the requirements set out in Table 3 of Attachment 1 to this Appendix; and
- (c) the Services are delivered utilizing risk assessment and safe work management systems which are consistent with Good Industry Practice and Project Co's policies and procedures for occupational health and workplace safety designed to ensure the comfort and safety of all School Users; and
- (d) in accordance with principles consistent with LEED[®] Silver.

1.2 Interpretation

Where the term "free from" is used in this Appendix 4C, the service requirement will be to ensure that the equipment, component or finish is maintained in accordance with Good Industry Practice for similar facilities, that any accumulation does not affect the established outputs in Schedule 4 [Services Protocols and Specifications] and that any accumulation does not cause any health or safety incidents or events.

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 Scheduled Maintenance

Project Co will, as part of its Annual Maintenance Plan, establish and implement, for each School, a preventive and reliability-based scheduled maintenance plan and program (the “**Scheduled Maintenance Plan**”) that accommodates Ad Hoc School Use and Third Party and Community Use outside of normal school hours, comprised of inspections and scheduled cyclical preventive maintenance of all Maintained Elements of the Schools and Sites, planned, scheduled, controlled and monitored utilizing a CMMS, including:

- (a) hierarchical based component identification;
- (b) description (make, model, serial number, capacity, etc.);
- (c) location;
- (d) priority classification;
- (e) unique identification code;
- (f) maintenance job plan description including:
 - (1) detailed maintenance procedures;
 - (2) warranty requirements;
 - (3) parts and consumables;
 - (4) regulatory and statutory requirements; and
 - (5) special instructions;
- (g) frequency;
- (h) scheduled dates and hours;
- (i) maintenance history including planned and unplanned;
- (j) provider (staff or contractor) of the service;
- (k) status;
- (l) notes including inspection observations, recommendations and comments;
- (m) identification of activities which may cause disruption to School Users and the methods by which Project Co will make appropriate accommodations to minimize such disruptions;
- (n) a risk assessment;

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- (o) provision for undertaking routine inspection and testing and servicing, in accordance with the requirements of the Project's insurances, recommended manufacturers' guidance and Good Industry Practice, of:
 - (1) all Building Systems including: Heating, Ventilation and Air Conditioning (HVAC) systems, plumbing and water systems, boilers and related systems and components, elevators/lifting devices, mechanical systems, lighting and electrical distribution systems;
 - (2) life safety and emergency systems including but not limited to: standby generators and associated transfer switches, standby domestic pumps, fire alarms, fire-fighting equipment and suppression systems, security systems and devices, emergency lighting systems, exit signs, voice communication systems, etc.;
 - (3) interior and exterior building finishes and fabric including but not limited to: floors, walls and ceiling coverings, paint, hardware, windows, doors, cladding, roofing systems, and other architectural and structural components;
 - (4) all Exterior Improvements; and
 - (5) all other Maintained Elements.
 - (p) completion of 100% of all regulatory testing and maintenance in accordance with the Scheduled Maintenance Plan and completing a minimum of 85% of all other Scheduled Maintenance within the month for which it had been planned, with any deferred Scheduled Maintenance to be completed within the following month;
 - (q) a summary of all Scheduled Maintenance, system failures and corrective actions for each School in each Performance Monitoring Report for the relevant period, and
 - (r) such data as may be required by the Authority for input into an asset management software tool.

2.3 Demand Maintenance

Project Co will respond to all School User maintenance requests providing comprehensive and effective Demand Maintenance by way of the Help Desk.

All Demand Maintenance will be carried out in accordance with this Agreement and the applicable Response Times and Rectification Periods set out in this Appendix 4C;

Subject to Section 8 (Supervening Events) of this Agreement, failure to Respond to or Rectify any Service Failure within the applicable times will constitute a Service Failure. If a Service Failure results in a breach of the Availability Condition of any Functional Unit, the Authority will be entitled to take a Deduction in accordance with Schedule 8 [Payments].

