

WORKER ACCOMMODATION PROJECT AGREEMENT

SCHEDULE 30

BC HYDRO OFFICES – SERVICES PROTOCOLS AND SPECIFICATIONS

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WORKER ACCOMMODATION PROJECT AGREEMENT

SCHEDULE 30

BC HYDRO OFFICES – SERVICES PROTOCOLS AND SPECIFICATIONS

1 INTERPRETATION

1.1 Definitions

In this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**Annual Service Plan (BCHO)**” has the meaning set out in Section 4.2 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**BC Hydro Offices – Proposal Extracts**” means the documents attached as Appendix 30A [BC Hydro Offices – Proposal Extracts];

“**BC Hydro Offices Plans**” means the Mobilization and Start-up Plan (BCHO), the Annual Service Plan (BCHO) and its elements, the Environmental Protection Plan and the Energy Management Plan (BCHO) and the Services Quality Plan (BCHO);

“**Customer Satisfaction Surveys (BCHO)**” has the meaning set out in Section 4.2(d) of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Energy Management Plan (BCHO)**” has the meaning set out in Section 4.4 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Mobilization (BCHO)**” means the activities undertaken by Project Co after Commissioning the BC Hydro Offices to ensure that Project Co is fully prepared to deliver the Services at Services Commencement;

“**Mobilization and Start-up Plan (BCHO)**” means the plan described in Section 4.1 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Performance Indicators (BCHO)**” means the Performance Indicators (BCHO) described in Appendix 30E [Performance Indicators];

“**Performance Monitoring Program (BCHO)**” has the meaning set out in Section 6.1 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Performance Monitoring Report (BCHO)**” has the meaning set out in Section 6.2 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Reporting Error (BCHO)**” has the meaning set out in Section 6.5 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Services Quality Plan (BCHO)**” means the quality assurance control plan described in Section 4.2(d) of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];

“**Visitor (BCHO)**” means any person who is given access to the BC Hydro Offices on request of BC Hydro for any reason.

1.2 Interpretation

This Schedule 30 [BC Hydro Offices – Services Protocols and Specifications] will be interpreted considering Section 4.2 of the Agreement.

2 ADMINISTRATION

█ [REDACTED]

[REDACTED]

█ [REDACTED]

[REDACTED]

2.3 BC Hydro Not Responsible for the Services

BC Hydro's rights of review, acceptance, approval or confirmation of compliance with respect to any aspect of the Services to be provided in connection with the BC Hydro Offices, including participation by BC Hydro on the committees or other collaboration as described in this Section 2 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications] will be for BC Hydro's benefit only, and no acceptance, approval, confirmation of compliance, collaboration or cooperation by Hydro's Representative or other representative of BC Hydro 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 Services

Project Co will at all times during the Operating Period provide the Services in connection with the BC Hydro Offices in accordance with this Agreement, including:

- (a) this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];
- (b) Appendix 30A [BC Hydro Offices – Proposal Extracts]; and
- (c) all BC Hydro Offices Plans.

3.2 Standards

Project Co will at all times during the Operating Period provide the Services in connection with the BC Hydro Offices:

- (a) in accordance with the standards set out in this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];
- (b) in compliance with all applicable Laws;
- (c) in accordance with Good Industry Practice; and

- (d) to the same standards that an experienced, prudent, and knowledgeable North American operator of a temporary office facility, of a similar size, in Canada would employ, taking into account the location and use of the comparable facility.

Each of the above standards will be interpreted and applied separately, and compliance with one standard will not imply compliance with another standard.

3.3 BC Hydro Policies

In addition to the requirements of Section 3.2 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications] Project Co will comply with BC Hydro Policies, as the same may be amended or added to from time to time during the Term. If BC Hydro amends BC Hydro Policies and such amendment causes a change in the cost of the performance of the Services to the BC Hydro Offices (increase or decrease) then such amendment will be a Change under Schedule 12 [Changes].

4 OPERATING PERIOD BC HYDRO OFFICES PLANS

4.1 Mobilization and Start-up Plan (BCHO)

No less than 120 days prior to the Target Service Commencement Date Project Co will submit to BC Hydro, for Review, a plan (the ‘**Mobilization and Start-up Plan (BCHO)**’) prepared in consultation with the Design Builder and Service Provider, identifying the tasks, with target dates, to be completed prior to the Service Commencement Date. The Mobilization and Start-up Plan (BCHO) will:

- (a) be in a form and detail so as to permit BC Hydro to understand and monitor the completion of identified tasks;
- (b) establish a Mobilization (BCHO) team composed of appropriate Services Personnel responsible for the set-up and delivery of the Services to the BC Hydro Offices, whose responsibilities will include:
 - (i) meeting frequently with BC Hydro to confirm the Mobilization (BCHO) schedule;
 - (ii) organizing BC Hydro Offices tours for BC Hydro upon request;
 - (iii) coordinating the transportation of Services Personnel, equipment, materials and supplies to the BC Hydro Offices;
 - (iv) conducting BC Hydro Offices and job-based orientation and training for all Services Personnel;
 - (v) deploying all applications and systems required to support the successful delivery of all Services in connection with the BC Hydro Offices;
 - (vi) providing BC Hydro with any required reports and plans prior to Service Commencement; and
 - (vii) undertaking quality control inspections and reviews throughout all phases of Mobilization (BCHO) and verifying Project Co’s readiness for Service Commencement;
- (c) detail Mobilization (BCHO) tasks and responsibilities including but not limited to:
 - (i) identifying, recruiting, and hiring Services Personnel and management necessary to perform the Services to the BC Hydro Offices;

