

APPENDIX 4C

FM SERVICES

1. INTERPRETATION

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

“Building Systems” means the mechanical, electrical and other systems in or servicing the Facilities described in Attachment 1 to this Appendix;

“Demand Maintenance” means ad hoc and responsive unscheduled Maintenance;

“Elevator Availability” means, in respect of each elevator in the Facilities, the amount of time that such elevator was available during a measured period expressed as a percentage and calculated as follows:

$$\text{(Total Time – Down Time) x100 / Total Time}$$

Where:

Down Time is the number of hours that such elevator was unavailable for normal use other than times during which Scheduled Maintenance was performed on such elevator in accordance with the Annual Service Plan in effect; and

Total Time is the total number of hours during the measured period;

“FM Services” means all of the services and requirements described in this Appendix, including Demand Maintenance and Scheduled Maintenance;

“Helicopter Operations Manual” means the manual referred to in the Canadian Aviation Regulations, Part III, Subpart 5 – Helicopters;

“Helicopter Certificate” means the certificate referred to in the Canadian Aviation Regulations, Part III, Subpart 5 – Helicopters;

“Maintained Elements” means all elements of each Facility and Site constructed or installed pursuant to this Agreement including:

- (a) the Building Systems;
- (b) improvements to the Sites, including the external areas described in Table 4 to Attachment 1 of this Appendix, but does not include soft landscaping, planted areas, lawns or gardens;
- (c) parking facilities;
- (d) the Helicopter;
- (e) the Maintained Equipment;

- (f) the Maintained IMIT Systems and Equipment; and
- (g) items designated as “ME” on the Equipment List;

“**Maintained Equipment**” means Category A Equipment and Category B Equipment;

“**Maintained IMIT Systems and Equipment**” means equipment described as “Category A IMIT” or “Category B” IMIT in Schedule 3 [Design and Construction Requirements];

“**Maintenance**” means commissioning, testing, servicing, maintenance, repair, renewal or replacement of the Maintained Elements, other than renewal or replacement of Category B Equipment and Category B IMIT Equipment;

“**Maintenance Access Times**” means the times set out in the Annual Service Plan during which Project Co may perform Maintenance Services;

“**Maintenance Services**” means Demand Maintenance and Scheduled Maintenance;

“**Miscellaneous Maintenance**” has the meaning given in Section 3.10 of this Appendix; and

“**Scheduled Maintenance**” means planned and preventive Maintenance.

2. SERVICES

2.1 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 the LEED™ Gold certification points:
 - (1) identified in the LEED™ score sheet delivered in accordance with Section 4.8 of Schedule 2 [Design and Construction Specifications]; and
 - (2) achieved in respect of the Facilities;

- (d) having regard for and without limiting the requirements set out in Section 3.2 of Schedule 4 [Services Protocols and Specifications]:
- (1) CAN/CSA-Z317.1 Special Requirements for Plumbing Installations in Health Care Facilities;
 - (2) CAN/CSA-Z317.10 Handling of Waste Materials in Health Care Facilities;
 - (3) CAN/CSA-Z317.11 Area Measurement for Health Care Facilities;
 - (4) CAN/CSA Z317.2-10 Special Requirements for Heating, Ventilation, and Air Conditioning (HVAC) Systems in Health Care Facilities;
 - (5) CAN/CSA-Z317.5 Illumination Systems in Health Care Facilities;
 - (6) CAN/CSA-Z317.13 Infection Control during Construction or Renovation of Health Care Facilities;
 - (7) CAN/CSA-Z318.0 Commissioning of Health Care Facilities;
 - (8) CAN/CSA-Z323.5 Mechanical/Electromechanical Lifting Devices for Persons;
 - (9) CAN/CSA-Z7396.1 Medical Gas Pipeline Systems;
 - (10) CAN/CSA-B44 Safety code for Elevators and Escalators;
 - (11) CAN/CSA-C282-00 Emergency Electrical Supply for Buildings;
 - (12) CAN/CSA-Z32 Electrical Safety and Essential Electrical Systems in Health Care Facilities; and
 - (13) Canadian Counsel of Health Services Accreditation, Environmental Standards, 2007.

3. FM SERVICES REQUIREMENTS

3.1 Annual Service Plan

Project Co will develop in accordance with Sections 4.1 and 4.2 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.

