

APPENDIX 4E

HOUSEKEEPING AND WASTE MANAGEMENT SERVICES

1. INTERPRETATION

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

"Annual Projection Notice" has the meaning given in Section 2.2 of this Appendix;

"Audit Reference Guide" means the Westech Systems FM Inc. document titled "Health Care Facility Cleaning Audit Reference Guide - V8A", a copy of which is attached for reference as Attachment 1;

"Audit System Scoring Methodology" means the British Columbia Health Authorities & Westech Cleaning Audit Systems Audit System Scoring Methodology, Revision 2; September 15, 2013;

"Authority's Infection Control Policies and Procedures" means the policies or procedures listed in Section 2.1(i) of this Appendix;

"Best Practices for Environmental Cleaning" means the PICNet document dated April 2013 and titled "British Columbia Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Healthcare Settings and Programs";

"Biomedical Waste" means waste which contains pathogens with sufficient virulence and quantity so that exposure to the waste by a susceptible host could result in an infectious disease and includes:

- (a) patient care and research waste;
- (b) human or animal anatomical tissue, organs and body parts;
- (c) non-anatomical waste consisting of:
 - (1) human cultures or specimens submitted for analysis; cultures and stocks of human cell lines; microbiological cultures and stock and material that has come into contact with any of the items above;
 - (2) live or attenuated vaccines;
- (d) drugs or other pharmaceutical products, including cytotoxic (chemo/expired pharmaceutical waste);
- (e) sharps including needles, needles attached to syringes, blades and other sharp instruments;
- (f) broken glass or other materials which are capable of causing punctures or cuts and which have come into contact with human blood or body fluid; and
- (g) articles saturated with blood or body fluids.

“Cleaned Elements” means all elements of the Facility (including those described in Table 1 of Attachment 2 to this Appendix) and all Maintained Equipment but does not include the cleaning of:

- (a) surgical instruments;
- (b) anaesthesia machines;
- (c) microscopes;
- (d) laboratory benches;
- (e) physiological monitoring equipment;
- (f) department based computer keyboards/mouse;
- (g) respiratory therapy equipment;
- (h) the Authority's utensils, food preparation or food services equipment;
- (i) radiographic equipment or machine consoles including any object bearing radiation or hazard warning signs; or
- (j) patient medical equipment such as respirators, air tanks or infusion pumps, when in use;

“Cleaning Access Times” means the times during which Project Co may access specified areas of the Facility to perform Cleaning Services as set out in the Annual Service Plan;

“Cleaning Services” means the Routine Cleaning, Planned Periodic Cleaning, Reactive Cleaning and Enhanced Cleaning of the Cleaned Elements to be provided by Project Co pursuant to this Appendix;

“Confidential Waste” means all waste designated as confidential by the waste generator including paper, plastic (bradma plates, ID cards, etc.) and electronic recording media (CDs, DVDs, etc.);

“Enhanced Cleaning” means special cleaning to contain and eliminate transmission of infections, including any infection outbreaks;

“Enhanced Cleaning Notice” means a notice from the Authority to Project Co confirming that an authorized infection control practitioner requires Enhanced Cleaning to be performed;

“Hard Flooring Passing Ratio” means the ratio, using the audit tool included within the Audit Reference Guide and referred to in the Audit System Scoring Methodology as the “Hard Flooring Passing Ratio”, calculated by dividing the number of passing individual audits of hard flooring elements only by the total individual audits of hard flooring elements audited within the Facility as further defined in Section 2.14 of this Appendix;

“Housekeeping Quality Report” has the meaning set out in Section 2.14 of this Appendix;

“Overall Score” means the average score, using the audit tool included within the Audit Reference Guide and referred to in the Audit System Scoring Methodology as the “Overall Score”, of individual audits within the Facility, as further defined in Section 2.14 of this Appendix;

“Passing Ratio” means the ratio, using the audit tool included within the Audit Reference Guide and referred to in the Audit System Scoring Methodology as the “Passing Ratio”, calculated by dividing the number of rooms that achieve a passing score by the total number of individual rooms audited within the Facility, as further defined in Section 2.14 of this Appendix;