Project Co will include in each Performance Monitoring Report for the relevant period a summary of all Demand Requisitions and corrective actions as set out in Section 5 (Performance Monitoring and Reporting) of Schedule 4 [Services Protocols and Specifications].

2.4 First Response Maintenance for Equipment

The Authority will respond to Demand Requisitions in respect of all Equipment and will determine whether the problem relates to the Equipment itself or to a Maintained Element supporting the Equipment. If the problem relates to a Maintained Element, the Authority will notify Project Co through the Help Desk and Project Co will Rectify the problem in accordance with this Appendix 4C.

2.5 Maintenance Times

Subject to Sections 2.5, 2.6 and 2.7 of Schedule 4 [Services Specifications and Protocols], 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 3 of this Appendix 4C.

2.6 Re-Scheduling of Maintenance

In accordance with the provisions of Sections 2.5, 2.6 and 2.7 of Schedule 4 [Services Specifications and Protocols], 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 School Users (including Third Party and Community Use and Ad Hoc School Use), 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 faults, alarms or telephone calls from an elevator and initiate the required action to rectify faults;
- (c) ensure Project Co personnel or subcontractors are properly trained and certified in safe procedures and practices for the release of trapped elevator occupants;
- (d) release trapped elevator occupants within 45 minutes of notification to the Help Desk;

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- (e) undertake Scheduled Maintenance of elevators and elevating devices and related equipment such that downtime is minimized; and
 - (f) include in each Performance Monitoring Report for the relevant period a summary of any elevator 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) operate the BMS to allow for monitoring of the operation of the Schools and the Services from a single location within each School and remotely through internet connections accessible to the Authority;
- (c) monitor, control, indicate alarms and provide trending information for all BMS connected sensors and control points; 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 and system 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; and
 - (6) such other information as the Authority may reasonably require.

2.9 Security and Surveillance Support and Maintenance

Project Co will:

- (a) provide comprehensive training and re-training annually if required of designated Authority Persons in the operations of all security and surveillance systems including system programming, access controls, locking devices, panic systems, cameras, monitors, equipment and associated software installed at the Schools pursuant to this Agreement;

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- (b) continuously monitor, test, troubleshoot, maintain, repair and replace all security and surveillance systems in accordance with the original manufacturer's recommendations and Good Industry Practice such that each system element and component operates and performs in accordance with the requirements of Schedule 3 [Design and Construction Specifications];
 - (c) update software and hardware systems periodically as required to maintain full system functionality including compatibility and interoperability with other Building Systems and Authority and School Board systems; and
 - (d) Respond to all system faults in accordance with the Response Times and Rectification Periods set out in this Appendix 4C.

2.10 Utilities Management

Project Co will:

- (a) secure and maintain all connections to Utility services to appropriate specifications and adequate capacity to supply and satisfy the requirements of the Schools under all anticipated operating conditions;
- (b) undertake all testing, cleaning and maintenance as required by the applicable Utility Company (and in accordance with such Utility Company's specifications);
- (c) maintain the integrity of supply of all Utilities and continuously manage the distribution of Utilities within the Schools efficiently, economically, and with due regard to current principles of sustainable technology, energy conservation and management procedures;
- (d) maintain appropriate records in relation to all Permits including, but not limited to:
 - (1) ensuring all test certificates, information, documentation and other records (including those relating to any aspects of safety or statutory compliance) are maintained accurately, updated appropriately, correct for the current supply requirements, and available for inspection by the Authority or other relevant parties having jurisdiction; and
 - (2) preparing and supplying all information reasonably required by the Authority in relation to the use and consumption of Utilities, including all statistical records which may be required by any Governmental Authority;
- (e) notify the Authority of all scheduled interruptions to any Utility that may have an impact on the Schools; and
- (f) operate and maintain the BMS and all Building Systems in an efficient manner designed to minimize consumption of Utilities and manage conservation and reduction initiatives.

2.11 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.

