

APPENDIX 4E

PLANT SERVICES (OTHER SITE FACILITIES ONLY)

1. DEFINITIONS

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

“Building and System Maintenance” and **“Building Maintenance”** means the services generally described in Section 2.4 of this Appendix, which will include planned, preventive and remedial upkeep of the Other Site Facilities, including all building elements, components and systems, including HVAC, electrical, mechanical, plumbing, elevators, carpentry and painting, but for greater certainty excluding after the Service Commencement Date all building elements, components and systems related to the Select Campus-wide Systems, and including Preventive Maintenance and Other Site Demand Maintenance, and any reference to “maintenance” or “maintain” or “maintaining” or similar terms in respect of any of the services described in Section 2.4 will be deemed to be a reference to all of Building and System Maintenance;

“Campus-Wide Fire Management Plan” means the policy by that name as developed by Project Co;

“Elevator Uptime” has the meaning set out in Section 2.10(e) of this Appendix;

“Equipment Maintenance” means the services generally described in Section 2.5 of this Appendix, which will include planned, preventive and remedial upkeep, including all elements, components and systems, but for greater certainty excluding after the Service Commencement Date all elements, components and systems related to the Select Campus-wide Systems, and including Preventive Maintenance and Other Site Demand Maintenance, and any reference to “maintenance” or “maintain” or “maintaining” or similar terms in respect of any of the services described in Section 2.5 will be deemed to be a reference to all of Equipment Maintenance;

“Existing System Information” has the meaning set out in Section 2.7 of this Appendix;

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

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

“Listed Specialized Subcontractors” has the meaning set out in Section 2.11(b) of this Appendix;

“Obsolete” means, unless the parties otherwise mutually agree, that with respect to the relevant Other Site Maintained Asset (excluding the CSB), any one or more of the following is satisfied:

- (a) there is a continuing history of breakdowns which has in any rolling six month period resulted in a loss of service or use of an average of 10% or more of the time such Other Site Maintained Asset would ordinarily be expected to be in use;
- (b) repair parts are not available for such Other Site Maintained Asset from the manufacturer, manufacturer-approved supplier or, in the event that the manufacturer is no longer in business, a third party provider mutually acceptable to Project Co and the Authority (each acting reasonably);
- (c) it is not possible to repair or refurbish such Other Site Maintained Asset due to extensive damage which exceeds 50% of its replacement cost (including all parts, labour and Sub-Contractor Costs); or

- (d) there is a continuing history of breakdowns such that the cumulative repair costs over the previous three years in respect of such Other Site Maintained Asset exceed 50% of its replacement cost (including all parts, labour and Sub-Contractor Costs);

“Other Site Demand Maintenance” means all ad hoc maintenance, repairs, testing or servicing, including all elements, components and systems within the Other Site Facilities other than Preventive Maintenance or Scheduled Maintenance, and for greater certainty Other Site Demand Maintenance includes parts and consumables;

“Other Site Equipment” means the equipment listed in the table set out in Section 2.5 of this Appendix 4E together with such other similar equipment located within the Other Site Facilities, but for greater certainty does not include any equipment related to the Select Campus-wide Systems;

“Other Site Facilities Life Cycle Report” has the meaning set out in Section 2.6(b) of this Appendix;

“Other Site Lifecycle Repair/Replacement” has the meaning set out in Section 2.4(f) of this Appendix;

“Other Site Maintained Asset” means any element, component, system of the Other Site Facilities, Other Site Equipment or Category 1 Equipment (but excluding for greater certainty the Select Campus-wide Systems) that can reasonably be considered to be a separate asset or asset class, and not any further division into separate parts that would, on a reasonable basis, be considered to be separate parts that, in a replacement of such asset would typically be provided and replaced at the same time as the overall asset or asset class;

“Plant Services Information Management” means those plant services information management services to be carried out pursuant to this Appendix;

“Preventive Maintenance” means all care and servicing of equipment and facilities to prevent faults and failures from occurring, including Scheduled Maintenance;

“Satisfactory Evidence” means a written business case report or condition report from Project Co to the Authority that demonstrates that an Other Site Maintained Asset (other than the CSB) satisfies one or more of the criteria set out in the definition of “Obsolete” in this Appendix;

“Scheduled Maintenance” means any commissioning, testing, servicing or maintenance including all elements, components and systems, maintenance planned for a scheduled time, and for greater certainty Scheduled Maintenance includes parts and supplies; and

“Technical Requirements” means the Design and Construction Specifications indicated in Schedule 3.

2. PLANT SERVICES

2.1 General Requirements

- (a) Project Co will perform the Plant Services in compliance with this Appendix and all other requirements of this Agreement. Project Co is responsible for the costs of meeting all such requirements for the Plant Services except where any costs are clearly identified as being Authority costs. The parties acknowledge and agree that Project Co’s obligations under this Appendix only relate to the Other Site Facilities.
- (b) Project Co will continuously perform the Plant Services throughout the Operating Period, and is responsible for such Services with onsite staffing 24-hours per day 365(6) days per year. For greater certainty, a minimum of two staff are expected to be onsite at all times to support the performance of the Services.
- (c) There may be services or tasks to be performed that are not expressly described in this Agreement, but in performing the Services in this Appendix, Project Co will perform all such tasks as are required by Good Industry Practice.

- (d) This Appendix includes a table that references Performance Indicators applicable to Plant Services. The Performance Indicators include all provisions of the relevant section of this Appendix referenced in the table and all other Services required or reasonably inferred to be required to perform the relevant Performance Indicator. The Performance Indicators identified will not limit the scope of the Plant Services to be performed.
- (e) Without limiting the requirements of the Agreement, including the other provisions of this Appendix, Project Co will:
- (1) provide high quality, efficient, innovative and flexible Plant Services at all times;
 - (2) provide sufficient number of qualified, trained and competent personnel on site (which in all cases includes employees or other personnel of Project Co or the Service Providers and subject to the limitations on the use of Sub-Contractors set out in Section 2.11 of this Appendix, employees or other personnel of Sub-Contractors) with the skills necessary to perform the Services and on an annual basis as part of the Annual Service Plan provide the Authority with a list of the staff dedicated to providing the Services;
 - (3) meet all requirements of applicable Law, Building Code, applicable collective agreement(s) and Authority Policies. Where there are conflicts between Project Co policies and the Authority Policies, Authority Policies will prevail;
 - (4) research and develop new service delivery methods and apprise the Authority of their benefits;
 - (5) manage matters and marshal resources as required to participate in emergency responses and to provide a high level of customer care;
 - (6) keep the Authority informed in such detail as the Authority may reasonably require of the progress of any negotiations regarding employees;
 - (7) provide Services that are integrated and coordinated with the delivery of other services by the Authority and/or its contractors other than Project Co and the Service Providers and Sub-Contractors;
 - (8) ensure a collaborative working relationship with the Authority, its employees and contractors;
 - (9) exercise competent supervision of the Services at all times;
 - (10) administer all insurance claims in connection with the provision of the Services at the Other Site Facilities, which will be done at cost by Project Co, without mark-up;
 - (11) provide all quality assurance and quality monitoring relevant to the Plant Services;
 - (12) administer and, subject to the consent of the Authority (acting reasonably) make claims under all applicable warranties; and
 - (13) deliver the Plant Services having regard for and without limiting the requirements set out in Section 3.2 of Schedule 4 [Services Protocols and Specifications]:
 - (A) CAN/CSA-Z317.1 Special Requirements for Plumbing Installations in Health Care Facilities;
 - (B) CAN/CSA-Z317.10 Handling of Waste Materials in Health Care Facilities;

- (C) CAN/CSA-Z317.11 Area Measurement for Health Care Facilities;
- (D) CAN/CSA Z317.2-10 Special Requirements for Heating, Ventilation, and Air Conditioning (HVAC) Systems in Health Care Facilities;
- (E) CAN/CSA-Z317.5 Illumination Systems in Health Care Facilities;
- (F) CAN/CSA-Z317.13 Infection Control during Construction or Renovation of Health Care Facilities;
- (G) CAN/CSA-Z318.0 Commissioning of Health Care Facilities;
- (H) CAN/CSA-Z323.5 Mechanical/Electromechanical Lifting Devices for Persons;
- (I) CAN/CSA-Z7396.1 Medical Gas Pipeline Systems;
- (J) CAN/CSA-B44 Safety code for Elevators and Escalators;
- (K) CAN/CSA-C282-00 Emergency Electrical Supply for Buildings;
- (L) CAN/CSA-Z32 Electrical Safety and Essential Electrical Systems in Health Care Facilities; and
- (M) Canadian Counsel of Health Services Accreditation, Environmental Standards, 2007.

2.2 Scope of Service

- (a) For convenience of reference, the Plant Services are separated into the following elements, as further described in Sections 2.3 to 2.18:
 - (1) Statutory Testing and Permission to Work;
 - (2) Building and System Maintenance;
 - (3) Equipment Maintenance;
 - (4) Limited Life Cycle Requirements;
 - (5) Internal and External Site and Facility Condition/Environment;
 - (6) Building Management System (BMS) Reporting Requirements;
 - (7) Fire Management;
 - (8) Elevators and Vertical Transportation Services;
 - (9) Sub-Contractor Management;
 - (10) Plant Services Information Management;
 - (11) Miscellaneous Occupant Request Services;
 - (12) Grounds and Gardens Maintenance Services;
 - (13) Quality Monitoring;
 - (14) Emergency Preparedness;

- (15) Medical Gases;
 - (16) Pest Control Services;
 - (17) System Maintenance; and
 - (18) Heliport Maintenance and Management
- (b) The intention of Appendix 4D and Appendix 4E is that Project Co will provide Plant Services in respect of the whole of the Facility.

