

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> <ul style="list-style-type: none"> • issues having an immediate negative impact on patient care; • safety problems exposing Facility Users to danger; • emergency repairs to prevent further damage (i.e. burst pipe); and • 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> <ul style="list-style-type: none"> • to address problems not presenting an immediate danger; and • to address problems having the potential to have a negative impact on patient care.
Routine	<p>Maintenance and repairs required for non-emergencies not having an immediate effect on patient care such as leaking taps, faulty doors and windows or equipment breakdowns or work not requiring immediate attention such as repairs to damaged walls, furniture or fixture installations.</p>

Table 2: Service Standards, Building

Element	Standard
<p>Building Fabric External Including:</p> <ul style="list-style-type: none"> • External walls • Roof • Fire escapes • Walkways • Safety barriers • Balconies • Eaves • Rendering • Stacks and flues 	<ul style="list-style-type: none"> • Sound secure and weatherproof where appropriate. • Free from damp penetration or spalling. • Claddings, copings and parapets are structurally sound and secure. • Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. • Free from all but minor debris and animal droppings. • Free from moss growth and mould growth. • Free from undue wear and tear.

Element	Standard
<p>Building Fabric Internal Including:</p> <ul style="list-style-type: none"> • Internal walls • Partitions • Ceilings • Elevators, escalators, dumbwaiters • Pneumatic tube 	<ul style="list-style-type: none"> • Free from structural cracks and/or deflection. • Free from damp. • Free from vermin. • Free from undue damage and of reasonable appearance. • Compliant with the requirements set out in CIBSE guidelines. • Free from asbestos and other hazardous materials.
<p>Fixtures and Fittings Including:</p> <ul style="list-style-type: none"> • Doors (external, internal and fire) • Windows and sills • Hatches • Vents • Ironmongery • Millwork • Shelving • Cupboards • Railings • Racking • Notice boards • Mirrors • Balustrades • Magnetic door holders 	<ul style="list-style-type: none"> • 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. • Free from all but minor surface blemishes and wear and tear. • Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. • Free from undue corrosion.
<p>Floor and Floor Coverings</p>	<ul style="list-style-type: none"> • The floor coverings are complete, according to their specification. • The floor coverings are fully fixed to the floor so as not to cause a health or safety hazard. • 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. • 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. • Allow adequate drainage where necessary.

Element	Standard
Decorative Finishes Including: <ul style="list-style-type: none"> • Paintwork • Fabric • Special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements) 	<ul style="list-style-type: none"> • Decorative finishes are complete according to their specification. • Free from all but minor surface blemishes or undue wear and tear. • Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.
Furniture & Equipment Including: <ul style="list-style-type: none"> • Chairs • Tables, desks • Equipment 	<ul style="list-style-type: none"> • Free from undue wear and tear. • Maintained in accordance with Occupational Health and Safety requirements of the WorkSafeBC and the Authority. • Maintained in accordance with manufacturer's requirements.

Table 3: Service Standards, Systems

Element	Standard
General	<ul style="list-style-type: none"> • In general, all Maintained Elements including the elements outlined below will at all times be functional, operational and satisfy the same performance requirements as required for Service Commencement. • Ensure Functional Protection (as defined in Schedule 3) post disaster.
MV Distribution System Including: <ul style="list-style-type: none"> • Distribution equipment and protective devices fuse switches • Isolators • Distribution boards • Fuses • MCB's, ACB, ELCB's and RCE's • Exposed distribution cables 	<ul style="list-style-type: none"> • Ratings will be clearly marked. • Fuse elements or circuit breaker mechanisms in working order. • Contacts and connections clean and mechanically tight. • No overheating during normal operating loads. • Secure to authorized access only. Recording instruments operational where necessary. • Torque all bus connectors to manufacturer recommendations. • Provide lock out procedure. • Mega test all cables. • Balance all loads on each phase. • Coordinate all protective relaying to ensure lower-rated breakers trip first. • Regularly test all breakers and transformers. • Regularly clean all switchgear and transformers. • Do injection testing at least every two years. • Test all alarm functions. • Identification notices where necessary.
HV Distribution Systems Including: <ul style="list-style-type: none"> • Distribution equipment 	<ul style="list-style-type: none"> • Ratings will be clearly marked. • Fuse elements or circuit breaker mechanisms in working order. • Contacts and connections clean and mechanically tight.

