

APPENDIX 4D

PLANT SERVICES AND PERFORMANCE INDICATORS

NEW FACILITY ONLY

1. DEFINITIONS

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

“BAS” or **“Building Automation System”** means an electronic system that optimizes the start-up and performance of HVAC equipment and alarm systems;

“Building and Equipment 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 facility, including all building elements, components and systems, including HVAC, electrical, mechanical, plumbing, elevators, carpentry and painting, and including Preventive Maintenance and New Facility 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 Equipment Maintenance;

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

“Equipment” means the equipment described in Sections 2.4 and 2.5 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, and including Preventive Maintenance and New Facility 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;

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

“New Facility Demand Maintenance” means all ad hoc maintenance, repairs, testing or servicing, including all elements, components and systems within the New Facility other than Preventive Maintenance or Scheduled Maintenance, and for greater certainty New Facility Demand Maintenance includes provision of parts and supplies;

“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;

“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 provision of parts and supplies; and

“Technical Requirements” means the technical 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. The parties agree and acknowledge that Project Co's obligations under this Appendix only relate to the New Facilities.
- (b) Project Co will continuously perform the Plant Services throughout the Operating Period, and is responsible for such Services 24-hours per day 365(6) days per year.
- (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 or 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 (which in all cases includes employees or other personnel of Project Co, the Service Providers and Sub-Contractors) with the skills necessary to perform 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) cooperate with and assist the Authority in the interface and coordination of the other services identified to be delivered by the Authority and/or its contractors other than Project Co and the Service Providers and Sub-Contractors;
 - (8) exercise competent supervision of the Services at all times;
 - (9) administer all insurance claims in connection with the provision of the Services at the New Facility; and
 - (10) provide all quality assurance and quality monitoring relevant to the Plant Services.
- (f) [Not used]

2.2 **Scope of Service**

- (a) [Not used]
- (b) [Not used]
- (c) For convenience of reference, the Plant Services are separated into the following elements, as further described in Sections 2.3 to 2.15:
 - (1) Statutory Testing and Permission to Work;
 - (2) Building and Equipment Maintenance;
 - (3) Equipment Maintenance;
 - (4) Life Cycle Replacement and Refurbishment;
 - (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) Quality Monitoring; and
 - (13) Emergency Preparedness.
- (d) The intention of Appendix 4D and Appendix 4E is that Project Co will provide Plant Services in respect of the whole of the Facility and Site.

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, but not limited to:
 - (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, as required under applicable Law with test results stored electronically and made available to the Authority on reasonable request. This shall include, but not be limited, to 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) commission all new plant operations, systems and equipment, installed or provided by Project Co, including those replaced under the Life Cycle Requirements, subject to prior review of all commissioning procedures by the Authority;
- (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;
- (f) apply to the Authority with at least ten days advance notice, for permission to work where any scheduled work may affect the Authority Activities 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, the Authority may inform Project Co that Plant Services will not be carried out in order to avoid disruption to the Authority Activities. 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.

2.4 Building and Equipment Maintenance

Project Co will:

- (a) develop and implement operational policies, procedures and practices relative to Building and Equipment Maintenance, including with respect to the sections that follow;
- (b) maintain, including repairing, updating (including renewal and replacement and providing life cycle services unless indicated not to be life cycled by Project Co), the following elements of the Site and the New Facility, including Equipment in the New Facility, in accordance with this Appendix: Priority 1 PM is the highest priority which impacts health, safety and legislative requirements. Priority 4 PM is the lowest priority PM

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
All hot and cold water storage and distribution system from utility point of delivery to consumer outlets		X				YES
All internal and external signage and way finding					X	NO
All mechanical plant and plant areas		X				YES
Battery powered system other than biomedical equipment and IMIT equipment		X				NO (unless required for Plant Services)
Building and energy management system		X				YES
Building Automations System (BAS) and CMMS with sensor, actuators, controllers etc.		X				YES
Building envelope, including roof				X		YES
Building performance and indoor air quality monitoring				X		YES
Laboratory Gas Systems		X				YES
Bulk Oxygen Tanks by providing first response	NA					NO
Carbon Monoxide/Smoke Detectors			X			YES
Cardiac and emergency alarm systems and equipment		X				YES
Central vacuum system					X	YES

