

SCHEDULE 4

SERVICES PROTOCOLS AND SPECIFICATIONS

TABLE OF CONTENTS

1. DEFINITIONS..... 1

2. ADMINISTRATION 3

2.1 Operating Period Representatives 3

2.2 Operating Period Committee 4

2.3 Authority Not Responsible for the Services..... 5

3. PERFORMANCE OF SERVICES 5

3.1 Delivery of FM Services..... 5

3.2 Standards 5

3.3 Authority Policies, CCHS Accreditation Program and Published Standards 6

4. OPERATING PERIOD PLANS 6

4.1 Service Commencement and Startup Plans 6

4.2 Annual Service Plans 7

4.3 Five Year Maintenance Plans..... 12

4.4 Life Cycle Plan..... 12

4.5 Environmental Management Plan 13

4.6 Preparation of Plans 13

4.7 Submission of Plans to the Authority..... 13

4.8 Failure to Prepare Plans..... 14

4.9 Amendment of Plans 14

5. FM SERVICES 14

5.1 Plant Services..... 14

5.2 Housekeeping and Waste Management Services 14

5.3 Help Desk Services 14

5.4 Utility Services 14

5.5 Parking Services..... 14

5.6 Retail Management Services..... 15

5.7 Additional Services 15

6. PERFORMANCE MONITORING AND REPORTING 15

6.1 Project Co Performance Monitoring 15

6.2 Periodic Reporting 15

6.3 Authority Inspection and Audit..... 16

6.4 Reporting Failures 16

6.5 Reporting Errors 17

6.6 Parties to Advise of Reporting Errors 17

6.7 Increased Monitoring 17

6.8 Replacement of Non-Performing Service Provider or Sub-Contractor..... 18

6.9 Authority’s Right of Access..... 18

7. MARKET TESTING..... 19

7.1 Market Tested Services..... 19

8. HANDBACK..... 19

8.1 Handback Requirements 19

APPENDIX 4A PROPOSAL EXTRACTS (SERVICES)

APPENDIX 4B MARKET TESTING PROCEDURE

APPENDIX 4C HANDBACK REQUIREMENTS

APPENDIX 4D PLANT SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4E HOUSEKEEPING AND WASTE MANAGEMENT SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4F HELP DESK SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4G UTILITY SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4H PARKING SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4I RETAIL MANAGEMENT SERVICES AND PERFORMANCE INDICATORS

SCHEDULE 4

SERVICES PROTOCOLS AND SPECIFICATIONS

1. DEFINITIONS

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

“Annual Service Plan” has the meaning set out in Section 4.2 of this Schedule;

“Authority Policies” means the following policies of the Authority copies of which have been provided to Project Co:

- (a) Smoke Free Policy dated October 2007;
- (b) Identification Badge Policy dated April 2006;
- (c) Respectful Workplace Policy dated June 2005;
- (d) Employee and Physician Influence Immunization Policy dated November 2005;
- (e) Fraser Health Infection Control Manual for Acute Care, First Edition dated September 27, 2007;
- (f) Blood and Body Fluid (BBF) Exposure Policy dated March 2004;
- (g) Respiratory Protection Policy dated January 2006;
- (h) Dishonest Acts Policy dated April 2006;
- (i) Confidentiality and Security of Personal Information Policy dated August 2005; and
- (j) Managing Privacy Breaches Policy dated February 2007;

“BMS” means the computerized building management system for the Facility;

“CCHS Accreditation Program” means the Canadian Council on Health Services Accreditation Program;

“CMMS” means the computerized maintenance management system for the Facility;

“Demand Requisition” means any request for service, report of a Service Failure, report of an Unavailability Event or any other report or inquiry made by a Facility User to the Help Desk or to Project Co;

“Emergency” has the meaning given in Table 2 of Attachment B to Appendix 4D (Plant Services);

“Environmental Management Plan” has the meaning set out in Section 4.5 of this Schedule;

“Five Year Maintenance Plans” has the meaning set out in Section 4.3 of this Schedule;

“Handback Requirements” means the requirements set out in Appendix 4C;

“Help Desk” means the contact point to be established by Project Co in respect of the Help Desk Services for the notification of Demand Requisitions, the occurrence of Events and other matters arising in relation to the provision of FM Services;

“Help Desk Report” has the meaning set out in Appendix 4F;

“Help Desk Services” has the meaning set out in Appendix 4F;

“Housekeeping and Waste Management Services” has the meaning set out in Section 5.2 of this Schedule, but does not include the cleaning of the items excluded from the definition of “Elements” in Appendix 4E;