2.3 Statutory Testing and Permission to Work

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practices relative to statutory testing and permission to work, including with respect to the sections that follow;
- (b) attend upon and undertake, where appropriate, insurance, statutory and regulatory tests which may be required by applicable Law, Authority Policy or the Authority's insurers and maintain records of all such statutory and regulatory tests including:
 - (1) preparing boilers, elevators, etc. for regulatory and insurance company inspections;
 - (2) providing routine/regular testing of standby generators, standby domestic pumps, fire alarms, emergency lighting systems and exit signs and electrical distribution systems, medical gas systems, demineralized water system for heating plant, etc. in accordance with recommended manufacturers guidance and Good Industry Practice;
 - (3) providing testing and servicing of hand fire appliances;
 - (4) testing for Legionella; and
 - (5) providing testing, labelling and recording of all portable appliances and equipment, as required under applicable Law with test results stored electronically and made available to the Authority on reasonable request. This shall include the following tasks:
 - (A) testing and certifying all portable test equipment, pressure gauges and recording equipment;
 - (B) testing and certifying all fixed instrumentation and taking any necessary action to repair, replace and adjust such devices, as required; or
 - (C) ensuring that all test equipment is itself tested and carrying the necessary valid certification;
- (c) provide reports on a monthly basis to the Authority that provide the status and results of all testing and any Rectification requirements and actions taken to ensure compliance is achieved;
- (d) [Not Used]
- (e) conduct an annual review of maintenance manuals and concurrently update any changes or notifications by manufactures/suppliers and report to the Authority on such changes

annually and review Project Co's Preventive Maintenance program and update Scheduled Maintenance plans included in the Annual Service Plan accordingly;

- (f) provide the Services in a manner which actively reduces the risk of disruption to the Authority Activities. Project Co will apply to the Authority with at least ten days advance notice, for permission to work where any scheduled work may affect the Authority Activities or the operations of other Facility Users in a substantive way. Where disruptions are determined by Project Co to be minimal, shorter requests for permission may be made. In the event that a unit/department is in use by the Authority or another Facility User, the Authority may inform Project Co that Plant Services will not be carried out in order to avoid disruption to the Authority Activities or operations of the other Facility User. Project Co will agree with the Authority upon an alternative time to carry out the Service. Where Project Co subsequently carries out the Service at the agreed alternative time, Project Co will be deemed to have complied with carrying out the Service and the Response Time and Rectification Period for such Service will be adjusted accordingly.

2.4 Building and System Maintenance

Project Co will:

- (a) develop and implement operational policies, procedures and practices relative to Building and System Maintenance, including with respect to the sections that follow;
- (b) maintain, including repairing and updating (including renewal and replacement), all elements, components and systems in the Other Site Facilities, including the elements set out in the table below and the Other Site Equipment, in accordance with this Appendix. As set out in Section 2.21 of Appendix 4D [Plant Services (New Facility Only)], during the CSB Handover Period, Project Co will provide the Services to the CSB as part of the Other Site Facilities in accordance with this Appendix, except that the Other Site Facilities Life Cycle Report in Section 2.6 of this Appendix, the definition of "Obsolete" and Section 2.4(f) of this Appendix will not apply to the CSB. For the purposes of the Services the entirety of the Select Campus-wide Systems will be deemed to be a part of the New Facility and following the Service Commencement Date will be maintained and life cycled by Project Co in accordance with Appendix 4D [Plant Services (New Facility Only)]. From the Other Site Service Commencement Date until the Service Commencement Date those parts of the Select Campus-wide Systems, including all components and user devices, that are in the Other Site Facilities will be maintained by Project Co to the relevant standards set out in Table 4: Systems of Appendix 4D [Plant Services (New Facility Only)], Section 2.4(g) of Appendix 4D will apply with respect to fire prevention/detection equipment, Section 2.20(c) of Appendix 4D will apply with respect to replacement of systems or components of the systems and the Life Cycle Requirements will apply. For systems that are not Select Campus-wide Systems, Project Co will maintain such systems in accordance with the responsibilities set out in Appendix 3F [Systems Responsibility Matrix] and this Appendix 4E;

ELEMENTS
Access Control System and hardware
All electrical plant and equipment from utility delivery point to building consumer including, HV and LV systems, generator, switchgear, safety devices and metering equipment
All hot and cold water storage and distribution system from utility point of delivery to consumer outlets
All internal and external directional, departmental and way finding signage

ELEMENTS
All mechanical plant and plant areas
All refrigerators and freezers
All site works, including landscaping, road ways, parking areas, courtyards, line painting, sidewalks, signage, benches, fencing, drainage etc.
Battery powered system other than biomedical equipment and IMIT equipment
Building alarm systems, including refrigerant detection system
Building and energy management system
Building Automations System (BAS) and CMMS with sensor, actuators, controllers etc.
Building envelope, including roof, ceilings, floors, walls, windows
Building performance and indoor quality monitoring and testing
Bulk Oxygen Tanks
Carbon Monoxide/Smoke Detectors
Cardiac and emergency alarm systems and equipment
Chilling plant and chilled water storage and distribution system
Chimneys and flues
Clinical Security Camera System
Clock Systems
Compressed air installations and equipment
Compressor and vacuum systems
Doors including hardware such as hinges, handles, security hardware, keying, closers, windows etc.
Electrical systems
Electronic metering system
Elevators and dumbwaiters
Emergency power generation with associated equipment
Fire alarm system including, detection, protection and firefighting installations and equipment, fire doors, sprinklers, automatic holdbacks, extinguishers,

ELEMENTS
detectors and emergency lights
Fire escape and staircases
Fixed and portable first aid firefighting systems
Flag poles
Fume Hoods
BioSafety Cabinets
Grounds keeping equipment and systems such as irrigation, lawnmowers trimmers
Heliport and associated infrastructure
HVAC installations and associated equipment including filters, HEPA filters and portable air scrubbers
Hydro Carbon distribution with associated equipment
Infant Abduction System
Intercom systems
Interior and exterior painting and re-decoration
Internal and external lighting systems
Intrusion Detection System
Laboratory Gas Systems
Lighting Fixtures including OR, inpatient and examination
Lightning storm protection equipment and installations
Medical gas systems (Oxygen, Medical Air, Medical Vacuum, Nitrous Oxide)
Medical gas systems up to the terminals, including anesthetic scavengers
Natural gas and liquid propane systems
Nurse call, codes, dictation, intercom installations and paging equipment
Panic Duress Systems
Parking, meters, gates and traffic control installations and equipment
Patient Wandering System

ELEMENTS
Personal safety and first aid equipment including eye wash stations
Plant workshop equipment
Pneumatic tube systems
Portable emergency power equipment
Portable pressure washers & water pumps
Power Generation - Boiler plant, Oil Fuel storage tanks and system
Preservation and esthetic looks of interior and exterior wall and door coverings
Pressure vessels, main boiler plant and heat exchanger systems
Prevention of Legionella in all hot and cold water services and in condensate and air conditioning drainage systems
Public announcement systems
Pure water system
Room pressurization installations and equipment
Sanitary and storm sewer waste systems)
Sanitary vent system
Security systems including camera and recording installations (IP Video Surveillance/Security)
Sewer and waste water collection system with all related equipment from consumer outlet to utility delivery point
Special water treatment systems (non medical)
Specialized exhaust equipment and installations
Specialized sewer contamination prevention equipment, including radioactive and acid waste systems and holding tanks such as decontamination and neutralizing tanks
Steam and hot water boiler installations and distributions system with associated equipment
Steam, hot water and pressurized pipe work systems
Structured cabling
Therapy pools

ELEMENTS
Thermal systems and distribution systems
Traps or pits such as grease, plaster, surgical
Two Way Radios, Pager communication system and antennas
Uninterruptible power supplies (UPS)
Waste disposal systems
Water Fountains
Water Treatment Systems, filters and softeners

This list is not exhaustive and Project Co is to fully ascertain the total requirements based on all Other Site Facilities. For greater certainty, Project Co's scope of responsibilities includes all building and system elements on the RIH Campus. If any building or system element is covered by Appendix 4D [Plant Services (New Facility Only)], and there is a similar building or system element in the Other Site Facilities, Project Co will maintain such building or system element in the Other Site Facilities under this Appendix on an equivalent basis, provided for greater certainty that Project Co will not be required to life cycle such element with the exception of those systems and related equipment included in the Select Campus-wide Systems.

- (c) provide, purchase and install, unless otherwise stated, all requisite plant, equipment, apparatus and consumable items (including lightbulbs, chemicals, PPE, hardware, lubricants, shop supplies, filters, belts, paint, adhesives, batteries, etc.) required for the proper execution of all work which Project Co is required to carry out under this Appendix; including scaffolding, cramage, tackle, machinery, tools or other appliances and everything else necessary for the work, and will be responsible for their conveyance, use, subsequent removal, making good and cleaning;
- (d) provide a comprehensive and effective Preventive Maintenance program systems in accordance with Section 4.2(g) of Schedule 4 [Services Protocols and Specifications]. Preventive Maintenance will include maintaining building elements, components and systems so as to prevent faults and ensure functionality, including by testing, repairing, installing parts and consumables and disposing of replaced parts or consumables and emptying storage tanks.
- (e) provide comprehensive and effective Other Site Demand Maintenance initiated by the Authority by a Demand Requisition to the Help Desk. Project Co will perform such Other Site Demand Maintenance within the Response Times and Rectification Periods set out in Table 1 (Response Times and Rectification Periods) and in accordance with this Appendix and all other requirements of this Agreement;
- (f) if at any time:
 - (1) the Authority identifies;
 - (2) Project Co identifies during the performance of Other Site Demand Maintenance, as part of either Building and System Maintenance or Equipment Maintenance and produces Satisfactory Evidence; or
 - (3) Project Co identifies during the performance of New Facility Demand Maintenance on Category 1 Equipment and produces Satisfactory Evidence,

that an Other Site Maintained Asset is Obsolete and requires replacement or repair (in all cases an **“Other Site Lifecycle Repair/Replacement”**), Project Co will immediately provide details to the Authority of the Other Site Lifecycle Repair/Replacement, including an estimate of costs of parts and labour, and request direction from the Authority as to whether to proceed with the Other Site Lifecycle Repair/Replacement. Project Co will not proceed with the Other Site Lifecycle Repair/Replacement, unless directed to do so by the Authority. The Authority may in its discretion perform the Other Site Lifecycle Repair/Replacement, engage any Person to perform the Other Site Lifecycle Repair/Replacement or direct Project Co to proceed with the Other Site Lifecycle Repair/Replacement. If the Authority directs Project Co to proceed with the Other Site Lifecycle Repair/Replacement, the Authority may in its discretion elect one of the following four alternatives for proceeding with the Other Site Lifecycle Repair/Replacement:

- (4) proceed with the Other Site Lifecycle Repair/Replacement as Other Site Demand Maintenance in accordance with this Appendix 4E and the Authority will be responsible for the Other Site Maintenance Variable Costs (including taking into account the relevant allowance for such costs) in accordance with Schedule 8 [Payments] plus, without duplication, the Authority will reimburse Project Co's and Sub-Contractors' labour costs at the same rates as apply for Miscellaneous Occupant Request Services (calculated in accordance with Section 8.1 of Schedule 4 [Services Protocols and Specifications]);
- (5) proceed as a Miscellaneous Occupant Request Service in accordance with Schedule 4 [Services Protocols and Specifications];
- (6) proceed as a Minor Work in accordance with Schedule 6 [Changes, Minor Works and Innovation Proposals]; or
- (7) proceed as a Change in accordance with Schedule 6 [Changes, Minor Works and Innovation Proposals].

