

**APPENDIX 4C
PLANT SERVICES**

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APPENDIX 4C PLANT SERVICES

PART 1. SERVICES

1.1 **General Requirements** – In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Plant Services:

- 1.1.1 24 hours per day, 365 or 366 days per year, as applicable;
- 1.1.2 in a manner which:
 - 1.1.2.1 is efficient, comprehensive, reliable, effective and responsive to the needs of the Authority;
 - 1.1.2.2 ensures a collaborative working relationship with the Authority, its employees and contractors;
 - 1.1.2.3 minimizes, to the extent reasonably possible, any interruption to the Authority Activities and the use and operation of the Facility;
 - 1.1.2.4 is complementary to, and integrated and coordinated with:
 - 1.1.2.4(1) the delivery of all other Services provided by Project Co; and
 - 1.1.2.4(2) the operation of the Facility, including the delivery of custodial care and other services by the Authority and Authority Persons, and use of the Facility by the Facility Administrators and Inmates;
 - 1.1.2.5 is safe for all Project Co Persons, Inmates, Authority Persons and other Facility Administrators; and,
 - 1.1.2.6 does not create any environmental hazards;
- 1.1.3 in a safe, compliant and functional working environment, applying WorkSafeBC safe working practices, including;
 - 1.1.3.1 using recognized risk assessment and management systems to ensure that all applicable safe work standards are maintained and that any adverse variances are promptly recognized, reported and corrected; and
 - 1.1.3.2 placing, maintaining and keeping records of all hazard notices and safety signage and ensuring that all such notices and signage is consistent with those used by the Authority;
- 1.1.4 in accordance with principles consistent with the CaGBC LEED Gold certification points in respect of the Facility;

- 1.1.5 to the standards required to maintain the Authority's ISO 14001 Certification;
- 1.1.6 having regard for and without limiting the requirements set out in Section 2.2 [Service Standards] of Schedule 4 [Services Protocols and Specifications]:
 - 1.1.6.1 CAN/CSA-Z323.5 Mechanical/Electromechanical Lifting Devices for Persons (current version);
 - 1.1.6.2 CAN/CSA-B44 Safety code for Elevators and Escalators (current version);
 - 1.1.6.3 CAN/CSA-C282- Emergency Electrical Supply for Buildings (current version);
 - 1.1.6.4 ULC S536 - Inspection and Testing of Fire Alarm Systems;
 - 1.1.6.5 ASHRAE Guideline 12-2000 - Minimizing the Risk of Legionellosis Associated with Building Water Systems;
 - 1.1.6.6 Decreasing the Risk of Aspergillus, Legionella and Other Infections – Health Canada;
 - 1.1.6.7 NETA Standards;
 - 1.1.6.8 EIA/TIA;
 - 1.1.6.9 IESNA Standard;
 - 1.1.6.10 CAN/CSA Z317.2; and
 - 1.1.6.11 the current British Columbia Landscape Standard published by the British Columbia Society of Landscape Architects and the British Columbia Landscape and Nursery Association including, Pesticide Service License for the application of pesticides/herbicides.

PART 2. PLANT SERVICES REQUIREMENTS

2.1 **Annual Service Plan** – Project Co will develop and submit to the Authority, in accordance with Schedule 4 [Services Protocols and Specifications], including Sections 4.1.1 [Service Commencement and Start-up Plan] and Section 4.1.2 [Annual Service Plan] of Schedule 4 [Services Protocols and Specifications], and implement as part of the Annual Service Plan, appropriate policies, procedures and practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the Plant Services.

2.2 Maintenance Services

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

2.2.1.1 each of the Maintained Elements:

- 2.2.1.1(1) is properly and safely maintained in accordance with all Plans and the Operational Policies and Procedures;
 - 2.2.1.1(2) remains functional, safe, operationally sound and of good appearance;
 - 2.2.1.1(3) performs in accordance with their respective design criteria as set out in Schedule 3 [Design and Construction Specifications]; and
 - 2.2.1.1(4) achieves the requirements set out in Tables 2 [Standard Services – Building and Equipment] through 5 [Standard Services – Sound Transmission] of Attachment 1 to this Appendix;
- 2.2.1.2 the Building Systems, including heating, air conditioning, lighting, humidity and mechanical ventilation systems, function in accordance with the requirements set out in Tables 2 [Service Standards – Building and Equipment] and 4 [Service Standards – Heating, Ventilation and Air Conditioning] of Attachment 1 to this Appendix;
- 2.2.1.3 all Maintained Elements operate as Designed and intended
- 2.2.1.4 the Plant Services form one aspect of the fully integrated and coordinated Services, such that, from the Authority’s perspective, Project Co is delivering an integrated and complete scope of Services.
- 2.2.2 Without limiting any other obligations pursuant to Schedule 4 [Services Protocols and Specifications] and as part of the Services, Project Co will perform all required delivery functions (i.e. receiving, storing and moving of supplies, materials and equipment) necessary to perform the Services.
- 2.3 First Response Maintenance** – Project Co will respond to Demand Requisitions in respect of all Equipment. Project Co will determine whether the problem relates to the Equipment itself or a Maintained Element supporting the Equipment. If:
- 2.3.1 the problem relates to a Maintained Element (including Equipment that is a Maintained Element), Project Co will rectify the problem in accordance with this Appendix; or
 - 2.3.2 the problem does not relate to a Maintained Element, Project Co will promptly give notice of the problem to the Authority, together with a summary of the results of the investigation into the problem conducted by Project Co.
- 2.4 Maintenance Times** – Subject to Section 2.5 [Re-Scheduling of Maintenance] of this Appendix, Project Co will perform the Maintenance Services during the relevant Maintenance Access Times and will:

- 2.4.1 perform Scheduled Maintenance during the periods agreed in the Annual Service Plan then in effect and will give the Authority at least seven days' notice before commencing any such Maintenance; and
- 2.4.2 undertake and complete Demand Maintenance within the relevant Response Time and Rectification Period set out in this Appendix and Schedule 8 [Payments].

2.5 **Re-Scheduling of Maintenance** – Notwithstanding any notice delivered by Project Co pursuant to Section 2.4 [Maintenance Times] 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 any Facility Administrators, the Authority may give notice to Project Co not to carry out such Maintenance until such time as the Authority and Project Co, each acting reasonably, agree on an alternate time. Upon such agreement, the Response Time and Rectification Period for such Maintenance will be adjusted accordingly.

2.6 **Plant Services** – Without limiting any other obligations pursuant to Schedule 4 [Services Protocols and Specifications], Project Co will carry out and perform the specific Plant Services described in PART 3 [Facility Services], PART 4 [Environment and Sustainability], PART 5 [Waste Management and Recycling] and PART 6 [Pest Control] of this Appendix.

PART 3. FACILITY SERVICES

3.1 **Facility Services** – The facility services component of the Plant Services includes the following main categories of Services:

- 3.1.1 Statutory Testing and Ongoing Certifications;
- 3.1.2 Building and Plant Equipment Maintenance;
- 3.1.3 Life Cycle Replacement and Refurbishment;
- 3.1.4 Internal and External Facility Condition/Environment;
- 3.1.5 BMS Reporting;
- 3.1.6 Fire and Evacuation Management;
- 3.1.7 Elevators and Vertical Transportation Services;
- 3.1.8 Plant Services Information Management;
- 3.1.9 ESC Maintenance and Support;
- 3.1.10 Custodial and Housekeeping Services;
- 3.1.11 Painting Services; and
- 3.1.12 Miscellaneous Maintenance Services.

3.2 **Statutory Testing and Ongoing Certification** *[SP01, Performance Indicators Chart]*

- 3.2.1 Project Co will carry out all testing and inspections in accordance with the testing, inspections and reports subplan included in the then current Annual Service Plan, including:
- 3.2.1.1 maintaining records of all tests and inspections;
 - 3.2.1.2 preparing all Equipment for testing and inspections, as required; and
 - 3.2.1.3 attending to and undertaking all inspection, testing and servicing: (i) required by the insurers of the Project; (ii) recommended by the applicable manufacturers; (iii) required by applicable Laws; (iv) required by local, regional and provincial health authorities and other Governmental Authorities; and (v) prescribed by Good Industry Practice.
- 3.2.2 On or before the 5th Business Day of each month during the Operating Period, Project Co will prepare and deliver to the Authority's Operating Period Representative a detailed report setting out the status and results of all inspections, testing and servicing undertaken or required to be undertaken in order to ensure compliance with these Services Protocols and Specifications.
- 3.2.3 Project Co will commission all new plant operations, systems and equipment, including those replaced under the Life Cycle Plan, in accordance with the equipment and commissioning subplan included in the then current Annual Service Plan.
- 3.2.4 At least twice each Contract Year, Project Co will conduct a review of all "as-built" drawings and maintenance manuals for the Facility and will concurrently update such drawings and manuals to ensure that they remain current, accurate and up-to-date, and in doing so, will incorporate and advise the Authority of any changes or modifications required due to notifications received from equipment manufactures or suppliers. All updated "as-built" drawings and maintenance manuals will be submitted to the Authority in accordance with Appendix 4G [Operating Period Review Procedure].
- 3.2.5 Without limiting Section 3.2.4 [Statutory Testing and Ongoing Certification] of this Appendix, Project Co shall promptly advise the Authority of any changes or modifications to the Maintained Elements or the Services, required due to notifications received from equipment manufacturers or suppliers, and will integrate all such changes or modifications into the CMMS as they occur.

