

APPENDIX 4C

FM SERVICES

1. SERVICES

1.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the FM Services:

- (a) in a manner which:
 - (1) is safe for all Facility Users; and
 - (2) does not create any environmental hazards;
- (b) in a safe, compliant, functional, working and barrier-free healing environment applying safe working practices including:
 - (1) using recognized risk assessment and management systems; and
 - (2) placing, maintaining and keeping records of all hazard notices and safety signage which are consistent with those used by the Authority;
- (c) in accordance with principles consistent with LEED™ Silver;
- (d) having regard for and without limiting the requirements set out in Section 2.2 of Schedule 4 [Services Protocols and Specifications]:
 - (1) [CAN/CSA-Z317.1 Special Requirements for Plumbing Installations in Health Care Facilities;
 - (2) CAN/CSA-Z317.10 Handling of Waste Materials in Health Care Facilities;
 - (3) CAN/CSA-Z317.11 Area Measurement for Health Care Facilities;
 - (4) CAN/CSA Z317.2-10 Special Requirements for Heating, Ventilation, and Air Conditioning (HVAC) Systems in Health Care Facilities;
 - (5) CAN/CSA-Z317.5 Illumination Systems in Health Care Facilities;
 - (6) CAN/CSA-Z317.13 Infection Control during Construction or Renovation of Health Care Facilities;
 - (7) CAN/CSA-Z318.0 Commissioning of Health Care Facilities;
 - (8) CAN/CSA-Z323.5 Mechanical/Electromechanical Lifting Devices for Persons;
 - (9) CAN/CSA-Z7396.1 Medical Gas Pipeline Systems;

- (10) CAN/CSA-B44 Safety code for Elevators and Escalators;
- (11) CAN/CSA-C282-00 Emergency Electrical Supply for Buildings;
- (12) CAN/CSA-Z32 Electrical Safety and Essential Electrical Systems in Health Care Facilities; and
- (13) the standards required to maintain the Facility's full accreditation under the Accreditation Canada program.

2. FM SERVICES REQUIREMENTS

2.1 Annual Service Plan

Project Co will develop in accordance with Sections 3.1 and 3.2 of Schedule 4 [Services Protocols and Specifications] and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the FM Services to the Authority.

2.2 Maintenance Services

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

- (a) each of the Maintained Elements:
 - (1) is properly and safely maintained in accordance with all Plans;
 - (2) remains functional, safe, operationally sound and of good appearance;
 - (3) performs in accordance with their respective design criteria as set out in Schedule 3 [Design and Construction Specifications]; and
 - (4) achieves the requirements set out in Attachment 1 to this Appendix;
- (b) the Building Systems, including heating, air conditioning, lighting, humidity and mechanical ventilation systems, function in accordance with the requirements set out in Table 3 of Attachment 1 to this Appendix;
- (c) the exterior areas of the Facility are maintained in accordance with Table 4 of Attachment 1 to this Appendix; and
- (d) all other Maintained Elements operate as designed and intended.

2.3 First Response Maintenance for Equipment

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 Maintained Equipment, Project Co will determine whether the problem relates to the Equipment itself or a Maintained Element supporting the Equipment. If:

- (a) the problem relates to a Maintained Element, Project Co will rectify the problem in accordance with this Appendix; or
- (b) the problem does not relate to a Maintained Element, Project Co will promptly give notice of the problem to the Authority together with a summary of the results of the investigation into the problem conducted by Project Co.

2.4 Maintenance Times

Subject to Section 2.5 of this Appendix, Project Co will perform the Maintenance Services during the relevant Maintenance Access Times and will:

- (a) perform Scheduled Maintenance during the periods agreed in the Annual Service Plan then in effect and will give the Authority 10 days' notice before commencing any such Maintenance; and
- (b) undertake and complete Demand Maintenance within the relevant Response Time and Rectification Period set out in Section 2.13 of this Appendix and Schedule 8 [Payments].