“PICNet” means the Provincial Infection Control Network of British Columbia;

“Planned Periodic Cleaning” means general cleaning that:

- (a) has a degree of flexibility in scheduling its completion on a planned periodic or cyclical basis;
- (b) is for Cleaned Elements that pose a low risk of failing to meet the requirements of a clean, safe, secure, hygienic and visually pleasing environment; and
- (c) provided the foregoing requirements are met, may include exterior window cleaning and carpet shampooing;

“Reactive Cleaning” means ad hoc cleaning tasks performed on demand;

“Recyclable Waste” means all waste that can be recycled and such other waste which may become recyclable from time to time;

“Routine Cleaning” means Cleaning Services that are not Planned Periodic Cleaning, Reactive Cleaning or Enhanced Cleaning, and includes regular day-to-day (but not necessarily daily) cleaning; and

“Usage Notice” has the meaning given in Section 2.3 of this Appendix.

2. SERVICES

2.1 General Requirements

In addition to the standards and specifications set out in Schedule 4, Project Co will deliver the Housekeeping and Waste Management Services:

- (a) 24 hours per day, 365(6) days per year maintaining service levels and quality standards to levels that meet or exceed the service levels set out in this Appendix;
- (b) to provide and maintain a clean, safe, secure, hygienic and visually pleasing environment within the Facility;
- (c) using quality materials and high standards of workmanship;
- (d) adapting its cleaning programs as required to ensure that the service standards and specifications are met;
- (e) in a manner which ensures a collaborative working relationship with the Authority, its employees and contractors;

- (f) in a manner which is integrated and co-ordinated with the delivery of all other Services by Project Co and the use and operation of the Facility by the Authority;
- (g) in a safe and secure manner, having regard for Facility Users and Authority Activities;
- (h) through providing sufficient qualified, licensed, trained, experienced, competent supervisory and cleaning staff (including such supervisory and cleaning staff required for workload surges, and replacements for planned and unplanned absences); and
- (i) having regard for and without limiting the requirements set out in Section 3.2 of Schedule 4 [Services Protocols and Specifications]:
 - (1) the Best Practices for Environmental Cleaning;
 - (2) the standards and requirements of the Audit Reference Guide and the Audit System Scoring Methodology;
 - (3) the Authority's Infection Prevention and Control Manual (v.1.0) dated 2012;
 - (4) Infection Control Guidelines, Classic Creutzfeldt-Jakob disease in Canada. CCDR 2002: 28S5: 1-84. Health Canada and the CJD Guideline: Quick Reference Guide – September 2007;
 - (5) Public Health Agency of Canada (PHAC) Guidance: Infection Prevention and Control Measures for Healthcare Workers in All Healthcare Settings, 2012;
 - (6) Construction related nosocomial infections in patients in health care facilities, Health Canada, July 2001;
 - (7) A New Approach to Controlling Superbugs, Getting Started Kit, Safer Healthcare Now!, September 2010;
 - (8) the Accreditations;
 - (9) Reduce Methicillin Resistant Staphylococcus Aureus (MRSA) Infection – How to Guide from the Institute for Healthcare Improvement (IHI) 2012;
 - (10) British Columbia Provincial Infection Control Network (PICNet), Antibiotic Resistant Organism (ARO) Guidelines 2008;
 - (11) British Columbia Provincial Infection Control Network (PICNet), Gastrointestinal Infection Outbreak Guidelines for Healthcare Facilities, Reference Document for use by Health Care Organizations for Internal Policy/Protocol Development 2012;
 - (12) Canadian Standards Association Z317.10-01, Handling of Waste Materials in Health Care Facilities and Veterinarian Health Care Facilities March 2009;
 - (13) the Canadian Society of Hospital Pharmacists, Guidelines for the Handling and Disposal of Hazardous Pharmaceuticals (including cytotoxic drugs), 1997;