“Life Cycle Plan” has the meaning set out in Section 4.4 of this Schedule;

“Operating Period Joint Committee” means the committee established pursuant to Section 2.2(a) of this Schedule;

“Operating Period Representative” has the meaning set out in Section 2.1 of this Schedule;

“Parking Services” has the meaning set out in Section 5.5 of this Schedule;

“Performance Indicators” means the performance indicators described in Appendices 4D to 4I;

“Performance Monitoring Program” means the performance monitoring system, equipment and procedures in place for monitoring performance of the FM Services as more particularly described in Section 6.1 of this Schedule;

“Performance Monitoring Report” has the meaning set out in Section 6.2 of this Schedule;

“Plans” means the Service Commencement and Start-Up Plan, the Annual Service Plan, the Five Year Maintenance Plan, the Lifecycle Plan and the Environmental Management Plan;

“Plant Services” has the meaning set out in Section 5.1 of this Schedule;

“Proposal Extracts (Services)” means the proposal extracts attached as Appendix 4A;

“Rectification” means, following the occurrence of an Event, making good the Event so that the subject matter of the Event complies with the levels of performance required pursuant to this Agreement, including (a) restoring all functional capability; and (b) ensuring that all affected Functional Units comply with the Availability Condition; **“Rectify”** and **“Rectified”** will be construed accordingly;

“Rectification Period” has the meaning set out in Schedule 8 [Payments];

“Reporting Error” has the meaning set out in Section 6.5 of this Schedule;

“Respond” and **“Response”** means:

- (a) with respect to Housekeeping and Waste Management Services, the appropriate personnel attending the location of the Event, making the location and all affected locations safe, in accordance with Good Industry Practice, and commencing Rectification

immediately or if acceptable to the Authority with respect to the Event, scheduling Rectification as part of Routine Cleaning; and

- (b) with respect to all other FM Services, the appropriate personnel attending the location of the Event, making the location and all affected locations safe, in accordance with Good Industry Practice, and providing a plan acceptable to the Authority for the Rectification of the Event.

“Response Time” means the period of time following a Demand Requisition or other electronic report or recording by the BMS during which Project Co must Respond, each as indicated as a “Response Time” for the relevant FM Service in the Performance Indicators, provided that the Response Time for a Demand Requisition made outside of Opening Hours for the applicable Functional Unit will not commence until the start of the next Opening Hours for that Functional Unit;

“Retail Management Services” has the meaning set out in Section 5.6 of this Schedule;

“Routine” has the meaning given in Table 2 of Attachment B to Appendix 4D (Plant Services);

“Routine Cleaning” has the meaning set out in Appendix 4E;

“Service Commencement and Startup Plan” means the plan described in Section 4.1 of this Schedule;

“Sub-Contractor Termination Notice” has the meaning set out in Section 6.8 of this Schedule;

“Urgent” has the meaning given in Table 2 of Attachment B to Appendix 4D (Plant Services);

“Utility Management Services” has the meaning set out in Section 5.4 of this Schedule;

2. ADMINISTRATION

2.1 Operating Period Representatives

- (a) Not less than 1 year before the Target Service Commencement Date, each of the parties will designate in writing a person (the **“Operating Period Representative”**) to be that party’s single point of contact with respect to the Operating Period and the Services.
- (b) A party’s Operating Period Representative will have full authority to act on behalf of and bind the party with respect to Services, except an Operating Period Representative will not have the authority to execute or to agree to any amendments or to give any waivers of this Agreement.
- (c) A party may at any time and at its discretion by written notice to the other party change the person appointed as its Operating Period Representative. If at any time a party objects to the Operating Period Representative of the other party then the other party will give reasonable consideration to replacing the Operating Period Representative with a person reasonably acceptable to the objecting party.
- (d) Except as otherwise set out in this Agreement, all costs or expenses incurred by or with respect to a party’s Operating Period Representative will be for the account of that party.