If the Authority does not direct Project Co to proceed with the Other Site Lifecycle Repair/Replacement:

- (8) the failure to proceed with the Other Site Lifecycle Repair/Replacement will constitute an Excusing Event with respect to the affected Other Site Maintained Asset until such time as the Other Site Lifecycle Repair/Replacement has been carried out by Project Co or the Authority; and
 - (9) the Authority may require Project Co to continue to provide the Services with respect to such affected Other Site Maintained Asset, and in the event that the Authority requires such continued Services then, until such time as the Other Site Lifecycle Repair/Replacement has been carried out by Project Co or the Authority, the Authority will reimburse Project Co's labour costs for providing such continued Services at the same rates as apply for Miscellaneous Occupant Request Services (calculated in accordance with Section 8.1 of Schedule 4 [Services Protocols and Specifications]).
- (g) establish and maintain suitable systems and procedures to ensure that all fire equipment is examined and tested and keep records of all tests and the dates thereof in an accurate and sufficiently detailed manner;
 - (h) whenever possible, avoid the need for service diversions. Where diversions are necessary, Project Co will (other than in an Emergency) contact the Authority and gain approval to divert service as required. Project Co will carry out the work with the minimum of interference to existing installations and to the normal operation of the Facility;

- (i) maintain at its cost an inventory of basic and specialty parts for all building elements, components and systems related to the repair and maintenance of the Other Site Facilities, as recommended by the manufacturer and sufficient to achieve Rectification within the Rectification Period;
- (j) provide the following Services in relation to Building and System Maintenance:
 - (1) Site utility services (connections and on-site infrastructure, including inspection and maintenance of sanitary sewers, storm drainage systems, water supply systems and appurtenances);
 - (2) properly and safely maintain the interior and exterior fabric of the Facility so that they are and remain functional, safe, operationally sound and of good appearance;
 - (3) properly and safely maintain mechanical and electrical, communications and data network cabling, including heating, ventilation and air conditioning systems, hot and cold water system, pure water system, sanitary waste and storm water systems, fire alarm system, medical gases, vacuum and anaesthetic scavenging systems, electrical and cabling systems, such that they are and remain functional, safe and operational; and
 - (4) maintain and carry out on going testing verification and calibration to ensure the building systems continue to perform as intended (e.g., of indoor air quality, space pressurization, etc., including by independent testing agencies);
- (k) commission, inspect, test and monitor building fabric and utilities, and all mechanical and electrical services to ensure they are fully operational and compliant with applicable Law, and Good Industry Practice;
- (l) produce such reports as required by applicable Law and other regulations, informing the Authority which statutory reports have been completed and making available to the Authority copies of such reports;
- (m) maintain an inventory listing, or other relevant listing, of all elements for which it is responsible under this Section 2.4, including the date of adding to service of any new elements and the date of disposal or removal from service for any elements and be responsible for all such disposal or removal;
- (n) cooperate with and assist the Authority and all Authority Persons and cause the Service Provider and any Sub-Contractors to extend similar cooperation and assistance, in the performance of the Authority FM Services. Project Co will not materially interfere with, obstruct, impede or delay the performance of the Authority FM Services, provided that Project Co will not be required to act in breach of its obligations under this Agreement; and
- (o) perform ongoing patching and paint works to the interior and exterior of the Other Site Facilities. Project Co will also provide repainting of the interior of the Other Site Facilities as part of Scheduled Maintenance. Each area of the Other Site Facilities will be repainted on a regular cycle and at a minimum frequency not exceeding every seven years. Project Co will maintain and provide for Authority review a painting refresh program that will form part of the Annual Service Plan.

Refer to Section 2.5(d) of this Appendix for the relationship between maintenance for equipment under Section 2.4 and Section 2.5.

2.5 Equipment Maintenance

- (a) Project Co will:
- (1) develop and implement appropriate operational policies, procedures and practices relative to Equipment Maintenance including with respect to the sections that follow;
 - (2) maintain, including repairing and updating, all Other Site Equipment, including the following elements of Other Site Equipment, in accordance with this Appendix and manufacturers' recommendations, unless otherwise agreed by the Authority.

ELEMENTS
Battery chargers and battery powered systems other than biomedical equipment and IMIT equipment
Beds, stretchers, surgical tables – electric and manual, birthing beds, cribs, exam tables, bariatric, baby bassinets, incubators
Blanket Warmers
Warming Cabinets
Ceiling lifts and other mobile patient lifting devices (including rails, motors and hand controls)
Cooling, freezing, chillers (non-HVAC) & ice machines
MDR equipment including sterilizers, cleaners, carts (or other loading equipment), cart washers, scope washers, sterilizer carts, instrument dryers, washer/disinfectors, sonic washers, heat sealers, pasteurizers, RO water system, chemical dispensers and workstations (including air and water tools)
Diagnostic Imaging Devices including providing services up to the equipment and providing minor repairs including casters, hinges and drawers
Dietary equipment including ovens, garburator, fridges, freezers, dishwasher, steam kettles, dinex carts and docking stations, toasters, tray lift systems, mixers, slicers, vending machines, blenders, choppers, plate warmers, steam tables, coffee urns, bowl washers, grinders, microwaves, conveyors, BBQ, rapid thawer, tempering units, cutters
Heat Sealing equipment
Hoppers
Housekeeping equipment including but not limited to scrubbers, steam units, polishers, vacuums, pressure washers
Instrument Air Compressors and dryers
Non Biomed maintained Lab equipment including providing services up to the equipment and providing minor repairs including casters, hinges and drawers

ELEMENTS
Macerators
Miscellaneous office furniture and equipment, including brochure and magazine racks, bookcases, cabinets, chairs, sofas, tables, workstations, keyboard trays, tackboards and whiteboards
OR surgical and examination tables
Televisions, electronic patient boards, cable systems and support devise (such as brackets)
Rehab and Physio Therapy exercise equipment including treadmills, stationary bicycles, parallel bars, portable stairs, and weight machines
Revenue metering
Rolling stock including laundry, housekeeping, food services, MDR and nursing carts, floor lifts, IV poles, walkers, commodes (unless plumbed in), beds, wheelchairs, etc.
Specialized bathing equipment, including tubs, lifts, gurneys, hair dryers
Specialized furniture & tables
Specialized non medical equipment i.e. Health Record mobile shelving, addressographs, embosser
Specialized sanitizing equipment
Tubs and Weigh Scales
Window coverings including motorized and non-motorized blinds, shutters, solar shades, etc.
IV Poles (ceiling mounted), including tracks
OR view boxes (stationary and/or fixed)
Medical Gas units
Loading Dock equipment, including compactors, scissor lift, lift ramp and pallet jacks
Fume hoods, Grossing Stations and Cryostats
Medication cabinets, carts and locks
Reverse Osmosis Water Systems

This list is not exhaustive and Project Co is to fully ascertain the total requirements based on all Other Site Equipment. If any equipment is covered by Appendix 4D [Plant Services (New Facility Only)], and there is similar equipment in the Other Site Facilities, Project Co

will maintain such equipment in the Other Site Facilities under this Appendix on an equivalent basis, provided for greater certainty that Project Co will not be required to life cycle such equipment.

- (3) provide Equipment Maintenance within the Response Times and Rectification Periods stated in Table 1 (Response Times and Rectification Periods);
- (4) provide Preventive Maintenance. Project Co will ensure that Preventive Maintenance will be performed by Project Co personnel with operator level training;
- (5) provide Other Site Demand Maintenance. Project Co will ensure that Other Site Demand Maintenance will be performed or supervised by Project Co personnel with specialized training and who must also be familiar with the operations of applicable Other Site Equipment;
- (6) maintain at its cost an inventory of basic and specialty parts for all elements, related to the repair and maintenance of Other Site Equipment, as recommended by the manufacturer and sufficient to achieve Rectification within the Rectification Period;
- (7) compile and maintain the following information in respect of Other Site Equipment and maintenance service records and activities:
 - (A) number of requests on CMMS by type as defined in Table 2 (Building and Equipment) of this Appendix;
 - (B) description of the Other Site Equipment (including a unique numerical equipment identifier (such as the tagging identifier that is in place on all Authority transferable equipment), category, condition/age and equipment item number and the number of Demand Requisitions on that equipment for each Payment Period);
 - (C) description of maintenance provided and time to Respond and time spent to Rectify;
 - (D) who performed the maintenance (i.e., Project Co, third party provider, or manufacturer's service representative under warranty);
 - (E) direct cost of maintenance, including parts, or third party provider's invoiced cost; and
 - (F) Project Co commentary on how the maintenance could be better handled in the future (e.g., if the maintenance were done by a third party provider, could it have been done by Project Co personnel if they had received additional training, parts or personnel).
- (b) Within a reasonable time after each anniversary of the Other Site Service Commencement Date, the parties will meet and review the information referred to in Section 2.5(a)(7) above. The parties will consider as part of their review issues such as personnel, training, parts, third party provision of maintenance and any other matters pertaining to the Other Site Equipment.
- (c) Project Co will maintain an inventory listing of Other Site Equipment for which it is responsible under this Section 2.5, including the date of adding to service of any new elements and the date of disposal or removal from service and Project Co will dispose of and remove from service any such Other Site Equipment for which it is responsible and provide notice to the Authority of such disposal and removal.

