

APPENDIX 4E

ROADS, GROUNDS AND LANDSCAPE SERVICES

1. SERVICES

1.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Roads, Grounds and Landscape Services in a manner integrated and coordinated with all other Services to facilitate the safe and efficient operation of the exterior elements of the Facility through provision of Scheduled and Demand Maintenance in accordance with the current Annual Service Plan and all other Plans then in effect.

1.2 Snow and Ice Removal and Management

- (a) Project Co will provide snow and ice removal and management services at the Site including:
 - (1) development of a snow and ice clearing priority protocol in consultation with the Province;
 - (2) maintenance of all areas of the Site in accordance with the standards set out in Table 1 of this Appendix;
 - (3) snow and ice removal from all sidewalks, pedestrian walkways, parking areas, roadways, entrances and exits to the Facility;
 - (4) snow plowing, clearing, sanding and salting (including the application of other ice melt or anti-slip products) as required;
 - (5) removal of snow and ice to a storage area which:
 - (A) will not create a hazard to Province Persons or other Facility Users;
 - (B) will not restrict surface or subsurface drainage systems;
 - (C) will not impede pedestrian or vehicle traffic;
 - (D) will not restrict the use of parking spaces except as permitted in Table 1 of this Appendix; and
 - (E) which is acceptable to the Province.
- (b) As set out in Schedule 8 [Payments], the direct costs of snow plowing, sanding, salting and removal (the “**Snow Plowing and Removal Services Payment**”) will be a flow through to the Province and invoiced on a monthly basis, without mark up.

1.3 Site Maintenance

Project Co will:

- (a) provide Maintenance for all exterior elements and improvements of the Facility, including:
 - (1) maintenance of irrigation systems, internal roadways, pedestrian walkways, parking areas and other site improvements;
 - (2) maintenance of all soft landscaping elements including all plant materials such as shrubs, trees, flower beds;
 - (3) maintenance of all hard landscaping elements, features and civil works;
 - (4) maintenance of all external lighting; and
 - (5) maintenance of all signage and wayfinding in accordance with Schedule 3 [Design and Construction Specifications];
- (b) ensure all external areas of the Facility are sound, safe, tidy and maintained in accordance with Table 1 of this Appendix;
- (c) protect from damage all existing and new plants, site services, curbs, paving, structures, finishes and any other features, during the course of providing the Services;
- (d) repair winter and storm damage including replacement of plant materials;
- (e) obtaining the approval of the Province before using any herbicides, pesticides, fertilizers or other chemicals in the delivery of the Roads, Grounds and Landscape Services and maintaining records of all herbicides, pesticides, fertilizers or other chemicals used on the Site;
- (f) maintain all Maintained Elements in compliance with Crime Prevention through Environmental Design (CPTED) principles;
- (g) conduct regular inspections of all Maintained Elements and ensure that all identified issues are rectified;
- (h) Respond to all issues reported to the Help Desk; and
- (i) maintain records and logs with respect to the delivery of the Roads, Grounds and Landscape Services and upon request prepare and submit to the Province periodic monitoring reports showing applicable Site areas, materials used, activities carried out, date of each activity and such other information as the Province may reasonably request, all in accordance with the requirements of Schedule 14 [Records and Reports].

Table 1: Service Standards

Element	Standard
General	<ul style="list-style-type: none"> • All Maintained Elements are to be maintained, repaired and refreshed as required to meet the performance specifications of the design criteria and consistent with a Facility maintained in accordance with all applicable Laws and Good Industry Practices.
Site Improvements and Infrastructure	<ul style="list-style-type: none"> • Substantially free from litter, graffiti and/or vandalism. • Accessible for the visually and mobility impaired, wheelchair users. • All external furniture, and hard landscaping features maintained in accordance with the design criteria • Waste bins emptied daily or as required • Irrigation and exterior lighting systems functional and maintained in accordance with the design criteria. • Gutters, drains and storm water systems substantially free from litter, leaves, weeds and extraneous material • Fences, walls and gates safe, sound and secure
External Signage and Lighting	<ul style="list-style-type: none"> • All external signage and lighting Maintained Elements: <ul style="list-style-type: none"> ○ are functional, safe, secure, operationally sound, of good appearance, substantially free from damage and otherwise in compliance with the requirements of Schedule 3 [Design and Construction Specifications] and these Services Protocols and Specifications; ○ do not hinder visibility for drivers or pedestrians at junctions; ○ are appropriately located; ○ are highly visible, both day and night; ○ offer clear and concise information; and ○ are substantially free from graffiti and/or vandalism.
Roads, Grounds and Landscape Maintenance	<p>Trees, Shrubs and Hedges:</p> <ul style="list-style-type: none"> • Trimmed, pruned and/or cut to maintain healthy growth. • Substantially free from dead or dying branches. • Substantially free from litter. • Substantially free from disease and/or infestation.

Element	Standard
	<ul style="list-style-type: none"> • Replaced as and when necessary to maintain appearance. <p>Grassed Areas:</p> <ul style="list-style-type: none"> • Of uniform appearance with no dead patches. • Edges trimmed. • Substantially free from infestation. • Substantially free from fallen leaves, weeds and litter, excrement. • Maintained to a uniform length between 25 and 50 mm. <p>Flower Beds:</p> <ul style="list-style-type: none"> • Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year. • Substantially free from fallen leaves, weeds and litter. • Substantially free from disease and/or infestation. <p>Roads and Surface Parking Areas:</p> <ul style="list-style-type: none"> • Sound safe and even surface with no potholes, sinking or tripping hazards. • Curbs, paving stones and edging are sound. • Road markings, signage and parking stripes are clear and complete. • Swept and clear of debris and hazards • Site circulation routes are clear and accessible. <p>Snow and Ice Removal:</p> <ul style="list-style-type: none"> • Application and re-application, as required, of salt, sand and/or ice melting products to all paved and concrete areas including roadways, emergency routes, parking areas, ramps, sidewalks, entrance ways, exits, stairs and landings to the Facility. • Snow plowing and clearing will commence within two hours of accumulation of 5 cm (2 inches) in depth and will be cleared on an on-going basis as required to reduce the risk of injury, accidents and maintain access to the Site at all times. • Reasonable snow dumping on site is acceptable in designated areas for snow collection that do not impede fire lanes, pedestrian or vehicle traffic or restrict availability of visitor or staff parking. • Project Co may use up to three (3) car parking spaces in any uncovered area of the parkade for temporary snow storage. Such use will not trigger Unavailability.

Element	Standard
	<ul style="list-style-type: none"><li data-bbox="602 258 1481 310">• Access to the secure parking areas will be maintained clear of snow and ice at all times.<li data-bbox="602 342 1045 373">• Installation of winter fencing if required