2.2 Operating Period Committee

- (a) Not less than one year before the Target Service Commencement Date, the Authority and Project Co will establish, and will maintain throughout the Operating Period, a joint liaison committee (the "**Operating Period Joint Committee**") consisting of the Operating Period Representatives and such other members as the parties may agree from time to time.
- (b) The purpose of the Operating Period Joint Committee is to provide a formal forum for the parties to consult and cooperate in all matters relating to the Facility during the Operating Period and any member appointed to the Operating Period Joint Committee will not have any duties or obligations arising out of such appointment independent of such member's duties or obligations to the party making such appointment.
- (c) The Operating Period Joint Committee:
 - (1) will only have the authority as expressly delegated to it by the Authority and Project Co, and both parties will give reasonable consideration to delegating appropriate authority to permit efficient decision making with respect to the Facility and the Services;
 - (2) may strike, establish terms of reference for, delegate authority and appoint members having the necessary experience and qualifications to such sub-committees as the Operating Period Joint Committee may determine are necessary from time to time and all such sub-committees will report to the Operating Period Joint Committee;
 - (3) will establish protocols and procedures for undertaking the tasks and responsibilities delegated to it, including a co-operative and consultative process to review all Plans submitted to it pursuant to Section 4.6 of this Schedule;
 - (4) may make recommendations to the parties on all matters relating to the Facility and the FM Services, which the parties may accept or reject in their complete discretion; and
 - (5) will have no authority to agree to any amendments or to give any waivers of this Agreement.
- (d) Subject to the provisions of this Agreement, the members of the Operating Period Joint Committee may adopt such procedures and practices for the conduct of the activities of the Operating Period Joint Committee as they consider appropriate from time to time and may:
 - (1) invite to any meeting of the Operating Period Joint Committee such other (non-voting) persons as a member may decide; and
 - (2) receive and review a report from any person agreed by the members of the Operating Period Joint Committee.

- (e) Recommendations of the Operating Period Joint Committee must be unanimous and any matters which cannot be resolved by the Operating Period Joint Committee may be referred to the Dispute Resolution Procedure by either the Authority or Project Co.
- (f) The Operating Period Joint Committee will meet (unless otherwise agreed by its members) at least once each month:
 - (1) prior to Service Commencement Date, at the corporate offices of the Authority; and
 - (2) after the Service Commencement Date, at the Facility,

and from time to time as necessary. Any member of the Operating Period Joint Committee may convene a meeting of the Operating Period Joint Committee at any time. Meetings of the Operating Period Joint Committee will be convened on not less than 10 Business Days' notice (which will also identify the agenda items to be discussed at the meeting) provided that in an emergency a meeting may be called at any time on such notice as may be reasonable in the circumstances.
- (g) Minutes of all recommendations and meetings of the Operating Period Joint Committee will be kept by Project Co in accordance with Schedule 14 [Records and Reports] and copies circulated promptly to the parties within five Business Days of the making of the recommendation or the holding of the meeting.

2.3 Authority Not Responsible for the Services

The Authority's rights of review, acceptance, approval or confirmation of compliance with respect to any aspect of the Services will be for the Authority's benefit only, and no acceptance, approval or confirmation of compliance by the Authority's Operating Period Representative or other representative of the Authority will in any way relieve Project Co of its obligation for all aspects of the Services except as may be expressly set out in this Agreement.

3. PERFORMANCE OF SERVICES

3.1 Delivery of FM Services

Project Co will at all times during the Operating Period provide the FM Services in accordance with the:

- (a) specifications set out in this Schedule;
- (b) Proposal Extracts (Services); and
- (c) Plans then in effect.

3.2 Standards

Project Co will at all times during the Operating Period provide the FM Services:

- (a) in accordance with the standards set out in this Schedule;

- (b) in compliance with all applicable Laws;
- (c) in compliance with all Authority Policies and all such policies will be interpreted to apply to Project Co and its Subcontractors and employees in the same manner as applicable to the employees and subcontractors of the Authority;
- (d) to the standards required to maintain the Facility's full accreditation under the Canadian Council on Health Services Accreditation Program;
- (e) in a manner based on sound technical and operational procedures in accordance with Good Industry Practice; and
- (f) to the same standards that an experienced, prudent, and knowledgeable long term owner of a comparable health care facility in North America, whether publicly or privately operated, would employ.

If one or more of the foregoing standards is applicable to any particular FM Service, then the highest of such standards will apply, provided that in all cases such standard or standards will be applied taking into account the age, use and reasonable wear and tear of the Facility.

3.3 Authority Policies, CCHS Accreditation Program and Published Standards

If any Authority Policy, the CCHS Accreditation Program or any published standard is amended after the Effective Date, then such amended policy will not constitute an Authority Policy, such amended program will not constitute a CCHS Accreditation Program and such amended standard will not constitute a published standard for the purposes of this Agreement unless the amended policy, program or standard constitutes a Change in Law or has been implemented as a Change in accordance with Schedule 6 [Changes, Minor Works and Innovation Proposals].