- (d) The intention of Sections 2.4 and 2.5 is that all equipment that is described in either such Section, together with all similar equipment located within the Other Site Facilities, will be maintained and repaired by Project Co under either Section 2.4 or 2.5 and in accordance with the relevant standards set out in Tables 2 to 6 of this Appendix.
- (e) Project Co will dispose of all consumables (including belts, lights, filters, batteries, etc.) and other materials used during the course of providing the Plant Services.
- (f) Project Co will respond to Demand Requisitions in respect of all equipment. If the equipment which is the subject of the Demand Requisition is not equipment to be maintained by Project Co, Project Co will determine whether the problem relates to the equipment itself or to a component of the equipment. If:
 - (1) the problem relates to a component of the equipment to be maintained by Project Co, Project Co will rectify the problem in accordance with this Appendix; or
 - (2) the problem does not relate to a component of the equipment to be maintained by Project Co, 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.

2.6 Limited Life Cycle Requirements

- (a) The parties agree that the Life Cycle Requirements will not apply to the Other Site Facilities, with the exception of those systems, components and user devices that form part of the Select Campus-wide Services that will be deemed to be a part of the New Facility following Service Commencement.
- (b) Project Co will within the 15 month period following the Other Site Service Commencement Date prepare and deliver to the Authority a report (the “**Other Site Facilities Life Cycle Report**”) detailing Project Co’s recommendations of which elements of the Other Site Facilities require replacement, the items to be recommended by Project Co for replacement or refurbishment at the Other Site Facilities in the Life Cycle Plan pursuant to Section 4.4(b) of Schedule 4.
- (c) Subject to funding availability and any applicable restrictions, the Authority will within 12 months of receipt of the Other Site Facilities Life Cycle Report perform or initiate Project Co to perform life cycle replacement of the elements set out in such report as requiring replacement up to a value of \$7,000,000, including applicable GST. The Authority will determine in its sole discretion which of such elements to replace within such amount. Subject to funding availability and any applicable restrictions, the Authority further agrees that it will use its reasonable endeavours to replace all further items listed in the Other Site Facilities Life Cycle Report within a reasonable time. Replacement of elements, equipment and systems by the Authority pursuant to this Appendix must be consistent with the standard of replacement or refurbishment of specific elements in accordance with Good Industry Practice. If Project Co or the Service Provider perform any work pursuant to such life cycle replacement by the Authority, neither Project Co nor the Service Provider will apply any mark-up to such costs. All labour costs of Project Co or the Service Provider will not exceed the Minor Works Rates less 5%.
- (d) Project Co will:
 - (1) develop and implement appropriate operational policies, procedures and practices, relative to the limited life cycle requirements that follow in this Section 2.6(d);
 - (2) develop, manage and operate a comprehensive electronic inventory control system, the asset register, that provides up-to-date records for all aspects of the

Other Site Facilities including building architectural, mechanical and electrical elements and systems. All assets will be tagged with bar codes that will allow for remote device reading of asset history and details, as well as entry of details on work performed;

- (3) [Not Used];
- (4) provide advice, guidance and recommendations on life cycle replacement and/or refurbishment of the Other Site Facilities, including as to the impact of such additions or alternatives on existing systems or operational costs;
- (5) provide periodic management reports to the Authority such as:
 - (A) monthly reporting on the asset register updates;
 - (B) advice on systems and equipment; and
 - (C) ad hoc and other reports as agreed upon by Project Co and the Authority; and
- (6) comply with the reporting and quality monitoring requirements of this Appendix and with all other reporting and quality monitoring requirements of this Agreement.

2.7 Internal and External Site and Facility Condition/Environment

Project Co will:

- (a) deliver the Plant Services to the standard identified in this Appendix having regard to the Site and the internal and external environment of the Other Site Facilities, including with respect to the sections that follow;
- (b) maintain the Site and Facility;
- (c) ensure that the heating, air conditioning, humidity and mechanical ventilation systems (including fume cupboards and other local ventilation systems) function, and without limitation the circulation rates and air exchanges for negative pressure rooms and operating rooms will be at a minimum as set out in the Existing System Information;
- (d) for rooms and areas in which the temperature is measured, keep the rooms and areas within a reasonable range having regard to the Existing System Information, assuming that the use of the rooms and areas is consistent with maintaining temperatures within such range;
- (e) ensure all lighting systems remain fully functional and safe; and
- (f) where applicable, ensure all work carried out in the performance of the Services is carried out in compliance with the latest revision of CSA standards, work with Infection Control Practitioners to ensure notification of the work areas and that the area is contained correctly, and sign off the required documents for all Level 1 and 2 work according to the CSA standards.

Upon request from Project Co, the Authority, acting reasonably, will provide to Project Co all information regarding the Other Site Facilities available from the Authority's building management system for the Other Site Facilities for the 12 month period ending on the date that is 3 months prior to the Other Site Services Commencement Date or for such other period as may be agreed by the parties (the "**Existing System Information**"). If there are alterations to, including upgrades, to the Other Site Facilities, the circulation rates, air exchanges, temperatures and other performance parameters referenced in the Existing System Information will be deemed to be adjusted to reflect reasonable standards to reflect the

alterations, including as a result of rebalancing systems, installing new technology and optimizing applicable systems. Upon further request from Project Co, the Authority, acting reasonably, will provide to Project Co all other information regarding the Other Site Facilities available from the Authority's building management system.

2.8 Building Management System (BMS) Reporting Requirements

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practices relative to the Building Management System, including with respect to the sections that follow;
- (b) maintain the BMS and ensure the BMS is functional and available to the Authority;
- (c) ensure that upon the occurrence of any event nominated by the Authority, any event reported by the BMS and any other event required by the Authority, the BMS will automatically and immediately notify the nominated Authority staff of the incident particulars. Such incidents may include:
 - (1) changes in the temperature of a clinical fridge;
 - (2) changes in the temperature of the morgue;
 - (3) changes in the morgue cabinet status;
 - (4) where the morgue cabinet failure alarm is triggered;
 - (5) where an alarm is triggered in accordance with an event covered by the fire system;
 - (6) other installed alarms as required by the Authority from time-to-time including food freezers/fridges, IMIT server rooms, medical gases;
 - (7) where hardware is in place, provide alarms as notified by the Authority including generators and generator rooms; and
 - (8) HVAC alarms, including room pressurization;
- (d) link the occurrence of a nominated event to the paging system when requested by the Authority. The Authority may nominate any number of Authority staff to be notified, via the paging system, of the occurrence of a nominated event;
- (e) provide the Authority direct access to the following BMS reports on a continuous basis:
 - (1) critical incident failures;
 - (2) daily, weekly, periodic status reports;
 - (3) exception report by element status;
 - (4) time of occurrence, time for Response and time for Rectification; and
 - (5) any other requirement of Project Co or the Authority to ensure that all systems are functioning effectively; and
- (f) provide the Authority with read only system access to Project Co systems, including the BMS and CMMS for running of any desired ad hoc reports and ensure that any such reports will be capable of being exported by the Authority into Microsoft Excel format.

- (g) maintain integration between the BMS and the CMMS to allow for automated reporting and trend logging.

Project Co will transition from the Authority's building management system to Project Co's BMS no later than the Service Commencement Date, and in such transition, Project Co will ensure in the roll out and commissioning that the BMS will be fully functional with zero tolerance for loss of data and system functionality.

After the Service Commencement Date, Project Co will not change the BMS in the New Facility without the prior agreement of the Authority, acting reasonably, and taking into account the effect on the BMS System in the Other Site Facilities.

For greater certainty, the BMS with respect to Select Campus-wide Systems in the CSB and Other Site Facilities includes only the head end unit and software but not the controllers.

2.9 Fire Management

Project Co will:

- (a) be the fire marshal for the Other Site Facilities and as such will develop and implement appropriate policies, procedures and practices relative to fire management, including with respect to the sections that follow;
- (b) prepare and implement a comprehensive Campus-Wide Fire Management Plan and in preparing such Plan, Project Co will:
 - (1) collaborate with the Authority within timelines set out by applicable national and provincial codes and/or other applicable Law, or where these are not stated within reasonable periods of time, to agree to all emergency procedures and contingency plans as these shall relate to the provision of the Services and Project Co's responsibilities as set out in this Agreement;
 - (2) based on communications with and approval by the Authority, establish and implement procedures for fire drills on all work shifts in liaison with the Fire Authority, or as required by applicable Law in relation to the Facility. Project Co's nominated fire officer (a management employee) will liaise with the Authority in respect of procedures for the evacuation of buildings in the event of fire. Project Co will ensure that fire drills are carried out as agreed with the Fire Authority or as may be directed by the Authority;
 - (3) develop recovery policies that reflect the Authority's approach to contingency and disaster recovery, and that are linked to security policies, both addressing basic defence requirements to ensure the stability and continuity of the Authority Activities;
 - (4) develop evacuation policies which comply with and are integrated into Authority policy that respond to a variety of emergencies, including fire, explosions, floods, earthquakes, hurricanes, tornadoes, toxic material releases, radiological and biological accidents, civil disturbances and workplace violence, and that include the following and are compliant with and integrated with the existing Authority plans:
 - (A) conditions under which an evacuation would be necessary;
 - (B) conditions under which it may be better to shelter-in-place;
 - (C) a clear chain of command and designation of the individual authorized to order an evacuation or shutdown;