3.2 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 6 of Attachment 1 to this Appendix; and
 - (c) the exterior areas of the Facilities are maintained in accordance with Table 4 of Attachment 1 to this Appendix;
 - (d) all other Maintained Elements operate as designed and intended.

3.3 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.

3.4 Maintenance Times

Subject to Section 3.5 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 4 of this Appendix and Schedule 8 [Payments].

3.5 Re-Scheduling of Maintenance

Notwithstanding any notice delivered by Project Co pursuant to Section 3.4 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.

3.6 Elevators

Project Co will:

- (a) operate and maintain all elevators and elevating devices 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 on-Site 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) undertake Scheduled Maintenance of elevators and elevating devices and related equipment such that at no time will any Functional Area be without elevator service and ensure that not more than one elevator in a bank of two or more elevators is out of service for Scheduled Maintenance; and
- (d) 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.

3.7 Building Management System (BMS)

Project Co will:

- (a) operate the BMS to allow for monitoring of the operation of each Facility and the Services from a single location within each Facility and remotely through internet connections accessible to the Authority;
- (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; and
- (6) such other information as the Authority may reasonably require.

3.8 IMIT Services

Project Co will provide the following IMIT Services:

- (a) maintain the Maintained IMIT Systems and Equipment, 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 the IMIT 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 of Schedule 3 [Design and Construction Specifications] including all integrated interoperability functions; and
 - (B) achieve a 99.94% uptime performance target (excluding 4 hours of allowable planned downtime per month);
 - (2) operating and maintaining all Maintained IMIT Systems and Equipment such that:
 - (A) the Service Levels set out in 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:
 - (A) Software or Server designated as IMIT Category A equipment no less than once every five years and otherwise as and when required to achieve the standards set out in this Agreement; and
 - (B) Infrastructure or Interface designated as IMIT Category A equipment: no less frequently than as set out for "Systems Lifecycle" in Schedule 3 [Design and Construction Requirements] and otherwise as and when required to achieve the standards set out in this Agreement, except that Project Co will not be required to replace wiring, conduits, outlet boxes or other similar items if Project Co reasonably determines, in accordance

with Good Industry Practice, that such items do not need to be replaced in order to maintain the IMIT Systems and Equipment to the standards required under this Agreement;

- (b) provide appropriately qualified and trained staff and subcontractors onsite 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;
- (d) provide continuous system monitoring through the BMS and Help Desk with 24/7 onsite response to all IMIT issues in accordance with the applicable Response Time(s) 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 Section 6.2 (h) of 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.

3.9 Medical Gases

Project Co will perform all maintenance required to maintain a continuous flow of medical gases in the Building, including:

- (a) monitoring and controlling the medical gas supply system;

- (b) responding to all alarms related to medical gas supply system and the medical gas bottle storage room;
- (c) metering and trending the consumption of medical gases in each Facility;
- (d) monitoring the available inventory of bottled medical gases and notifying the Authority if replacement inventory is required; and
- (e) swapping out empty medical gas bottles as necessary.

3.10 Miscellaneous Maintenance Services

Project Co will:

- (a) within 24 hours notice from the Authority, Respond to Demand Requisitions for general labour services including:
 - the installation and hanging of white boards, pictures, art work, shelving and other items of a similar nature affixed to the walls of the Facilities; and
 - (2) other similar services typically performed by the physical plant department of a similar health care facility (“**Miscellaneous Maintenance**”); and
- (b) complete such Miscellaneous Maintenance within two weeks of the Demand Requisition or as otherwise agreed with the Authority.

3.11 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 twice per heating season for the boilers (once at start-up and once at mid-point of the season), and will include the results of such testing in each applicable Performance Monitoring Report.