4. OPERATING PERIOD PLANS

4.1 Service Commencement and Startup Plans

Project Co will establish and implement on the Service Commencement Date a service commencement and startup plan (the "**Service Commencement and Startup Plan**") incorporating the following:

- (a) a schedule identifying the tasks to be completed prior to the Service Commencement Date and the targeted completion dates of such tasks such that Project Co will be in a position to commence delivery of the FM Services on the Service Commencement Date;
- (b) the Annual Service Plan for the first 12 months of the Operating Period;
- (c) a preliminary Five Year Maintenance Plan;
- (d) a preliminary Environmental Management Plan; and
- (e) a detailed description of all elements of the Performance Monitoring Program and how such program will be implemented at Service Commencement.

4.2 Annual Service Plans

Project Co will establish an annual service plan (the “**Annual Service Plan**”) for the delivery of the FM Services in accordance with the terms of this Agreement and Good Industry Practice which will include:

- (a) detailed operational policies, procedures and practices for the Facility and the FM Services including the methods by which Project Co will deliver the FM Services such that they:
 - (1) are consistent with the Appendices to this Schedule 4;
 - (2) will not interfere in any material respect with and will be complementary to the delivery of health care and other related services by the Authority and Authority Persons and use of the Facility by Facility Users; and
 - (3) have regard for the needs and interests of all Facility Users;
- (b) a detailed organizational and staffing plan for all employees of Project Co, the Services Provider and Sub-Contractors which includes:
 - (1) provision of:
 - (A) sufficient and appropriately qualified, licensed, trained, experienced and competent employees or Sub-Contractors with the skills necessary to perform the FM Services; and
 - (B) a designated site manager or responsible delegates who will be contactable by the Authority and one of whom will be available to be on Site within two hours notice from the Authority;
 - (2) policies and procedures with respect to:
 - (A) occupational health and workplace safety including:
 - (i) infection control policies (including routine precautions, isolation, hand washing, blood, body fluid protocols, Legionella precautions, etc.) consistent with those of the Authority in effect for the Facility;
 - (ii) the provision of immunization and infection testing programs consistent with those of the Authority in effect for the Facility, including those for influenza, Hepatitis B and Tuberculosis;
 - (iii) personal hygiene and hand washing;
 - (iv) the provision of appropriate dress and appropriate personal protective equipment (gowns, face shields, masks, etc.)

- (v) the provision of identification systems reasonably required by the Authority;
 - (vi) appropriate rules of conduct for Facility;
 - (vii) first aid training; and
 - (viii) use of all applicable equipment;
- (B) confidentiality and privacy policies consistent with those of the Authority in effect for the Facility;
- (C) appropriate Facility orientation and job training;
- (D) responding to codes and emergency alarms and procedures used by Project Co and the Authority (to the extent the Authority has notified Project Co of such codes, alarms and procedures) at the Facility;
- (3) procedures for reporting to the Authority any employee of Project Co, the Services Provider or any Sub-Contractor:
- (A) suffering from any illness which may compromise the health or safety of any Facility User; and
 - (B) instances of any employee of Project Co, the Services Provider or any Sub-Contractor having had contact with any person suffering from any illness which may compromise the health or safety of any Facility User;
- (4) procedures for obtaining and reviewing with the Authority criminal records checks for all new employees of Project Co, the Services Provider or any Sub-Contractors (and their employees) and:
- (A) ensuring no such persons commence work with children or other patients whose condition makes them similarly vulnerable until the results of a recent criminal record check is received, reviewed and is satisfactory; and
 - (B) terminating the employment of any such person whose criminal record is not satisfactory to the Authority.
- (c) details of any proposed amendments to the Performance Monitoring Program and the methods by which Project Co will satisfy the reporting requirements described in Section 6 of this Schedule;
- (d) provision for the training and re-training of all Facility Users designated by the Authority, acting reasonably, including the Authority's employees, contractors and sub-contractors, physicians, students and volunteers engaged at the Facility, as to the use and operation of the Help Desk, communication systems and all other electronic monitoring systems and equipment provided by Project Co;