- (D) specific evacuation procedures, including routes and exits;
 - (E) specific evacuation procedures for high-rise buildings;
 - (F) procedures for employers;
 - (G) procedures for employees;
 - (H) procedures for assisting visitors and employees to evacuate, particularly those with disabilities or who do not speak English;
 - (I) designation of what, if any, employees will remain after the evacuation alarm to shut down critical operations or perform other duties before evacuating;
 - (J) a means of accounting for employees after an evacuation;
 - (K) special equipment for employees; and
 - (L) appropriate respirators;
- (5) ensure that Project Co staff will, and ensure that Authority staff are aware that they should, if at any time they believe that any matter constitutes a fire risk, report this immediately to Project Co's nominated fire officer and Project Co will take such remedial action as may be necessary;
 - (6) ensure that all Project Co staff are given fire safety instruction/education in compliance with applicable Law. Project Co will review its staff training plans with the Authority to allow for collaboration in training as appropriate;
 - (7) save where agreed with the Authority or the relevant fire department, ensure that its performance of the Services does not prevent emergency vehicles from having access to the Facility and to the faces of the buildings. Project Co will ensure all fire access is agreed with the Authority and the fire department, and is in accordance with applicable Law;
 - (8) Fire department access-routes will be clearly sign-posted;
 - (9) attend and provide whatever assistance is necessary to all reports of fire in any areas of the Facility in support of the Authority, the fire response team, and/or the automated electronic paging system. This will include:
 - (A) responding to a fire alarm;
 - (B) reporting blocked fire access routes to the Help Desk;
 - (C) assisting portering staff in limiting unauthorized access to the scene of the fire;
 - (D) assisting in the evacuation of the affected areas in the event of fire; or
 - (E) liaising with external agencies, including the fire department, as part of its response in relation to an incident; and
 - (10) prepare an annual written report for the Authority providing the following information on the Site:
 - (A) confirmation whether the Other Site Facilities, including fire compartmentalization design, provision of escape routes and provision of

fire-fighting equipment and systems, complies with the requirements of applicable Law relating to fire safety;

- (B) confirmation that procedures for which Project Co is responsible, including emergency procedures and contingency plans, as these relate to the Fire Management Plan, comply with the requirements of applicable Law relating to fire safety;
- (C) current status of fire alarm system certification; and
- (D) all circumstances where Project Co believes, using due skill and care, the Authority is conducting its activities in a way where there are non-compliances with applicable Law relating to fire safety.

For the avoidance of doubt Project Co will have the sole obligation to maintain in readiness and implement where necessary, contingency plans should any of the fire safety systems in the Facility fail to function as intended.

2.10 Elevators and Vertical Transportation Services

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practices relative to elevators and vertical transportation services, including with respect to:
 - (1) passenger and service elevators;
 - (2) associated elevators motor rooms;
 - (3) dumbwaiters; and
 - (4) escalators (if any);
- (b) immediately respond (within 5 minutes) to all elevator alarms or telephone calls from an elevator and initiate the required action to Rectify faults and release occupants;
- (c) have personnel on Site to immediately attend to minor elevator faults;
- (d) in the event of mechanical failure, ensure that elevator occupants are released from the elevator as soon as practicable and in any event within a half hour if the failure occurs or subsists during the period from 8:00 a.m. to 5:00 p.m. and within one hour otherwise;
- (e) maintain each elevator so as to comply with the requirements of this Appendix including as to Elevator Uptime. For these purposes, Elevator Uptime is defined in respect of each elevator in the Other Site Facilities as such elevator being available for normal use by being:

Operational, adequately ventilated, licensed, and safe.

Elevator Uptime means the amount of time that each such elevator was available for normal use during a measured period expressed as a percentage and calculated, as follows:

$(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$

Where:

Down Time is the number of hours that such elevator was unavailable for normal use; and

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

- (f) in no case allow:
- (1) Scheduled Maintenance or non-Scheduled Maintenance, excluding for greater certainty maintenance required by applicable Law, scheduled modernisation or Scheduled Maintenance as identified and agreed to in the Annual Service Plan; or
 - (2) elevator failure,
- to result in Elevator Uptime of less than 98.5% in each calendar month.

2.11 Sub-Contractor Management

- (a) Project Co may retain Sub-Contractors as required to deliver aspects of the Plant Services identified within this Appendix (including for greater certainty Other Site Lifecycle Repair/Replacement performed as provided in Section 2.4(f)). In selecting and hiring its Sub-Contractors, Project Co will:
- (1) ensure the Sub-Contractor selection process is cost effective and competitive in nature utilizing an open, fair and transparent tendering and selection process that encourages the participation of local businesses and suppliers;
 - (2) establish policies, procedures and sub-contract documentation that ensure that selected Sub-Contractors are properly screened, licensed and insured as required under any applicable Law and in accordance with the requirements of this Appendix;
 - (3) be responsible for the performance of Sub-Contractors (including Project Co providing supervision) in the delivery of the Services;
 - (4) be responsible for the payment of all sub-contracted goods and services; and
 - (5) ensure that Sub-Contractors acknowledge that the Authority retains the right to request termination and/or refuse access to the Site of any Sub-Contractor or its employees that it reasonably determines to be unacceptable.
- (b) As of the Effective Date, the only Sub-Contractors or category of Sub-Contractors (the "**Listed Specialized Subcontractors**") that are Listed Specialized Subcontractors for purposes of reimbursement of the Other Site Maintenance Variable Costs, are in respect of elevators.

Project Co acknowledges that the only reimbursement or payment in respect of Sub-Contractors for the Plant Services identified within this Appendix (including for greater certainty Other Site Lifecycle Repair/Replacement performed as provided in Section 2.4(g)) is for (1) reimbursement of the Other Site Maintenance Variable Costs for Listed Specialized Subcontractors and (2) payments that may relate to Other Site Lifecycle Repair/Replacement performed as provided in Section 2.4(f) if performed as Minor Works or a Change). Notwithstanding that Project Co is permitted any Sub-Contractor pursuant to this Section 2.11, Project Co will not be permitted any payment in respect of (1) above unless the Authority approves in writing in advance that a Sub-Contractor will be a Listed Specialized Sub-Contractor, or (2) above unless the Authority approves in writing in advance the use of that Sub-Contractor.

2.12 Plant Services Information Management

Project Co is responsible for all aspects of the management of information related to the Services, including the provision, installation, maintenance, configuration, upgrading of software, for at a minimum the following systems:

- (a) BMS;
- (b) CMMS;
- (c) Help Desk information management system; and
- (d) Asset management and planning system.

Project Co will:

- (e) develop and implement appropriate operational policies, procedures and practices relative to Plant Services Information Management, including with respect to the sections that follow;
- (f) provide a comprehensive, computerized Plant Services Information Management system that includes:
 - (1) maintaining Plant Services records and information;
 - (2) providing Plant Services information to authorized Persons or Governmental Authorities;
 - (3) administrating Plant Services information and business;
 - (4) providing hardware and software to run relevant systems meeting the Authority's interfacing standards;
 - (5) ensuring that with any upgrade of software, Project Co's system is compatible with the Authority's systems and, if not, paying for the upgrade of the Authority's systems to meet the requirements. Conversely, the Authority will be required to pay for the upgrade of Project Co's systems should the Authority upgrade or change systems and create incompatibilities with Project Co's software or systems;
 - (6) ensuring that all Project Co staff or users of specific software or systems are trained and competent to meet the requirements for use of such software or systems; and
 - (7) ensuring backup and storage in safe custody of data, materials and documents in accordance with Good Industry Practices and with processes/procedures to be defined by Project Co. Such backup and storage processes/procedures are subject to review by the Authority;
- (g) collect, manage and update all Plant Services records and information on behalf of the Authority. This will include information regarding:
 - (1) the physical characteristics of the plant and Other Site Equipment including:
 - (A) the description and address of the Facility;
 - (B) all area and buildings volume data;
 - (C) condition surveys;

- (D) all location plans, boundaries and titles relating to the Site; and
- (E) up-to-date CAD drawings for both the Site and Other Site Facilities and the Services, which are to be linked to the Authority systems to current CAD standards. Project Co will ensure that all systems provided are compatible with the Authority's systems and allow for access to information by the Authority;
- (h) ensure all CAD and As Built Drawings for the Other Site Facilities provided to Project Co by the Authority are kept up to date and a new set of drawings is provided to the Authority in the format requested semi-annually, where changes have occurred. Otherwise Project Co will advise the Authority that no changes have occurred and that the drawings remain current for the forthcoming period. Project Co acknowledges that it accepts such CAD and As Built Drawings as are available from the Authority at the Effective Date and that Project Co will be responsible for any updates that are required;
- (i) maintain records and details of specific license requirements where Project Co is responsible for obtaining any licenses. Where the Authority is responsible for obtaining such licenses, Project Co will only be obliged to maintain records that have been provided to it by the Authority;
- (j) ensure test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) are maintained accurately and are updated appropriately and are available for inspection by the Authority or any other relevant party;
- (k) use data and communications systems, which are compatible with the Authority's systems at all times;
- (l) ensure all information and records are complete, precise and clearly identifiable. Project Co will make all such information available for inspection at the reasonable request of the Authority;
- (m) maintain hazard notices and safety signs including those issued by the Authority and maintain a record of all such hazard notices and safety signs and put in place procedures to ensure such notices and signs are located and displayed correctly, and are fully serviceable;
- (n) prepare and supply all information reasonably required by any Person, to whom the Authority is obliged to present information at any time in relation to the performance of the Plant Services; and
- (o) keep any and all Facility Users who issue a request informed of the status of all Demand Requisitions and Miscellaneous Occupant Request Services and inform all such Facility Users when that work order has been completed.

2.13 Miscellaneous Occupant Request Services

Project Co will provide the Miscellaneous Occupant Request Services in accordance with Section 8 of Schedule 4 [Services Protocols and Specifications].