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
Chilling plant and chilled water storage and distribution system		X				YES
Chimneys and flues			X			YES
Clock Systems			X			YES
Compressed air installations and equipment		X				YES
Medical compressor air and vacuum systems		X				YES
Door hardware, including hinges, handles, security hardware etc. (excluding key control)			X			YES
Electrical distribution system from utility delivery point to building consumer including switchgear, safety devices and metering equipment		X				YES
Electrical systems		X				YES
Electronic metering system	NA					YES
Elevators and dumbwaiters		X				YES
Emergency power generation with associated equipment		X				YES
Flag poles					X	YES
Fire detection, protection and fire fighting installations and equipment, fire doors, automatic holdbacks and emergency lights		X				YES
Fire escape and staircases		X				YES

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
Fixed and portable first aid fire fighting systems			X			YES
Fume Hoods			X			YES
Grease Traps				X		YES
Grounds keeping elements not covered by contracts including irrigation systems				X		NO
HVAC installations and associated equipment including changing filters and hepa filter systems			X			YES
Hydro Carbon distribution with associated equipment					X	YES
Internal and external lighting systems including emergency lighting			X			YES
Lightning storm protection equipment and installations	NA					YES
Linen chutes					X	YES
Loading dock and waste disposal equipment				X		YES (except waste disposal equipment)
Medical gas systems (Oxygen, Medical Air, Medical Vacuum, Nitrous Oxide)		X				YES
Medical gas systems up to the terminals, including anesthetic scavengers		X				YES

ELEMENTS	PM PRIORITY				TO BE LIFE CYCLED BY PROJECT CO	
	N/A	1	2	3		4
Natural gas system	NA					YES
Nurse call, code blue, dictation, intercom installations and paging equipment		X				YES
OR Lighting Fixtures		X				NO
Panic Duress Systems		X				YES
Parking, meters, gates and traffic control installations and equipment					X	NO
Personal safety and first aid equipment including eye wash stations		X				YES
Plant Workshop equipment			X			YES
Pneumatic tube systems	NA					YES
Portable emergency power equipment				X		YES
Portable pressure washers & water pumps	NA				X	YES
Power Generation – Oil Fuel storage tanks		X				YES
Preservation and esthetic looks of interior and exterior wall and door coverings				X		YES
Pressure vessels, main boiler plant and heat exchanger systems		X				YES
Public announcement systems		X				YES

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
Pure water system (excluding hemodialyses)			X			NO
Room pressurization installations and equipment		X				YES
Sanitary and storm sewer waste systems (including sewage lift station, holding ponds etc)			X			YES
Sanitary vent system			X			YES
Security camera and recording installations and systems					X	YES
Sewer and waste water collection system with all related equipment from consumer outlet to utility delivery point			X			YES
Special water treatment systems (non medical)			X			NO
Specialized exhaust equipment and installations			X			YES
Specialized sewer contamination prevention equipment		X				YES
Steam and hot water boiler installations and distributions system with associated equipment		X				YES
Steam, hot water and pressurized pipe - work systems		X				YES
Structures cabling for voice and data communication			X			YES
Swimming & Therapy Pools				X		NO

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
Thermal systems and distribution systems	NA					YES
Two Way Radios, Pager communication system and antennas				X		YES
Uninterruptible power supplies (UPS)		X				NO (Except if Required for Plant Services)
Waste disposal systems			X			NO
Water Fountains				X		NO
Water Treatment Plants and Water softeners					X	YES

This list is not exhaustive and Project Co is to fully ascertain the total requirements based on all elements, components and systems. Project Co will also provide all such maintenance, including repair and updating (including providing life cycle services) of the equipment listed in Appendix 1 [Equipment List KGH] and Appendix 1 [Equipment List VJH] of Schedule 3 [Design and Construction Specifications] and identified with an "X" in the column entitled "Project Co. to Maintain/Repair". For any items that are not on the above list, Project Co, acting reasonably, will propose the PM Priority for such item for consideration by the Authority, acting reasonably. Any Dispute regarding the PM Priority for items not on the above table will be resolved pursuant to the Dispute Resolution Procedure.