- (e) an auditable quality assurance control plan based on Good Industry Practice for the FM Services and all aspects of the Facility for which Project Co is responsible under this Schedule 4;
- (f) details of all:
 - (1) Maintenance undertaken during the previous year, including a summary of all Service Failures and Unavailability Events incurred and corrective actions undertaken; and
 - (2) Scheduled Maintenance and Routine Cleaning plans for the ensuing year, including:
 - (A) date and time when the work is scheduled to be performed;
 - (B) location of the work to be undertaken;
 - (C) identification of activities which may cause disruption to the Authority or other Facility Users and the methods by which Project Co will make appropriate accommodations to minimize such disruptions;
 - (D) a risk assessment, including with respect to health and safety;
 - (E) a method statement in respect of any proposed work; and
 - (F) any changes proposed to Cleaning Access Times or Maintenance Access Times either by the Authority or by Project Co;
- (g) a comprehensive preventive maintenance program comprised of planned and scheduled cyclical maintenance of all Maintained Elements and Maintained Equipment planned, scheduled, controlled and monitored utilizing the CCMS and including:
 - (1) hierarchical based component identification;
 - (2) description (make, model, serial #, capacity, etc);
 - (3) location;
 - (4) priority classification;
 - (5) unique identification code;
 - (6) 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;
- (7) frequency;
- (8) scheduled dates;
- (9) maintenance history including planned and unplanned;
- (10) Service provider (staff or contractor);
- (11) status; and
- (12) notes including inspection observations, recommendations and comments;
- (h) provision for undertaking:
 - (1) routine inspection and testing and servicing, in accordance with the requirements of the insurers of the Project, recommended manufacturers' guidance and Good Industry Practice, of:
 - (A) boilers, elevators, calorifiers, and sterilizers;
 - (B) 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.;
 - (C) fire fighting for appliances;
 - (2) testing for legionella;
 - (3) testing, labeling and recording of all portable appliances, including:
 - (A) testing and certifying all portable test equipment, pressure gauges and recording equipment;
 - (B) testing and certifying all fixed instrumentation and will take the necessary action to repair, replace and adjust such devices as required;
 - (C) ensuring that all test equipment is itself tested and carrying the necessary valid certification.
 - (4) commissioning and re-commissioning plans for all new plant operations, systems and equipment.
- (i) an analysis of historical operating performance trends and identification of potential service adjustments required for improved delivery of the FM Services to the Authority and Facility Users;

- (j) comprehensive fire, emergency, disaster preparedness, post-disaster operational and contingency response plans for the Facility which are in accordance with the British Columbia Emergency Response Management System and integrated with those of the Authority, which will include:
 - (1) plans and procedures for:
 - (A) fire drills on all work shifts in conjunction with the Authority and the relevant fire officials; and
 - (B) evacuation of the Facility in the event of fire or other emergencies;
 - (2) training of all Project Co staff with respect to fire safety;
 - (3) maintenance of access to the Facility by emergency vehicles by roadway and alternative fire paths and ensuring that all such routes are well marked by way of road signs and the use of hatched road markings;
 - (4) provision that all available Site-based Project Co staff will provide whatever assistance can safely be provided in response to an emergency including:
 - (A) responding to a fire or other emergency alarm;
 - (B) reporting blocked fire access routes to the Help Desk;
 - (C) limiting unauthorized access to the scene of a fire or other emergency;
 - (D) assisting in the evacuation of the affected areas; and
 - (E) liaising with external agencies, including the Fire Department as part of its response in relation to an incident;
 - (5) confirmation that:
 - (A) all emergency procedures and contingency plans including, fire compartmentalization design, provision of escape routes and provision of fire fighting equipment and systems are compliant with the requirements of this Agreement; and
 - (B) the fire alarm system is properly certified;
- (k) plans detailing procedures for responding to Unavailability Events and Service Failures;
- (l) protocols and procedures for cooperation with the Authority (and its contractors) in respect to the Authority's operations at the Facility, including repair and maintenance protocols for all infrastructure, utilities, systems and equipment integrated or connected with those of the Authority;

- (m) a procedure to ensure regular liaison and communication between Project Co's managers and supervisors and the Authority and Authority Persons to facilitate the delivery of the FM Services and to ensure Project Co is made aware of the day-to-day specific requirements of the Facility Users;
- (n) details of any proposals for changes to the manner in which Project Co delivers the FM Services and the anticipated impact of those changes on the Authority and Facility Users;
- (o) a description of the arrangements and services to be provided by Project Co in respect of religious observances and other special cultural occasions which the Authority notifies Project Co are to be observed and recognized at the Facility provided any such arrangements and services will be consistent with those commonly recognized within the community; and
- (p) an update of the Five Year Maintenance Plan and the Environmental Management Plan detailing the elements and schedule of each such plan to be implemented during the ensuing 12 month period.

4.3 Five Year Maintenance Plans

Project Co will establish and implement throughout the Operating Period a rolling five year maintenance plan (the "**Five Year Maintenance Plan**") for the Maintained Elements and Maintained Equipment based on Good Industry Practice which will include details and scheduling of planned, preventative and replacement maintenance programs, including those set out in the Life Cycle Plan, to be undertaken during that period.