2.5 Re-Scheduling of Maintenance

Notwithstanding any notice delivered by Project Co pursuant to Section 2.4 of this Appendix, if the Authority, acting reasonably, determines that the times at which Project Co proposes to perform Maintenance will cause material disruption to the operations of the Authority or other Facility Users, the Authority may give notice to Project Co not to carry out such Maintenance until such time as the Authority and Project Co, each acting reasonably, agree on an alternate time. Upon such agreement, the Response Time and Rectification Period for such Maintenance will be adjusted accordingly.

2.6 Elevators

Project Co will:

- (a) operate and maintain all elevators and related equipment at the speeds and in accordance with the elevator design specifications set out in Schedule 3 [Design and Construction Specifications];
- (b) dispatch its personnel promptly to respond to all elevator alarms or telephone calls from an elevator and initiate the required action to rectify faults;
- (c) provide training and retraining as required to designated Authority staff in the procedures to safely release trapped elevator occupants;
- (d) undertake Scheduled Maintenance of elevators and elevating devices and related equipment such that down time is minimized ; and
- (e) include in each Performance Monitoring Report for the relevant period a summary of any elevator failures and corrective actions.

2.7 Building Management System (BMS)

Project Co will:

- (a) operate the BMS to allow for the control and monitoring of the operation of the Building Systems in accordance with the design and performance criteria set out in Schedule 3 [Design and Construction Specifications];
- (b) monitor, control, indicate alarms and provide trending information for all BMS connected sensors and control points;
- (c) provide for the BMS to automatically initiate an alarm and immediately page or otherwise notify staff designated by the Authority of particulars related to any alarmed equipment specified in Schedule 2 [Design and Construction Protocols] or Schedule 3 [Design and Construction Specifications]; and
- (d) include with each Performance Monitoring Report and provide the Authority with continuous direct access (other than during such reasonable periods as the BMS may be undergoing Scheduled Maintenance or emergency Maintenance) to the following information generated by the BMS during the relevant period:
 - (1) critical incident failures;
 - (2) daily, weekly and periodic status reports;
 - (3) exception reports by element status;
 - (4) trend log data;
 - (5) time of occurrence, Response and Rectification;
 - (6) readings of carbon monoxide levels once every 24 hours for each carbon monoxide detector installed in the Facility; and
 - (7) such other information as the Authority may reasonably require.

2.8 Medical Gases

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

- (a) monitoring and controlling the medical gas supply and distribution system;
- (b) responding to all alarms related to the medical gas supply system;
- (c) metering and trending the consumption of medical gases;
- (d) monitoring the available inventory of bottled medical gases (K type and larger) and notify the Authority if replacement inventory is required; and

- (e) swapping out empty medical gas bottles (K type and larger) as necessary.

2.9 Utilities Management

Project Co will:

- (a) manage all Utilities delivered to the Facility by Utility Companies in a manner integrated and coordinated with the other FM Services to facilitate the smooth operation of the Facility;
- (b) manage, test and troubleshoot all Utilities, associated systems and infrastructure;
- (c) maintain the integrity of the systems that support and deliver Utilities within the Facility and ensure that an adequate continuous supply of all Utilities is available 24 hours per day, 365(6) days per year to all applicable Facility locations;
- (d) in the event that there is a disruption from a Utility Company, supply emergency Utilities as defined in the design criteria and/or will cooperate and assist the Authority in contingency response including the supply of temporary Utilities where feasible;
- (e) respond to all Demand Requisitions in connection with Utilities;
- (f) post hazard and safety notices and record, distribute and evaluate such notices to ensure that all required notification procedures regarding failures are complied with;
- (g) provide, manage and operate an effective BMS that includes an integrated energy and utility management system;
- (h) prepare a Utilities report as part of the Annual Service Plan (together with progress reports at each Payment Period) that provides user configurable reports, detailing time stamped usage history, status, event history, consumption history and other required energy usage and control information in detailed and summary formats;
- (i) be responsible for:
 - (1) obtaining and maintaining all required permits, licenses, test certificates and approvals; and
 - (2) undertaking all testing, cleaning and maintenance, including as required by the Utility Companies and other parties having jurisdiction;
- (j) regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of the Authority;
- (k) ensure all physical connections and structured cabling for telephone and data services are provided and maintained at all times; and
- (l) inform the Authority's Operating Period Representative of all:

- (1) scheduled interruptions to any Utility not less than seven days prior to such disruption; and
- (2) unscheduled disruptions to any Utility immediately upon the occurrence.