3.3 **Building and Plant Maintenance** – Project Co will: *[SP02, Performance Indicators Chart]*

- 3.3.1 carry out predictive, preventive and corrective Maintenance, including Maintenance, Repair, and updating where appropriate, of the Maintained Elements, such that they remain functional, safe, operationally sound and of good appearance at all times, and perform such replacement as, and when, required, using elements meeting or exceeding the applicable standards and Good Industry Practice;

- 3.3.2 provide comprehensive and effective Maintenance Services on a day-to-day basis and in response to Demand Requisitions;
 - 3.3.3 establish and maintain suitable systems and procedures to ensure that all fire prevention and detection equipment is examined and tested and that accurate records of all tests, including the dates thereof, are maintained in sufficient detail to permit verification by the Authority;
 - 3.3.4 establish and maintain suitable systems and procedures to ensure that all predictive, preventive and corrective Maintenance is carried out at such times and in such manner that these Service Protocols and Specifications and all regulatory requirements are met in relation to the Facility and all Building Systems and Maintained Elements; and
 - 3.3.5 cooperate and reasonably assist the Authority with any capital development works undertaken by the Authority at the Facility.
- 3.4 **Life Cycle Replacement and Refurbishment** *[SP03, Performance Indicators Chart]*
- 3.4.1 Project Co will ensure the long-term integrity and ongoing operational serviceability of the Facility through the implementation of the "REVIEWED" Life Cycle Plan.
 - 3.4.2 Project Co will:
 - 3.4.2.1 carry out all life cycle replacement and refurbishment work throughout the Operating Period in accordance with the "REVIEWED" Life Cycle Plan and so as to meet the Handback Requirements;
 - 3.4.2.2 develop, manage and operate a comprehensive electronic inventory control system and asset register, that provides up-to-date records of all Facility assets;
 - 3.4.2.3 provide emergency procurement services, on an as needed basis, to enable timely response in the event of the unexpected failure of elements of the Facility;
 - 3.4.2.4 upon request, provide advice, guidance and recommendations to the Authority with respect to the impact that replacement or refurbishment of, or additions or other modifications to, elements of Facility which are not Maintained Elements, may have on: (i) the Maintained Elements; (ii) the performance of the Services, including the Life Cycle Requirements; and (iii) the operation of the Facility, if any;
 - 3.4.2.5 report on, and monitor, the implementation of the Life Cycle Plan, including preparation and delivery of:
 - 3.4.2.5(1) monthly reporting on, and updates to, the asset register;
 - 3.4.2.5(2) annual reports:

- (a) detailing the Life Cycle Plan activities that are planned for the upcoming year;
 - (b) detailing the Life Cycle Plan activities that took place during the previous year; and
 - (c) of all inspections conducted by Project Co and any independent inspectors with respect to the Maintained Elements during the previous year, including any resulting action plans;
- 3.4.2.5(3) a consolidated report detailing the status of all Life Cycle Plan activities to date, on the fifth anniversary of the Service Commencement Date and every five years thereafter; and
- 3.4.2.5(4) ad hoc and other reports, as agreed between Project Co and the Authority; and
- 3.4.2.6 reporting on, and monitoring of, the operation and performance of the ESC, including preparation and delivery of a report, at least once each Contract Year, detailing the Remaining Useful Life of the ESC and updating the schedule for updating, refurbishing or replacing the ESC;
- 3.4.3 Project Co will replace Maintained Elements, on an as needed basis, in accordance with the following principles:
 - 3.4.3.1 on the Expiry Date, the Maintained Elements will comply with the Handback Requirements;
 - 3.4.3.2 Maintained Elements will be replaced or refurbished in accordance with the "REVIEWED" Life Cycle Plan, such that they will, at all times, meet or exceed all applicable requirements of the Design and Construction Specifications and Services Protocols and Specifications; and
 - 3.4.3.3 whenever a Maintained Element is no longer available, or cannot be reproduced, then such Maintained Element will be replaced with an element of similar or equivalent form, substance and quality and which meets or exceeds all applicable requirements of the Design and Construction Specifications and Services Protocols and Specifications.
- 3.4.4 Where the Authority provides new or alternative Equipment or systems for the Facility or the Site, Project Co will promptly prepare and deliver to the Authority a report detailing the impact of such modifications on the Maintained Elements, if any, including details of any impact on the delivery of the Services, Facility operations, performance and operational costs; and Project Co will make available to the Authority a full audit trail detailing the life cycle history of any impacted Maintained Elements.

3.5 Internal and External Site and Facility Condition/Environment [SP04, Performance Indicators Chart]

- 3.5.1 Project Co will carry out the Plant Services so as to ensure that the Facility at all times functions in accordance with, and to the standards required by, the applicable Design and Construction Specifications. Without limiting the foregoing sentence, Project Co will perform the Services so as to ensure that the internal and external environment of the Facility is kept in the condition required by these Service Protocols and Specifications, including maintaining the Facility such that:
- 3.5.1.1 the heating, air conditioning, humidity and mechanical ventilation systems (including local ventilation systems) function in accordance with the requirements of Table 4 [Service Standards – Heating, Ventilation and Air Conditioning] of Attachment 1 to this Appendix, and all applicable equipment manufacturer's recommendations;
 - 3.5.1.2 the Facility, at all times, meets or improves upon the applicable baseline measurements established through the applicable commissioning procedures at Service Commencement, for:
 - 3.5.1.2(1) the number of air exchanges to be maintained in HVAC zones, as required by Section 9.4.4 [Heating, Ventilation and Air Conditioning] of Schedule 3 [Design and Construction Specifications];
 - 3.5.1.2(2) the acoustic performance of the Facility;
 - 3.5.1.2(3) the temperature and comfort control of the Facility, as required by Sections 9.4.1, 9.4.2 and 9.4.3 [Heating, Ventilation and Air Conditioning] of Schedule 3 [Design and Construction Specifications];
 - 3.5.1.2(4) the maximum sound transmission levels, between designated spaces within the Facility, as further detailed in Table 5 [Service Standards – Sound Transmission] of Attachment 1 to this Appendix;
 - 3.5.1.2(5) the vibration level performance of the Facility; and
 - 3.5.1.2(6) lighting illumination levels throughout the Facility.
 - 3.5.1.3 all lighting systems operate in accordance with the requirements of Schedule 3 [Design and Construction Specifications], without flickering, and will at all times remain functional, safe, operationally sound and of good appearance;

- 3.5.1.4 the electrical distribution system, emergency power and voice/data networks operate at all times in accordance with the requirements of Schedule 3 [Design and Construction Specifications];
- 3.5.1.5 the public address system operates at all times in accordance with the requirements of Schedule 3 [Design and Construction Specifications];
- 3.5.1.6 the security systems remain fully functional, safe, and operate at all times in accordance with the requirements of Schedule 3 [Design and Construction Specifications];
- 3.5.1.7 the Facility is at all times in compliance with applicable Law and current guidelines related to the prevention and control of Legionella, including compliance with:
 - 3.5.1.7(1) *Workers Compensation Act*, R.S.B.C. 1996, c.492 and the *Occupational Health and Safety Regulation*, BCReg 296/97 and all other regulations applicable to detention facilities;
 - 3.5.1.7(2) ASHRAE Guideline 12-2000 - Minimizing the Risk of Legionellosis Associated with Building Water Systems;
 - 3.5.1.7(3) Decreasing the Risk of Aspergillus, Legionella and Other Infections – Health Canada.

3.6 **BMS Reporting** [SP05, Performance Indicators Chart]

- 3.6.1 Project Co will:
 - 3.6.1.1 operate the BMS to allow for monitoring of the operation of the Facility from a single location within the Facility and remotely through secure internet connections accessible to the Authority;
 - 3.6.1.2 monitor, control, indicate alarms and provide trending information for all BMS connected sensors and control points;
 - 3.6.1.3 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], or as otherwise specified by the Authority, including:
 - 3.6.1.3(1) fire system alarms: general alarm, sprinkler alarm, supervisory trouble signals and other trouble signals, as required by CSA Standards;
 - 3.6.1.3(2) alarm and trouble signals from the unit substation, generators, UPS and lighting control systems;

- 3.6.1.3(3) alarms triggered by overriding or changing any set points; and
- 3.6.1.3(4) alarms from any equipment monitoring device installed as a part of the BMS;
- 3.6.1.4 troubleshoot and track BMS alarms through the BMS to ensure that the BMS initiates the appropriate alarms in response to a particular occurrence, in accordance with the requirements of these Service Protocols and Specifications;
- 3.6.1.5 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:
 - 3.6.1.5(1) critical incident failures;
 - 3.6.1.5(2) daily, weekly and periodic status reports;
 - 3.6.1.5(3) exception reports by element status;
 - 3.6.1.5(4) trend log data;
 - 3.6.1.5(5) time of occurrence, Response and Rectification; and
 - 3.6.1.5(6) such other information as the Authority may reasonably require.

