

## APPENDIX 4F

### CLEANING AND WASTE MANAGEMENT SERVICES

#### 1. INTERPRETATION

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

**“Bio-Hazardous Waste”** means waste which potentially contains pathogens with sufficient virulence and quantity so that exposure to the waste by a susceptible host could result in an infectious disease and includes:

- (a) body fluids including but not limited to, excrement, urine, vomit, blood;
- (b) drugs or other pharmaceutical products;
- (c) sharps including needles, needles attached to syringes, blades and other sharp instruments;
- (d) broken glass or other materials which are capable of causing punctures or cuts and which may have come into contact with human blood or body fluid; and
- (e) articles saturated with blood or body fluids;

**“Cleaned Elements”** means all elements of the Facility subject to cleaning including those described in Table 1 of this Appendix, and all Maintained Equipment and Furniture but does not include the cleaning of:

- (a) personal items; and
- (b) areas, equipment or other elements of the Facility that may be designated by the Province from time to time;

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

**“Cleaning and Waste Management Plan”** has the meaning set out in Section 0 of this Appendix;

**“Cleaning Services”** means the cleaning services in respect of the Cleaned Elements to be provided by Project Co pursuant to this Appendix, including Routine Cleaning, Reactive Cleaning, and Planned Periodic Cleaning;

**“Confidential Waste”** means all waste designated as confidential by the Province such as court documents, ID cards, and electronic recording media (CDs, DVDs, and other similar media);

**“General Waste”** means waste which is not Bio-hazardous Waste, Confidential Waste, Recyclable Waste, other hazardous waste or Organic Waste;

**“Materials”** means all products, consumables and equipment necessary for the provision of the Cleaning and Waste Management Services;

**“Organic Waste”** means food scraps and other organic materials included in the City’s garbage, recycling and composting program;

**“Periodic Cleaning”** means cleaning which is neither Routine Cleaning nor Reactive Cleaning, and which has a degree of flexibility in its scheduling completion;

**“Project Work”** means Planned Periodic Cleaning or Routine cleaning;

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

**“Recyclable Waste”** means all waste that can be recycled in compliance with the City’s multi-material recycling program and such other waste which may become recyclable from time to time;

**“Routine Cleaning”** means the regular day-to-day cleaning tasks as described in this Appendix;

**“Secure Area”** means those areas of the Facility designated as secure by the Province such as the BC Sheriff’s offices, accused holding and transfer areas, Judge’s chambers and other areas that may be identified by the Province from time to time;

**“Waste”** means all waste and recycling materials including, Bio-Hazardous Waste, General Waste, Organic Waste and Recyclable Waste.

## **2. SERVICES**

### **2.1 General Requirements**

In addition to the requirements and protocols set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Cleaning and Waste Management Services:

- (a) in accordance with this Appendix and all Plans then in effect;
- (b) in a manner which ensures a collaborative working relationship with the Province and is integrated and co-ordinated with the delivery of all other Services by Project Co and the use and operation of the Facility by the Province;
- (c) using quality materials, high standards of workmanship and frequency of operations designed to produce measureable results that will conform to high standards of cleanliness, appearance and sanitation in all areas of the Facility;
- (d) making all necessary changes to its cleaning programs on a daily basis to ensure that these service standards are met at all times;
- (e) through the provision of sufficient qualified, licensed, trained, experienced, competent supervisory and cleaning staff (including such supervisory and cleaning staff required for replacements for planned and unplanned absences) to continuously meet Response and Rectification times; and
- (f) in a safe and secure manner, having regard for Facility Users and Province Activities;

### **2.2 Cleaning and Waste Management Plan**

in accordance with Section 7.6 of Schedule 4 [Services Protocols and Specifications], Project Co will develop and submit to the Province as part of the Annual Service Plan, a comprehensive cleaning and waste management plan (the **“Cleaning and Waste Management Plan”**).

### 2.3 Routine Cleaning

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

- (a) the requirements of this Appendix and the Annual Service Plan then in effect;
- (b) the applicable Maintenance Access Times of each area of the Facility; and
- (c) Table 1 of this Appendix.