2.10 Maintenance of Key Energy Consuming Building Systems

Project Co will:

- (a) maintain all key energy consuming Building Systems, including all boilers, so that each such system operates efficiently; and
- (b) conduct regular efficiency testing of all such systems in accordance with Good Industry Practice, and without limitation no less than once per heating season for the boilers (at start-up of the season), and will include the results of such testing in each applicable Performance Monitoring Report.

2.11 Maintenance Equipment and Supplies

Project Co will provide, maintain, clean and replace as required all equipment, supplies, apparatus and consumable items (including any consumable required for the operation of Maintained Elements) required to deliver the FM Services, including scaffolding, mobile elevating or lifting devices, tackle, machinery, tools or other equipment.

2.12 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;
- (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;
- (d) provide safe, tamper resistant and efficient methods of catching, destroying and safely disposing of pests, adopting safe and humane procedures in all instances;
- (e) if non-chemical forms of pest control are ineffective, use chemical treatment and specific chemicals consented to by the Authority provided that no chemicals will be used which may come into contact with residents, staff, or visitors directly or indirectly;
- (f) ensure the use of any permitted chemicals, including pesticides, is strictly controlled and monitored;

- (g) maintain all records of the use of any permitted chemicals and advise the Authority in advance of the type of chemicals it intends to use; and
- (h) include in its monthly report to the Authority a complete overview on pest control activity during the previous period and identifying future action which will include the following:
 - (1) identification of any pest/vermin infestation;
 - (2) details of the locations and areas inspected and treated and the product names and product number of the pesticide used if applicable;
 - (3) the number, type and location of infestations reported;
 - (4) any evidence of any pest and any belief that any infestation is associated with any other premises whether Authority-owned or otherwise that may affect the Facility; and
 - (5) a description of recommended preventative measures to minimize re-infestation.

2.13 Roads, Grounds and Landscape Maintenance

Project Co will:

- (a) provide Maintenance for all roads, grounds and landscaped areas at the Facility and Site including:
 - (1) maintenance of irrigation systems, exterior lighting, internal roadways, parking areas and other site improvements;
 - (2) full horticulture services, including:
 - (A) tree maintenance/surgery;
 - (B) lawn care, including mowing and edging;
 - (C) flower bed maintenance;
 - (D) weeding;
 - (E) planting, including shrubs, trees, flower beds; and
 - (F) effective irrigation procedures;
 - (3) snow and ice removal from roadways, sidewalks, stairways, landings, exits and entrances to and from the Facility including:
 - (A) snow plowing, clearing, hand shoveling, and application of anti-skid and ice melt products as required; and

(B) development of a snow and ice clearing priority protocol in consultation with the Authority; and

- (b) ensure all external areas of the Facility are sound, safe, tidy and maintained in accordance with Table 4 of Attachment 1 to this Appendix;
- (c) protect from damage all existing and new plants, site services, curbs, paving, structures, finishes and any other features, during the course of providing the Services; and
- (d) obtain the approval of the Authority before using any herbicides, pesticides or fertilizers, all used in accordance with local regulations and bylaws.

3. DECORATIVE FINISHES

Painting decorative finishes and installing wall-mounted decorations, such as pictures and photos, within resident rooms is excluded from the scope of the FM Services. The Authority may decorate, or permit residents to decorate, residents' rooms without engaging or consulting Project Co.

4. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Maintenance					
4.1	Demand Maintenance carried out in accordance with this Appendix.	Emergency –High Urgent – Medium Routine - Low	Emergency – 30 minutes Urgent – 60 minutes Routine – 24 hours	Emergency – 2 hour Urgent – 6-8 hours Routine – 168 hours	Per Occurrence	Performance Monitoring Report
4.2	Maintained Elements that are not the subject of Demand Maintenance are maintained in accordance with this Appendix.	Medium	Routine – 24 hours	Routine – 168 hours	Per Occurrence	Performance Monitoring Report
4.3	Project Co performs Maintenance at the times permitted in Sections 2.4 and 2.5 of this Appendix.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
4.4	Project Co carries out 100% of Scheduled Maintenance on life safety, emergency systems and performs statutory/regulatory requirements within the times scheduled in the Annual Service Plan.	High	N/A	N/A	Per occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
4.5	Project Co carries out 85% of all other Scheduled Maintenance within the times scheduled in the Annual Service Plan. All deferred Maintenance to be completed within 30 days of its scheduled date.	High	N/A	N/A	Per occurrence	Performance Monitoring Report
	Medical Gas					
4.6	Project Co performs maintenance in accordance with Section 2.8 of this Appendix.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
	Boiler Efficiencies					
4.7	All gas boilers to be maintained at a combustion efficiency rating level from base level (to be determined in accordance with Good Industry Practice from commissioning data): a) 98% or greater during years 1 to 5 of the Operating Period and years 1 to 5 following replacement or major refurbishment of the boilers (b) 96% or greater during years 6 to 10 of the Operating Period and years 6 to 10 following replacement or major refurbishment of the boilers (c) 93% or greater after year 10 of the Operating Period or after year 10 following replacement or major refurbishment of the boilers	High	N/A	N/A	Once per heating season, but if the efficiency rating is below the applicable efficiency level, then measured weekly (with weekly High Service Failures) until the efficiency rating meets or exceeds the applicable efficiency level	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Utilities Management					
4.8	An adequate, continuous supply of all Utilities is maintained 365 (6) days per year, 24 hours a day (excluding disruptions in service caused by a Utility Company)	High	15 minutes	1 hour	Per Occurrence	Performance Monitoring Report
4.9	Project Co testing emergency power system not less than monthly but otherwise as and when required under applicable Laws and in accordance with Good Industry Practice	A High Service Failure for each time Project Co does not perform such tests when required. An additional High Service Failure if the emergency power system does not perform and respond in accordance with the design requirements set out in Schedule 3 [Design and Construction Specifications]	N/A	N/A	Per Occurrence	Performance Monitoring Report
4.10	Inform the Authority of all scheduled interruptions to any Utility supply	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
4.11	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Utilities Management and not otherwise addressed in Section 2.9 of this Appendix	Low	N/A	N/A	Per Occurrence	Performance Monitoring Report
4.12	Pest Control Services performed in accordance with this Appendix					

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Other					
4.13	Project Co complies with all testing and reporting requirements under all applicable Authority Policies, policies of insurance and all applicable Laws.	Medium	N/A/	N/A	Per occurrence	Performance Monitoring Report
4.14	All gardens, grounds and other external areas of the Facility are maintained in accordance with this Appendix.	Low for the first week of failure and Medium for each week thereafter until rectified	N/A	N/A	Weekly	Performance Monitoring Report
4.15	Snow and Ice removal from external areas of the Facility in accordance with Table 4 of this Appendix	Low for the first hour of failure, Medium for the second hour and High for each hour thereafter until rectified	1 hour	1 hour	Per Occurrence	Performance Monitoring Report
4.16	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.	Medium	24 hours	48 hours	Per occurrence	Annual Report
4.17	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	Medium	NA	NA	Per Occurrence	Performance Monitoring Report
4.18	Project Co implementing and adhering to all other elements of the Annual Service Plan related to FM Services and not otherwise addressed in Section 2	Low	N/A	N/A	Per occurrence	

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

ATTACHMENT 1

TABLES TO APPENDIX 4C

Table 1: Failure or Request for Service Categories

Service Category	Definition
Emergency	Service required immediately and is considered a serious emergency, including: <ol style="list-style-type: none"> 1. Life safety issues; 2. issues having an immediate and materially negative impact on resident care; 3. emergency repairs to prevent further damage (i.e. burst pipe) to the Facility; and 4. equipment failure or operating difficulties which could result in the loss of critical utilities including heat, water, electricity, emergency power and medical gases.
Urgent	Service required as soon as possible: <ol style="list-style-type: none"> 1. to address problems not presenting an immediate danger; and 2. to address problems having the potential to have a negative impact on resident care or the Facility.
Routine	Maintenance and repairs required for non-emergencies not having an immediate effect on resident care such as leaking taps, faulty doors and windows or equipment breakdowns or work not requiring immediate attention such as repairs to damaged walls, furniture or fixture installations.