3.12 Heliport Maintenance and Management

Project Co will:

- (a) fulfill the all obligations for operation of the Heliports under CAR 305 and 325 including the development, regular maintenance and update of the Heliport Operations Manual. The Heliport Operations Manual will include authorization from the Authority for Project Co to utilize security staff under the employment of the Authority for Heliport daily inspections and attendance at all helicopter takeoff and landings;

- (b) appoint a Heliport Manager for each Facility and at least one designate to act in each Heliport Manager's role when a Heliport Manager is not available on site or on call;
- (c) train the Heliport Managers, their designates, and all maintenance staff in accordance with CAR 325.49 and in the requirements in filling the respective roles;
- (d) train Authority security staff in accordance with the requirements of CAR 325.49 including:
 - (e) operation for the Heliports;
 - (f) safety around helicopters;
 - (g) communications;
 - (h) emergency response plan; and
 - (i) use of firefighting equipment;
- (e) operate the Heliports 24 hours per day, 365(6) days per year under a PPR (Pilot Prior Request) requirement to use the Heliport;
- (f) perform all required maintenance and lifecycle work in coordination with the Authority to minimize disruption to Heliport operations; and
- (g) develop in conjunction with the Authority a joint services protocol for the Heliport operations including roles and responsibilities in accordance with the following responsibility matrix:

Heliport Responsibility Matrix During Operating Period

Requirement	Responsible Party
Ownership & accountable executive	Authority
Designated certificate holder	Authority
Heliport managers	Project Co
Training of Authority staff and security subcontractors	Project Co
Maintenance and lifecycle of all Heliport elements including coordination of maintenance staff and activities	Project Co
Development and maintenance of Heliport Operations Manual	Project Co
Receipt of notifications (helicopter take-off and landing requests)	Authority (security)
Activation of landing lights	Authority (security)

Pre-helicopter usage inspection (confirmation that Heliport is clear)	Authority (security)
Re-set Heliport systems after usage	Authority (security)
Daily Heliport inspection	Authority/Project Co
Notification of air transport	BC Air Ambulance
Notification of ground ambulance requirement	BC Air Ambulance
Development and periodic review of joint services protocols for Heliport operations	Authority/Project Co

3.13 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.

3.14 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 Facilities;
- (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 each 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 a Facility; and
- (5) a description of recommended preventative measures to minimize re-infestation.

4. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Maintenance					
4.1	Demand Maintenance (other than Miscellaneous Maintenance) carried out in accordance with this Appendix.	Emergency –High Urgent – Medium Routine - Low	Emergency – 15 minutes Urgent – 30 minutes Routine – 24 hours	Emergency – 2 hour Urgent – 6-8 hours Routine – 168 hours	Per Occurrence	Performance Monitoring Report
4.2	Miscellaneous Maintenance (other than Demand Maintenance) carried out in accordance with this Appendix.	Low	24 hours	2 weeks	Per Occurrence	Performance Monitoring Report
4.3	Maintained Elements that are not the subject of Demand Maintenance are maintained in accordance with this Appendix.	Medium	Routine – 24 hours	Routine – 168 hours	Per Occurrence	Performance Monitoring Report
4.4	Project Co performs Maintenance at the times permitted in Sections 3.4 and 3.5 of this Appendix.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
4.5	Project Co carries out 100% of Scheduled Maintenance on life safety, emergency systems and statutory/regulatory requirements within the times scheduled in the Annual Service Plan.	High	N/A	N/A	Per occurrence	Performance Monitoring Report
4.6	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	Performance Monitoring Report
	Elevators					
4.7	Elevator Availability of not less than 95% for each elevator within the Facility during each Payment Period.	High – per elevator	N/A	N/A	Monthly	Performance Monitoring Report
4.8	If an elevator is out of service and occupants are trapped, maintenance staff respond and safely release occupants.	High	20 minutes	(a) 30 minutes between the hours of 7am and 7pm on Business Days; and (b) 60 minutes at all other times.	Per Occurrence	Performance Monitoring Report
	IMIT Systems and Infrastructure					
4.9	Project Co maintains the Maintained IMIT Systems and Equipment and functionality and interoperability of all interconnected systems	High	15 minutes	2 hours	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
4.10	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	Performance Monitoring Report
4.11	Project Co achieves 99.94% uptime for all Maintained IMIT Systems and Equipment and interconnected Facility systems	High	N/A	N/A	Continuous (reported monthly)	Performance Monitoring Report
	Medical Gas					
4.12	Project Co performs maintenance in accordance with Section 3.9 of this Appendix.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Boiler Efficiencies					
4.13	<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	N/A	Twice 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	Performance Monitoring Report
	Other					
4.14	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	Performance Monitoring Report
4.15	External areas of the Facilities maintained in accordance with this Appendix	Low for the first week of failure and Medium for each week thereafter until rectified	N/A	N/A	Weekly	Performance Monitoring Report
4.16	Snow and Ice removal from external areas of the Facilities in accordance with Table 4 of this Appendix	Low for the first hour of failure, Medium for the second hour and High for each hour thereafter until rectified	1 hour	1 hour	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
4.17	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	Annual Report
4.18	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	Medium	NA	NA	Per Occurrence	Performance Monitoring Report
4.19	The Heliport is maintained in accordance with the Annual Service Plan and this Appendix.	High	NA	NA	Per Occurrence	Performance Monitoring Report
4.20	Project Co implementing and adhering to all other elements of the Annual Service Plan related to FM Services and not otherwise addressed in Section 3	Low	N/A	N/A	Per occurrence	