4.4 Life Cycle Plan

Project Co will establish and implement throughout the Operating Period in conjunction with the Five Year Maintenance Plan an asset life cycle and rehabilitation plan (the "**Life Cycle Plan**") for all Maintained Elements based on the Life Cycle Report and Good Industry Practice which will include:

- (a) the methods and practices by which Project Co will:
 - (1) support the long-term integrity and ongoing operational serviceability of the Facility;
 - (2) preserve the design criteria for all aspects of the Facility;
 - (3) ensure that on the Expiry Date all aspects of the Facility for which Project Co is responsible are functional to the standard specified in the Handback Requirements;
 - (4) minimize, to the extent reasonably possible, disruption to the Authority's activities and programs at the Facility; and
 - (5) initiate emergency procurement to enable timely replacement and response to the unexpected failure of elements of the Facility;

- (b) specific refurbishment and replacement strategies, key assumptions and annual cost provisions for all aspects of the Facility for which Project Co is responsible, categorized by major elements; and
- (c) the development, management and operation of a comprehensive electronic inventory control system and asset register that provides up-to-date records for all aspects of the Facility including building architectural, mechanical and electrical elements and systems.

4.5 Environmental Management Plan

Project Co will establish and implement throughout the Operating Period an environmental management plan (the "**Environmental Management Plan**") for the Facility based on Good Industry Practice which will include Project Co's policies and procedures for:

- (a) adhering with all applicable Laws including those regarding the handling, storage and disposition of Hazardous Substances;
- (b) maintaining a safe environment through the use of processes, practices, materials and products that avoid or minimize the production or disposal of Hazardous Substances;
- (c) ensuring that the FM Services are performed in a careful and environmentally responsible fashion to minimize adverse effects on health and the environment;
- (d) providing monitoring, inspection, testing, handling, storage and clean up of all Hazardous Substances and that all such activities may be audited; and
- (e) adhering to, updating and maintaining as current the operational policies, procedures and practices for the performance of the FM Services.

4.6 Preparation of Plans

Project Co will work co-operatively with the Authority's Operating Period Representative in the preparation of all Plans and will submit draft Plans for review and comment by the Operating Period Joint Committee prior to formal submission of such Plans to the Authority pursuant to Section 4.7 of this Schedule.

4.7 Submission of Plans to the Authority

No later than:

- (a) 180 days prior to the Target Service Commencement Date, Project Co will submit to the Authority's Operating Period Representative a preliminary Service Commencement and Startup Plan (in which the requirements of Sections 4.2(f)(2) and 4.2(g) of this Schedule will be dealt with in template form);
- (b) 90 days prior to the Target Service Commencement Date, Project Co will submit to the Authority's Operating Period Representative the Service Commencement and Startup Plan; and

- (c) March 1 of each year, Project Co will submit to the Authority's Operating Period Representative the Annual Service Plan for the ensuing year.

The Authority will review the Plans and may, but will not be obliged to, provide comments to Project Co proposing changes to such plans that the Authority considers desirable or necessary. Project Co will have due regard to any comments which the Authority may have in relation to any of such Plans and will attend such meetings as the Authority or the Authority's Operating Period Representative may reasonably require in order to discuss the Authority's comments and proposals provided that:

- (d) it will remain Project Co's responsibility to ensure that its obligations in relation to the Facility and the Services are carried out in accordance with this Agreement; and
- (e) no comments or lack of comments will impose any liability on the Authority or in any way relieve Project Co of its obligations under this Agreement.

4.8 Failure to Prepare Plans

Any failure of Project Co to prepare and submit to the Authority any Plan in accordance with this Section 4 will be deemed to be a Low Service Failure on the first day each such Plan is due and not submitted, a Medium Service Failure on the second day and a High Service Failure each day thereafter until submitted.

4.9 Amendment of Plans

Project Co will follow the reviewing procedure described in Section 4.7 prior to amending any Plan.

5. FM SERVICES

5.1 Plant Services

Project Co will perform the plant services described in Appendix 4D (the "**Plant Services**").

5.2 Housekeeping and Waste Management Services

Project Co will perform the housekeeping and waste management services described in Appendix 4E (the "**Housekeeping and Waste Management Services**").

5.3 Help Desk Services

Project Co will perform the help desk services described in Appendix 4F (the "**Help Desk Services**").

5.4 Utility Services

Project Co will perform the utility services described in Appendix 4G (the "**Utility Management Services**").

5.5 Parking Services

Project Co will perform the parking services described in Appendix 4H (the "**Parking Services**").

