

APPENDIX 4H
PERFORMANCE INDICATORS

Table 1: Failure or Request for Service Categories

Service Category	Definition
Emergency	Service required immediately and is considered a serious emergency, including: <ul style="list-style-type: none"> • Life safety issues; • Security issues; • Issues having an immediate and material negative impact on Province Activities and Facility Users; • Judicial order and/or direction; • Emergency repairs to prevent further damage to the Facility (i.e. burst pipe); and • Equipment failure or operating difficulties which could result in the loss of critical utilities including heat, water, electricity, emergency power.
Critical	Service required as soon as possible: <ul style="list-style-type: none"> • to address problems not presenting an immediate danger; and • to address problems having the potential to have a negative impact on Province Activities or the Facility.
Routine	Maintenance and repairs required for non-emergencies not having an immediate effect on the Facility such as leaking taps, faulty doors and windows, repairs to damaged walls, furniture or fixture installations.

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
General Requirements, Administration and Help Desk Services							
1	Project Co complies with all applicable Laws and Province Policies and Procedures	High	N/A	4 hours	Per occurrence	Immediate then every 4 hours until Rectified	Performance Monitoring Report,
2	Project Co complies with all Plans then in effect and other obligations of this Agreement that are not expressly stated in the balance of this Appendix.	Low	N/A	5 days	Per occurrence	Immediate then every 5 days until Rectified	Performance Monitoring Report,
3	Site manager (or designate) provided by Project Co at the Facility available and contactable directly or through the Help Desk 24 hours per day, 365(6) days per year by the Province's Operating Period Representative for all purposes related to the Services. Initial response or call back within 20 minutes. Available at the Facility within one hour	High	N/A	20 minutes	Per occurrence	After expiry of initial 20 minute period for call back or After expiry of initial 1 hour period	Performance Monitoring Report, Help Desk records
4	Help Desk available at all times	High	N/A	N/A	Per occurrence	Immediate then every 30 minutes until Rectified	Performance Monitoring Report, Help Desk records
5	All telephone calls and other electronic reports to the Help Desk initially answered and responded to (i.e. not put "on hold") as required in Appendix 4D [Help Desk Services]	Low/Medium	N/A	N/A	Daily	Low for the first five calls per day exceeding the answering or response time and then Medium for each occurrence thereafter	Performance Monitoring Report Help Desk Records

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
6	All Demand Requisitions, Service Failures or Unavailability Events are electronically recorded by the Help Desk and no amendments are made to the information logged with the Help Desk unless the amendments are clearly identified and have been approved by the Province.	High	N/A	N/A	Per occurrence	Per occurrence	Performance Monitoring Report, Help Desk records
7	Health and Safety and environmental standards maintained including, training, fire safety provisions, evacuation plans and disaster response	High	N/A	N/A	Per occurrence then daily until rectified	Immediate with new Event each day until Rectified	Performance Monitoring Report
8	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	Medium	NA	N/A	Per Occurrence	Immediate then every 2 hours until Rectified	Performance Monitoring Report
9	All records and reports maintained and provided in accordance with Schedule 4 [Services Protocols and Specifications] and Schedule 14 [Reports and Records]	Medium	N/A	1 day	Per occurrence	Per occurrence	Performance Monitoring Report
10	Project Co obtains and provides satisfactory security clearances to the Province for all Project Co Persons including Sub-contractors in accordance with the Requirements of Schedule 4 [Services Protocols and Specifications]	High	N/A	N/A	Per occurrence	Immediate	Performance Monitoring report
11	Project Co performs Services in accordance with the Maintenance Access Times and agreed upon access protocols Province Policies and Procedures	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
12	Project Co provides estimates and complete Changes and Minor Works requests by the Province in accordance with the provisions of Schedule 6 [Changes, Minor Works and Innovation Proposals]	Medium	N/A	10 Business Days	Per occurrence	Upon expiry of the initial Rectification Period then every Business Day until Rectified	
Operations and Maintenance Services							
13	<p>Project Co carries out 100% of Scheduled Maintenance and testing on life safety, emergency systems and statutory/regulatory requirements within the times scheduled in the Annual Service Plan.</p> <p>Project Co carries out 85% of all other Scheduled Maintenance within the times scheduled in the Annual Service Plan. All Deferred Maintenance to be completed within 30 days of its scheduled date.</p> <p>Note: upon breach of either (a) or (b) above, deferred Scheduled Maintenance will be classified as Demand Maintenance until Rectified</p>	High	N/A	Each Service Failure occurrence in this category will be re-classified as Demand Maintenance	Monthly	Immediate then per Demand Maintenance category until Rectified	Performance Monitoring Report
14	Demand Maintenance (other than Miscellaneous Maintenance) carried out in accordance with this Schedule 4 [Services Protocols and Specifications]. If Availability Conditions are breached, then the provisions of Schedule 8 [Payments] will apply	Emergency –High Critical – Medium Routine - Low	20 minutes 60 minutes 24 hours	4 hours 8 hours 5 days	Per Occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
15	Project Co safely releases individuals trapped in elevators	High	20 minutes	30 minutes	Per Occurrence	Per occurrence	Performance Monitoring Report