2.12 Maintenance Equipment and Supplies

Project Co will provide, maintain, clean and replace as required all equipment, supplies, apparatus and consumable items (including any consumable items 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.

2.13 Waste Management

Project Co will be responsible for the management and disposal of all waste generated through the delivery of the Services including:

- (1) construction materials and demolition debris;
- (2) scrap metals, wood and wooden items;
- (3) lubricants, cleaners, chemicals and other hazardous waste;
- (4) filters and other disposable materials; and
- (5) Project Co furniture, electronics and equipment.

2.14 Pest Control Services

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call pest control service, for the exterior elements of the Schools and Sites, 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;
- (b) notify the Authority and any applicable School Board immediately of any pest/vermin infestation;
- (c) undertake all work in a safe manner with minimal interference with the Authority's and School Board's operations and with minimal risk in terms of safety, hygiene, and damage to the Schools;

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- (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 School Users;
 - (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 and the School Boards 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- or School Board-owned or otherwise that may affect the Schools; and
 - (5) a description of recommended preventative measures to minimize re-infestation.

2.15 Roads, Grounds and Landscape Maintenance

Project Co will:

- (a) provide Maintenance for all roads, grounds and landscape at the Schools and Sites including:
 - (1) maintenance of irrigation systems, exterior lighting and parking receptacles, internal roadways, parking and drop-off areas, walkways and pathways, tarmac play areas, basketball courts, concrete site furniture pads, exterior learning areas, fencing, Project Co installed site furniture and recreational equipment (excluding the playground equipment installed by the Authority), safety surfacing and any drainage associated with safety surfacing;
 - (2) full horticulture services, including:

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- (A) tree maintenance and pruning provided by a certified arborist;
 - (B) lawn care, including mowing, edging and weed removal;
 - (C) planting bed maintenance including mulch;
 - (D) weeding;
 - (E) planting, including shrubs, trees, and perennials;
 - (F) effective irrigation procedures; and
 - (G) repair of damage and winter kill including replacement if necessary;
- (b) ensure all external areas of the Schools are sound, safe, tidy and maintained in accordance with Table 4 of Attachment 1 to this Appendix 4C; and
 - (c) assist the Authority and Authority Persons in the coordination of installation of play structures, apparatus and site furniture supplied by community groups and other School Users.

2.16 Snow and Ice Removal and Control

The direct costs incurred by Project Co related to snow and ice removal and control will be flowed through cost to the Authority and invoiced on a monthly basis without markup in accordance with the provisions of Schedule 8 [Payments]. Project Co will:

- (a) in consultation with the Authority, as part of its Annual Service Plan, establish and implement, for each School, snow clearing standards and protocols taking into consideration site-specific requirements including School hours, vacation schedules, Third Party and Community Use and any obligations related to municipal sidewalks and infrastructure. Service elements will include:
 - (1) provisions for snow plowing, clearing, sanding and application of ice melting products;
 - (2) identification of maximum depth of snow accumulation for various areas of the Sites (including sidewalks, parking areas, pickup and drop-off areas, circulation routes and playgrounds);
 - (3) provisions for reasonable snow accumulation/dumping on-site as long as it does not present safety hazards, block visibility of traffic lanes or affect availability of parking areas;
 - (4) identification of hours of operation and the times by which sidewalks and parking areas are to be cleared, as determined by the Authority;