### 2.4 Reactive Cleaning

Project Co will provide Reactive Cleaning of all Cleaned Elements to address Demand Requisitions for ad-hoc Emergency, Urgent and Routine Cleaning. Project Co will respond to such Demand Requisitions within the relevant Response Time and will return the affected areas to the required standard within the relevant Rectification Period. Reactive Cleaning includes:

	<b>Task</b>	<b>Classification</b>
(a)	cleaning of spillages including blood and body fluids;	Emergency
(b)	replenishment of washroom supplies;	Critical
(c)	cleaning following maintenance work;	Critical
(d)	pre-occupancy cleaning following construction or renovation projects;	Critical
(e)	cleaning following incidents such as flooding; and	Emergency
(f)	all other requests for Reactive Cleaning or other services received by the Help Desk will be categorized as Emergency, Critical or Routine according to the nature of the request.	

### 2.5 Periodic Cleaning

Project Co will provide Periodic Cleaning for all Cleaned Elements, including general cleaning of the Facility, interior window cleaning, stripping and refinishing hard floor surfaces, carpet shampooing, high-level dusting and upholstery cleaning.

### 2.6 Secure Area Services

Project Co will provide Cleaning Services to all Secure Areas, including:

- (a) Routine Cleaning;

- (b) Reactive Cleaning;
- (c) Periodic Cleaning; and
- (d) cleaning, decontamination and disinfection of Accused Holding Areas using products and procedures designed to eliminate cross contamination of any biological disease transfers. All tools, mops towels, equipment including PPE equipment used in bio hazard cleaning will be disinfected between use and/or disposed of as Bio-hazardous Waste (i.e. disposable towels) and will not be utilized in other parts of the Facility.

## **2.7 Exterior Area Cleaning**

Project Co will provide an exterior area cleaning program, to be coordinated with the Roads, Grounds and Landscape Services, for the cleaning of the following areas:

- (a) loading docks;
- (b) patios;
- (c) entrances and exits; and
- (d) elevators and stairwells located in the Parkade.

This cleaning will include cleaning of all exterior of entrances, removing waste, keeping the area free of debris, and responding to spills within the defined areas.

## **2.8 Special Events Cleaning**

At the request of the Province, Project Co will provide cleaning services for special events in accordance with Section 3 (Minor Works) of Schedule 6 [Changes];

## **2.9 Cleaning Times**

Subject to Section 2.1010 of this Appendix, Project Co will:

- (a) perform Routine Cleaning and planned Periodic Cleaning during the relevant Maintenance Access Times; and
- (b) undertake and complete Reactive Cleaning within the relevant Response Time and Rectification Period according to the classifications set out in Section 2.44 of this Appendix, the Performance Indicators and Schedule 8 [Payments].

## **2.10 Re-Scheduling of Cleaning Times**

If the Province, acting reasonably, determines that the times at which Project Co proposes to perform Cleaning Services will cause disruption to the operations of the Province or other Facility Users, the Province may give notice to Project Co not to carry out such Cleaning Services until such time as the Province and Project Co, each acting reasonably, agree on an alternate time. Upon such agreement, the Response Time and Rectification Period for such Cleaning Services will be adjusted accordingly.

## 2.11 Cleaning and Waste Management Material, Equipment and Supplies

Project Co will:

- (a) procure, provide, maintain, clean, store and replace as necessary all Materials including cleaning equipment, waste transport bins, compactors, binders and equipment, Organic Waste, general waste and recycling bins and bags, biomedical waste disposal bags and sharps containers, supplies, dispensers and consumable materials (including hand soap, hand sanitizer, toilet paper, paper towels, and feminine hygiene products) required to deliver the Cleaning and Waste Management Services at the Facility;
- (b) replenish consumable materials throughout the Facility as required to maintain an adequate supply on a continual basis during the Core Hours;
- (c) maintain a listing of cleaning products used in the Cleaning Services and ensure that:
  - (1) all materials thoroughly clean the Facility and are not detrimental to the Life Cycle of systems and building components (e.g. floors, walls, carpet, etc.) nor negatively affect indoor air quality;
  - (2) a copy of material safety data sheets of supplies used is kept at the Facility in accordance with Workplace Hazardous Materials Information Systems and applicable occupational health and safety regulations;
  - (3) all cleaning supply materials and equipment used are consistent with Good Industry Practice and will have Green Seal, ECO Logo or other third party certification , which demonstrates that the product has undergone and successfully passed the stringent requirements of the environmental certification programs.; and
  - (4) all cleaning and disinfecting products:
    - (A) have, as applicable, a drug identification number from Health Canada;
    - (B) are used in accordance with the manufacturer's recommendations;
    - (C) are active at room temperature and within a short contact time against the usual microorganism encountered in the Facility;
    - (D) have low irritancy and allergenic characteristics; and
    - (E) are safe for the environment.