Note: N/A means “not applicable” and that the table does not indicate or specify a 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: <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	Service required as soon as possible: <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	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.

Table 2: Service Standards, Building

Element	Standard
Building Fabric External Including: <ul style="list-style-type: none"> • External walls • Roof • Fire escapes • Walkways • Safety barriers • Balconies • Eaves • Rendering • Chimneys/flues • Windows and glazing 	<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 debris, moss growth and animal droppings • Gutters and drains kept clear. • External windows surfaces cleaned periodically as required to maintain a debris free, clear and clean appearance.

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 and vermin. • Free from undue damage and of reasonable appearance. • Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] • 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 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 Facilities. • Allow adequate drainage where necessary.

Element	Standard
<p>Decorative Finishes Including:</p> <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.
<p>Equipment Including:</p> <ul style="list-style-type: none"> • Category A and B Equipment 	<ul style="list-style-type: none"> • Maintained in accordance with manufacturer's recommendations.

Table 3: Service Standards, Building Systems

Element	Standard
<p>General</p>	<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.
<p>MV Distribution System Including:</p> <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 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. • All bus connectors torqued to manufacturer recommendations. • Lock out procedures provided. • All cables mega tested as required. • All loads balanced on each phase. • All protective relaying properly coordinated. • All breakers, switchgear and transformers tested and cleaned on a regular scheduled basis. • Injection testing performed as required. • All alarm functions tested regularly on a scheduled basis. • Identification notices posted where necessary.
<p>HV Distribution Systems Including:</p> <ul style="list-style-type: none"> • Distribution equipment • Isolators • Distribution units • OCBs, ACBs and ELCBs 	<ul style="list-style-type: none"> • Ratings 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. • Transformers maintained in accordance with manufacturer's

Element	Standard
	<p>recommendations.</p> <ul style="list-style-type: none"> • Protective coatings intact. • No signs of excessive heating. • Lock out procedures provided. • Loads balanced. • All protective relays regularly tested including injection testing as required. • Coordination study performed after initial installation and after every significant change or at minimum every 10 years. • Electronic operation of all breakers tested • All bolted connections torqued as required. • 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, including all pipework and connections 	<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 fastened securely to their intended points of anchorage. • 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 • Inlet/outlet grilles • Refrigeration plant • Cooling towers (and other local ventilation systems); • Pneumatic tube system • all infrastructure for heating, ventilation and air condition 	<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. Humidity standards are applicable to surgical areas only. • Ductwork, fittings and pipework will be securely fastened to their intended points of anchorage. • No persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. • Secure to authorized access only. • Substantially free from corrosion, erosion and organic growth; • Pneumatic tube system operates to the manufactures specifications.

Element	Standard
<p>systems constructed or supplied by Project Co pursuant to Schedule 3, including all pipework and ductwork</p>	
<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. • 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 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 at correct operating pressure & capacity. • Pipework substantially free from corrosion, leaks and drips.
<p>Medical Gases o Including all infrastructure for medical gases constructed or supplied by Project Co pursuant to Schedule 3 including all oxygen distribution piping</p>	<ul style="list-style-type: none"> • Medical gas systems will be maintained in accordance with all relevant codes and standards.
<p>Communications Systems Including: o all cabling infrastructure supplied by Project Co pursuant to Schedule 3 o the public address system; o the nurse call system o the patient education / entertainment system; o intercom; and o all other communication and information technology equipment provided by Project Co pursuant to Schedule 3.</p>	<ul style="list-style-type: none"> • Communications system maintained in accordance with all relevant codes and standards. • All electrical communications and data transmission installations to comply with relevant codes and standards (e.g., CSA Standards). • Fully operational within manufacturer's recommendations.