3.7 **Fire and Evacuation Management** *[SP06, Performance Indicators Chart]*

- 3.7.1 Project Co will carry out fire and evacuation management services for the Facility in compliance with the Fire and Life Safety Plan and the Contingency Failure Plan included in the then current Annual Service Plan and the Contingency/Crisis Management Plan, including:
 - 3.7.1.1 liaising, through Project Co's nominated fire officer (who will be a management employee), with the Authority's Operating Period Representative in respect of procedures for the evacuation of the Facility, in the event of fire;
 - 3.7.1.2 ensuring that fire drills and other orientation and training are carried out in accordance the then current Annual Service Plan, including the Fire and Life Safety Plan included therein, and as may be directed by the Authority's Operating Period Representative;
 - 3.7.1.3 developing fire recovery policies which address basic requirements to ensure the stability and continuity of Facility operations following a fire,

which policies will be consistent with the Authority Policies and Procedures and the Contingency/Crisis Management Plan, as they relate to disaster recovery and security;

- 3.7.1.4 ensuring that all Project Co Persons engaged in the delivery of the Services are informed that, if at any time they believe that any matter or circumstance constitutes a fire or life safety risk, they must immediately report it to Project Co's nominated fire officer and take such remedial action as may be necessary in the circumstances;
 - 3.7.1.5 ensuring that emergency vehicles have access to the Facility and to the faces of the buildings at all times, including provision of alternative paths where roads do not provide the required access;
 - 3.7.1.6 employing hatched road markings to help to prevent misuse of emergency vehicle access routes;
 - 3.7.1.7 avoiding congestion and speed restriction measures on any access routes required by emergency vehicles, including the fire department;
 - 3.7.1.8 ensuring that emergency vehicle access-routes, including fire access, are clearly sign-posted; and
 - 3.7.1.9 promptly advising the Authority's Operating Period Representative of any circumstance where Project Co, acting reasonably, believes that an Authority Person or other Facility Administrator has failed to fulfil or otherwise comply with any applicable Law relating to fire or life safety.
- 3.7.2 Project Co will prepare and deliver to the Authority a written report with respect to Project Co's fire and evacuation services, at least once each Contract Year. The report will set out the following information:
- 3.7.2.1 confirmation that the Facility, including, fire compartmentalization design, provision of escape routes and provision of firefighting equipment and systems, comply with the requirements of all applicable Laws and this Agreement;
 - 3.7.2.2 confirmation that procedures for which Project Co is responsible, including emergency procedures and contingency plans, as these relate to the Fire and Life Safety Plan and the Contingency Failure Plan included in the then current Annual Service Plan, comply with the requirements of all applicable Laws and this Agreement; and
 - 3.7.2.3 details of the current status of fire alarm system certification; and

- 3.7.3 Project Co will maintain and implement, where necessary, contingency plans in the event that any of the fire and life safety systems in the Facility fails to function as required.

3.8 Elevators and Vertical Transportation Services *[SP07, Performance Indicators Chart]*

- 3.8.1 Project Co will maintain all elevators, elevating devices and associated vertical transportation equipment, including carrying out all preventive, predictive and corrective Maintenance of:

- 3.8.1.1 passenger and service elevators;
- 3.8.1.2 associated elevator motor rooms; and
- 3.8.1.3 dumbwaiters.

- 3.8.2 Project Co will:

- 3.8.2.1 operate and maintain all elevators, elevating devices and related Equipment at the speeds and in accordance with the elevator design specifications set out in Section 9.1 of Schedule 3 [Design and Construction Specifications];
- 3.8.2.2 dispatch its on-Site personnel promptly to respond to all elevator alarms and initiate the required action to rectify faults and release occupants as soon as practicable, and in any event, within the applicable Response Time and Rectification Period;
- 3.8.2.3 ensure on-Site maintenance staff are properly trained to safely release trapped occupants;
- 3.8.2.4 maintain all elevators, elevating devices and related Equipment in accordance with all applicable Laws and manufacturer's recommendations;
- 3.8.2.5 undertake Scheduled Maintenance of elevators, elevating devices and related Equipment such that at no time will any Functional Unit be without elevator service and ensure that no more than one elevator in each bank of two or more elevators is out of service at the same time, whether as a result of Scheduled Maintenance or elevator failure; and
- 3.8.2.6 include in each Performance Monitoring Report for the relevant period:
 - 3.8.2.6(1) the calculation of Elevator Availability; and
 - 3.8.2.6(2) a summary of any elevator failures and all corrective actions taken.

3.9 Plant Services Information Management System *[SP08, Performance Indicators Chart]*

- 3.9.1 Project Co will carry out all Plant Services information management including:
- 3.9.1.1 providing a comprehensive, computerized information management system for information and records regarding the Plant Services (the "**Plant Services Information Management System**"). The Plant Services Information Management System will:
- 3.9.1.1(1) maintain all Plant Services records and information, including:
- (a) a master specification of Building Systems and Equipment;
 - (b) information with respect to the physical characteristics of the plant and the Facility, including:
 - the description and address of the Facility;
 - all volume data with respect to the Facility;
 - condition surveys;
 - all location plans, boundaries and titles relating to the Facility;
 - up-to-date computer aided design (CAD) drawings for the Facility, consistent with then current CAD standards and compatible with those systems of the Authority that are required to access and review such drawings; and
 - up-to-date "as-built" drawings which, at all times, reflect the actual conditions of the Facility;
 - (c) records and details of all legal and equitable interests in or rights over the Facility;
 - (d) records and details of specific licenses for which Project Co is responsible and copies of all records that have been provided by or on behalf of the Authority, with respect to licenses for which Project Co is not responsible;
 - (e) test certificates and other documentation and records with respect to the performance of the Plant Services, including documents and records relating to any aspects of safety or statutory compliance; and
 - (f) hazard notices and safety signs, including those issued by the Authority, along with records of all such hazard notices and safety signs;
- 3.9.1.1(2) provide authorized persons and Governmental Authorities with access to all Plant Services records and information;

- 3.9.1.1(3) manage the administration of Plant Services records, information and business;
 - 3.9.1.1(4) include all hardware and software necessary to run relevant systems and ensure that it is compatible with any of the Authority's systems which are required for the persons identified in Section 3.9.1.1(2) [Plant Services Information Management System] of this Appendix to access the Plant Services records and information; and,
 - 3.9.1.1(5) provide secure backup and storage of all Plant Services records and information.
- 3.9.1.2 collecting, maintaining, managing and updating all Plant Services records and information to which the Plant Services Information Management System applies;
 - 3.9.1.3 on a semi-annual basis, providing to the Authority, either: (i) revised "as-built" drawings showing all changes that have occurred; or (ii) a notice in writing confirming that no changes have occurred and that, as at the date of the notice, the drawings remain current;
 - 3.9.1.4 safeguarding all original records, information and other documentation relating to the Plant Services;
 - 3.9.1.5 ensuring that all information and records are complete, precise, clearly identifiable and available for inspection at the reasonable request of the Authority's Operating Period Representative or any other authorized person or Governmental Authority; and
 - 3.9.1.6 implementing appropriate procedures to ensure that all applicable hazard notices and safety signs are located and displayed correctly, and fully serviceable.
- 3.9.2 Project Co will ensure that all upgrades of the Plant Services Information Management System software remain, at all times, compatible with any of the Authority's systems which are required to access and review all information to which the Plant Services Information Management System applies.
 - 3.9.3 Project Co will ensure that all Project Co Persons and other authorized users of the Plant Services Information Management System receive sufficient training with respect to the use and operation of such system to enable full access to all information to which the Plant Services Information Management System applies.

3.10 **ESC Maintenance and Support** *[SP09, Performance Indicators Chart]*

- 3.10.1 Project Co will maintain and provide support for the ESC such that the ESC will continuously meet the applicable design and performance requirements specified in Section 9.7 [Communications] of Schedule 3 [Design and Construction Specifications]. Without limiting the preceding sentence, Project Co will:
- 3.10.1.1 maintain the operability of the ESC so as to, at all times, meet or improve upon the applicable baseline measurements established through the applicable commissioning procedures at Service Commencement.
 - 3.10.1.2 maintain continuous communications with all control points throughout the Facility;
 - 3.10.1.3 respond to and correct false alarms;
 - 3.10.1.4 respond to and rectify all ESC failures in accordance with the applicable Response Times and Rectification Periods; and,
 - 3.10.1.5 reprogram the ESC from time to time, as required by the Authority;
 - 3.10.1.6 without limiting the Life Cycle Requirements, carry out ESC upgrades, including patches and other improvements, as and when required to ensure that the ESC, including all software, hardware, firmware, applications and other components remain at all times supported, supportable and otherwise compliant with the requirements of the Design and Construction Protocols, the Design and Construction Specifications and the Services Protocols and Specifications; and
 - 3.10.1.7 provide training, as reasonably required by the Authority, to designated Authority Persons with respect to the use and operation of the ESC.
- 3.10.2 Project Co will, upon request, provide the following reporting to the Authority with respect to the ESC:
- 3.10.2.1 a list of all critical incidents;
 - 3.10.2.2 daily, weekly and periodic status reports;
 - 3.10.2.3 exception reports by element status;
 - 3.10.2.4 for all ESC alarms, time of occurrence, Response, and Rectification of the ESC alarm; and
 - 3.10.2.5 any other report required to demonstrate that all systems are functioning effectively.
- 3.10.3 Project Co will provide the Authority with full access to the ESC to run any desired ad hoc reports.

- 3.10.4 The Authority will provide a Corrections Technology System (CTS) that will interface with the ESC as described in Schedule 3 [Design and Construction Specifications].
- 3.10.4.1 The Authority will be responsible for all maintenance, repair and replacement of devices and interfacing hardware connecting the CTS to the ESC.
- 3.10.4.2 Project Co will be responsible for maintaining the CTS such that all physical connections and structured cabling for data services are provided and maintained at all times including all wiring and fibre-optic cabling from the interface device to the individual terminal points of connection.
- 3.10.5 The Authority will provide a telephone system for use by Inmates, and will maintain, repair and replace the telephone devices and associated switch gear, as necessary.
- 3.10.5.1 Project Co will supply structured cabling and data services for the Inmate telephone system. The Authority will supply, install, maintain and operate the telephone equipment in accordance with Section 9.7.2 [Communications] of Schedule 3 [Design and Construction Specifications].