2.14 Grounds and Gardens Maintenance Services

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practises relative to grounds and gardens maintenance, including with respect to the sections that follow;

- (b) provide snow and ice removal from roads, heliports, paths, parking areas and entrances to the Facility, including:
- (1) provision for snow plowing, clearing, sanding and application of ice melting and anti-skid products to all paved and concrete areas including without limitation roadways, heliports, sidewalks, emergency routes and parking areas;
 - (2) snow plowing and clearing will be performed on an on-going basis as required to reduce the risk of injury, accidents and maintain clear lines of sight and access to the Facility at all times. Maximum depths of snow accumulation for various areas of the Facility will be proposed by Project Co and approved by the Authority, acting reasonably;
 - (3) provision for reasonable snow accumulation/dumping on-site as long as it does not present safety hazards, block visibility of traffic lanes or affect availability of heliports or parking areas, otherwise must be removed from the Site;
 - (4) identification of ongoing actions to be taken in the event of significant weather events to ensure safety and acceptable site conditions throughout the day;
 - (5) protection of all existing and new plants, site services, curbs, paving, structures, finishes and any other features during the course of providing the Services;
 - (6) establishment of call-out provisions through the Help Desk for immediate response, removal of snow or ice accumulation etc.; and
 - (7) clean up of any excessive anti-skid or ice melting products;
- (c) provide scheduled and Other Site Demand Maintenance for the grounds and gardens based on a periodic maintenance program. Project Co will provide the periodic maintenance program to the Authority for review as part of the Annual Service Plan, including the schedule for all preventative work, the nature of the work and the affected area(s) all in a format agreed with the Authority. The program will also highlight areas where the Authority's cooperation is required before work can be started, for example where car parking areas may need to be temporarily closed;
- (d) comply with the current British Columbia Landscape Standard, as published by the B.C. Society of Landscape Architects and Nursery Trades including:
- (1) obtaining a Pesticide Service License for the application of pesticides/herbicides on the Site. Project Co will submit the required Pesticide Management Plans to the Pesticide Branch as required by the BC Integrated Pest Management Act; and
 - (2) complying with Authority Policy on the application of pesticides and herbicides;
- (e) provide a full horticulture service across the Facility in accordance with Table 6 (Horticulture), including:
- (1) tree maintenance/surgery, including pruning and limb removal;
 - (2) lawn care, including mowing and edging;
 - (3) flower bed maintenance;
 - (4) weeding;
 - (5) planting, including shrubs, tree, flower beds; and

- (6) effective, but economical, irrigation procedures;
- (f) ensure all external areas of the Other Site Facilities are sound, safe, tidy, aesthetically pleasing and maintained in accordance with Table 5 (Grounds and Gardens Maintenance) and with Response Times and Rectification Periods set out in Table 1 (Response Times and Rectification Periods).
- (g) in complying with Table 5 (Grounds and Gardens Maintenance):
 - (1) protect from damage, all existing and new plants, site services, curbs, paving, structures, finishes and any other features, during the course of providing Services;
 - (2) state in advance all products intended for use (provided that such products are permitted by applicable Laws and by Authority Policies) including:
 - (A) type of herbicides and pesticides;
 - (B) type of lawn and shrub fertilizers; and
 - (C) type of lime;
 - (3) remove garbage, biohazardous waste, litter and, cigarette butts and human waste from the grounds and from Car Parking Areas;
 - (4) ensure all roads, pathways and parking lots have clear and complete paint and markings and curbing; and
 - (5) provide power sweeping of roadways to remove loose debris;
- (h) maintain all records, showing areas occupied, status, materials used, activities carried out, date of activity and conduct inspections to ensure that all areas are in good order; and
- (i) develop, document and maintain procedures required for the effective operation of roads and paths to ensure availability of access to all essential areas for all of the Services and for all Authority Activities.

2.15 Quality Monitoring

Project Co will conduct a customer satisfaction survey annually or on a frequency to be agreed between the parties. The questions contained in such survey are subject to review by the Authority. Within 30 Business Days following completion of any such survey, Project Co will provide the Authority with a summary of the results, which summary will include average scores per question, a historical trend, surveyor comments, areas for improvement and a strategy for the upcoming period to address any such areas for improvement.

2.16 Emergency Preparedness

During emergency situations when external phone communications are no longer available Project Co will work with the local HAM radio operators to establish and maintain contact with the rest of the world for as long as the phone system is inoperable.

This work includes the setup and regular testing of this form of communication to ensure this type of communication is operable.

2.17 Medical Gases

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

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

2.18 Pest Control Services

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call pest control service for all pests, including insects, rodents and birds, using personnel who are fully trained, qualified and able to provide high quality professional and practical advice;
- (b) notify the Authority immediately of any pest/vermin infestation; and
- (c) undertake all work in a safe manner with minimal interference with the Authority's operations and with minimal risk in terms of safety, food hygiene, infection control and damage to the Facility.

2.19 System Maintenance

(a) Project Co will:

- (1) provide a full-time IMIT System Lead who will be responsible for performing planned and unplanned maintenance on the systems (including user devices) to be maintained by Project Co pursuant to Appendix 3F [Systems Responsibility Matrix] and this Appendix 4E as well as co-ordinating with the Authority to ensure that all interfaces are maintained;
- (2) co-ordinate and collaborate with the Authority in advance of life cycle or replacement of any systems or components, including user devices, to ensure that all interfaces are maintained;
- (3) test and verify in coordination with the Authority the functionality and interoperability of the systems (including user devices), equipment and infrastructure with all Facility systems and interconnections with Authority IMIT equipment and systems; and
- (4) provide continuous system monitoring through the BMS and Help Desk with 24/7 onsite response to all IMIT issues in accordance with the applicable Response Time(s) including alert notification to designated Authority staff of failures.

(b) Project Co will:

- (1) be responsible for ensuring that appropriate versions of firmware and software are in place to ensure serviceability of the all systems as per the manufacturer as

well as ensuring integration of the systems with systems managed by the Authority;

- (2) notify the Authority no less than 30 days prior to any planned updates to the systems;
- (3) provide a backup and restore plan prior to commencing any such updates to the systems to address potential interface and integration issues to other systems;
- (4) restore the system to its previous version if the update is unsuccessful or integration issues cannot be rectified; and
- (5) be responsible for resolving any such issues and then implementing the updates to firmware and software.

2.20 Heliport Maintenance and Decommissioning

During the period from the Other Site Service Commencement Date until the Expiry Date, Project Co will:

- (a) fulfill all obligations for operation of the heliport under CAR 305 and 325 including the development, regular maintenance and update of the Heliport Operations Manual or any other document that Transport Canada may require for the use and operation of heliports/helipads;
- (b) ensure that Project Co staff conduct daily inspections and attend all helicopter takeoffs and landings;
- (c) appoint a Heliport Manager and at least one designate to act in the Heliport Manager’s role when the Heliport Manager is not available on site or on call;
- (d) train the Heliport Manager, designates, and all maintenance staff in accordance with CAR 325.49 and in the requirements in filling the respective roles;
- (e) train Project Co staff in accordance with the requirements of CAR 325.49 including:
 - (1) operation for the heliport;
 - (2) safety around helicopters;
 - (3) communications;
 - (4) emergency response plan; and
 - (5) use of firefighting equipment;
- (f) operate the heliport 24 hours per day, 365(6) days per year under a PPR (Pilot Prior Request) requirement to use the heliport;
- (g) perform all required maintenance and life cycle work in coordination with the Authority to minimize disruption to heliport operations; and
- (h) develop in conjunction with the Authority a joint services protocol for the heliport operations including roles and responsibilities in accordance with the following responsibility matrix:

Heliport Responsibility Matrix During Operating Period

Requirement	Responsible Party
-------------	-------------------

Ownership & accountable executive	Authority
Designated certificate holder	Authority
Heliport manager	Project Co
Training of Authority staff and security subcontractors	Project Co
Maintenance of all heliport elements including coordination of maintenance staff and activities	Project Co
Development and maintenance of Heliport Operations Manual	Project Co
Receipt of notifications (helicopter take-off and landing requests)	Project Co
Activation of landing lights	Project Co or BC Air Ambulance (if done by pilots)
Pre-helicopter usage inspection (confirmation that the heliport is clear)	Project Co
Re-set heliport systems after usage	Project Co
Daily heliport inspection	Project Co
Notification of air transport	BC Air Ambulance
Notification of ground ambulance requirement	BC Air Ambulance
Development and periodic review of joint services protocols for heliport operations	Authority/Project Co

Table 1: Response Times and Rectification Periods

	Category	Definition	Response Time	Rectification Period if Not Linked to Availability	Service Failure Level
1	Emergency	<p>Service required immediately and is considered a serious emergency, including:</p> <ul style="list-style-type: none"> • issues having an immediate negative impact on patient care; • safety problems exposing Facility Users to danger; • emergency repairs to prevent further damage (i.e. burst pipe); • equipment failure or operating difficulties which could result in the loss of critical utilities including heat, water, electricity, emergency power and medical gases; and • any Event that is a life safety issue or serious 	15 minutes	4 hours	High

Table 1: Response Times and Rectification Periods

	Category	Definition	Response Time	Rectification Period if Not Linked to Availability	Service Failure Level
		enough to cause significant operational disruption, economic or environmental damage.			
2	Urgent	Service required as soon as possible: <ul style="list-style-type: none"> to address problems not presenting an immediate danger; and to address problems having the potential to have a negative impact on patient care or operations. 	30 minutes	24 hours	Medium
3	Routine	Maintenance and repairs required for non-emergencies not having an immediate effect on patient care which may include leaking taps, faulty doors and windows or equipment breakdowns or work not requiring immediate attention which may include repairs to damaged walls, furniture or fixture installations.	2 hours	7 Days	Low

The following tables outline some general items to be maintained and they are not meant to be inclusive of all the inspections that are required by an effective maintenance program. Project Co will ensure that all elements meet or exceed the standards set out in Tables 2 to 6 below.