5.6 Retail Management Services

Project Co will perform the retail management services described in Appendix 4I (the “**Retail Management Services**”).

5.7 Additional Services

Project Co agrees that in addition to the Services it will provide all other ancillary and additional services as may be reasonably required to achieve the standards and specifications set out in this Agreement.

6. PERFORMANCE MONITORING AND REPORTING

6.1 Project Co Performance Monitoring

Project Co will at all times during the Operating Period have in place a Performance Monitoring Program pursuant to which Project Co will monitor the delivery of the FM Services which will include:

- (a) all electronically recorded or written data, information or communications made in respect of the FM Services and all aspects of the Facility for which Project Co is responsible under this Schedule 4, including such data, information or communications made to or generated by the BMS, the computerized CMMS, the Help Desk and any other information system used by Project Co in connection with the Facility and the FM Services;
- (b) all audits conducted pursuant to the British Columbia Health Authorities Housekeeping Cleaning Outcome Standards and Audit Inspection program;
- (c) all other Project Co self-monitoring and reporting; and
- (d) all reports in Project Co’s possession or otherwise available to Project Co made by or to any Governmental Authority with respect to the Facility or the Services.

6.2 Periodic Reporting

Project Co will prepare and deliver to the Authority’s Operating Period Representative within five Business Days of the end of each Payment Period during the Operating Period a performance monitoring report (the “**Performance Monitoring Report**”) which will include the following information with respect to the relevant Payment Period:

- (a) all monitoring which has been performed pursuant to the Performance Monitoring Program and a summary of all findings;
- (b) a summary of each Demand Requisition received by the Help Desk including the applicable Response Time and Rectification Period, and Project Co’s actual time of Response and Rectification;
- (c) a summary of all Unavailability Events and Service Failures including Project Co’s Response Time and Rectification Period in respect of each;

- (d) a summary and calculations of all adjustments to the relevant Periodic Payment;
- (e) all statistical data required for any provincial or federal reports or returns reasonably required by the Authority;
- (f) a summary of all life safety actions, such as fire extinguisher inspections, generator testing and sprinkler testing conducted during the Payment Period.
- (g) a summary detailing the implementation of the Annual Service Plan then in effect including a summary of:
 - (1) the staffing plan including details of personnel changes, training and methods statements;
 - (2) all Scheduled Maintenance, Routine Cleaning, statutory testing and planned shutdowns implemented during the Payment Period and planned for the next reporting period, including schedules and methods statements; and
 - (3) all Reactive Cleaning and Demand Maintenance performed during the Payment Period; and
 - (4) the delivery of all other FM Services;
- (h) deliver any report required by the Ministry of Health or the Medical Devices Group (MDG) in respect of the failure of any Maintained Element.

6.3 Authority Inspection and Audit

Project Co will on reasonable notice from the Authority:

- (a) permit the Authority to access, review and audit all records, information and reports maintained by Project Co including all Performance Monitoring Reports and other reports generated by the Performance Monitoring Program, including the methods and equipment used to calculate or determine the information therein;
- (b) ensure that the Performance Monitoring Program stores information and generates reports such that they are capable of, and readily available for, audit; and
- (c) facilitate and assist the Authority with any audit or inspection of the Facility, the Services or the Performance Monitoring Program undertaken by the Authority.

6.4 Reporting Failures

Any failure of the Project Co to prepare and submit to the Authority a Performance Monitoring Report in accordance with this Schedule will be deemed to be a Medium Service Failure on the first day each Performance Monitoring Report is due and not submitted and additional High Service Failure each day thereafter until submitted.

6.5 Reporting Errors

If any of the matters contained in a Performance Monitoring Report are incorrect or the Performance Monitoring Report fails to refer to any Unavailability Event or Service Failure that was not Rectified within the applicable Rectification Period (each of which is a “**Reporting Error**”):

- (a) Project Co will:
 - (1) if the Reporting Error occurred other than as a result of fraud, deliberate misrepresentation, gross negligence, incompetence or wilful misconduct, or if the Reporting Error is discovered by Project Co and reported to the Authority prior to its discovery by the Authority, immediately pay to the Authority an amount equal to the amount overpaid by the Authority as a result of the Reporting Error, with interest at the Default Rate from the date of payment by the Authority to the date of repayment to the Authority; or
 - (2) if the Reporting Error occurred as a result of fraud, deliberate misrepresentation, gross negligence, incompetence or wilful misconduct, immediately pay to the Authority an amount equal to twice the amount overpaid by the Authority as a result of the Reporting Error,

provided that in the first year after the Service Commencement Date, Section 6.5(a)(2) will only apply to Reporting Errors that result from wilful acts or omissions of Project Co; and

- (b) the Authority will immediately pay to Project Co an amount equal to the amount underpaid by the Authority as a result of the Reporting Error.