3.11 Custodial and Housekeeping Services *[SP10, Performance Indicators Chart]*

- 3.11.1 No later than 90 days prior to the Target Service Commencement Date, Project Co will submit to the Authority a proposed services protocol with respect to the coordination of the activities of the parties related to the performance of custodial and housekeeping services pursuant to this Section 3.11 [Custodial and Housekeeping Services].
- 3.11.2 No later than 30 days prior to the Target Service Commencement Date, Project Co will submit a finalized draft of the coordination protocol to the Authority's Operating Period Representative in accordance with Appendix 4G [Operating Period Review Procedure].
- 3.11.3 Project Co will perform all custodial and housekeeping functions:
- 3.11.3.1 in all public areas of the Facility, all staff offices and work stations, and all other areas, including washrooms, conference rooms, corridors and hallways, falling outside the SLC-Secure areas of the Facility; and
- 3.11.3.2 in the SLC-Secure areas of the Facility (except to the extent provided by Inmate workers in accordance with Section 3.11.4 [Custodial and Housekeeping Services] of this Appendix), including:
- 3.11.3.2(1) staff work areas, including security officer work stations;
- 3.11.3.2(2) medical treatment areas;
- 3.11.3.2(3) staff washrooms;
- 3.11.3.2(4) staff dining and break rooms;

3.11.3.2(5) wall and ceiling surfaces above the eight foot height level; and

3.11.3.2(6) ceiling fixtures and vents above the eight foot height level.

3.11.4 The Authority will perform all custodial and housekeeping functions, using Inmate workers, within the following areas:

3.11.4.1 Inmate Cells;

3.11.4.2 Inmate dayrooms;

3.11.4.3 Inmate dining areas;

3.11.4.4 Inmate exercise yards;

3.11.4.5 Inmate industry work areas and surfaces;

3.11.4.6 Inmate washrooms;

3.11.4.7 Inmate showers;

3.11.4.8 Laundry facilities; and

3.11.4.9 SLC-Secure common areas, corridors, multi-purpose rooms and other Inmate occupied areas,

in all cases, up to a height of eight feet.

3.11.5 Project Co will provide oversight, technical direction and guidance to, but not the direct custodial supervision of, Inmate workers who (under supervision of the Authority's custodial personnel) will perform custodial and housekeeping functions within the areas specified in Section 3.11.4 [Custodial and Housekeeping Services] of this Appendix.

3.11.6 For the purpose of this Section 3.11 [Custodial and Housekeeping Services] of this Appendix, custodial and housekeeping functions include:

3.11.6.1 washing and waxing (and stripping as necessary) solid floor surfaces;

3.11.6.2 vacuuming of carpeted surfaces;

3.11.6.3 washing and dusting wall surfaces and wall vents;

3.11.6.4 cleaning door surfaces and adjacent jams;

3.11.6.5 dusting and cleaning ceiling surfaces and ceiling vents;

3.11.6.6 cleaning light fixtures;

3.11.6.7 cleaning windows and glass enclosures;

3.11.6.8 cleaning and dusting counters, desks and work surfaces;

- 3.11.6.9 cleaning lavatory sinks and counters;
- 3.11.6.10 cleaning mirrors and polished surfaces;
- 3.11.6.11 cleaning toilets, urinals and toilet enclosures; and
- 3.11.6.12 stocking of:
 - 3.11.6.12(1) paper towel dispensers;
 - 3.11.6.12(2) toilet paper dispensers; and
 - 3.11.6.12(3) sanitary napkin dispensers.
- 3.11.7 The Authority will be responsible for acquisition of all materials and supplies for, and preparation and service of, all Inmate meals; however, Project Co will be responsible for all Maintenance of Maintained Elements required in connection with the provision of food services by the Authority, including performance of custodial and housekeeping services.
 - 3.11.7.1 Project Co shall coordinate the performance of Maintenance, housekeeping and custodial services, required for the Food Services Area and related kitchen Equipment with the Authority's food service contractor. Project Co shall be responsible for performance of all Maintenance, housekeeping and custodial services required for the Food Service Area and all related kitchen Equipment. The Authority's food service contractor shall be responsible for: (i) cleaning of kitchen equipment and spaces to the extent required for compliance with applicable health and safety requirements; and (ii) maintaining a general level of cleanliness, in compliance with applicable health and safety requirements, before and after preparation of each meal, or performance of any other food service activity.
- 3.11.8 Project Co will purchase, store, requisition, dispense and dispose of all cleaning supplies and materials required for its own use and for use by Inmate workers pursuant to Section 3.11 [Custodial & Housekeeping Services] of this Appendix.
- 3.11.9 Notwithstanding Section 3.11.4 [Custodial and Housekeeping Services] of this Appendix, Project Co will have ultimate responsibility for ensuring the overall cleanliness of the Facility in accordance with these Services Protocols and Specifications.
- 3.11.10 Project Co will provide all necessary supplies and equipment, perform inventory control and provide storage of equipment and supplies required for custodial and housekeeping functions performed by Inmates and Project Co Persons. Project Co shall inventory all supplies and equipment before and after performance of any custodial or housekeeping functions by Inmates or Project Co Persons and promptly report any unexpected deviations to the Authority.

3.12 **Painting Services** *[SP11, Performance Indicators Chart]*

- 3.12.1 No later than 90 days prior to the Target Service Commencement Date, Project Co will submit to the Authority a proposed services protocol with respect to the coordination of the activities of the parties related to the performance of painting services pursuant to this Section 3.12 [Painting Services] of this Appendix.
- 3.12.2 No later than 30 days prior to the Target Service Commencement Date, Project Co will submit a finalized draft of the coordination protocol to the Authority's Operating Period Representative in accordance with Appendix 4G [Operating Period Review Procedure].
- 3.12.3 Project Co will perform all painting functions:
 - 3.12.3.1 in all public areas of the Facility, all staff offices and work stations, and all other areas, including washrooms, conference rooms, corridors and hallways, falling outside the SLC-Secure areas of the Facility; and
 - 3.12.3.2 in the SLC-Secure areas of the Facility (except to the extent provided by Inmate workers in accordance with Section 3.12.4 [Painting Services] of this Appendix), including:
 - 3.12.3.2(1) staff work areas, including security officer work stations;
 - 3.12.3.2(2) medical treatment areas;
 - 3.12.3.2(3) staff washrooms;
 - 3.12.3.2(4) staff dining and break rooms;
 - 3.12.3.2(5) wall and ceiling surfaces above the eight foot height level; and
 - 3.12.3.2(6) ceiling fixtures and vents above the eight foot height level.
- 3.12.4 The Authority will perform all painting functions, using Inmate workers, within the following areas:
 - 3.12.4.1 Inmate Cells;
 - 3.12.4.2 Inmate dayrooms;
 - 3.12.4.3 Inmate dining areas;
 - 3.12.4.4 Inmate exercise yards;
 - 3.12.4.5 Inmate industry work areas and surfaces;
 - 3.12.4.6 Inmate washrooms;
 - 3.12.4.7 Inmate showers;
 - 3.12.4.8 Laundry facilities;

- 3.12.4.9 SLC-Secure common areas, corridors, multi-purpose rooms and other Inmate occupied areas,
- in all cases, up to a height of eight feet.
- 3.12.5 Project Co will provide oversight, technical direction and guidance to, but not the direct custodial supervision of, Inmate workers who (under supervision of the Authority's custodial personnel) will perform painting functions within the areas specified in Section 3.12.4 [Painting Services] of this Appendix.
- 3.12.6 Project Co will purchase, store, requisition, dispense and dispose of all paint, painting supplies and materials required for its own use and for use by Inmate workers pursuant to Section 3.12.4 [Painting Services] of this Appendix. Project Co will maintain accurate records of all paint, painting supplies and materials consumed by Inmate workers, and as set out in Schedule 8 [Payments], the direct costs of such materials will be a flow through to the Authority and invoiced on a monthly basis, without mark-up.
- 3.12.7 Project Co will include a detailed painting schedule for the Facility, including all areas, whether or not included in the Inmate painting program, in each Five Year Maintenance Plan.
- 3.12.8 Project Co will ensure that all painting of administration areas, kitchens and other offices is performed after normal working hours for the Facility.
- 3.12.9 Project Co will ensure that, for each relevant exterior Maintained Element, the maximum time interval between each painting, sealing and pressure washing cycle does not exceed six-years.
- 3.12.10 Project Co will ensure that, for each relevant Maintained Element, the maximum time interval between each painting cycle within the following areas does not exceed three-years:
- 3.12.10.1 Foods Services Area, including ceilings, provided that if ceilings are tile then Project Co will maintain them according to Good Industry Practice, i.e. replaced or cleaned when necessary;
 - 3.12.10.2 Health Care holding Cells;
 - 3.12.10.3 Segregation and Observation Unit; and,
 - 3.12.10.4 Admissions and Discharge holding area.
- 3.12.11 Project Co will provide all necessary supplies and equipment, perform inventory control and provide storage of equipment and supplies required for painting performed by Inmates and Project Co Persons. Project Co shall inventory all supplies and equipment before and after performance of any painting activities by Inmates or Project Co Persons and promptly report any unexpected deviations to the Authority

- 3.12.12 Notwithstanding Section 3.12.4 [Painting Services] of this Appendix, Project Co will have ultimate responsibility for ensuring the quality and performance of all painting services throughout the Facility.