- (14) Annex to the Good Manufacturing Practices Guidelines – Good Manufacturing Practices (GMP) for Positron Emitting Radiopharmaceuticals (PERs)
- (15) GS-37 Green Seal™ Environmental Standard for General-Purpose, Bathroom, Glass, and Carpet Cleaners Used for Industrial and Institutional Purposes;
- (16) GS-40 Green Seal™ Environmental Standard for Industrial and Institutional Floor-Care Products;
- (17) GS-42 Green Seal™ Environmental Standard for Cleaning Services;
- (18) Green Guide for Health Care GGHC Version 2.2 January 2007;
- (19) Association of PeriOperative Registered Nurses, (2012 Edition), Recommended practices for environmental cleaning in the surgical practice setting;
- (20) BC Cancer Agency Pharmacy Practice Standards for Hazardous Drugs, <http://www.bccancer.bc.ca/HPI/Pharmacy/GuidesManuals/safehandling.htm>; and
- (21) British Columbia Ministry of Health, Best Practices for Hand Hygiene in All Healthcare Settings and Programs, July 2012.

2.2 Open Bed and Volume Planning

To assist Project Co in developing each Annual Service Plan, the Authority will give notice (the “**Annual Projection Notice**”) to Project Co of the number and location of in-patient beds in the Facility the Authority anticipates will be in service during the ensuing Contract Year, as well as the opening dates and anticipated volumes in related Functional Units or other areas, no later than:

- (a) 90 days before the Target Service Commencement Date; and
- (b) December 1 of each year thereafter.

Unless the Authority otherwise gives notice in accordance with Section 2.2(a), the Annual Projection Notice for the Contract Year commencing on the Service Commencement Date will be 151 BC Children’s Acute Beds and 80 BC Women’s Acute Beds.

2.3 Opening and Closing of Beds or Volume Changes

The Authority may open or close in-patient beds or change the anticipated volumes in related Functional Units or other areas at any time by giving 30 days’ notice (“**Usage Notice**”) to Project Co and as of the effective date set out in such notice:

- (a) all opened beds and volume increases in other areas and, to the extent reasonable in the circumstances, related Functional Units will become part of the Cleaned Elements and the Cleaning Services; and

- (b) all closed beds and volume decreases in other areas and, to the extent reasonable in the circumstances, related Functional Units will be removed from the Cleaned Elements and the Cleaning Services.

The Annual Projection Notice will be deemed to be a Usage Notice for the Contract Year in respect of which it applies and will remain effective until the Authority delivers a subsequent Usage Notice.

If any change by the Authority to the number of in-patient beds or anticipated volumes in other areas would constitute a material change to this Agreement, including taking into account the projected demand volumes set out in Appendix 3A [Clinical Specifications], then the terms of Schedule 6 [Changes, Minor Works and Innovation Proposals] will apply.

2.4 Cleaning Services - General

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system relative to the Cleaning Services.

2.5 Routine Cleaning

Project Co will provide Routine Cleaning at such frequencies so as to comply with:

- (a) the requirements of this Agreement, including the Annual Service Plan then in effect; and
- (b) the applicable Cleaning Access Times of each area of the Facility.

2.6 Planned Periodic Cleaning

Project Co will provide Planned Periodic Cleaning at such frequencies so as to comply with:

- (a) the requirements of this Agreement, including the Annual Service Plan then in effect; and
- (b) the applicable Cleaning Access Times of each area of the Facility.

2.7 Reactive Cleaning

Project Co will provide Reactive Cleaning of all Cleaned Elements to address Demand Requisitions on a critical, emergency, urgent or standard basis, as applicable.

Project Co will respond to such Demand Requisitions within the relevant Response Time and will return the affected areas to the required standard within the relevant Rectification Period set out in Section 3 of this Appendix.

The classification of Reactive Cleaning will be as set out in the tables in (a), (b) or (c) below.