## 2.12 Confidential Waste

The Province will enter into contracts and retain responsibility for the shredding and removal of Confidential Waste from the Facility. Project Co will cooperate with the Province's contractor in the location of Confidential Waste bins, coordination of removal and temporary storage as may be required from time to time.

### 2.13 Waste Management & Recycling

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

- (a) develop, manage and implement a comprehensive desk side, break rooms and common area program for the collection and disposal of all Waste streams generated within the Facility in accordance with this Appendix and in compliance with the Province's Policies and municipal requirements including the MMBC guidelines for Industrial, Institutional and Commercial properties;
- (b) provide routine and reactive Waste collection and on-site segregation services in accordance with the Cleaning Access Times;
- (c) empty all desk side, break rooms and common area Waste containers daily or as required such that none achieves more than 75% capacity;
- (d) segregate Waste in appropriate secured and labelled containers;
- (e) transport such Waste to the waste disposal and recycling area within the Facility for removal by Project Co's contractor(s);
- (f) negotiate and enter into Waste removal contracts. For greater certainty, all costs associated with such Waste removal contracts are to the account of Project Co;
- (g) provide waste and recycling collection, handling and safety training to its staff that comply with all federal, provincial, and municipal waste regulations, including Transportation of Dangerous Goods Regulations training as required;
- (h) provide and replace all internal Waste and Recyclable Waste containers, bins and transport equipment;
- (i) operate compactors;
- (j) segregate all Waste in accordance with City requirements (at source where practical to do so) and place in the appropriate containers at the soiled utility rooms and waste compactor areas;
- (k) remove and dispose, at Project Co's cost, all waste streams generated by Project Co in the delivery of the Services, including:
  - (1) construction materials and demolition debris;
  - (2) scrap metals, wood and wooden items;
  - (3) lubricants, cleaners, chemicals and other Hazardous Waste;
  - (4) filters and other disposable materials; and
  - (5) Project Co furniture, electronics and equipment;
- (l) ensure that Waste storage areas are:

- (1) clearly marked and that appropriate signage, approved by the Province, is maintained;
  - (2) kept clean, free from loose litter, malodour, spillages and debris;
  - (3) free from pests and vermin;
  - (4) secure and with access restricted to authorized personnel only; and
  - (5) maintained and secured to minimize the risk of fire;
- (m) complete Waste manifest documentation as required by applicable Laws or waste disposal contractors; and
- (n) record and track all Waste streams generated within the Facility and provide audits and reports as part of the Performance Monitoring Report.

## 2.14 Quality Monitoring and Audit Reporting

Project Co will:

- (a) develop an ongoing cleaning inspection and audit program as part of its Quality Management System to measure performance, identify non-conformances, develop employee training programs, quality initiatives and process improvements;
- (b) provide a monthly, quarterly and annual performance report on all Cleaning and Waste Management Services as part of the Performance Monitoring Report; and
- (c) perform periodic joint audits at the request of the Province.

The Province recognizes that the Facility will be used on a continuous basis during the Core Hours and that a reasonable accumulation of removable marks, scuffs, dust, fingerprints and other day-to-day cleaning issues will occur throughout this period. The standards identified in Table 1: Cleaning Standards and Outcomes are not an exhaustive or absolute list but are intended to reflect the standards of cleanliness to be achieved by Project Co following performance of its cleaning activities and verified by Project Co's cleaning inspection and audit program as part of its Quality Management System.