PART 4. ENVIRONMENT AND SUSTAINABILITY

4.1 Environment and Sustainability:

- 4.1.1 Project Co will perform the Plant Services in accordance with the Environmental Management Plan, including:
- 4.1.1.1 maintenance of a safe, compliant, working environment, through the use of processes, practices materials and products that avoid or minimize the production of pollutants and waste, thereby reducing the overall impact to human health and the environment;
 - 4.1.1.2 use of recognized risk assessment/management systems to ensure that environmental and sustainability standards are maintained, and that any adverse variances are promptly recognized, reported and corrected;
 - 4.1.1.3 provision of environmental and sustainability Services on a scheduled and demand basis, as may be required to meet these Services Protocols and Specifications, and to:
 - 4.1.1.3(1) ensure that Project Co does not cause or create any safety or environmental hazard affecting the environment or any person in the Facility, on the Site, or in any surrounding areas;
 - 4.1.1.3(2) minimize disruption to Facility operations;
 - 4.1.1.3(3) ensure that the Services are at all times performed in accordance with environmental Good Industry Practice as it may evolve throughout the Term
- 4.1.2 No later than 90 days before the Target Service Commencement Date, Project Co will prepare and submit to the Authority a proposed, comprehensive system for implementation of the Environmental Management Plan (the "**Environmental Management System**" or "**EMS**") over the Term.
- 4.1.3 No later than 30 days prior to the Target Service Commencement Date, Project Co will submit a finalized draft of the EMS to the Authority's Operating Period Representative in accordance with Appendix 4G [Operating Period Review Procedure].
- 4.1.4 The EMS will, at a minimum, address:
- 4.1.4.1 management and reduction of Facility emissions (air and waste water);
 - 4.1.4.2 reduction of green house gas emissions from the Facility;

- 4.1.4.3 management and reduction of halocarbon (ozone depleting substance) emissions from the Facility;
 - 4.1.4.4 management and reduction of Hazardous Substances, including plant related hazardous materials and waste;
 - 4.1.4.5 management of storage tanks;
 - 4.1.4.6 management and maintenance of potable water quality;
 - 4.1.4.7 water conservation;
 - 4.1.4.8 management of indoor air quality;
 - 4.1.4.9 use of "green" materials;
 - 4.1.4.10 proactive mould growth prevention;
 - 4.1.4.11 continuous hazardous gas monitoring;
 - 4.1.4.12 management and reduction of sound pollution from the Facility; and
 - 4.1.4.13 occupant environmental awareness.
- 4.1.5 Without limiting, and in addition to, Project Co's obligations under Section 3.6 [LEED Gold Certification] of Schedule 2 [Design and Construction Protocols] and Appendix 2D [Energy], Project Co will assist the Authority achieve LEED Gold Certification through continuous documentation of energy conservation measures and maximization of the use of waste recycling programs throughout the LEED evaluation period.

4.2 **Environmental Management** *[SP12, Performance Indicators Chart]*

- 4.2.1 Project Co will perform the Services in accordance with the Environmental Management Plan and the EMS.
- 4.2.2 At least once every 5 years throughout the Term, Project Co will consult with and survey those persons involved in the facilities operation, management and maintenance industries to identify, then current, best practices with respect to: (i) environmental stewardship; and (ii) performance of services similar to the Services, at facilities similar to the Facility. Whenever Project Co identifies new or improved technologies, materials, equipment, supplies, work methods, practices or other innovations applicable to the Facility or the Services, Project Co will prepare and submit an Innovation Proposal to the Authority in accordance with the requirements of Schedule 6 [Changes, Minor Works and Innovation Proposals].
- 4.2.3 Project Co will put programs in place to ensure monitoring, inspection, testing, handling, storage and clean up, as required for all elements identified in the Environmental Management Plan or the EMS.
- 4.2.4 Not less than 90 days prior to the Target Service Commencement Date, Project Co will prepare and submit a proposed environmental audit procedure to the Authority in

accordance with Appendix 4G [Operating Period Review Procedure]. Project Co will create and retain a full environmental audit trail of all activity involved in delivery of the Plant Services, in accordance with the "REVIEWED" environmental audit procedure.

- 4.2.5 Project Co will prepare and provide to the Authority an annual compliance statement with respect to the Environmental Management Plan and the Plant Services, in a form acceptable to the Authority.

PART 5. WASTE MANAGEMENT AND RECYCLING

5.1 Waste Management and Recycling Support [SP13, Performance Indicators Chart]

- 5.1.1 No later than 90 days prior to the Target Service Commencement Date, Project Co will submit to the Authority a proposed services protocol with respect to the coordination of the activities of the parties related to provision of waste management and recycling services within the Facility.
- 5.1.2 No later than 30 days prior to the Target Service Commencement Date, Project Co will submit a finalized draft of the coordination protocol to the Authority's Operating Period Representative in accordance with Appendix G [Operating Period Review Procedure].
- 5.1.3 Project Co will:
- 5.1.3.1 be responsible for the removal of all waste, including bio-waste, recyclable and compostable materials from the Facility, including engaging all required third party contractors and managing applicable waste removal contracts;
 - 5.1.3.2 track waste streams and provide related reporting, in compliance with the Environmental Management Plan, the EMS and all requirements under applicable Law;
 - 5.1.3.3 conduct periodic waste audits and recommend improvements and cost reduction strategies to the Authority;
 - 5.1.3.4 participate in any Facility waste audits undertaken by the Authority;
 - 5.1.3.5 implement security procedures to ensure that confidential waste is disposed of in accordance with the Authority Policies and Procedures and applicable Law;
 - 5.1.3.6 implement an off-Site composting program for food waste;
 - 5.1.3.7 monitor waste streams and work with the Authority to ensure that appropriate segregation is taking place at source or in the central waste area, as appropriate;

- 5.1.3.8 maintain facilities for recycling of glass, cardboard, plastics, metal and paper along with a separate space for disposal of medical bio-waste in accordance with local health authority requirements.
- 5.1.3.9 work with the Authority to ensure that waste storage areas, both internal and external will be:
 - 5.1.3.9(1) clean and free from litter, malodour, spillages and debris;
 - 5.1.3.9(2) free from pests and vermin;
 - 5.1.3.9(3) secure, with access restricted to authorized personnel; and
 - 5.1.3.9(4) free of fire hazards.
- 5.1.4 The Authority will provide Inmate assistance in the collection and segregation of waste as follows:
 - 5.1.4.1 the Authority will provide custodial supervision of Inmates in the collection and segregation of waste, recyclable and compostable materials into appropriate containers supplied by Project Co;
 - 5.1.4.2 Project Co will provide the oversight, technical direction and guidance (but not direct custodial supervision), during the execution of Inmate performed waste collection and segregation and movement to designated areas in the central waste area including ensuring the continued operation of refrigerated storage for compostable food waste; and
 - 5.1.4.3 Project Co will maintain waste compactors as required.
- 5.1.5 Notwithstanding Section 5.1.4 [Waste Management and Recycling Support] of this Appendix, Project Co will have ultimate responsibility for the collection and segregation of waste, recyclable and other materials within the Facility.
- 5.1.6 Project Co will provide all necessary supplies and equipment, perform inventory control and provide storage of equipment and supplies required for performance of waste management functions by Inmates and Project Co Persons. Project Co shall inventory all supplies and equipment before and after performance of any waste management functions by Inmates or Project Co Persons and promptly report any unexpected deviations to the Authority

PART 6. PEST CONTROL

6.1 General Requirements

- 6.1.1 Project Co will provide integrated vermin and pest control Services in compliance with the Authority Policies and Procedures and applicable Law. For the purpose of this Appendix, "pests" include insects, rodents and birds.

- 6.1.2 In carrying out the pest control Services, Project Co will:
- 6.1.2.1 provide effective and efficient management of the environment, in accordance with the requirements of PART 4 [Environment and Sustainability] of this Appendix;
 - 6.1.2.2 ensure collaborative working relationships with contractors and with Authority Persons; and
 - 6.1.2.3 purchase, store, requisition, dispense and dispose of all pest control consumables.