- (a) Reactive Cleaning in specified areas:

	Specified Areas	Classification
(i)	Reactive Cleaning of: <ul style="list-style-type: none"> • Operating Rooms in the Procedures Suite and the Birthing Program; • Interventional Rooms in the Procedures Suite; • Critical Care Rooms in the Emergency Department; • Decontamination Suite Area; and • provision of Maternity Get Up Cleans. 	Critical, unless for the specified events in 2.7(b) (ii) or (iii) below.
(ii)	Reactive Cleaning of: <ul style="list-style-type: none"> • Medical Device Reprocessing • Procedure Rooms; • LDR Patient Rooms; • PICU Bedrooms; • NICU Infant Care Rooms; • Patient Rooms in the Anesthetic Care Unit Area in Medical Imaging and in the Procedures Suite; • Patient Treatment Rooms in the Emergency Department; • Patient Rooms in the Clinical Decision Unit Area in the Emergency Department; and • supporting rooms and restrooms. 	Emergency, unless for the specified events in 2.7(b) (ii) or (iii) below.

(b) Reactive Cleaning for specified events:

	Specified Events	Classification
(i)	Reactive Cleaning of spillages including blood and body fluids;	Critical if for a specified area in 2.7(a)(i) above, and Emergency in all other areas
(ii)	Reactive Cleaning between patients of bed/stretchers, including cleaning and make up;	Urgent
(iii)	Reactive Cleaning of patient room and adjoining restrooms upon discharge and transfer, including bed/stretcher makeup;	Urgent

(c) Cleaning for other matters:

	Other Matters	Classification
(i)	Critical – Any matter that is required for the essential operation of the Authority and for the provision of healthcare which if not done could cause an emergency (as described below).	Critical
(ii)	Emergency - Any matter threatening to life or limb or which may cause material health and safety risks.	Emergency
(iii)	Urgent - Any matter that may cause material operational problems, physical or environmental damage or health and safety risks if not attended to or remedied quickly.	Urgent
(iv)	Standard - All other matters that are not immediately detrimental to health or safety and which will not cause material operational problems, physical or environmental damage or health and safety risks if not attended to or remedied quickly.	Standard

2.8 Enhanced Cleaning

- (a) If the Authority gives Project Co an Enhanced Cleaning Notice, Project Co will:
- (1) work cooperatively with the appropriate infection control representatives of the Authority;
 - (2) perform Enhanced Cleaning as required by the Authority; and
 - (3) prioritize Enhanced Cleaning over other Cleaning Services.
- (b) Project Co will bear the costs of all Enhanced Cleaning for the first 2,000 person hours of Enhanced Cleaning in each Contract Year. Such amount will be pro-rated for any Contract Year that is less than 12 months. Rates for person-hours exceeding such amount will be established and applied as follows:
- (1) Not less than 30 days before the commencement of the Contract Year that includes the Service Commencement Date, and for each subsequent Contract Year, Project Co will submit to the Authority for review and approval by the Authority applicable hourly rates to apply during the relevant Contract Year.
 - (2) For greater certainty, the rates will apply to the Project Contractors and Sub-Contractors unless otherwise agreed by the Authority.

- (3) The rates will be based on the actual hourly cost that will be paid to the individual (including allowance for all payroll burdens such as overtime premiums (when paid), vacation pay, pensions, statutory payments, workers' compensation insurance, union dues, medical insurance, and any other payments directly paid in the ordinary course), and will include a mark up of 5% to cover Project Co's head office overhead and profit, except that the rates will not be greater than the prevailing market rates paid by arms length contracting parties.
- (4) Project Co bears all costs of Enhanced Cleaning other than hourly rates recoverable under this Section 2.8.
- (5) Project Co will report person hours of all Enhanced Cleaning on a monthly basis, supported by appropriate work records, irrespective of whether Project Co is entitled to payment for Enhanced Cleaning under this Section 2.8.
- (6) If Project Co is entitled to payment for Enhanced Cleaning under this Section 2.8, Project Co will as of the end of a calendar month invoice the Authority for applicable Enhanced Cleaning completed in the calendar month, supported by appropriate work records, and the Authority will pay Project Co by the later of the 20th day of the next calendar month, or 20 calendar days following receipt of the invoice, for applicable Enhanced Cleaning performed in the previous calendar month.
- (7) Any Dispute arising in connection with payment for Enhanced Cleaning, including the annual determination of rates, will be resolved in accordance with the Dispute Resolution Procedure.