Table 2: Service Standards, Building

Element	Standard
General	All Maintained Elements including the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable laws, codes, legislation, Authority Policies and Good Industry Practices.
Building Fabric External	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Sound secure and weatherproof where appropriate. 3. Free from damp penetration, staining, spalling, debris, moss growth and animal droppings 4. Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. 5. Gutters, downspouts and drains kept clear. 6. External windows surfaces cleaned periodically to maintain a debris free, clear and clean appearance. 7. Exterior finishes maintained in good cosmetic appearance
Building Fabric Internal	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Free from structural cracks and/or deflection. 3. Free from damp and vermin. 4. Free from undue damage and of good cosmetic appearance. 5. Free from all hazardous materials.

Element	Standard
Fixtures and Fittings	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Operate safely and as intended, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way. 3. Free from all but minor surface blemishes and wear and tear. 4. Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. 5. Free from corrosion.
Floor and Floor Coverings	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. The floor coverings are complete, according to their specification. 3. The floor coverings are fully fixed to the floor so as not to cause a health or safety hazard. 4. The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard. 5. Floor coverings/surfaces are maintained in such a way as to provide a suitable uniform surface, with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facility. 6. Allow adequate drainage where necessary.
Decorative Finishes (excluding painted wall finishes within resident rooms)	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Decorative finishes are complete according to their specification and maintained in a state of good cosmetic appearance at all times. 3. Free from all but minor surface blemishes or undue wear and tear. 4. Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.
Equipment and Maintained Equipment	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Maintained in accordance with manufacturer's recommendations.

Table 3: Service Standards, Building Systems

Element	Standard
General	All Maintained Elements including without limitation the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable laws, codes, legislation, Authority Policies and Good Industry Practices.
Electrical Distribution System and Emergency Power	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Ratings clearly marked. 3. Fuse elements or circuit breaker mechanisms in working order. 4. Contacts and connections clean and mechanically tight. 5. No overheating during normal operating loads. 6. Secure to authorized access only. Recording instruments operational where necessary. 7. All bus connectors torqued to manufacturer recommendations.

Element	Standard
	<ol style="list-style-type: none"> 8. Lock out procedures provided. 9. All cables mega tested as required. 10. All loads balanced on each phase. 11. All protective relaying properly coordinated. 12. All breakers, switchgear and transformers tested and cleaned on a regular scheduled basis. 13. Identification notices posted where necessary. 14. Generators and associated emergency power system and switchgear maintained and tested regularly
Plumbing Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Deliver water at the temperatures specified in Schedule 3 and flow rates as required to serve the Facility needs without undue noise and vibration. 3. Taps, valves and other related fittings and fixtures function as intended. 4. Pipework and fittings fastened securely to their intended points of anchorage. 5. No persistent drips or leaks of water from pipework, taps, valves, fixtures and/or fittings.
Heating, Ventilation and Air Conditioning Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. All ventilation systems will function as intended without undue noise or vibration. 3. Air changes and ventilation levels as required to achieve CSA and ASHRAE Standards. 4. Ductwork, fittings and pipework will be securely fastened to their intended points of anchorage. 5. No persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. 6. Secure to authorized access only. 7. Substantially free from corrosion, erosion and organic growth;
Sanitary and Other Drainage Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Function as intended, without undue noise and vibration. 3. Provide a safe and comfortable environment. 4. All pipework and fittings fastened securely to their intended points of anchorage. 5. No leakage of waste and/or foul water and/or rain water.
Fire Fighting Equipment	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Fire extinguishers and other fire fighting equipment maintained in accordance with relevant codes and standards (e.g., CSA Standards). 3. Sound, secure and fixed to their intended point of anchorage. 4. Fully operational within manufacturer's recommendations. 5. Hydrants, sprinklers & hoses at correct operating pressure & capacity. 6. Pipework substantially free from corrosion, leaks and drips.
Medical Gases	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Medical gas systems will be maintained in accordance with all relevant codes and standards.