<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
Doors	All types of interior and exterior doors, sills, surrounding frames, door glass, kick plates and moldings.	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, soil/fluid build up, cobwebs, and adhesive residue. The door, sills and tracks appear to be clean as per the conditions expected.</li> <li>• Both sides of the door, all the edges, the frame, moldings and door closer mechanism are clean.</li> </ul>

<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
		<ul style="list-style-type: none"> <li>• There are no removable marks on the doors, sills, and kick plates.</li> <li>• The door hardware including the handles, knobs, hinges and push bars are clean and free from finger prints.</li> <li>• Glass is free from finger prints, smearing and of clean appearance</li> </ul>
Walls	All types of walls including hand and chair rails, privacy screens, columns, low partition walls, cubicle walls, and washroom stall partitions including mounting brackets and door hardware. Including switch plates, panels & outlets and signage.	<ul style="list-style-type: none"> <li>• Clean means free of dust, removable marks, soil/ fluid build up, cobwebs and adhesive residue.</li> <li>• The surface of the walls appear to be clean as per the conditions expected</li> <li>• There are no removable marks</li> <li>• Walls requiring polishing are kept in polished state and appear clean, including wall plaques</li> </ul>
Ceilings	All types of ceilings	<ul style="list-style-type: none"> <li>• Clean means: free of dust, stains, removable marks, soil/fluid build up, cobwebs, adhesive, strings or wire that is not in use.</li> <li>• The ceiling appears to be clean as per the conditions expected</li> <li>• T-Bar/support frames are clean</li> </ul>
Vents/registers	All types of air vents, heat registers, exhausts grills whether on a wall or a ceiling	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs, debris and soil/fluid build up</li> <li>• The vents, hoods and heat registers appear to be clean as per the conditions expected</li> </ul>
Hard flooring	All types of hard flooring including stairs and risers	<ul style="list-style-type: none"> <li>• Clean means: free of dust, dust balls, debris, soil/fluid build up, removable</li> </ul>



<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
		<p>marks and has the appropriate gloss</p> <ul style="list-style-type: none"> <li>• The floor appears to be clean as per the conditions expected</li> <li>• The floor has the appropriate gloss</li> <li>• There is no soil build-up</li> <li>• The stair risers appear to be clean.</li> </ul>
Carpeted flooring & mats	All types of carpet, including matting (no matter what material the mat is made of)	<ul style="list-style-type: none"> <li>• Clean means: free of dust, stains, debris, soil/fluid build up and odours</li> <li>• The carpet appears to be clean as per the conditions expected</li> <li>• There is no gum or tar, all spots and stains are removed</li> <li>• Edges, corners and around furniture legs – are free of dust, lint and soil/fluid build up</li> <li>• Free from unpleasant odours and smells</li> </ul>
Raised Access Flooring	The cavity below all types of raised access flooring	<ul style="list-style-type: none"> <li>• Periodic cleaning of the cavity space beneath raised flooring to maintain the area free from dust and debris</li> </ul>
Interior windows/glass & mirrors	All types of windows, glass, mirrors, including frames, sashes, hardware, sills, interior screens and moldings.	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs, finger prints, smears and soil/fluid build up</li> <li>• The interior surfaces appear clean as per the conditions expected</li> <li>• The interior frames, sills, screens and hardware appears clean and are free of dust, spots, smudges, adhesives and soil/fluid build up</li> </ul>

<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
Window coverings	All types of window coverings	<ul style="list-style-type: none"> <li>• Clean means: free of dust, cobwebs, removable marks and soil/fluid build up</li> <li>• The window coverings appear to be clean as per the conditions expected</li> <li>• The window coverings are intact and properly hung</li> </ul>
Furniture and fixtures	All types of furnishings and fixtures	<ul style="list-style-type: none"> <li>• Clean means: free of dust, stains, cobwebs, debris, soil/fluid build up, surfaces not sticky to touch.</li> </ul>
Desks and workstations	Cleared desks or workstations (documents and personal items are not to be disturbed)	<ul style="list-style-type: none"> <li>• Cleared desks are dust free, no stains evident and not sticky to touch</li> </ul>
Light fixtures	All types of light fixtures including emergency & exit lighting	<ul style="list-style-type: none"> <li>• Clean means: free of dust, cobwebs, debris and soil/fluid build up, no adhesive tape or strings are on the fixture.</li> <li>• No flickering or burnt-out lamps</li> </ul>
Horizontal surfaces	All horizontal surfaces	<ul style="list-style-type: none"> <li>• Clean means: free of dust and debris</li> </ul>
Baseboards	All types of baseboards	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs and soil/fluid build up</li> <li>• Baseboards appear to be clean as per the condition expected</li> <li>• The corners and top edges are clean.</li> </ul>
Waste & recycling containers	All types of waste or recycle containers including biomedical waste containers, confidential materials containers, ashtrays (if provided) and used sanitary napkin containers found in bathrooms.	<ul style="list-style-type: none"> <li>• Clean means: free of dust and soil/fluid build up and emptied as appropriate</li> <li>• All containers and ashtrays appear to be clean inside and out as per the conditions expected</li> <li>• Plastic liners, where required are clean</li> </ul>