2.9 Re-Scheduling of Cleaning Times

If the Authority, acting reasonably, determines that the times at which Project Co proposes to perform Cleaning Services will cause disruption to the operations of the Authority or other Facility Users, the Authority may give notice to Project Co not to carry out such Cleaning Services 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 Cleaning Services will be adjusted accordingly.

2.10 Cleaning Equipment and Supplies

Project Co will:

- (a) provide, maintain, clean, store and replace as required all cleaning equipment in accordance with the Authority's Infection Control Policies and Procedures and will ensure all equipment is:
 - (1) designated for use in specific areas of the Facility marked and used only in these designated areas.

- (2) noise-restricted and equipped with high quality dust filters to reduce environmental nuisance and maintain air quality when using such equipment, particularly in patient areas of the Facility; and
 - (3) individually marked and not used beyond the portable appliance testing test date certificate for each piece of equipment;
- (b) procure, store safely, deliver and use all cleaning materials and consumable products required for the provision of Cleaning Services including the supplies described in Section 2.10(c);
 - (c) procure, provide, deliver and replenish throughout the Facility all soap, hand sanitizer, hand lotion, toilet paper and paper towels;
 - (d) procure, provide, deliver and replenish throughout the Facility disposable toilet brushes to be used for a maximum of one week per patient; and
 - (e) maintain a listing of cleaning products used in the cleaning operation and ensure that:
 - (1) all materials thoroughly clean the Facility and are not detrimental to the lifecycle of systems and building components (e.g. floors, walls, carpet, etc.) nor negatively affect indoor air quality;
 - (2) a copy of material safety data sheets of supplies used is kept at the Facility in accordance with Workplace Hazardous Materials Information Systems and applicable occupational health and safety regulations;
 - (3) all cleaning supply materials and equipment used are consistent with the Authority's Infection Control Policies and Procedures and have been approved by the Authority's Representative or designate before use. Approval of materials does not relieve Project Co of general responsibility under this Agreement; and
 - (4) all soap, hand sanitizer, hand lotion, toilet paper and paper towels are consistent with the Authority's Infection Control Policies and Procedures and have been approved by the Authority's Representative or designate before use; and
 - (f) ensure that all cleaning and disinfecting products:
 - (1) have, as applicable, a drug identification number (DIN) from Health Canada;
 - (2) are used in accordance with the manufacturer's recommendations;
 - (3) require little or no mixing or diluting;
 - (4) are active at room temperature and within a short contact time against the usual microorganisms encountered in the Facility;
 - (5) have low irritancy and allergenic characteristics; and

- (6) are safe for the environment.

2.11 Waste Management & Recycling

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system relative to waste management and recycling. In developing such policies, procedures, practices, schedules, and inspection and reporting system Project Co will fully take into account the Authority's waste management plan entitled "Solid Waste Diversion Strategy for Children's and Women's Health Centre of British Columbia".

In respect of all areas of the Facility, Project Co will:

- (a) manage and provide the collection of all waste streams generated within the Facility from both Project Co and the Authority in accordance with this Appendix, including Table 1 of Attachment 2;
- (b) provide routine and reactive waste collection and segregation services in accordance with the Cleaning Access Times;
- (c) empty all refuse containers at least daily or as required such that none achieves more than 75% capacity;
- (d) segregate waste in accordance with the Authority Policies in appropriate secured and labelled containers;
- (e) transport non-recyclable waste generated in the Facility to the soiled holding and collection areas within the Facility for removal by the Authority;
- (f) segregate Recyclable Waste streams (at source where practical to do so) and place in the appropriate containers at the soiled holding rooms and transport this waste to the waste collection areas on the CWHC Campus, as designated by the Authority, including:
 - (1) compostable, recyclable and confidential waste paper;
 - (2) cardboard;
 - (3) laser cartridges;
 - (4) glass and glass containers;
 - (5) metal food containers, and metal scrap containers;
 - (6) rigid plastics (1-7);
 - (7) soft plastics (such as film);
 - (8) newsprint;
 - (9) batteries;