- (c) provide, purchase and install, unless otherwise stated, all requisite plant, equipment, apparatus and consumable items required for the proper execution of all work which Project Co is required to carry out under this Appendix; including scaffolding, crange, 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 comprised of planned and scheduled cyclical maintenance of all building elements, components and systems. The Preventive Maintenance program is to be planned, scheduled, controlled and monitored utilizing a Computerized Maintenance Management System (CMMS) to include the following:
 - (1) hierarchical based component identification;
 - (2) description (make, model, serial #, capacity, etc);

- (3) location;
- (4) unique identification code;
- (5) maintenance job plan description including:
 - (A) detailed maintenance procedures;
 - (B) warranty requirements;
 - (C) parts and consumables;
 - (D) regulatory or statutory requirements; and
 - (E) special instructions;
- (6) frequency;
- (7) scheduled dates & times;
- (8) maintenance history including planned and unplanned;
- (9) service provider (staff or contractor);
- (10) status; and
- (11) notes including:
 - (A) inspection observations;
 - (B) recommendations; and
 - (C) comments;
- (e) provide comprehensive and effective New Facility Demand Maintenance initiated by the Authority by a Demand Requisition to the Help Desk. Project Co will perform such New Facility 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) provide Preventive Maintenance and New Facility Demand Maintenance that will regularly maintain, repair and replace, where necessary, all fire prevention/detection equipment, including fire safety systems and equipment, automatic fire detection and alarm systems, portable and fixed fire fighting systems and equipment, at the Facility as may be required from time to time to maintain all fire equipment in compliance with applicable Law including ULC standards S536 Inspection and Testing of Fire Alarm Systems. Where any such equipment requires replacement, Project Co will replace such equipment with equipment of equivalent or higher standard;
- (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) establish and maintain suitable systems and procedures to ensure that the Services are carried out at such times and in such manner that complies with the requirements of this Appendix and all other requirements of this Agreement and that complies with regulatory requirements. Project Co will provide the Services in a manner which actively reduces the risk of disruption to the Authority Activities.
- (j) provide the following Services in relation to Building and Equipment 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; and
- (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 disposition or removal from service for any elements.

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, all Equipment, including the following elements of Equipment, in accordance with this Appendix and manufacturers' recommendations, unless otherwise agreed by the Authority. Priority 1 PM is the highest priority which

impacts health, safety and legislative requirements. Priority 4 PM is the lowest priority PM.

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
Battery powered system other than biomedical equipment and IMIT equipment		X				NO (unless required for Plant Services)
Beds, stretchers, surgical tables – electric and manual, birthing beds, cribs, exam tables			X			NO
Blanket Warmers				X		NO
Cart Washers			X			NO
Ceiling lifts and other mobile patient lifting devices			X			NO
Commodes (unless plumbed in)			X			NO
Cooling, freezing, chillers (non-HVAC) & ice cube equipment		X				NO
CSR equipment including but not limited to sterilizers, cleaners, cart washers, scope washers		X				NO
Diagnostic Imaging Devices including providing services up to the equipment and providing minor repairs including but not limited to casters, hinges and drawers	NA					NO

ELEMENTS	PM PRIORITY				TO BE LIFE CYCLED BY PROJECT CO	
	N/A	1	2	3		4
Dietary equipment including but not limited to ovens, garburator, fridges, dishwasher, steam kettles, dinex carts and docking stations, toasters, tray lift systems, mixers, slicers, vending machines, blenders, choppers, plate warmers, steam tables, coffee urns, grinders, microwaves, conveyors		X				NO
Heat Sealing equipment				X		NO
Hoppers/Washers Disinfectors/sterilizers		X				NO
Housekeeping equipment including but not limited to scrubbers, compactors, steam units, polishers, vacuums			X			NO
Ice Machines				X		NO
Instrument Air Compressors		X				NO
Lab equipment including providing services up to the equipment and providing minor repairs including but not limited to casters, hinges and drawers	NA					NO
Laundry equipment including but not limited to washers, dryers, folders, presses, extractors, pumps, water softeners, compressors, scales, linen chutes, sewing machines		X				NO
Macerators	NA					NO
Micro waves				X		NO
Miscellaneous office furniture and	NA					NO