<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
		<p>and in place</p> <ul style="list-style-type: none"> <li>• Emptied as appropriate to the location</li> </ul>
Sinks and showers	All types of sinks, showers, assist bars and soap, paper and sanitary napkin dispensers.	<ul style="list-style-type: none"> <li>• Clean means: free of dust, debris, mineral deposits, soap or soil/fluid build up</li> <li>• The sink, tub, or shower, showerhead, pipes and fixtures appear to be clean as per the conditions expected</li> <li>• Fixtures and shower heads are free of mineral deposits.</li> <li>• All surfaces appear to be clean. Walls in the shower or tub area appear to be clean and are free of soap or mineral build-up.</li> <li>• Any bar soap is disposed of and the soap dish is clean.</li> <li>• The floors in the shower area appear to be clean and are free of soap, hair or mineral build-up.</li> <li>• There is no soil/fluid build up under or around the outer edges of the sink</li> <li>• No soil/mineral deposits in the drain catch and the drain catch is clean.</li> <li>• The overflow trap appears to be clean.</li> <li>• There is no evidence of mould or mildew.</li> <li>• Bright metal surfaces – taps, handles and fixtures, dispensers and hold bars appear to be clean.</li> <li>• Shower curtain (no matter what the material type) – appears to be clean and hung correctly.</li> </ul>

<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
		<ul style="list-style-type: none"> <li>• Glass shower doors – are clean and free of removable residue, streaks and finger marks</li> <li>• Dispensers – are clean and stocked appropriately</li> </ul>
Toilets/urinals and floor drains	All types of toilets, urinals, and assist bars. Toilet paper and any other dispensers in the stall area are included in this category.	<ul style="list-style-type: none"> <li>• Clean means: free of dust, mineral deposits and soil/fluid build up</li> <li>• The front, back, sides, underside, seat and bowl interior appear to be clean as per the conditions expected</li> <li>• The flush handle appears to be clean</li> <li>• Mineral deposits are not visible in the bowl, the flush rim and around the jets</li> <li>• Bolt caps and hinges are free of dirt.</li> <li>• Fastenings to the wall or floor show no soil deposit</li> <li>• Floor drains are free of mineral deposits, body hair, fluff etc.</li> <li>• Dispensers – are clean and stocked appropriately.</li> </ul>
Elevators	All elevators	<ul style="list-style-type: none"> <li>• All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc</li> </ul>
Water fountains	All fountains, water dispensers	<ul style="list-style-type: none"> <li>• All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the drinking fountain are clean and free from debris, spots and water marks.</li> </ul>
Stairwells	All internal and external stairwells in the Facility and Parkade	<ul style="list-style-type: none"> <li>• Handrails, walls, stairs and risers are free of dust and debris and present an overall appearance of cleanliness.</li> </ul>

<b>Table 1: Cleaning Standards and Outcomes</b>		
<b>Cleaned Element</b>	<b>Definition</b>	<b>Standard</b>
		<ul style="list-style-type: none"> <li>• Handrails not sticky to touch</li> </ul>
Monitors and display screens	All monitors and display screens	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs, finger prints, smears and soil/fluid build up</li> </ul>
Security screening equipment	All security monitoring equipment other than hand-held devices	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs, finger prints, smears and soil/fluid build up</li> <li>• Cleaned in accordance with manufacturer's recommendations</li> </ul>
Vending machines	All vending machines	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs, finger prints, smears and soil/fluid build up</li> <li>• Cleaned in accordance with manufacturer's recommendations</li> </ul>
Public Art, displays and associated fixtures	All art work, public displays and associated fixtures	<ul style="list-style-type: none"> <li>• Clean means: free of dust, removable marks, cobwebs, finger prints, smears and soil/fluid build up</li> <li>• Cleaned in accordance with artist's or display provider's recommendations</li> <li>• All lighting and associated fixtures maintained as required</li> </ul>