- (10) beverage containers;
 - (11) food waste;
 - (12) carpet;
 - (13) compostable materials;
 - (14) construction waste;
 - (15) electronic waste;
 - (16) furniture;
 - (17) general solid waste;
 - (18) gyproc;
 - (19) yardwaste;
 - (20) confidential media (bradma plates, ID cards, CDs, DVDs and other similar media); and
 - (21) wood;
- (g) work in cooperation with the Authority and its contractors to ensure that waste storage areas are:
- (1) segregated;
 - (2) kept clean, free from loose litter, malodour, spillages and debris;
 - (3) free from pests and vermin;
 - (4) secure, clearly marked, appropriately signed, and with access restricted to authorized personnel only; and
 - (5) maintained and secured to minimize the risk of fire; and
- (h) collect all soiled linens and deliver such linens to the soiled holding and collection areas within the Facility for removal from the Facility by the Authority.

2.12 Pest Control Services

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system relative to pest control services.

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call pest control service 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 immediately of any pest/vermin infestation;
- (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 patients, staff, or visitors directly or indirectly;
- (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;
- (h) include in its monthly report to the Authority a complete overview on pest control activity within the Facility 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 plant; and
 - (5) a description of recommended preventative measures to minimize re-infestation.

2.13 Miscellaneous Services

Project Co will provide the additional facility management services described in Section 1.3 of Table 1 of Attachment 2 to this Appendix.

2.14 Quality Monitoring and Audit Reporting

Project Co will provide a monthly, quarterly and annual performance report on all Housekeeping and Waste Management Services. These reports will include the audit procedures set out in the Audit Reference Guide, the Audit System Scoring Methodology, the Best Practices for Environmental Cleaning and a self-monitoring inspection system on a frequency and format satisfactory to the Authority.

Project Co will annually submit its proposed auditing plan as part of the Annual Service Plan in accordance with Section 4.2 of Schedule 4 [Services Protocols and Specifications]. Project Co will audit no less than 10% of patient units and 10% of all other areas of the Facility during each monthly audit with the intent that all areas of the Facility will have been subject to a cleaning audit pursuant to the Audit Reference Guide, the Audit System Scoring Methodology and the Best Practices for Environmental Cleaning in each Contract Year. Project Co will consider the Functional Risk Area Categorization in determining the frequency of audits within each area of the Facility.

In addition to the observational audits and visual assessment audits set out in the Audit Reference Guide and Audit System Scoring Methodology, Project Co will also carry out environmental marking audits, and patient and staff satisfaction surveys using the Authority's survey tool.

The Authority may attend Project Co's audits and request Project Co to arrange, at Project Co's cost, for independent audits in compliance with the Audit Reference Guide, the Audit System Scoring Methodology and the Best Practices for Environmental Cleaning in order to confirm the validity of such reports. In any event, Project Co will, at Project Co's cost, arrange for such independent audits comprehensively covering the Facility and in respect of the areas of the Facility described within the Annual Service Plan, to take place at least annually.

Project Co will achieve the following passing scores in the observational audits and visual assessment audits pursuant to the Audit Reference Guide and Audit System Scoring Methodology;

- (a) Overall Score: a passing score for this category is 85% or higher;
- (b) Passing Ratio: a passing score for this category is 75% or higher;
- (c) Hard Flooring Passing Ratio: a passing score for this category is 75% or higher.

If, in any calendar month during the Operating Period, Project Co fails to attain a passing score in any of the Overall Score, Passing Ratio or Hard Flooring Passing Ratio categories, then Project Co will, within 5 Business Days after the end of the relevant month, generate a housekeeping quality report (a "**Housekeeping Quality Report**") identifying:

- (d) the relevant area(s) of the Facility;
- (e) the inspection elements for which Project Co did not attain a "Pass" in accordance with the Audit Reference Guide, the Audit System Scoring Methodology and the Best Practices for Environmental Cleaning in the relevant area(s) during the relevant month;
- (f) the housekeeping functions that contributed to the identified failures and possible root causes; and

- (g) an action plan to remedy the identified failures.