Element	Standard
Communications Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Communications system maintained in accordance with all relevant codes and standards. 3. All electrical communications and data transmission installations to comply with relevant codes and standards (e.g., CSA Standards). 4. Fully operational within manufacturer's recommendations.
Electrical Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Weatherproof where appropriate. 3. Function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices properly housed and fastened securely to their intended point of anchorage¹ and labelled. 4. Lightning conductor should be complete, isolated and comply with CSA Standards. 5. MICC cable protective coatings intact.

Table 4: Service Standards, Grounds Maintenance

Element	Standard
General	All Maintained Elements including without limitation the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable laws, codes, legislation, Authority Policies and Good Industry Practices.
Site improvements and Infrastructure	<ol style="list-style-type: none"> 1. Free from litter, graffiti and/or vandalism. 2. Accessible for the visually and mobility impaired, wheelchair users. 3. All external furniture, and hard landscaping features maintained in accordance with the design criteria 4. Waste bins emptied as required 5. Irrigation and exterior lighting systems functional and maintained in accordance with the design criteria. 6. Gutters, drains and storm water systems free from litter, leaves, weeds and extraneous material 7. Fences, walls and gates safe, sound and secure
External Signage	<ol style="list-style-type: none"> 1. Compliant with the "Signage & Wayfinding" requirements in Schedule 3 [Design & Construction Specifications]. 2. Secure and sound. 3. Not hinder visibility to cars and pedestrians at junctions. 4. Be in appropriate locations. 5. Highly visible at all times. 6. Offer clear and concise information. 7. Free from graffiti and/or vandalism. 8. Replacement of light elements as required.

¹ Safety devices will be deemed to include all Un-Interruptible Power Supplies (UPS) and power surge devices specified to protect personnel and equipment.

Element	Standard
Roads, Grounds and Landscape Maintenance	<p>Trees, Shrubs and Hedges:</p> <ol style="list-style-type: none"> 1. Trimmed, pruned and/or cut to maintain healthy growth. 2. Substantially free from dead or dying branches. 3. Substantially free from litter. 4. Free from disease and/or infestation. 5. Replaced as and when necessary to maintain appearance. <p>Grassed Areas:</p> <ol style="list-style-type: none"> 1. Of uniform appearance with no dead patches. 2. Edges trimmed. 3. Free from infestation. 4. Substantially free from fallen leaves, weeds and litter, excrement. 5. Maintained to a uniform length between 25 and 50 mm. <p>Flower Beds:</p> <ol style="list-style-type: none"> 1. Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year. 2. Substantially free from fallen leaves, weeds and litter. 3. Free from disease and/or infestation. <p>Roads and Parking Areas:</p> <ol style="list-style-type: none"> 1. Sound safe and even surface with no potholes, sinking or tripping hazards. 2. Curbs, paving stones and edging are sound. 3. Road markings, signage and parking stripes are clear and complete. 4. Swept and clear of debris and hazards 5. Site circulation routes are clear and accessible. <p>Snow and Ice Removal:</p> <ol style="list-style-type: none"> 1. Application and re-application, as required, of anti-skid and/or ice melting products to all paved and concrete areas including without limitation roadways, emergency routes, parking areas, sidewalks, Facility entrance ways, stairs and landings. 2. Hand shovelling of Facility entrance ways, stairs and landings will be performed at a frequency required to maintain safe access and egress to and from the Facility at all times. 3. General snow plowing and clearing will commence within two hours of accumulation of 5 cm (2 inches) in depth and will be cleared on an on-going basis as required to reduce the risk of injury, accidents and maintain access to the Sites at all times. 4. Reasonable snow dumping on site is acceptable in designated areas for snow collection that do not impede fire lanes, pedestrian or vehicle traffic or restrict availability of visitor or staff parking. 5. Installation of winter fencing if required

Table 5: Service Standards, HVAC, Medical Gas and Sound Transmission

HVAC	HVAC systems to be maintained in accordance with the applicable standards set out in Schedule 3 [Design and Construction Specifications]
Medical Gas	Medical gas systems to be maintained in accordance with Section 2.8 [Medical Gas Requirements].
Sound Transmission	Sound transmission levels for designated areas maintained within the design tolerances as per Schedule 3 [Design and Construction Specifications]