6.6 Parties to Advise of Reporting Errors

If at any time either the Authority or Project Co becomes aware of a Reporting Error, the party who discovers the error will immediately advise the other party of its nature and, if possible, its effect.

6.7 Increased Monitoring

If:

- (a) Project Co incurs Deductions exceeding:
 - (1) \$5,000 (Index Linked) in any Payment Period in relation to any one of the Parking Services or Retail Management Services;
 - (2) \$12,000 (Index Linked) in any Payment Period in relation to the Utility Management Services;
 - (3) \$15,000 (Index Linked) in any Payment Period in relation to the Help Desk Services;

- (4) \$17,000 (Index Linked) in any Payment Period in relation to the Housekeeping and Waste Management Services; or
- (5) \$21,000 (Index Linked) in any Payment Period in relation to the Plant Services;
- (b) a Reporting Error (whether related to the same type of Reporting Error or not) occurs on more than three occasions in any 12 month period,

the Authority may increase its monitoring of the performance by Project Co under this Agreement and to carry out any inspections and audits which it reasonably requires for a period of up to 90 days. Project Co will reimburse the Authority for all reasonable costs and expenses incurred by the Authority in carrying out such additional monitoring, inspections and audits within five Business Days after the Authority delivers an invoice to Project Co for such amounts.

6.8 Replacement of Non-Performing Service Provider or Sub-Contractor

If Project Co has accrued Deductions in excess of:

- (a) \$25,000 (Index Linked) in any two consecutive Payment Periods or \$39,000 (Index Linked) in any six consecutive Payment Periods in relation to any one of the Parking Services or Retail Management Services;
- (b) \$51,000 (Index Linked) in any two consecutive Payment Periods or \$120,000 (Index Linked) in any six consecutive Payment Periods in relation to any one of the Utility Management Services or Help Desk Services; or
- (c) \$63,000 (Index Linked) in any two consecutive Payment Periods or \$126,000 (Index Linked) in any six consecutive Payment Periods in relation to any one of the Housekeeping and Waste Management Services or Plant Services;

the Authority may, by notice to Project Co (a “**Sub-Contractor Termination Notice**”), require Project Co to cause:

- (d) the termination of the Sub-Contract of the Sub-Contractor or Sub-Contractors, if any, delivering the FM Service which gave rise to such Deductions; or
- (e) if the FM Service which gave rise to such Deductions is being provided directly by the Service Provider, the termination of the Service Provider’s engagement to provide such FM Service.

Within 90 days of receipt of the Sub-Contractor Termination Notice, Project Co will cause a replacement of such Sub-Contractor or Sub-Contractors or Service Provider (in respect of such FM Services) as the case may be, in accordance with Sections 4.5 to 4.9 of this Agreement.

6.9 Authority’s Right of Access

The Authority may at all times during the Operating Period, without notice, access, audit and inspect the Facility and Project Co’s delivery of the Services so as to confirm:

- (a) the performance by Project Co of its obligations under this Agreement; and
- (b) that the Facility is being maintained in accordance with the terms of this Agreement including the Cleaning Outcome Standards,

provided that:

- (c) the Authority does not unreasonably interfere with the performance by Project Co of its obligations under this Agreement; and
- (d) the Authority complies with Project Co's safety and security policies, provided that Project Co has delivered copies of such regulations to the Authority and such policies do not unreasonably impair or limit the Authority's ability to access all aspects of the Facility.

7. MARKET TESTING

7.1 Market Tested Services

Project Co will carry out Market Testing of each Market Tested Service in accordance with Appendix 4B.

8. HANDBACK

8.1 Handback Requirements

Project Co will carry out the Handback Requirements in accordance with Appendix 4C.

APPENDIX 4A

PROPOSAL EXTRACTS (SERVICES)

APPENDIX 4B
MARKET TESTING PROCEDURE

APPENDIX 4C
HANDBACK REQUIREMENTS

APPENDIX 4D

PLANT SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4E

HOUSEKEEPING AND WASTE MANAGEMENT SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4F

HELP DESK SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4G

UTILITY SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4H

PARKING SERVICES AND PERFORMANCE INDICATORS

APPENDIX 4I

RETAIL MANAGEMENT SERVICES AND PERFORMANCE INDICATORS