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
equipment						
OR surgical and examination tables		X				NO
Patient Lounge TV's and cable systems					X	NO
Physio Therapy exercise equipment including but not limited to treadmills, stationary bicycles and weight machines					X	NO
Revenue metering					X	NO
Rolling stock including but not limited to laundry, housekeeping, food services, CSR and nursing carts, floor lifts, IV poles		X				NO
Sonic washers		X				NO
Specialized bathing equipment					X	NO
Specialized furniture & tables	NA					NO
Specialized instrument cleaners			X			NO
Specialized non medical equipment i.e. Health Record mobile shelving, addressographs					X	NO
Specialized sanitizing equipment			X			NO
Telemetry systems and equipment including but not limited to heart monitoring, patient wander guard systems and infant abduction systems		X				NO
Tubs and Weigh Scales					X	NO

ELEMENTS	PM PRIORITY					TO BE LIFE CYCLED BY PROJECT CO
	N/A	1	2	3	4	
Wheelchairs				X		NO
Window coverings					X	NO

This list is not exhaustive and Project Co is to fully ascertain the total requirements based on all elements, components and systems. Project Co shall also provide all such maintenance, including repair, of the equipment listed in Appendix 1 [Equipment List KGH] and Appendix 1 [Equipment List VJH] of Schedule 3 [Design and Construction Specifications] and identified with an “X” in the column entitled “Authority to life cycle”. For any items that are not on the above list, Project Co, acting reasonably, will propose the PM Priority for such item for consideration by the Authority, acting reasonably. Any Dispute regarding the PM Priority for items not on the above table will be resolved pursuant to the Dispute Resolution Procedure.

- (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 New Facility Demand Maintenance. Project Co will ensure that New Facility Demand Maintenance will be performed or supervised by Project Co personnel with specialized training and who must also be familiar with the general operations of applicable Equipment;
- (6) maintain at its cost an inventory of basic and specialty parts, related to the repair and maintenance of 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 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 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);
 - (C) description of maintenance provided 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;

- (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); and
 - (G) based on such service records, Project Co will keep a list of such Equipment that it believes should be replaced or removed from use by reason of being beyond its useful life or non-repairable, which list the parties will periodically review. Subject to Authority approval and funding availability, then the Authority will fund their replacement and Project Co will procure and install such Equipment.
- (b) Within a reasonable time after each anniversary of the Final 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 equipment.
 - (c) Project Co will maintain an inventory listing of Equipment for which it is responsible under this Section 2.5, including the date of disposition or removal from service.
 - (d) The intention of Sections 2.4 and 2.5 is that all Equipment that is identified in either such section, is included in the Facility by Project Co, or is procured for the Facility by the Authority or Project Co, will be maintained and repaired by Project Co under either Section 2.4 or 2.5. If any equipment is not specifically identified under this Section 2.5 (Equipment Maintenance), then Project Co will provide the full Plant Services, including Life Cycle Requirements, specified in Section 2.4 (Building and Equipment Maintenance).

2.6 Life Cycle Replacement and Refurbishment

- (a) Project Co will ensure the long-term integrity and ongoing operational serviceability of the New Facility by complying with the Life Cycle Requirements, which define design life, specific replacement/refurbishment strategies, key assumptions, and annual cost provisions for all types of plant and equipment for which Project Co is responsible. The Life Cycle Requirements are categorized by major elements such as substructure, structure, enclosure, interior dividing, vertical, finishes, fittings and equipment, mechanical, electrical, life safety, communications and Site. Project Co will renew the New Facility, as required, such that, at termination or expiry of the Agreement, the New Facility is fully functional to the standard specified in Appendix 4C (Handback Requirements).
- (b) Project Co will:
 - (1) develop and implement appropriate operational policies, procedures and practices, relative to life cycle including with respect to the sections that follow;
 - (2) perform life cycle replacement or refurbishment services throughout the term in accordance with the Life Cycle Requirements and Handback Requirements;
 - (3) develop, manage and operate a comprehensive electronic inventory control system, the asset register, that provides up-to-date records for all aspects of the New Facility including building architectural, mechanical and electrical elements and systems;
 - (4) ensure that life cycle replacement and renewal services minimize disruption to the Authority Activities;