Table 2: Building & Equipment

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 Other Site Equipment will at all times be functional, operational and satisfy the same performance requirements as required for Service Commencement, subject to reasonable wear and tear, which is in turn subject to refurbishment obligations.
Building Fabric, External Including: <ul style="list-style-type: none"> External walls, doors and roof access, screens, canopies, glazing and windows Roof Fire escapes Walkways Safety barriers Balconies Eaves, soffits, fascia Rendering Chimneys/flues 	<ul style="list-style-type: none"> Sound secure and weatherproof where appropriate. Free from damp penetration or spalling. Claddings, copings and parapets, soffits/fascia are structurally sound and secure. Free from vermin and/or pest infestation. Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. Substantially free from debris, moss growth and bird droppings. Free from vandalism. Free from dirt and dust buildup. Substantially free from undue damage and of reasonable appearance for location. Solar panels are substantially free of debris and obstruction

Table 2: Building & Equipment

Element	Standard
<ul style="list-style-type: none"> • Loading docks • Open or enclosed ambulance bays • Solar panels 	<ul style="list-style-type: none"> from sun light.
<p>Building Fabric, Internal Including:</p> <ul style="list-style-type: none"> • Internal walls • Doors, glazing, screens, cabinetry • Partitions • Ceilings • Elevators, escalators, dumbwaiters • Pneumatic tube • Floors 	<ul style="list-style-type: none"> • Substantially free from structural cracks and/or deflection. • Substantially free from damp. • Free from vermin and/or pest infestation. • Substantially free from undue damage and of reasonable appearance for location. • Free from deleterious materials used in works undertaken by Project Co. • Free from vandalism.
<p>Fixtures and Fittings Including:</p> <ul style="list-style-type: none"> • Doors (external, internal and fire) • Glazing, screens, cabinetry • Windows and sills • Hatches • Vents • Shelving • Cupboards • Railings • Racking • Notice boards • Mirrors • Balustrades • Magnetic door holders • Roll-shut screens • Motorized and non-motorized blinds 	<ul style="list-style-type: none"> • Operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, & without binding, rubbing or catching in any way. Reset after tripping, if required. • Function as intended, and shall be free from all but minor surface blemishes and wear and tear. • Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. • Substantially free from corrosion and rust.
<p>Floor and Floor Coverings</p>	<ul style="list-style-type: none"> • The floor coverings are complete, in accordance with the Technical Requirements. • The floor covering fully fixed to the floor so as not to cause health & safety hazard. • The floor/floor covering is substantially free from tears, scoring, cracks or any other damage that is unsightly. • The floor/floor covering is free from tears, scoring, cracks or any other damage that could cause a health and safety hazard. • Floor coverings/surfaces are maintained in such a way as to provide a suitable uniform surface (taking into account the pre-existing sub-surface), with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facility. • The floor/floor covering allows adequate drainage where required for planned use. • Substantially free from undue damage and of reasonable appearance for location.
<p>Decorative Finishes</p>	<ul style="list-style-type: none"> • Decorative finishes are substantially complete according to

Table 2: Building & Equipment

Element	Standard
Including: <ul style="list-style-type: none"> • Paintwork • Fabric • Special finishes applied to walls, ceilings, woodwork, metalwork, pipe work and other visible elements) 	their specification. <ul style="list-style-type: none"> • 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. • Interior painting is refreshed at a minimum frequency not exceeding every seven years as per the Authority approved painting refresh program
Equipment & Furniture	<ul style="list-style-type: none"> • Substantially free from splits, cracks, and other defects (including squeaks) and free from all but minor surface blemishes. • Maintained in accordance with applicable Law. • Maintained in accordance with manufacturer's requirements.
Artwork/Sculpture	<ul style="list-style-type: none"> • Appropriately secured to discourage theft or vandalism.
Heliport	<ul style="list-style-type: none"> • Maintained in accordance with Transport Canada requirements to maintain certification. • Sound safe and even surface with no potholes or sinkings. • Substantially free from standing water, ice, snow. • Substantially free from fallen leaves, moss algae or interstitial weeds. • Substantially free from debris and litter. • Free from fallen trees. • Ventilated such that aircraft fumes do not adversely effect RIH or the Facility. • Lightning and safety equipment functional in accordance with all applicable Laws and standards. • All signage and painting visible and properly maintained. • Windsock maintained and functioning.

Table 3: Systems

Element	Standard
Emergency Power Supply System	<ul style="list-style-type: none"> • Standby power supply shall be operational, secure and tested regularly in compliance with standards CSA Z32.4, CSA C282 and CSA Z32.2. • Batteries shall be adequately ventilated, free from acid leakage; batteries shall be maintained in accordance with Good Industry Practice; batteries shall be free from dust; and batteries shall be topped up and fully charged. • Backup fuel tanks are maintained in accordance with CSA requirements.
LV Distribution System Including: <ul style="list-style-type: none"> • Distribution equipment and protective devices fuse switches • Isolators • Distribution boards • Fuses • MCB's, ACB, ELCB's and RCE's • Exposed distribution cables • Breakers 	<ul style="list-style-type: none"> • All system components and enclosures will be operated and maintained in accordance with Good Industry Practice. • Ratings will be clearly marked. • Fuse elements or circuit breaker mechanisms in working order. • Contacts and connections clean and mechanically tight. • No overheating during normal operating loads. • Secure to authorized access only. Recording instruments operational where necessary. • Torque all bus connectors to manufacturer recommendations. • Provide lock out procedure. • Mega test all cables. • Balance all loads on each phase.

Table 3: Systems

<ul style="list-style-type: none"> Transformers Grounding System 	<ul style="list-style-type: none"> Coordinate all protective relaying to ensure lower-rated breakers trip first. Regularly test all breakers and transformers. Regularly clean all switchgear and transformers. Do injection testing. Test all alarm functions. Identification notices where necessary.
<p>HV Distribution Systems Including:</p> <ul style="list-style-type: none"> Distribution equipment Isolators Distribution units VCBs, ACBs and ELCBs Outdoor Substation Ground grid and grounding system 	<ul style="list-style-type: none"> All system components and enclosures will be operated and maintained in accordance with Good Industry Practice. Ratings will be clearly marked. Fuse elements or circuit breaker mechanisms in working order. Contacts and connections clean and mechanically tight. No overheating during normal operating loads. Secure to authorized access only. Recording instruments operational where necessary. Transformers are maintained as per manufacturer's recommendations. Protective coatings are intact. No signs of excessive heating. Provide lock out procedure. Balance loads. Test all protective relaying including injection testing. Provide coordination study after initial installation and after every significant change or at minimum every 10 years. Indicate fault levels. Check electronic operation of all breakers and that power source is battery operated. Provide DC Hipot test after initial installation. Torque all bolted connections. Identify all current transformer and potential transformer ratios. Provide ground fault relaying as needed. Marker and covering notices where necessary.
<p>Hot & Cold Water Systems</p>	<ul style="list-style-type: none"> Deliver water at the temperatures (43°C - 48°C for patient / 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 and are free from rust. Pipe work and fittings shall be fastened securely to their intended points of anchorage. There shall be no drips or leaks of water from pipe work, taps, valves and/or fittings. Water filtration systems, such as softeners and RO water is maintained in accordance with manufacturers' recommendations.

Table 4: Systems

Element	Standard
<p>Heating, Ventilation and Air Conditioning Systems Including:</p> <ul style="list-style-type: none"> Fume hoods Humidifiers 	<ul style="list-style-type: none"> All ventilation systems shall function as intended without undue noise or vibration. Air changes and ventilation levels as required by this Appendix. Ductwork, fittings and pipe work shall be securely

Table 4: Systems	
<ul style="list-style-type: none"> • Heaters • Ductwork • Heat recovery wheels • Mixing boxes and dampers • Coolers • Inlet/outlet grilles • Refrigeration plant • Cooling towers (and other local ventilation systems) • Boilers • Fans • Air handling units • Vents and grills 	<ul style="list-style-type: none"> • fastened to their intended points of anchorage. • There shall be no persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. • Cleanliness verification with technology utilized and frequency applied to be specified by Project Co and agreed to by the Authority. • Secure to authorized access only. • Substantially free from corrosion, erosion and organic growth. • Free from dirt and dust buildup. • Filters are free from substantial debris and fit for use.
Conveying Systems	<ul style="list-style-type: none"> • Elevators/dumbwaiters operate to the manufacturer's design.
Sanitary and Other Drainage Systems (Including all sanitary ware and associated fittings) <ul style="list-style-type: none"> • Above and below ground storage tanks, such as acid holding, neutralizing and decontamination tanks 	<ul style="list-style-type: none"> • Shall function as intended, without undue noise and vibration. • Shall 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. • Within the buildings, there shall be no leakage of waste and/or foul water and/or rainwater. • Outside the buildings, there shall be substantially no leakage of waste and/or foul water and/or rainwater. • Tanks are maintained to ensure sufficient capacity.
Medical Gas Systems	<ul style="list-style-type: none"> • Medical gas systems shall be maintained in accordance with all relevant codes and standards.
Communications Systems <ul style="list-style-type: none"> • All infrastructure cabling, including telecommunications and data cabling • Intercom, paging, call systems 	<ul style="list-style-type: none"> • The communications systems shall be maintained in accordance with all relevant codes and standards. • Fully operational within manufacturer's recommendations. Shall function as intended.
Electrical Systems Including ³ : <ul style="list-style-type: none"> • IT/data • Lighting, including fixtures • Communications • Safety • Alarm systems 	<ul style="list-style-type: none"> • All system components and enclosures will be operated and maintained in accordance with Good Industry Practice. • Weatherproof where appropriate. • Function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices will be properly housed and fastened securely to their intended point of anchorage and labelled. • Lightning conductor should be complete, isolated and comply with CSA Standards. • MICC cable protective coatings intact. • Light fixtures free of bugs and dirt/dust.

³ Safety devices shall be deemed to include all Un-Interruptible Power Supplies (UPS) and power surge devices specified to protect personnel and equipment.

Table 4: Systems

Integrated Automation Building Management System (BMS)	<ul style="list-style-type: none"> • Ensure accessibility to the system for the Authority. • All alarms and notifications operate as per requirements in Schedule 3. • Collects, stores and trends all data required as per Schedule 3. • Alarms are directed to emails and pagers. • Each system will have up to date, detailed narrative descriptions of sequences.
Intrusion Detection	<ul style="list-style-type: none"> • Interface to local alarm controllers is maintained. • Alarms are addressable and accurately identify source location. • Alarms are annunciated in Security office, and on Security 2 way pagers and radios.
Intercommunication System	<ul style="list-style-type: none"> • Remote door unlocking is maintained. • Unit is free from damage and vandalism. • Video intercoms ensure full visibility including beside and behind individual requesting access.
Clinical Camera	<ul style="list-style-type: none"> • Ensure cameras are positioned to provide a clear and unobstructed picture. • High resolution and colour picture is provided. • Audio monitoring and controls are maintained. • Real time viewing will be maintained with low to no latency. • System is not recorded or viewable by security system and staff.
Infant Abduction	<ul style="list-style-type: none"> • Lockdown doors operate as intended. • Interface to all systems is maintained including to elevators and wireless staff communication devices.