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- (5) identification of ongoing actions to be taken during significant weather events (such as ice storms, blizzards, etc.) to ensure safety and acceptable site conditions throughout the school day;
 - (6) establishment of call-out protocols through the Help Desk for immediate response, removal of snow accumulation, etc.; and
 - (7) provision of anti-skid or ice-melt compounds at each site for use by custodial staff as may be required from time to time;
- (b) procure and enter into service contracts for snow and ice removal through a competitive bidding process based on the approved plans;
 - (c) manage the performance of its subcontractors;
 - (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) include details related to the billings and sub-contractor performance in the monthly Performance Monitoring Report.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
	Maintenance						
3.1	Demand Maintenance carried out in accordance with this Appendix 4C.	Emergency – High Urgent – Medium Routine – Low Note: Graffiti removal or remediation will be classified as Urgent.	Emergency – 30 minutes Urgent – 60 minutes Routine – 24 hours	Emergency – 4 hours Urgent – 24 hours Routine – 168 hours	Per Occurrence	After expiry of initial Rectification Period and each subsequent Rectification Period. Graffiti removal or remediation – every 24 hours (plus any applicable bylaw fines)	Performance Monitoring Report
3.2	Project Co performs Maintenance at the times permitted in Sections 2.5 and 2.6 of this Appendix 4C.	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
3.3	Project Co carries out 100% of Scheduled Maintenance on life safety and emergency systems and performs statutory/regulatory requirements within the times scheduled in the Annual Service Plan.	High	N/A	Each Service Failure occurrence in this category will be re-classified as Demand Maintenance and treated as described in Section 3.1 of this Appendix 4C.	Per Occurrence	Immediate then according to Demand Maintenance category until Rectified.	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
3.4	Project Co carries out 85% of all other Scheduled Maintenance within the times scheduled in the Annual Service Plan. All deferred Scheduled Maintenance to be completed within the month following its scheduled date.	High	N/A	Each Service Failure occurrence in this category will be re-classified as Demand Maintenance and treated as described in Section 3.1 of this Appendix 4C.	Per Occurrence	Immediate then according to Demand Maintenance category until Rectified.	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
	Boiler Efficiencies						
3.5	<p>All gas boilers to be maintained at a combustion efficiency rating level from base level (to be determined in accordance with Good Industry Practice from commissioning data):</p> <p>a) 98% or greater during years 1 to 5 of the Operating Period and years 1 to 5 following replacement or major refurbishment of the boilers</p> <p>(b) 96% or greater during years 6 to 10 of the Operating Period and years 6 to 10 following replacement or major refurbishment of the boilers</p> <p>(c) 93% or greater after year 10 of the Operating Period or after year 10 following replacement or major refurbishment of the boilers.</p>	High	N/A	7 days	Once per heating season, but if the efficiency rating is below the applicable efficiency level, then measured weekly (with weekly High Service Failures) until the efficiency rating meets or exceeds the applicable efficiency level	Immediate then weekly until the efficiency rating meets or exceeds the applicable efficiency level	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
	Utilities Management						
3.6	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	30 minutes	1 hour	Per Occurrence	After expiry of initial Rectification Period and then every hour until Rectified	Performance Monitoring Report
3.7	Inform the Authority of all scheduled interruptions to any Utility supply	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
3.8	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Utilities Management and not otherwise addressed in Section 2.10 of this Appendix 4C.	Low	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
3.9	Pest Control Services performed in accordance with this Appendix 4C.	Emergency – High Urgent – Medium Routine – Low	Emergency – 30 minutes Urgent – 60 minutes Routine – 24 hours	Emergency – 4 hours Urgent – 24 hours Routine – 168 hours	Per Occurrence	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
	Other						
3.11	If an elevator is out of service and occupants are trapped, maintenance staff respond and safely release occupants.	High	30 minutes	45 minutes	Per Occurrence	Per Occurrence	Performance Monitoring Report
3.12	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
3.13	All roads, grounds and other external areas of the Schools are maintained in accordance with this Appendix 4C.	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
3.14	Snow and Ice removal from external areas of the Schools in accordance with Table 4 of this Appendix 4C.	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

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
3.15	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
3.16	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	Medium	NA	NA	Per Occurrence	Immediate then every 2 hours until Rectified	Performance Monitoring Report
3.17	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 of this Appendix 4C.	Low	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report / QMS

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

Table 2: Service Standards, Building

Element	Standard
General	<p>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 the Schools and Sites maintained in accordance with all applicable Laws, codes, legislation, Authority Policies and Good Industry Practices.</p>
Building Fabric External	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Sound secure and weatherproof where appropriate. 3. Free from damp penetration, staining, spalling, debris, moss growth and animal droppings. 4. Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. 5. Gutters, downspouts and drains kept clear. 6. External window surfaces cleaned periodically to maintain a debris free, clear and clean appearance. 7. Exterior finishes maintained in good cosmetic appearance. 8. Free from graffiti and removed in accordance with municipal bylaws.