- (5) initiate an emergency procurement procedure to enable timely replacement in the event of unexpected elements failure;
 - (6) provide advice, guidance and recommendations on life cycle replacement and/or refurbishment of out-of-scope additions to the New Facility subsequent to commissioning; and
 - (7) comply with the reporting and quality monitoring requirements of this Appendix and with all other reporting and quality monitoring requirements of this Agreement;
- (c) Replacement of elements, Equipment and systems by Project Co must be consistent with the following principles:
- (1) at the Expiry Date, each element of the New Facility, the listed assets and the Site will have a remaining life cycle consistent with the Handback Requirements;
 - (2) the standard of replacement or refurbishment of specific elements in accordance with the Life Cycle Requirements will meet or exceed the requirements of this Appendix and all other requirements of this Agreement. Where elements are no longer available or those elements cannot be reproduced then elements may be replaced with elements of similar or equivalent form, substance and quality that meet or exceed the requirements of this Appendix and all other requirements of this Agreement;
 - (3) where new or alternative building and site equipment or systems are provided by the Authority, life cycle replacement will be the responsibility of the Authority. However, Project Co will be responsible for providing advice and recommendations on such renewal and/or replacement;
 - (4) where new or alternative building and site equipment or systems are provided by the Authority, Project Co will report on the impact of such additions or alternatives on existing systems or operational costs; and
 - (5) Project Co. shall make available to the Authority a full audit trail of life cycle activity and adherence to agreed standards.
- (d) Project Co will provide periodic management reports to the Authority such as:
- (1) monthly reporting on the asset register updates;
 - (2) advice on systems and equipment that are out-of scope; and
 - (3) ad hoc and other reports as agreed upon by Project Co and the Authority.

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 New Facility, 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 as required by Schedule 3 (Design and Construction Specifications) with the correct circulation rates and air filters installed and maintained as set out in Schedule 3;
- (d) comply with, or exceed, the baseline measurements for the number of air exchanges required to be maintained in specific rooms as per Schedule 3;
- (e) keep the Functional Units at the temperatures as per Schedule 3;
- (f) meet the standards for heating, ventilation, air conditioning, lighting, pressurization, sound and vibration as described in Schedule 3;
- (g) comply with or exceed the baseline measurements for the acoustic performance of the New Facility as per Schedule 3;
- (h) comply with or exceed the baseline measurements for the vibration level performance as per Schedule 3;
- (i) ensure all lighting systems remain fully functional, safe, and are maintained to provide illumination levels based on benchmark levels established at Service Commencement and set out in Schedule 3;
- (j) ensure the public address system operates as designed; and
- (k) where applicable, ensure all work carried out in the performance of the Services is carried out in compliance with the latest revision of CSA Standard 317.13 titled "Infection Control of Health Facilities", 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.

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 as specified in Schedule 3 (Design and Construction Specifications);
- (c) ensure that upon the occurrence of any event nominated by the Authority, the BMS will automatically and immediately notify the nominated Authority staff of the incident particulars. Such incidents are:
 - (1) changes in the temperature of a blood fridge;
 - (2) changes in the temperature of a pharmacy fridge;
 - (3) where an alarm is triggered in accordance with an event covered by the fire system;
 - (4) other installed alarms as notified by the Authority from time-to-time including food freezers/fridges, IMIT server rooms, medical gases; and

- (5) where hardware is in place, provide alarms as notified by the Authority including generators and generator rooms;
- (d) [Not used]
- (e) 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;
- (f) 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
- (g) provide the Authority with read only system access for running of any desired ad hoc reports.

2.9 Fire Management

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practices relative to fire management, including with respect to the sections that follow;
- (b) prepare a comprehensive 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, but

are not limited to, 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 person 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; and
- (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, but not be limited to:
- (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 New Facility, including, but not limited to, 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) maintain each elevator so as to comply with the requirements of this Appendix including as to Elevator Availability and to comply with all other requirements of this Agreement, including Schedule 3 (Design and Construction Specifications). For these purposes, Elevator Availability is defined as:

Elevators are operational, adequately ventilated, licensed, and safe.

- (c) 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;

- (d) have personnel on Site to immediately attend to minor elevator faults;
- (e) 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;
- (f) in no case allow routine non-scheduled maintenance (which for greater certainty shall not include maintenance required by applicable Law, scheduled modernisation and scheduled repair) or elevator failure to result in:
 - (1) service elevators servicing the New Facility achieving availability of less than 98.5% in each calendar month;
 - (2) service elevators servicing the central processing department and operating rooms in the New Facility achieving availability of less than 98.5% in each calendar month; and
 - (3) in each bank of public/passenger elevators in the New Facility achieving availability of less than 98.5% in each calendar month.