Element	Standard
<ul style="list-style-type: none"> • Isolators • Distribution units • OCBs, ACBs and ELCBs 	<ul style="list-style-type: none"> • No overheating during normal operating loads. • Secure to authorized access only. • Recording instruments operational where necessary. • Transformers are maintained as per manufacturer's recommendations at least every two years. • Protective coatings are intact. • No signs of excessive heating. • Provide lock out procedure. • Balance loads. • Test all protective relaying including injection testing at least every two years. • Provide coordination study after initial installation and after every significant change or at minimum every 10 years. • Indicate fault levels. • Check electronic operation of all breakers and that power source is battery operated. • Provide DC Hipot test after initial installation. • Torque all bolted connections. • Identify all current transformer and potential transformer ratios. • Provide ground fault relaying as needed. • Marker and covering notices where necessary.
<p>Hot & Cold Water Systems Including:</p> <ul style="list-style-type: none"> • all infrastructure for hot and cold water systems, plumbing and sewer systems constructed or supplied by Project Co pursuant to Schedule 3 	<ul style="list-style-type: none"> • Deliver water at the temperatures (43°C in patient areas and 60 ° C in all other areas) and flow rates as required to serve the facility needs without undue noise and vibration. • Taps, valves and other related fittings and fixtures function as intended. • Pipework and fittings will be fastened securely to their intended points of anchorage. • There will be no persistent drips or leaks of water from pipework, taps, valves and/or fittings.
<p>Heating, Ventilation and Air Conditioning Systems Including:</p> <ul style="list-style-type: none"> • heating plant, including boilers • heat exchanger systems • Fume hoods • Humidifiers • Heaters • Ductwork • Mixing boxes and dampers • Coolers 	<ul style="list-style-type: none"> • All ventilation systems will function as intended without undue noise or vibration. • Air changes and ventilation levels as required to achieve CSA and ASHRAE Standards. • Ductwork, fittings and pipework will be securely fastened to their intended points of anchorage. • There will be no persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. • Secure to authorized access only. • Free from all but minor corrosion. • Free from erosion and organic growth.

Element	Standard
<ul style="list-style-type: none"> • Inlet/outlet grilles • Refrigeration plant • Cooling towers (and other local ventilation systems); • Pneumatic tube system • all infrastructure for heating, ventilation and air condition systems constructed or supplied by Project Co pursuant to Schedule 3. 	<ul style="list-style-type: none"> • Pneumatic tube system operates to the manufactures specifications.
<p>Sanitary and Other Drainage Systems Including all sanitary ware and associated fittings</p>	<ul style="list-style-type: none"> • Function as intended, without undue noise and vibration. • Provide a safe and comfortable environment. • All pipework and fittings fastened securely to their intended points of anchorage. • There will be no leakage of waste and/or foul water and/or rain water.
<p>Fire Fighting Equipment</p>	<ul style="list-style-type: none"> • Fire extinguishers and other fire fighting equipment will be maintained in accordance with relevant codes and standards (e.g., CSA Standards). • Sound, secure and fixed to their intended point of anchorage. • Fully operational within manufacturer's recommendations. • Hydrants, sprinklers & hoses will be at correct operating pressure & capacity. • Pipework will be free from all but minor corrosion. • Pipework will be free from leaks and drips. • Be of suitable type and quantity for the hazards present within their vicinity.
<p>Medical Gases and Vacuum</p> <ul style="list-style-type: none"> ○ Including all infrastructure for medical gases constructed or supplied by Project Co pursuant to Schedule 3. 	<ul style="list-style-type: none"> • Medical gas and vacuum systems will be maintained in accordance with all relevant codes and standards.
<p>Sound Transmission</p>	<ul style="list-style-type: none"> • Sound transmission levels for designated areas maintained within the design tolerances in accordance with the requirements of Schedule 3.
<p>Communications Systems Including:</p> <ul style="list-style-type: none"> ○ all cabling infrastructure supplied by Project Co pursuant to Schedule 3; 	<ul style="list-style-type: none"> • Electrical and data transmission communications systems will be maintained and fully operational in accordance with all manufacturers' recommendations, relevant codes and standards.