6.2 **Service Requirements** *[SP14, Performance Indicators Chart]*

- 6.2.1 Project Co will:
- 6.2.1.1 provide comprehensive preventive, and reactive pest control services, using personnel who are fully trained, qualified and able to provide high quality professional and practical advice and service;
 - 6.2.1.2 provide emergency pest control advice and services on an on-call basis, whether within, or outside of, normal working hours, for dealing with “urgent” Demand Requisitions related to pest control;
 - 6.2.1.3 undertake all pest control Services in a safe and cost effective manner which maximizes availability of Authority resources and reduces, to an absolute minimum, the risks associated with pest infestation, including safety, food hygiene, infection control, damage to the Facility and Site and interference with Facility operations, Authority Activities and the Authority FM Services;
 - 6.2.1.4 provide safe and efficient methods of catching, destroying and disposing of pests (adopting safe and humane procedures in all instances);
 - 6.2.1.5 ensure all pest control systems are tamper resistant;
 - 6.2.1.6 use chemical treatment (including pesticides) only with prior Authority approval and only in circumstances where other forms of prevention are ineffective in controlling pests;
 - 6.2.1.7 ensure that the use of chemicals is strictly controlled and monitored and fully compliant with the requirements of all applicable Governmental Authorities;
 - 6.2.1.8 ensure that records of all chemical use for pest control are available for inspection by the Authority and other authorized organizations/personnel; and

- 6.2.1.9 advise the Authority's Operating Period Representative or designate at least once every 12 months (or as the need arises if new chemicals are intended for use) of all chemicals Project Co is using or that it intends to use.
- 6.2.2 If Project Co wishes to use any form of chemical product that has not been formally authorized by the Authority in writing, it must obtain written permission from the Authority prior to use. Project Co will ensure that under no circumstances will any chemicals used in connection with the pest control Services come into contact with any persons present in the Facility or otherwise on the Site.
- 6.2.3 Project Co will maintain all Material Safety Data Sheets (MSDS) current and available at the Facility and will at all times comply with the applicable requirements of the Workplace Hazardous Materials Information System (WHMIS).
- 6.2.4 Project Co will provide to the Authority's Operating Period Representative or designate, on an agreed date during each Payment Period, a pest control Services report detailing all pest control activity within the Facility and on the Site during the immediately previous Payment Period and identifying future action that Project Co intends to take.
- 6.2.5 Project Co will provide prompt notice to the Authority's Operating Period Representative of any pest infestations, and will in each case:
- 6.2.5.1 provide signed and dated reports detailing the locations and areas of the Facility and Site inspected and treated and the product names and product numbers of the chemicals used, if applicable;
 - 6.2.5.2 measure, record and report the number, type and location of infestations; and
 - 6.2.5.3 measure, record and report any evidence of pests and any belief that an infestation is associated with any other premises, whether Authority owned or otherwise, that may affect the Facility or the Site.
- 6.2.6 Project Co will recommend preventive measures to minimize re-infestation.

PART 7. MISCELLANEOUS PLANT SERVICES

7.1 Miscellaneous Maintenance Services *[SP15, Performance Indicators Chart]*

- 7.1.1 Project Co will provide the following general labour Services:
- 7.1.1.1 installation and hanging of white boards, pictures, art work shelving and other items of a similar nature affixed to the walls of the Facility; and
 - 7.1.1.2 other similar services typically performed by the physical plant department of similar pre-trial detention facilities,
- ("Miscellaneous Maintenance").**

- 7.1.2 Project Co will within 24 hours of notice (not counting days that are not Business Days) from the Authority respond to Demand Requisitions for Miscellaneous Maintenance and will complete such Miscellaneous Maintenance within two weeks of the Demand Requisition.

7.2 **Maintenance Equipment and Supplies** – Unless otherwise provided in this Agreement, Project Co will provide, maintain, clean, install and replace as required, all equipment, supplies, apparatus and consumable items required for the proper execution of the Plant Services, including scaffolding, cramage, tackle, machinery, tools, testing devices, and other appliances and equipment, and will provide for their conveyance, maintenance, calibration, use and subsequent removal.

7.3 **Quality Monitoring** *[SP16, Performance Indicators Chart]*

- 7.3.1 Project Co will provide all inspection, testing and monitoring of all Maintained Elements, as required by applicable Law, as appropriate to meet Good Industry Practice and as required to ensure compliance with the requirements of this Agreement.
- 7.3.2 The tables in Attachment 1 to this Appendix outline some general items to be inspected, tested and monitored by Project Co as part of the Plant Services. These tables are illustrative only and are not meant to be inclusive of all inspections, testing and monitoring to be included in the operating period quality assurance program and the testing, inspections and reports subplan included in the Annual Service Plan.

PART 8. PERFORMANCE INDICATORS CHART

Section 3, Part A PHYSICAL PLANT MAINTENANCE

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 3.2	SP01	Statutory Testing and Ongoing Certification				
	SP01a	Performance of all inspection, testing and servicing as required by the insurers of the Project, recommended by the applicable manufacturers, required by applicable Laws, required by local and provincial health authorities and other Governmental Authorities and prescribed by Good Industry Practice.	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP01b	The status and all results of all inspections, testing and servicing is reported to the Authority's Operating Period Representative on or before the 5 th Business Day of each month during the Operating Period.	Report	2 hrs	24 hrs	M
	SP01c	Commissioning of all new plant operations, systems and equipment in accordance with the equipment and commissioning subplan included in the then current Annual Service Plan.	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	R
	SP01d	At least twice each Contract Year review, update and submit "as-built" drawings and maintenance manuals to ensure they remain current, accurate and up-to-date, including incorporation of changes or modifications required by equipment manufacturers and suppliers.	Report	2 hrs	24 hrs	B
	SP01e	Conformance with the provisions of the Agreement for revisions to the Scheduled Maintenance Plan or permission to perform Unscheduled Maintenance Work.	High	30 min	4 hrs	R
Section 3.3	SP02	Building and Plant Maintenance				
	SP02a	Providing comprehensive building and plant equipment maintenance in accordance with Section 3.3 of Appendix 4C [Plant Services].	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	M
	SP02b	A minimum of 85% of Scheduled Maintenance is completed within the planned month and any deferred Scheduled Maintenance is completed within the following month and associated CMMS records are provided to the Authority.	High	30 min	4 hrs	M
	SP02c	All Urgent requests for corrective Maintenance are responded to within the Response Time and rectified within the Rectification Period.	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP02d	All Critical requests for corrective Maintenance are responded to within the Response Time and rectified within the Rectification Period.	Medium	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP02e	All Routine requests for corrective Maintenance are responded to within the Response Time and rectified within the Rectification Period.	Low	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
Section 3.4	SP03	Life Cycle Replacement and Refurbishment				
	SP03a	Provision of Life Cycle Replacement services for all types of applicable Maintained Elements in accordance with any one provision of 3.4.2 of Appendix 4C [Plant Services].	High	30 min	4 hrs	R
Section 3.5	SP04	Internal and External Facility Condition/Environment				
	SP04a	The Site and Facility are maintained as specified in Section 3.5 of Appendix 4C [Plant Services] and applicable tables of Schedule 4 [Services Protocols and Specifications].	High	N/A	N/A	M
Section 3.6	SP05	Building Management System (BMS) and Reporting Requirements				
	SP05a	The BMS is maintained and operated within the parameters specified in Section 3.6 of Appendix 4C [Plant Services].	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	R
Section 3.7	SP06	Fire and Evacuation Management				
	SP06a	A comprehensive Fire and Life Safety Plan is in place at all times and includes the elements as described in Section 4.1 of Schedule 4 [Services Protocols and Specifications].	High	30 min	4 hrs	R

Section 3, Part B

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 3.8	SP07	Elevators and Vertical Transportation Services				
	SP07a	Elevators and vertical transportation devices are maintained in accordance with Section 3.8 of Appendix 4C [Plant Services].	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	M
	SP07b	Elevator Availability of not less than 90% for each elevator within the Facility during each Payment Period.	Medium	N/A	N/A	M
	SP07c	If an elevator is out of service and occupants are trapped, Project Co responded within Response Time, and safely released occupants within Rectification Period.	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
Section 3.9	SP08	Plant Services Information Management				
	SP08a	Provision and maintenance of a Plant Services Information Management System in accordance with the provisions set out in Section 3.9 of Appendix 4C [Plant Services].	Medium	2 hrs	24 hrs	R
Section 3.10	SP09	ESC Maintenance and Support				
	SP09a	Provide all maintenance and support for the Electronic Security and Communication System ("ESC") in accordance with Section 3.10 of Appendix 4C [Plant Services].	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP09b	Provide continuous support for the ESC Systems for the duration of the Operational Term in accordance with Section 3.10.1 of Appendix 4C [Plant Services].	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP09c	Provide reporting in accordance with Section 3.10.2 of Appendix 4C [Plant Services].	Report	2 hrs	24 hrs	PE
	SP09d	Provide with full system access to the Authority for running of any desired ad hoc reports in addition to any reports required by 3.10.3 of Appendix 4C [Plant Services].	Report	2 hrs	24 hrs	PE
Section 3.11	SP10	Custodial and Housekeeping Services				
	SP10a	Providing comprehensive Facility custodial and housekeeping Services in accordance with Section 3.11 of Appendix 4C [Plant Services].	Medium	2 hrs	24 hrs	PE
	SP10b	Urgent Demand Maintenance requests for custodial and housekeeping Services are responded to within Response Time and rectified within Rectification Period.	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP10c	Critical Demand Maintenance requests for custodial and housekeeping Services are responded to within Response Time and rectified within Rectification Period.	Medium	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP10d	Routine Demand Maintenance requests for custodial and housekeeping Services are responded to within Response Time and rectified within Rectification Period.	Low	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
Section 3.12	SP11	Painting Services				
	SP11a	Providing comprehensive painting Services in accordance with Section 3.12 of Appendix 4C [Plant Services].	Low	4 hrs	72 hrs	PE
	SP11b	Demand Maintenance requests for painting Services are responded to within Response Time and rectified within Rectification Period.	Low	4 hrs	72 hrs	PE

Section 4

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 4.2	SP12	Environmental Management				
	SP12a	Perform Services in accordance with the Environmental Management Plan and the EMS on an ongoing basis to minimize effects on health and the environment.	High	30 min	4 hrs	PE
	SP12b	Put programs in place to ensure monitoring, inspection, testing, handling, storage and clean up as required for all elements identified in the Environmental Management Plan or the EMS.	High	30 min	4 hrs	M
	SP12c	Ensure that a full audit trail of all activity involved in delivery of the Plant Services. The audit procedure shall be submitted not less than 90 days prior to the Target Service Commencement Date.	Report	2 hrs	24 hrs	M
	SP12d	Provide an annual compliance statement with respect to the Environmental Management Plan and the Plan Services in accordance with Section 4.2.5 of Appendix 4C [Plant Services].	Report	2 hrs	24 hrs	A