2.11 Sub-Contractor Management

Project Co will retain Sub-Contractors as required to deliver aspects of the Plant Services identified within this Appendix. In selecting and hiring its Sub-Contractors, Project Co will:

- (a) 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;
- (b) 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 ;
- (c) be responsible for the performance of Sub-Contractors in the delivery of the Services;
- (d) be responsible for the payment of all sub-contracted goods and services; and
- (e) 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.

2.12 Plant Services Information Management

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practices, relative to Plant Services Information Management, including with respect to the sections that follow;
- (b) 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.
- (c) collect, manage and update all Plant Services records and information on behalf of the Authority. This will include but not be limited to information regarding:
- (1) the physical characteristics of the plant and Equipment including, but not limited to:
 - (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 New Facility 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;
- (d) ensure all CAD and As Built Drawings 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;
- (e) [Not used]
- (f) 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;
- (g) 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;
- (h) use data and communications systems, which are compatible with the Authority's systems at all times;

- (i) 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;
- (j) 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; and
- (k) 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.

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 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.

2.15 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.

Table 1: Response Times and Rectification Periods

Category	Definition	Response Time	Rectification Period if Not Linked to Availability	Service Failure Level
STAT	Any Event that is a life safety issue or serious enough to cause significant operational disruption, economic or environmental damage.	15 minutes	4 hours	High
Urgent	Means any Event that will cause operational problems if not attended to quickly, or which may develop into an Emergency if not remedied or an Ad Hoc Demand Requisition which requires attendance quickly to avoid operational problems or an Emergency if not remedied	30 minutes	24 hours	Medium
Routine	Any event that is not immediately detrimental and not causing significant operational problems.	2 hours	7 Days	Low

The following tables outline some general items to be monitored and they are not meant to be inclusive of all the inspections that are required by an effective maintenance program.

Table 2: Building & Equipment

Element	Standard
<p>General</p>	<ul style="list-style-type: none"> In general, all elements of building fabric, fixtures and fittings, floor and floor coverings, and furniture and 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.
<p>Building Fabric, External Including, but not limited to:</p> <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.
<p>Building Fabric, Internal Including, but not limited to:</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 and vermin. Substantially free from undue damage and of reasonable appearance for location. Free from asbestos and other hazardous materials. Free from deleterious materials used in works undertaken by Project Co.
<p>Fixtures and Fittings Including, but not limited to:</p> <ul style="list-style-type: none"> Doors (external, internal and fire) Glazing, screens, cabinetry 	<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

Element	Standard
<ul style="list-style-type: none"> • Windows and sills • Hatches • Vents • Shelving • Cupboards • Railings • Racking • Notice boards • Mirrors • Balustrades • Magnetic door holders • Roll-shut screens 	<p>and tear.</p> <ul style="list-style-type: none"> • Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. • Substantially free from corrosion.
<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. • Allow adequate drainage where required for planned use.
<p>Decorative Finishes Including, but not limited to:</p> <ul style="list-style-type: none"> • Paintwork • Fabric • Special finishes applied to walls, ceilings, woodwork, metalwork, pipe work and other visible elements) 	<ul style="list-style-type: none"> • Decorative finishes are substantially complete according to their specification. • 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.
<p>Equipment & Furniture</p>	<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.
<p>Artwork/Sculpture</p>	<ul style="list-style-type: none"> • Appropriately secured to discourage theft or vandalism.

Table 3: Systems Element	Standard
General	<ul style="list-style-type: none"> In general, all elements of building systems, including the elements outlined below, will at all times be functional, operational and satisfy the reviewed Design and the Technical Requirements.
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 and CSA C282. Batteries shall be adequately ventilated, free from acid leakage; batteries shall be maintained in accordance with Good Industry Practice.
LV Distribution System Including, but not limited to: <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 Transformers Grounding System 	<ul style="list-style-type: none"> All system components and enclosures will be operated and maintained in accordance with Good Industry Practice.
HV Distribution Systems Including, but not limited to: <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.
Hot & Cold Water Systems	<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. 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.