Element	Standard
<ul style="list-style-type: none"> ○ the public address system; ○ the patient education / entertainment system; ○ RTLS system (the Authority will be responsible for replacement of RTLS tags); ○ intercom; ○ Patient/team call system; and ○ all other communication and information technology equipment provided by Project Co pursuant to Schedule 3. 	
<p>Electrical Systems Including:</p> <ul style="list-style-type: none"> ● lighting ● safety ● alarm systems ● all infrastructure and wiring supplied by Project Co pursuant to Schedule 3. 	<ul style="list-style-type: none"> ● Weatherproof where appropriate. ● Function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices will be properly housed and fastened securely to their intended point of anchorage² and labelled. ● Lightning conductor should be complete, isolated and comply with CSA Standards. ● MICC cable protective coatings intact. ● Light emittance should be fully functional, safe and remain within 15% of the design Lux levels in accordance with the requirements of Schedule 3.

² Safety devices will be deemed to include all Un-Interruptible Power Supplies (UPS) and power surge devices specified to protect personnel and equipment.

Table 4: Service Standards, Grounds Maintenance

Element	Standard
<p>Site Circulation Routes Including:</p> <ul style="list-style-type: none"> • Car Parking Areas (underground) • Hardstandings • Facility entrances • External staircases • External evacuation routes 	<ul style="list-style-type: none"> • Sound safe and even surfaces. • Substantially free from standing water, ice, snow. • Substantially free from fallen leaves, moss algae or interstitial weeds. • Free from fallen trees. • Curbs and edgings are sound. • No loose curbs or paving stones. • Road markings and parking stripings are clear and complete. • Free from all but minor graffiti and/or vandalism. • Provides for good disabled access such as the visually impaired and wheelchair users. • Protection of all vehicles from chemical sprays during any applications. • Free from undue wear and tear.
<p>External Furniture and Structures Including:</p> <ul style="list-style-type: none"> • Guard rails • Copings • Statues or ornamental objects • Bollards 	<ul style="list-style-type: none"> • Sound, secure, safe and free from damage. • Operating at their design performance where applicable. • Substantially free from moss algae and/or interstitial weeds. • Free from all but minor graffiti and/or vandalism. • Replacement of luminaries and light sources. • Free from undue wear and tear.
<p>Rooftop Landscaping and Interior Courtyards</p>	<ul style="list-style-type: none"> • Shrubs pruned and trimmed. • Smooth, even surfaces. • Regulation and management of pest control. • Seed, maintain, mow, trim and fertilize grass. • Substantially free from moss algae and/or interstitial weeds. • Free from all but minor graffiti and/or vandalism. • Substantially free from standing water, ice or snow. • Free from undue wear and tear.
<p>Boundaries Including:</p> <ul style="list-style-type: none"> • Fences/walls • Gates 	<ul style="list-style-type: none"> • Intact safe, sound and secure. • Free from all but minor graffiti and/or vandalism. • Locks are operational. • Free from undue wear and tear.

Element	Standard
External Sign Posting (incl. lighting)	<ul style="list-style-type: none"> • Compliant with the "Signage & Wayfinding" requirements in Schedule 3 [Design & Construction Specifications]. • Secure and sound. • Not hinder visibility to car and pedestrians at junctions. • Be in appropriate locations. • Highly visible, both day and night. • Offer clear and concise information. • Free from all but minor graffiti and/or vandalism. • Replacement of elements for luminaries and light sources. • Free from undue wear and tear.
Gutters and Drains	<ul style="list-style-type: none"> • Swept. • Substantially free from litter, leaves, weeds and extraneous material. • Free from undue wear and tear.