Element	Standard
Electrical Systems Including: <ul style="list-style-type: none"> • lighting • safety • alarm systems • all infrastructure and wiring supplied by Project Co pursuant to Schedule 	<ul style="list-style-type: none"> • Weatherproof where appropriate. • 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. • Lightning conductor should be complete, isolated and comply with CSA Standards. • MICC cable protective coatings intact. • Light emittance at the design Lux levels as specified in Schedule 3.

Table 4: Service Standards, Grounds Maintenance

Element	Standard
Site Circulation Routes Including: <ul style="list-style-type: none"> • Pavings • Paths • Driveways • Roads • Car Parking Areas • Hardstandings • Facility entrances • External staircases • External fire escapes 	<ul style="list-style-type: none"> • Sound safe and even surface with no potholes or sinkings. • 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 striping are clear and complete. • Free from 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.
External Furniture and Structures Including: <ul style="list-style-type: none"> • Street lights • Guard rails • Copings • Statues or ornamental objects • Bollards • Bus stops • Street lights • Bicycle racks 	<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 graffiti and/or vandalism. • Replacement of light elements.
Boundaries Including: <ul style="list-style-type: none"> • Fences/walls • Gates 	<ul style="list-style-type: none"> • Intact safe, sound and secure. • Free from graffiti and damage. • Locks are operational.

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
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 graffiti and/or vandalism. Replacement of light elements.
Gutters and Drains	<ul style="list-style-type: none"> Swept. Substantially free from litter, leaves, weeds and extraneous material.
Facility	<ul style="list-style-type: none"> Substantially free from litter, including cigarette ends and chewing gum residue. Garbage bins will be less than 75% capacity and free from malodour.

Table 5: Service Standards – Heliport

Element	Service Standards - Heliport
Heliport (including related walkways)	<ul style="list-style-type: none"> Maintained as per Transport Canada requirements and in accordance with the Airport Operations Manual (Heliport). Heliport surfaces, final approach and take-off area (FATO) and touchdown and lift-off area (TLOF) free from all Foreign Object Damage (FOD), litter and debris. All signage, painting and markings visible and properly maintained. Windsock maintained and functioning. Lighting systems fully functional Ventilated such that aircraft fumes do not adversely affect the Facility Fire suppression systems fully functional and tested regularly Snow and ice removal from Heliport surfaces upon the accumulation of 1.8 cm of snow and/or ice through drifting or precipitation and not to exceed 1.8 cm of total accumulation on a priority basis in accordance with established snow and ice clearing priority protocol. Heliport take-off, landing and perimeter lights are not obstructed by such things as, but not limited to, snow or ice accumulation, debris, vegetation, maintenance equipment or structures. Use of snow melting products and Heliport heating systems approved for Heliport surfaces. No use of salt or sand within the vicinity of the Heliport. Perimeter fencing fully functional, maintained and securely fastened Wildlife control measures instituted as necessary to reduce the potential for bird strikes and other safety hazards. Safe and secure and accessible to authorized personnel.

Table 6: Service Standards, Heating, Ventilation, Air Conditioning, Noise and Lighting

HVAC	<ul style="list-style-type: none"> HVAC systems to be maintained in accordance with CAN/CSA Z317.2-10 (Special Requirements for Heating, Ventilation, and Air Conditioning (HVAC) Systems in Health Care Facilities) and the standards set out in Section 2.10 of Schedule 3 [Design and Construction Specifications]
Medical Gas	<ul style="list-style-type: none"> Medical gas systems to be maintained in accordance with Section 3.8 [Medical Gas Requirements].
Sound Transmission	<ul style="list-style-type: none"> Sound transmission levels for designated areas maintained within the design tolerances as per Appendix 3E [Sound Transmission Ratings].
Illumination Levels	<ul style="list-style-type: none"> All lighting systems must be fully functional, safe and remain within 15% of the lux levels specified in CSA Standard Z317.5-98 Illumination Systems in Health Care Facilities and in accordance the requirements of Schedule 3.