Project Co will review the Housekeeping Quality Report with the Authority and consult with the Authority with respect to the action plan(s) therein. Project Co will, as soon as reasonably practicable, implement the action plan in consultation with the Authority. Project Co will generate a further Housekeeping Quality Report, and review that report with the Authority, monthly until such time as the identified failures have been remedied and Project Co is achieving a passing score in all categories.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Cleaning Services					
3.1	Project Co performing Routine Cleaning in accordance with this Appendix	Low – for up to 5 occurrences in a reporting period Medium – for 5 to 10 occurrences in a reporting period High – for greater than 10 occurrences in a reporting period	N/A	N/A	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.2	Project Co performing Planned Periodic Cleaning in accordance with this Appendix	Medium	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.3	Project Co performing Reactive Cleaning in accordance with this Appendix	Service Failure Level based on classification under Section 2.7 of this Appendix: Critical - High Emergency - High Urgent - Medium Standard - Low	Response Time based on classification under Section 2.7 of this Appendix Critical – 2 minutes Emergency – 10 minutes Urgent – 20 minutes Standard – 60 minutes	Rectification Period based on classification under Section 2.7 of this Appendix Critical – 10 minutes Emergency – 60 minutes Urgent – 120 minutes ¹ Standard – 24 hours	Per occurrence	Performance Monitoring Report
3.4	Project Co performing Enhanced Cleaning in accordance with Section 2.8(a) of this Appendix	High	20 minutes	2 hours	Per Occurrence	Performance Monitoring Report
3.5	Project Co performing Cleaning Services at the times permitted in Section 2.9 of this Appendix	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
	Waste Management					
3.6	Project Co collecting, segregating and transporting all waste in accordance with this Appendix	Low	N/A	N/A	Per Occurrence	Audit and Help Desk records / Performance Monitoring Report

¹ If the Help Desk receives more than 3 Reactive Cleaning Demand Requisitions in any 60 minute period for Reactive Cleaning specified in 2.7(b)(ii) (i.e. ...between patients bed/stretcher ...) or (iii) (i.e. ... upon discharge and transfer ...), the Rectification Period will be extended such that no more than 3 Demand Requisitions for either of those two specified events must be Rectified in that 60 minute period.

	Other					
3.7	Pest Control conducted in accordance with this Appendix	Medium	N/A	N/A	Per Occurrence	Help Desk Records / Performance Monitoring Report
3.8	Miscellaneous Services described in Section 2.13 of this Appendix performed as requested	Low	24 hours	24 hours	Per Occurrence	Help Desk Records / Performance Monitoring Report
3.9	Project Co auditing 10% of patient units and 10% of all other areas of the Facility on a monthly basis in accordance with Section 2.14 of this Appendix	Medium for each percentage point less than 10%	N/A	N/A	Per Occurrence	Audit and Help Desk records
3.10	Project Co achieving the Overall Score passing score of 85% or higher in accordance with Section 2.14 of this Appendix.	(a) Low Service Failure for each area and each percentage point (or portion thereof) below 85% and above 83% (b) Medium Service Failure for each area and each percentage point (or portion thereof) below 83% and above 81% (c) High Service Failure for each area and each percentage point (or portion thereof) below 81%.	N/A	N/A	Monthly Annually	Performance Monitoring Report Independent Audit Report

3.13	Project Co achieving an average score of 80% in accordance with the ultraviolet (UV) audit program.	<p>(a) Low Service Failure for each area and each percentage point (or portion thereof) below 85% and above 83%</p> <p>(b) Medium Service Failure for each area and each percentage point (or portion thereof) below 83% and above 81%</p> <p>(c) High Service Failure for each area and each percentage point (or portion thereof) below 81%.</p>	N/A	N/A	Monthly Annually	Performance Monitoring Report Independent Audit Report
3.15	Project Co implementing and adhering to all other elements of the Annual Service Plan relating to Housekeeping and Waste Management Services not otherwise addressed in this Section 3	Low	N/A	N/A	Per Occurrence in accordance with frequencies set out in the Annual Service Plan	Audit and Help Desk records