Element	Standard
Building Fabric Internal	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Free from structural cracks and/or deflection. 3. Free from damp and vermin. 4. Free from undue damage and of good cosmetic appearance. 5. Free from all hazardous materials.
Fixtures and Fittings	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 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. 3. Free from all but minor surface blemishes and wear and tear. 4. Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. 5. Free from corrosion.
Floor and Floor Coverings	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. The floor coverings are complete, according to their specification. 3. The floor coverings are fully fixed to the floor so as not to cause a health or safety hazard. 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. 5. Floor coverings/surfaces are maintained in such a way as to provide a suitable uniform surface, with minimal resistance, for wheel chairs and any other wheeled vehicle in use in the Schools. 6. Allow adequate drainage where necessary.
Decorative Finishes (excluding interior painted wall finishes as set out in Section 1.6 of Schedule 4 [Services Protocols and Specifications])	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Decorative finishes are complete according to their specification and maintained in a state of good cosmetic appearance at all times. 3. Free from all but minor surface blemishes or undue wear and tear, excluding Decorations. 4. Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice. 5. Complete repainting of interior walls performed in accordance with the Life Cycle Schedule at a minimum of every nine and a half years.
Equipment and Maintained Equipment	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Maintained in accordance with manufacturer's recommendations.

Table 3: Service Standards, Building Systems

Element	Standard
General	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 the Schools and

Element	Standard
	Sites maintained in accordance with all applicable Laws, codes, legislation, Authority Policies and Good Industry Practices.
Electrical Distribution System and Emergency Power	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Ratings clearly marked. 3. Fuse elements or circuit breaker mechanisms in working order. 4. Contacts and connections clean and mechanically tight. 5. No overheating during normal operating loads. 6. Secure to authorized access only. 7. Recording instruments operational where necessary. 8. All bus connectors torqued to manufacturer recommendations. 9. Lock out procedures provided. 10. All cables mega tested as required. 11. All loads balanced on each phase. 12. All protective relaying properly coordinated. 13. All breakers, switchgear and transformers tested and cleaned on a regular scheduled basis. 14. Identification notices posted where necessary.
Plumbing Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Deliver water at the temperatures specified in Schedule 3 [Design and Construction Specifications] and flow rates as required to serve the Schools needs without undue noise and vibration. 3. Taps, valves and other related fittings and fixtures function as intended. 4. Pipework and fittings fastened securely to their intended points of anchorage. 5. No persistent drips or leaks of water from pipework, taps, valves, fixtures and/or fittings.
Heating, Ventilation and Air Conditioning Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. All ventilation systems will function as intended without undue noise or vibration. 3. Air changes and ventilation levels as required to achieve CSA and ASHRAE Standards. 4. Ductwork, fittings and pipework will be securely fastened to their intended points of anchorage. 5. No persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. 6. Secure to authorized access only. 7. Free from corrosion, erosion and organic growth.
Sanitary and Other Drainage Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Function as intended, without undue noise and vibration. 3. Provide a safe and comfortable environment. 4. All pipework and fittings fastened securely to their intended points of anchorage. 5. No leakage of waste and/or foul water and/or rain water.
Fire Fighting Equipment	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Fire extinguishers and other fire fighting equipment maintained in accordance with relevant codes and

Element	Standard
	<p>standards (e.g., CSA Standards).</p> <ol style="list-style-type: none"> 3. Sound, secure and fixed to their intended point of anchorage. 4. Fully operational within manufacturer’s recommendations. 5. Hydrants, sprinklers and hoses at correct operating pressure and capacity. 6. Pipework free from corrosion, leaks and drips.
Communications Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Communications system maintained in accordance with all relevant codes and standards. 3. All electrical communications and data transmission installations to comply with relevant codes and standards (e.g., CSA Standards). 4. Fully operational within manufacturer’s recommendations.
Electrical Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications]. 2. Weatherproof where appropriate. 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 anchorage¹ and labelled. 4. Lightning conductor should be complete, isolated and comply with CSA Standards. 5. MICC cable protective coatings intact.
Security and Surveillance Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications].