Table 4: Systems Element	Standard
Heating, Ventilation and Air Conditioning Systems Including, but not limited to: <ul style="list-style-type: none"> • Fume hoods • Humidifiers • 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 	<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, fully in accordance with the reviewed Design and the Technical Requirements. • Ductwork, fittings and pipe work shall be securely 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.
Conveying Systems	<ul style="list-style-type: none"> • Pneumatic tube system operates to the manufacturer's design. • Elevators/dumbwaiters operate to the manufacturer's design. • Disinfection following spills in the conveying systems will be undertaken at the Authority's cost when a canister carrying any biological agent is believed to have opened in the tube system.
Sanitary and Other Drainage Systems (Including all sanitary ware and associated fittings)	<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.
Fire Management Systems	<ul style="list-style-type: none"> • Fire extinguishers and other fire fighting equipment shall be maintained in accordance with relevant codes and standards.
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 • Public address system • Intercom, paging, call systems • Wireless 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.

Table 4: Systems

Electrical Systems

Including, but not limited to³:

- IT/data
- Lighting
- Communications
- Safety
- Alarm systems

- All system components and enclosures will be operated and maintained in accordance with Good Industry Practice.

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

3. 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, for each separate occurrence within the applicable reporting period indicated in the “Frequency Reported” column, for an aggregate total of Service Failures for that period and a corresponding Deduction for each of the Service Failures (calculated pursuant to Schedule 8 [Payment Mechanism]); 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 [Payment Mechanism]).

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
4D1	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

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)
4D2	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
4D3	2.4(b)	PP - Building and Equipment Maintenance - 100% of Scheduled Priority 1&2 Preventive Maintenance is Completed and Associated CMMS Records are available for review	CMMS Preventative Maintenance Schedule	MO	H
4D4	2.4(b)	PP - Building and Equipment Maintenance - 85% of Scheduled Priority 3&4 Preventive Maintenance is completed with backlog completed within one month	CMMS Preventative Maintenance Schedule	MO	H
4D5	2.4(e)	PE - Building and Equipment Maintenance - New Facility Demand Maintenance carried out in accordance with this Appendix 4D.	Performance Monitoring Report	MO	H
4D6	2.4	PE – Building and Equipment Maintenance – All Building and Equipment Maintenance for all elements to be maintained is performed in accordance with this Appendix 4D.	Performance Monitoring Report	MO	M
4D7	2.5(a)(4)	PP - Equipment Maintenance - 100% of Scheduled Priority 1&2 Preventive Maintenance is Completed 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)
4D8	2.5(a)(4)	PP - Equipment Maintenance - 85% of scheduled priority 3&4 Preventive Maintenance is completed with backlog completed within one month	CMMS Preventative Maintenance Schedule	MO	H
4D9	2.5(a)(5)	PE - Equipment Maintenance - New Facility Demand Maintenance carried out in accordance with this Appendix 4D.	Performance Monitoring Report	MO	H
4D10	2.5	PE – Equipment Maintenance – All Equipment Maintenance for all elements to be maintained is performed in accordance with this Appendix 4D.	Performance Monitoring Report	MO	M
4D11	2.8(b)	PE - Building Management System - All building management systems are functional and available to the authority in accordance with Schedule 3 (Design and Construction Specifications)	BMS Report	MO	H
4D12	2.9(b)(2)	PP – Fire Management – Carry out fire drills as agreed with the Fire Authority or in accordance with the policy of the Authority	BMS Report	MO	H
4D13	2.10(b)	PP - Elevators and Vertical Transportation Devices - Elevators and vertical transportation devices are maintained to comply with the requirements for Elevator Availability and all other requirements of this Agreement, including Schedule 3 (Design and Construction Specifications)	BMS Report	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)
4D14	2.10(e)	PE - Elevators and Vertical Transportation Devices - Individuals trapped in elevators are extracted/released within the times set out in this Appendix	BMS Report	MO	H
4D15	This Appendix	PE – All external areas of the Facility are maintained in accordance with this Appendix 4D.	BMS Report	Mo	M if rectified within one week, and H if rectified thereafter
4D16	2.12(j)	PE – All hazard notices and signs are maintained, recorded, located and displayed correctly, and fully serviceable	Performance Monitoring Report	MO	M
4D17	2.13	PP – Miscellaneous Occupant Request Services - 95% of requests due to be completed in any calendar month are performed within that month as required by this Agreement and with any uncompleted requests completed within the following month.	Performance Monitoring Report	MO	M
4D18	2.14	PE - Quality Monitoring - customer satisfaction survey is conducted annually	Survey	A	M