Section 5

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 5.1	SP13	Waste Management and Recycling				
	SP13a	Waste management and recycling support Services delivered in accordance with Section 5.1 of Appendix 4C [Plant Services].	High	30 min	4 hrs	M

Section 6

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 6.2	SP14	Pest Control				
	SP14a	Pest control Services provided in accordance with the requirements of Section 6.2 of Appendix 4C [Plant Services].	High	30 min	4 hrs	A
	SP14b	Project Co is to advise the Authority's Operating Period Representative or designate at least once every 12 months (or as the need arises if new chemicals are intended for use) of all chemicals that Project Co is using or intends to use. Project Co shall not use any chemicals that have not been approved by the Authority. Updated MSDS sheets to be provided. (All in accordance with Section 6.2 of Appendix 4C [Plant Services].	High	30 min	4 hrs	A
	SP14c	Project Co to provide to the Authority's Operating Period Representative or designate a pest control Services report by the agreed date in accordance with Section 6.2.4 of Appendix 4C [Plant Services].	Report	2 hrs	24 hrs	A

Section 7

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 7.1	SP15	Miscellaneous Maintenance Services				
	SP15a	Requests for Miscellaneous Maintenance Services are responded to and completed within the periods specified in Section 7.1.2 of Appendix 4C [Plant Services]	Low	See Section 7.1.2 of Appendix 4C [Plant Services]	See Section 7.1.2 of Appendix 4C [Plant Services]	PR
Section 7.3	SP16	Quality Monitoring				
	SP16a	Provide all testing and monitoring, as required by applicable Law, appropriate to meet Good Industry Practice in accordance with Section 7.3 of Appendix 4C [Plant Services].	High	30 min	4 hrs	A

Legend:

Recording Frequency:

PR=Per Request

PE=Per Event

M=Monthly

B=Bi-annual

A=Annually

R=Randomly, At Any Moment in Time

N/A= Not Applicable

ATTACHMENT 1
Tables to Appendix 4C

Table 1: Response Times and Rectification Periods

RESPONSE TIME AND RECTIFICATION PERIOD REQUIREMENT					
Category of Event	Criteria	Response Time	Rectification Period		
			Functional Unit Priority Level	Availability Condition Breached	Availability Condition Not Breached
Urgent	<ul style="list-style-type: none"> An Event which presents a clear and present threat to human life safety, Facility security; and/or irreparable damage or destruction of equipment, systems, buildings or any other asset, and/or a breach of binding regulatory requirements and/or standards. In any case and in addition to the foregoing, an Event which causes a breach of the Availability Condition in a Functional Unit categorized as a Priority 1. 	15 min	Priority One Priority Two Priority Three Priority Four Priority Five	2 hours 2 hours 3 hours 3 hours 4 hours	4 hours 4 hours 6 Hours 6 Hours 8 Hours
Critical	<ul style="list-style-type: none"> An Event which, if not corrected, is likely to deteriorate into an urgent condition, or which is causing or is likely to cause, significant operational problems. 	30 min	Priority One Priority Two Priority Three Priority Four Priority Five	4 Hours 4 Hours 6 Hours 6 Hours 8 Hours	6 hours 6 Hours 24 Hours 24 Hours 24 Hours
Routine	<ul style="list-style-type: none"> An Event which is not Urgent or Critical, and is not likely, even if not corrected, to deteriorate into an Urgent or Critical condition. 	2 hr	Priority One Priority Two Priority Three Priority Four Priority Five	12 Hours 12 Hours 24 Hours 24 Hours 24 Hours	24 Hours 24 Hours 2 Days 2 Days 4 Days

Table 2: Service Standards – Building and Equipment

Maintained Element	Standard
General	<ul style="list-style-type: none"> In general, all elements of building fabric, fixtures and fittings, floor and floor coverings, and furniture and equipment will at all times be functional, operational and satisfy the design and performance requirements as required for Service Commencement. All Maintained Elements are to be maintained, repaired and refreshed as required to meet the performance specifications and the design criteria as set out in Schedule 3 [Design and Construction Specifications] and consistent with a building maintained in accordance with all applicable Laws, Authority Policies and Procedures and Good Industry Practices. Access to all mechanical & electrical equipment rooms and service areas will be restricted to authorized personnel. All Maintained Elements will be subject to Availability Conditions.
Building Fabric, External	<ul style="list-style-type: none"> Functional, safe, operationally sound, of good appearance and, where appropriate, weatherproof. Substantially free from damp penetration, cracking, spalling, peeling and lifting. Substantially free from stains, graffiti and other cosmetic faults. Substantially free from debris, algae, moss growth and bird droppings. Exterior window surfaces cleaned periodically to maintain a good appearance in accordance with Good Industry Practice.

Maintained Element	Standard
	<ul style="list-style-type: none"> • Claddings, copings and parapets, soffits/fascia are structurally sound and secure. • Free from vermin and/or pests. • Chimney stacks/flues are structurally sound and secure, flues free from blockages/excess soot. • Free from asbestos and other Hazardous Substances. • Thermographic scans (and cut samples, if necessary) to confirm roof system is watertight. These will be repeated every 3 years, or more frequently as deemed necessary by Project Co, with appropriate repairs made based on the results.
Building Fabric, Internal	<ul style="list-style-type: none"> • Will function and operate as intended without fault. • Substantially free from structural cracks, deflection and other defects. • Substantially free from damp penetration, cracking, spalling, peeling and lifting. • Substantially free from stains, graffiti and other cosmetic faults. • Substantially free from damage including scratches or blemishes, whether or not hampering operations. • Finishes are complete, free from surface degradation and maintained within an acceptable level of normal wear and tear. • Free from vermin and/or pests. • Free from asbestos and other Hazardous Substances. • Free from volatile off-gassing. • Maintain fire and security rating. • Maintain security integrity as required by Schedule 3 [Design and Construction Specifications] and the initial Design.
Fixtures and Fittings	<ul style="list-style-type: none"> • Operate as intended, in a safe way, without making undue noise, without observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way. Reset after tripping, if required. • Will function as intended, and will be substantially free from all but minor surface blemishes and wear and tear. • Luminescent strips, signs, notices and warning signs are intact, legible and illuminated, where required. • Free from corrosion
Floor and Floor Coverings	<ul style="list-style-type: none"> • The floor coverings are complete, in accordance with these Services Protocols and Specifications. • The floor coverings are fully fixed to the floor so as not to cause health and safety hazard. • The floor/floor coverings are free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard. • Floor coverings/surfaces will be 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. • Free from vermin and/or pests.

Maintained Element	Standard
Decorative Finishes	<ul style="list-style-type: none"> Decorative finishes are complete according to their specification. Substantially 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.
Equipment & Furniture	<ul style="list-style-type: none"> Free from splits, cracks, and other defects (including squeaks) and free from all but minor surface blemishes or undue wear and tear. Maintained in accordance with applicable Law. Maintained in accordance with manufacturer's requirements.

Table 3: Service Standards – Systems

Maintained Element	Standard
General	<ul style="list-style-type: none"> In general, all elements of building systems, including the elements outlined below, will at all times be functional, operational and satisfy these Services Protocols and Specifications. All Building Systems will be maintained in compliance with the manufacturer's maintenance instructions.
Emergency Power Supply System	<ul style="list-style-type: none"> Standby power supply will be operational, secure and tested regularly in compliance with CSA C282 and free from dust. Batteries will be adequately ventilated, free from acid leakage and batteries will be topped up and fully charged.
LV Distribution System	<ul style="list-style-type: none"> Ratings will be clearly marked. Secure to authorized access only. Recording instruments operational where necessary. Provide lock out procedure. Thermographic scans (utilizing thermal imaging cameras) as required in accordance with Good Industry Practice. Do injection testing as required in accordance with Good Industry Practice. Test all alarm functions. Identification notices where necessary.
HV Distribution System	<ul style="list-style-type: none"> Ratings will be clearly marked. Secured to authorized access only. Recording instruments operational where necessary. Provide lock out procedure. Provide coordination study as required in accordance with Good Industry Practice or at minimum every 10 years. Identify all current transformer and potential transformer ratios. Thermographic scans (utilizing thermal imaging cameras) as required in accordance with Good Industry Practice. High voltage Maintenance will be performed in accordance with manufacturer's

Maintained Element	Standard
	instructions and NETA Standards.
Hot & Cold Water System	<ul style="list-style-type: none"> • Deliver water at the temperatures (43°C – 48°C for Inmate / public use outlets and 43°C – 60°C for general use outlets) 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. • Pipe work and fittings will be fastened securely to their intended points of anchorage. • There will be no drips or leaks of water from pipes, taps, valves and/or fittings • Water service will be maintained in such condition as to provide average, maximum and peak demand plus fire flow as prescribed by the local government design criteria. In the absence of such design criteria, the water system will provide a minimum of 40 psi for the average day demand and a minimum of 20 psi for maximum day demand, plus fire flow demand. • Normal operating pressures on Site will be maintained to be between 50 and 100 psi.
Heating, Ventilation and Air Conditioning Systems	<ul style="list-style-type: none"> • All ventilation systems will function as intended without undue noise or vibration. • Air changes and ventilation levels in accordance with baseline levels established through the applicable commissioning procedures at Service Commencement. • Ductwork, fittings and pipe work 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. • Ductwork will be maintained so as to ensure efficient flow of air through the HVAC system. Project Co will submit details of its plan for verification of ductwork cleanliness and performance, including method and frequency of verification, to the Authority concurrently with the first Annual Service Plan. • Secured to authorized access only. • Free from corrosion, erosion and organic growth.
Conveying Systems	<ul style="list-style-type: none"> • Pneumatic tube system operates to the manufacturer's specifications. • Dumbwaiters operate to manufacturer's specifications, the Design and Construction Specifications and these Services Protocols and Specifications. • Disinfection following spills in the conveying systems will be undertaken when a canister carrying any biological agent is believed to have opened in the tube system.