Table 4: Service Standards, Grounds Maintenance

Element	Standard
General	<p>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 the Schools and Site maintained in accordance with all applicable Laws, codes, legislation, Authority Policies and Good Industry Practices.</p>

¹ 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
<p>Site Improvements and Infrastructure (excluding playground equipment installed by the Authority)</p>	<ol style="list-style-type: none"> 1. Free from litter, graffiti and/or vandalism. 2. Accessible for the visually and mobility impaired, wheelchair users. 3. All external furniture, and hard landscaping features maintained in accordance with the design criteria 4. Waste bins emptied as required 5. Irrigation and exterior lighting systems functional and maintained in accordance with the design criteria. 6. Gutters, drains and storm water systems free from litter, leaves, weeds and extraneous material 7. Fences, walls and gates safe, sound and secure
<p>Roads, Grounds and Landscape Maintenance</p>	<p>Trees, Shrubs and Hedges:</p> <ol style="list-style-type: none"> 1. Trimmed, pruned and/or cut to maintain healthy growth. 2. Free from dead or dying branches. 3. Free from litter. 4. Free from disease and/or infestation. 5. Replaced as and when necessary to ensure mature landscaping at handback which is consistent with the original design. <p>Grassed Areas:</p> <ol style="list-style-type: none"> 1. Of uniform appearance with no dead patches. 2. Edges trimmed. 3. Free from infestation. 4. Free from fallen leaves, weeds and litter, excrement. 5. Irrigated turf maintained to a uniform length between 40 and 60 mm. 6. Non-irrigated turf maintained to a uniform length between 50 and 75 mm. <p>Concrete Curbs and Walks, Unit Paving, Asphalt Lots, Play Areas and Drop-offs:</p> <ol style="list-style-type: none"> 1. Sound safe and even surface with no potholes, sinking or tripping hazards. 2. Curbs, paving stones and edging are sound. 3. Road markings, signage and parking stripes are clear and complete. 4. Swept and clear of debris and hazards. 5. Site circulation routes are clear and accessible. <p>Snow and Ice Removal:</p> <ol style="list-style-type: none"> 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, sidewalks, emergency routes and parking areas. 2. General snow plowing and clearing will be performed on an on-going basis as required to reduce the risk of injury, accidents and maintain access to the Schools at all times with snow accumulation not to exceed the standards set out in the approved plan. 3. All internal roadways, sidewalks and parking areas will be cleared before 7 am on school days or as otherwise indicated in the approved plan. 4. Snow and ice removal will be coordinated with bus schedules and pick-up and drop-off times. 5. Reasonable temporary snow dumping on site to a maximum set out in the approved plan 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. Excess snow will be removed from the sites at the request of the Authority. 6. Clear lines of sight for vehicle and pedestrian traffic must be maintained at all times. 7. Installation of winter fencing if required to prevent drifting.

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

HVAC	HVAC systems to be maintained in accordance with the applicable standards set out in Schedule 3 [Design and Construction Specifications].
Sound Transmission	Sound transmission levels for designated areas maintained within the design tolerances as per Schedule 3 [Design and Construction Specifications].
Lighting and Illumination	All internal and external lighting systems must be fully functional, safe, and operate without flickering or undue noise. Individual and group lamp and bulb replacement to be performed as required to maintain illumination levels within 15% of the standards specified in Schedule 3 [Design and Construction Specifications]

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