Table 5: Grounds & Gardens Maintenance

Element	Standard
Site Circulation Routes Including: <ul style="list-style-type: none"> • Courtyards • Paving's • Paths • Driveways • Roads • Car Parking Areas • Hard standings • Facility entrances • External staircases • External fire escapes • Signage • Lighting 	<ul style="list-style-type: none"> • Sound, safe and even surface with substantially no potholes or sinking's. • Curbs and edgings are sound. • No loose curbs or paving stones. • Road markings and parking stripings, including numbering, are clear and complete. • Substantially free from graffiti and/or vandalism. • Provides for disabled access as required by applicable Law. • Ensure reasonable protection of all vehicles from chemical sprays during any applications. • Substantially clear of snow and ice and buildup of snow/ice removal products. • Clear of snow and ice that could cause a health and safety hazard. • Free from waste, including garbage, cigarette butts and biological waste. • Substantially free from gas and oil marks. • Substantially free from undue damage and of reasonable appearance for location.
External Furniture and Structures Including:	<ul style="list-style-type: none"> • Sound, secure, safe and substantially free from damage. • Substantially free from moss algae and/or interstitial

Table 5: Grounds & Gardens Maintenance

<ul style="list-style-type: none"> • Street lights • Guard rails • Copings • Statues or ornamental objects • Bollards • Bus stops • Bicycle racks/benches/furniture 	<ul style="list-style-type: none"> weeds. • Substantially free from graffiti and/or vandalism. • Painting maintained and free from rust.
<p>Boundaries Including:</p> <ul style="list-style-type: none"> • Fences/walls • Gates 	<ul style="list-style-type: none"> • Intact, safe, sound and secure. • Locks are operational. • Substantially free from graffiti and/or vandalism. • Painting maintained and free from rust. • Substantially free from undue damage and of reasonable appearance for location.
<p>External Play/Recreational Areas Including:</p> <ul style="list-style-type: none"> • Courtyards • Patios 	<ul style="list-style-type: none"> • Safe and secure. • Maintained for disabled and elderly access. • Maintained as accessible and free of obstructions to observation. • Substantially free from graffiti and/or vandalism. • Substantially clear of snow and ice and buildup of snow/ice removal products.
<p>External Sign Posting (including lighting)</p>	<ul style="list-style-type: none"> • Maintain in accordance with Good Industry Practice. • Secure and sound. • Not hinder visibility to car and pedestrians at junctions. • Be in appropriate locations. • Highly visible, both day and night. • Offer clear and concise information. • Free from graffiti and/or vandalism. • Replacement of light elements.
<p>Gutters and Drains</p>	<ul style="list-style-type: none"> • Substantially free from litter, leaves, weeds and extraneous material.
<p>Facility</p>	<ul style="list-style-type: none"> • External areas are substantially free from litter, including cigarette ends and chewing gum residue. • Garbage bins shall be emptied regularly and substantially free from malodour.
<p>Parkade</p>	<ul style="list-style-type: none"> • Road and parking markings, including numbering, are clear and complete. • Railings are free from rust. • Substantially free from dust and dirt buildup. • Substantially free from oil and gas buildup. • Area is well lit. • Sound secure and weatherproof where appropriate. • Free from damp penetration or spalling. • Claddings, copings and parapets, soffits/fascia are structurally sound and secure. • Free from vermin and/or pest infestation. • Substantially free from debris, moss growth and bird droppings. • Free from graffiti and/or vandalism. • Substantially free from undue damage and of reasonable appearance for location. • Substantially clear of snow and ice and buildup of snow/ice removal products. • Free from waste, including garbage, cigarette butts and

Table 5: Grounds & Gardens Maintenance

	biological waste.
Table 6: Horticulture	
Element	Standard
Trees, Shrubs & Hedges	<ul style="list-style-type: none"> • Trimmed, pruned and/or cut to maintain healthy growth and so as to minimize: <ul style="list-style-type: none"> – the risk of crime and/or vandalism – the opportunity for storm wind damage – risk of fire – the obstruction of roadways, pathways, car parks, street lighting, etc. • Are secure and safe. • Substantially free from dead or dying branches. • Substantially free from litter. • Substantially free from disease and/or aphid infestation. • Replaced as and when necessary to maintain appearance. • Irrigated.
Grassed Areas	<p>Uniform appearance with no patches.</p> <ul style="list-style-type: none"> • Edges trimmed. • Free from mole, rabbit or other vermin infestation. • Substantially free from fallen leaves, weeds and litter, excrement. • Maintained to a uniform length between 25 and 50 mm. • Irrigated. • Grassy areas used for snow storage will be re-sodded in the spring.
Flower Beds	<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, which are non-allergenic to patients and staff. • Substantially free from fallen leaves, weeds and litter. • Substantially free from disease and/or aphid infestation. • Irrigated. • Proper handling of debris from roof gardens and interior gardens. • Damaged flower beds will be replanted.

3. OTHER SITE FACILITIES PERFORMANCE INDICATORS

Note: In the following table, a Performance Indicator applies, and a Service Failure occurs, either:

- (a) Per Event (PE), meaning that the Performance Indicator applies, and a Service Failure occurs and is recorded, for each separate occurrence of a breach of the Performance Indicator within the applicable reporting period indicated in the “Frequency Reported” column, for an aggregate total of Service Failures recorded for that period and a corresponding Deduction for each of the Service Failures (calculated pursuant to Schedule 8 [Payments]); or
- (b) Per Period (PP), meaning that the Performance Indicator applies, and a Service Failure occurs, only once for each applicable reporting period, with a corresponding Deduction for the Service Failure (calculated pursuant to Schedule 8 [Payments]).

If not clearly indicated to the contrary in the "Performance Indicator" column, the Performance Indicator applies on a PE basis.

A Service Failure that is on a PE basis may also be the subject of a Service Failure on a PP basis, and will be taken into account for both.

PI No.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
				PR = Per Request PO = Per Occurrence D = Daily W = Weekly MO = Monthly Q = Quarterly S = Semi-Annually (i.e every 6 months) A = Annually R = Randomly, At Any Moment in Time	L = Low Service Failure M = Medium Service Failure H = High Service Failure
4E1	2.3(b)	PE - Statutory Testing and Permission to Work - Performance of all insurance, statutory and regulatory tests as required by applicable Law, Authority Policy or Authority Insurers	CMMS Preventative Maintenance Schedule	MO	H
4E2	2.3(c)	PP - Statutory Testing and Permission to Work - Monthly reporting of all insurance, statutory and regulatory tests, including Rectification requirements and actions, as required by applicable Law, Authority Policy or Authority Insurers	CMMS Preventative Maintenance Schedule	MO	H
4E3	2.4(d)	PE - Building and System Maintenance - Scheduled Maintenance is completed in accordance with each item listed in the Preventive Maintenance Plan included as part of the Annual Service Plan and Associated CMMS Records are available for review.	CMMS Preventative Maintenance Schedule	MO	H
4E4	2.4(e)	PE - Building and System Maintenance - Other Site Demand Maintenance carried out in accordance with this Appendix 4E.	Performance Monitoring Report	MO	Per Table 1: Response Times and Rectification Periods
4E5	2.4	PE – Building and System Maintenance – All Building and System Maintenance for all elements to be maintained is performed in accordance with this Appendix 4E	Performance Monitoring Report	MO	M
4E6	2.5(a)(4)	PE - Equipment Maintenance - Scheduled Maintenance is completed in accordance with each item listed in the Preventive Maintenance Plan included as part of the Annual Service Plan and Associated CMMS Records are available for review	CMMS Preventative Maintenance Schedule	MO	H

PI No.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
4E7	2.5(a)(5)	PE - Equipment Maintenance - Other Site Demand Maintenance carried out in accordance with this Appendix 4E	Performance Monitoring Report	MO	Per Table 1: Response Times and Rectification Periods
4E8	2.5	PE – Equipment Maintenance – All Equipment Maintenance for all elements to be maintained is performed in accordance with this Appendix 4E	Performance Monitoring Report	MO	M
4E9	2.8(b) and 2.8(c)	PE - Building Management System - All building management systems are functional and available to the authority in accordance with Schedule 3 (Design and Construction Specifications) and all alarms in the BMS function as intended and the Authority is notified of any specified event	BMS Report	MO	H
4E10	2.9(b)(2) and 2.9(b)(10)	PP – Fire Management – Carry out fire drills as agreed with the Fire Authority or in accordance with the policy of the Authority and annual written report provided to the Authority	BMS Report	MO	H
4E11	2.10(e)	Per Elevator and PP - Elevators and Vertical Transportation Devices - Each elevator and vertical transportation device is maintained to comply with the requirements for Elevator Uptime and all other requirements of this Appendix	BMS Report	MO	H
4E12	2.10(b) and 2.10(d)	PE - Elevators and Vertical Transportation Devices - Elevator alarms or telephone calls from an elevator are responded to within 5 minutes and individuals trapped in elevators are extracted/released within the times set out in this Appendix	BMS Report	MO	H Response Time is 5 minutes Rectification Period is 30 minutes during the period from 8:00am to 5:00pm and one hour at all other times
4E13	2.12(m)	PE – All hazard notices and signs are maintained, recorded, located and displayed correctly, and fully serviceable	Performance Monitoring Report	MO	M
4E14	2.13	PP – Miscellaneous Occupant Request Services - 95% of requests completed within 30 days of being requested as required by this Agreement	Performance Monitoring Report	MO	M
4E15	2.13	PE - Miscellaneous Occupant Request Services - any uncompleted requests completed within the following 30 days	Performance Monitoring Report	MO	M
4E16	2.14(b)	PE – Snow and ice removal from the external areas of the Facility and each related requirement in accordance with this Appendix.		MO	M

PI No.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
4E17	2.14(c)	PE - Grounds and Garden Maintenance - scheduled periodic maintenance is completed and with associated CMMS records are available for review		MO	H
4E18	2.15	PE - Quality Monitoring - customer satisfaction survey is conducted annually	Survey	A	M
4E19	2.17	PE - Medical Gases - Project Co performs maintenance in accordance with this Appendix	Performance Monitoring Report	MO	H
4E20	This Appendix and Schedule 14 [Records and Reports]	PE - Records and information obtained and accessible to the Authority, in accordance with Schedule 14, including access to the Performance Monitoring Program, the BMS, the CMMS and all Help Desk records	Annual Report	PR	M
4E21	2.20	PE - Heliport - The heliport is operated and maintained in accordance with the Annual Service Plan and this Appendix	Performance Monitoring Report	MO	H