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
16	Project Co maintains the Maintained Equipment and Furniture and functionality and interoperability of all systems and interconnections in accordance with the requirements of Appendix 4C [Operations and Maintenance Services] and the design and performance criteria set out in Schedule 3 [Design and Construction]	High	20 minutes	4 hours	Per Occurrence	After expiry of initial Rectification Period and then every hour until Rectified	Performance Monitoring Report
17	Project Co performs all maintenance, upgrades, repairs and lifecycle replacements of Maintained Equipment and Furniture in accordance with Province Policies and Procedures and change management protocols	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
18	Project Co maintains, repairs and replaces Maintained Equipment and Furniture in accordance with Schedule 4 [Services Protocols and Specifications] all Plans then in effect and the design and performance criteria set out in Appendix 2E [Equipment and Furniture]	Emergency –High Critical – Medium Routine - Low	20 minutes 60 minutes 24 hours	4 hours 8 hours 5 days	Per Occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
19	Project Co performs utility and energy management, monitoring and reporting in accordance with Appendix 4C [Operations and Maintenance Services] and Appendix 8C [Utility Payment]	Medium	N/A	N/A	Monthly	Monthly	Performance Monitoring Report
20	An adequate, continuous supply of all Utilities is maintained 365 (6) days per year, 24 hours a day (excluding disruptions in service caused by a Utility Company)	High	20 minutes	4 hours	Per Occurrence	After expiry of initial Rectification Period and then every hour until Rectified	Performance Monitoring Report
21	Project Co tests emergency power system not less than monthly but otherwise as and when required under applicable Laws and in accordance with Good Industry Practice	High	N/A	24 hours	Per Occurrence	Per Occurrence then every 24 hours until Rectified	Performance Monitoring Report

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
22	Emergency power system operates in accordance with the requirements of Schedule 3 [Design and Construction Specifications]	High	20 minutes	4 hours	Per Occurrence	Per Occurrence then every hour until Rectified	Performance Monitoring Report
23	Pest Control Services performed in accordance with Appendix 4D [Operations and Maintenance Services]	Emergency –High Critical – Medium Routine - Low	20 minutes 60 minutes 24 hours	4 hours 8 hours 5 days	Per Occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
Roads, Grounds and Landscape Services							
24	All exterior elements are maintained in accordance with Appendix 4E [Roads, Grounds and Landscape Services]	Emergency –High Critical – Medium Routine - Low	20 minutes 60 minutes 24 hours	4 hours 8 hours 5 days	Per Occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
25	Snow and ice removal performed in accordance with Appendix 4E	High	20 minutes	4 hours	Per Occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
Cleaning and Waste Management Services							
26	Project Co performs Routine and Periodic Cleaning in accordance with Appendix 4F and Plans then in effect	Medium	60 minutes	8 hours	Per Occurrence	After expiry of initial Rectification Period and then every 8 hours until Rectified	Performance Monitoring Report

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
27	Project Co performs Reactive Cleaning in accordance with Appendix 4F and Plans then in effect	Emergency –High Critical – Medium Routine - Low	20 minutes 60 minutes 24 hours	4 hours 8 hours 5 days	Per Occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
28	Project Co performs waste management and recycling in accordance with Appendix 4F and Plans then in effect	Medium	N/A	24 hours	Per occurrence	After expiry of initial Rectification Period and then every additional Rectification Period until Rectified	Performance Monitoring Report
Quality Assurance and Customer Satisfaction							
29	ISO certifications for the Quality Management System (9001:2015) and the Environmental Management Plan (14001) maintained in accordance with Schedule 4	High	N/A	N/A	Monthly	Monthly	Performance Monitoring Report
30	Project Co conducts a Province satisfaction survey annually as set out in the Agreement.	High	N/A	N/A	Annually	Annually	Province Satisfaction Assessments
31	Project Co achieves a satisfaction rating of more than 65% in the Province satisfaction survey.	Medium	N/A	N/A	Annually	Annually	Province Satisfaction Assessments
32	Project Co achieves a satisfaction rating of 85% or greater in respect of a Surveyed Element for which Project Co received a satisfaction rating between 65% and 84.9% during the previous survey	Medium	N/A	N/A	Annually	Annually	Province Satisfaction Assessments

PI #	Indicator Parameters	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
Correction of Deficiencies							
33	Project Co corrects operational readiness deficiencies in accordance with the provisions of Section 13.5 of Schedule 2 [Design and Construction Protocols] and Section 7.5(b)(1)(O) of Schedule 4 [Services Protocols and Specifications]	Medium/High	N/A	30 days or as agreed with the Province in accordance with Section 13.5 of Schedule 2 [Design and Construction Protocols]	As per agreed initial Rectification Period for each Deficiency and then weekly per Deficiency until Rectified	Immediate Medium Service Failure assessed per Deficiency after expiry of the Agreed Rectification Period and for each week or part thereof for a period of four weeks after which a High Service Failure will be assessed each week or part thereof until Rectified	Performance Monitoring Report

Note: N/A means "not applicable" and that the table does not indicate or specify an initial Response Time or Rectification Period for the specified Performance Indicator.