Maintained Element	Standard
Sanitary and Other Drainage Systems	<ul style="list-style-type: none"> • Will function as intended, without undue noise and vibration. • Will ensure the storm water management system is maintained to provide the required quality of water entering adjoining streams and municipal drainage systems. • All pipe work and fittings fastened securely to their intended points of anchorage. • There will be no leakage of waste and/or foul water and/or rainwater. • Dual mancerator systems, installed in parallel, will be maintained in a continuously operable condition.
Life Safety and Fire Management Systems	<ul style="list-style-type: none"> • Life safety, fire extinguishers and other firefighting equipment will be maintained in accordance with relevant Laws, codes and standards (e.g. CSA Standards).
Electronic Security & Communications Systems	<ul style="list-style-type: none"> • Security Systems will be maintained in accordance with all applicable Laws, codes and standards. Systems will remain operational continuously, unless approved for interruption by the Authority. • Locking controls and monitoring to remain operational in accordance with the applicable Services Protocols and Specifications. • Integrated systems operate as intended on a continuous basis. • ESC systems operate in accordance with the applicable Services Protocols and Specifications. • Fully operational within manufacturer's recommendations. • Will function as intended. • Alarms that occur more than two times in 24 hour period will be reported to the Authority as to the reason for the reoccurrence of the alarms and the recommended solution.
Telecommunications and Data Cabling	<ul style="list-style-type: none"> • All electrical communications and data transmission installations to comply with all applicable Laws, codes and standards (e.g., CSA Standards). • Cabling remains operational continuously. • Must meet EIA/TIA performance requirements at all times.
Utility Connections and Services	<ul style="list-style-type: none"> • Secure, safe, maintained and serviced in accordance with the Annual Service Plan and the applicable Utility Company's requirements.
Elevators, Controls and Equipment	<ul style="list-style-type: none"> • All components to be fully functional, safe, secure, operationally sound and of good appearance, in accordance with the design criteria as set out in Schedule 3 [Design and Construction Specifications].
Mechanical and Plumbing Systems	<ul style="list-style-type: none"> • All systems will function as intended without unreasonable noise, vibration or leaks. • All elements and components are functional, safe, secure, operationally sound and of good appearance. • Free from dust and corrosion which has a negative impact on health or safety. • Substantially free from dust and corrosion which could have a negative impact

Maintained Element	Standard
	<p>on performance or which do not have a reasonable appearance.</p> <ul style="list-style-type: none"> Substantially free from erosion and organic growth. All mechanical and plumbing systems will function as intended without undue noise or vibration. Mechanical ventilation and exhaust systems, units, ductwork and diffusers maintained and cleaned regularly per applicable Laws, codes and Good Industry Practice. Maintained and tested in accordance with the Annual Service Plan. Maintained to deliver to the design performance criteria and parameters as set out in Schedule 3 [Design and Construction Specifications]. All life safety and firefighting equipment will be maintained in accordance with all applicable Laws, codes and standards.
Electrical Systems	<ul style="list-style-type: none"> All normal and emergency power systems and associated gear will be operational, secure and tested in accordance with the Annual Service Plan. All panels, wiring, fittings, fixtures, controls and safety devices* will be properly housed, fastened securely and labelled. All alarms, electrical communications, data transmission installations, cabling and associated equipment will be fully functional, operational and maintained in accordance with the Annual Service Plan. All controls and Building Management Systems fully functional. All lighting systems must be fully functional, safe and remain within 10% of the lux levels specified in Schedule 3.

* Safety devices will be deemed to include all UPS and power surge devices specified to protect personnel and equipment.

Table 4: Service Standards – Heating, Ventilation and Air Conditioning

Maintained Element	Standard
Temperature Control:	<ul style="list-style-type: none"> “Design Temperature” means that the HVAC system has been Designed to meet any set point within the applicable temperature range set out in Schedule 3 [Design and Construction Specifications] Maintained to indoor Design Temperature set point, subject to the applicable control tolerances stipulated in Schedule 3 [Design and Construction Specifications]. Monitor compliance through continuous log of selected representative rooms, except all class 1 rooms, equipped with a thermostat, (as defined by CSA Standard Z317.2) are to be monitored and trend logged at all times. Selection of representative rooms to be logged is to be changed every reporting period and to be on continuous rollover assignment.

Maintained Element	Standard
Humidity Control:	<ul style="list-style-type: none"> Return air humidity (or space humidity where applicable) maintained to set point within control tolerance as per Schedule 3 [Design and Construction Specifications] and confirmed through trend logging.
Supply and Return Air Volumes:	<ul style="list-style-type: none"> Maintained to design airflow quantities, as set out in Schedule 3 [Design and Construction Specifications]. Demonstrate that airflow quantities are maintained through periodic reporting using physical flow hood measurement.
Relative Pressurization:	<ul style="list-style-type: none"> For rooms with critical relative pressurization requirements, maintain differential pressure within range as per design criteria and provide continuous monitoring and trend logging. For all other spaces, maintenance of Positive (P), Negative (N) or Equal (E) relative pressurization requirements will be established by demonstrating that supply and return/exhaust air volumes are being maintained, and by annual visual smoke tests where required in accordance with Good Industry Practice.
Filtration:	<ul style="list-style-type: none"> Demonstrate that replacement of filters occurs on a scheduled basis and/or as required to meet the manufacturer's specifications, the Design and Construction Specifications and these Services Protocols and Specifications. Replacement filters to be of same type and to have same efficiency as prescribed in the Design and Construction Specifications.

Table 5: Service Standards – Sound Transmission

Maintained Element	Standard
Space Adjacencies:	<ul style="list-style-type: none"> Establish baseline Sound Transmission Class (STC) sound levels at Service Commencement by conducting sound measurements using STC tests at wall, ceiling, door and window construction conditions using a methodology in general accordance with ASTM E336 Standard Test Methods for measurement of Airborne Sound Insulation in buildings. Maintain or improve upon baseline sound attenuation measurements, as established through the applicable commissioning procedures at Service Commencement, at walls, ceilings, doors and windows between the following spaces: <ul style="list-style-type: none"> Inmate Cell to Inmate Cell Living Unit to Living Unit Public Space to Inmate Area <ul style="list-style-type: none"> Public spaces include corridors, lobbies, and visitor waiting areas Service Area to Living Unit <ul style="list-style-type: none"> Service areas include kitchens, elevators, elevator machine rooms, laundries, garages maintenance rooms, boiler and mechanical equipment rooms and similar spaces of high noise.

Maintained Element	Standard
	<ul style="list-style-type: none"> ○ SLC-Secure Visiting Room to Any Space ○ Access Corridor to Any Space ○ Administrative Area to Public Space ○ Toilet Room to Public Space ○ Conference Room to Public Space ○ Conference Room to Living Unit ○ Video Conference Room to Any Space ○ Staff Lounge to Public Space ○ Staff Lounge to Inmate Areas ○ Medical Exam/Consultation Room to Waiting Room ● Maintain baseline sound attenuation levels for isolation, as established through the applicable commissioning procedures at Service Commencement, of mechanical equipment located on the same floor as, or above, or below Inmate areas, offices, control rooms and similar occupied spaces.
<p>Background Noise Criterion (NC) Level:</p>	<ul style="list-style-type: none"> ● Establish baseline Sound Transmission Class (STC) sound levels at Service Commencement by conducting sound measurements using STC tests at wall, ceiling, door and window construction conditions using a methodology in general accordance with ASTM E336 Standard Test Methods for measurement of Airborne Sound Insulation in buildings. ● Maintain or improve upon baseline Good Industry Practice baseline background noise levels, as established through the applicable commissioning procedures at Service Commencement for: <ul style="list-style-type: none"> ○ Intake/Reception Area ○ Educational Areas – (Classrooms) ○ Multi-Use Areas ○ Administration Areas ○ General Support Areas ○ Library ○ Corridors and Lobbies ○ Entrance Halls ○ Kitchen ○ Areas adjoining Emergency Generators ○ Outdoor (Public) Areas

Maintained Element	Standard
<p>Exterior Environmental Noise Source Guidelines:</p>	<ul style="list-style-type: none"> • Establish baseline STC exterior environmental noise levels at Service Commencement by conducting sound measurements using Sound Transmission Class (STC) tests at rooms and areas, delineated below, using a methodology in general accordance with ASTM E336 Standard Test methods for measurement of Airborne Sound Insulation in buildings. • Maintain, or improve upon, Good Industry Practice baseline noise source levels, as established through the applicable commissioning procedures at Service Commencement at walls, floors, and roofs for: <ul style="list-style-type: none"> ○ Inmate Cells ○ Dayrooms ○ Private Offices ○ Conference Rooms ○ General Offices ○ Reception ○ Television Rooms ○ Lobby ○ Corridors