- (ii) procuring and mobilizing all equipment, materials, supplies, and consumables required to execute the Services to the BC Hydro Offices;
- (iii) identifying and obtaining all required permits and licences in respect of the BC Hydro Offices;
- (d) identify the materials as required to perform the Services to the BC Hydro Offices in accordance with the requirements of this Agreement as of the Services Commencement Date;
- (e) include the Annual Service Plan (BCHO) and associated operational support plans for the first 12 months of the Operating Period;
- (f) include a preliminary Environmental Protection Plan for the Operating Period applicable to the BC Hydro Offices; and
- (g) a detailed description of all elements of the Performance Monitoring Program (BCHO) and how such program will be implemented at Service Commencement.

4.2 Annual Service Plans (BCHO)

Project Co will establish and implement an Annual Service Plan (BCHO) (the **'Annual Service Plan (BCHO)'**) for the delivery of the Services to the BC Hydro Offices during the Operating Period in accordance with the terms of this Agreement which will include:

- (a) detailed operational policies, procedures and practices for the performance of the Services to the BC Hydro Offices in accordance with the requirements of this Agreement;
- (b) a detailed organizational and staffing plan for all Services Personnel required for the performance of the Services including the provision of:
 - (i) sufficient and appropriately qualified, licensed, trained, experienced and competent persons with the skills necessary to perform the Services set out in this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications] to the BC Hydro Offices in accordance with the terms of this Agreement; and
 - (ii) a senior manager of the Facility and authorized delegates who will be fully responsible for the BC Hydro Offices, one of whom will be available at all times, 24 hours per day on every calendar day of the Operating Period, to be contacted by BC Hydro and whom will be available to be at the BC Hydro Offices within one hour's notice from Hydro's Representative;
- (c) details of any proposed amendments to the Performance Monitoring Program (BCHO) and the methods by which Project Co will satisfy the reporting requirements described in Section 6 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications];
- (d) an auditable quality assurance control plan based on requirements of Schedule 8 [Quality Management], for the Services to the BC Hydro Offices and all aspects of the BC Hydro Offices including preparing, in conjunction with BC Hydro, and implementing **Customer Satisfaction Surveys (BCHO)** to receive direct feedback from the BCHO Users regarding the delivery and quality of the Services;
- (e) updates to the Help Desk policies, procedures and standard operating procedures as set out in Appendix 30B [Help Desk Services (BCHO)];

- (f) updates to the Housekeeping and Waste Management Plan (BCHO) for the BC Hydro Offices as set out in Appendix 30C [Housekeeping and Waste Management Services (BCHO)];
- (g) updates to the BC Hydro Offices Maintenance, Repair and Utility Plan as set out in Appendix 30D [Maintenance, Repair and Utility Services (BCHO)];
- (h) updates to the fire, emergency, disaster preparedness, post-disaster operational and contingency response plans for the BC Hydro Offices which are integrated and consistent with those of BC Hydro, which will include:
 - (i) plans and procedures for:
 - (A) Project Co's fire mitigation strategy for the BC Hydro Offices in coordination with BC Hydro's Fire Hazard and Abatement Plan;
 - (B) development of escalation protocols;
 - (C) establishment of a fire response team comprised of Services Personnel;
 - (D) development of fire safety instructions for BCHO Users including posting of evacuation route maps and identification of muster stations;
 - (E) fire drills on all work shifts in conjunction with BC Hydro and the relevant fire officials;
 - (F) evacuation of areas of the BC Hydro Offices or the whole BC Hydro Offices in the event of fire or offices emergencies;
 - (G) Project Co's role during and after a declared emergency or natural disaster such as forest fire, flood or earthquake; and
 - (H) Project Co's business contingency and service resumption plans;
 - (ii) training of all Services Personnel with respect emergencies including:
 - (A) use of fire extinguishers and other fire-fighting equipment;
 - (B) responding to a fire or other emergency alarm;
 - (C) maintaining fire access and egress routes clear of blockage and obstacles;
 - (D) limiting unauthorized access to the scene of a fire or other emergency;
 - (E) assisting in the evacuation of the affected areas; and
 - (F) liaising with external agencies, including the police and fire department as part of its response in relation to an incident;
 - (iii) 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) all fire and life safety systems including alarms, detection devices, sprinklers, hydrants, hoses, emergency lights, signage, portable extinguishers, signage and personal protection equipment are properly certified for the BC Hydro Offices; and

- (i) plans detailing procedures for responding to Unavailability Events and Service Failures.

4.3 Environmental Protection Plans

Project Co will comply with the requirements of Schedule 7 [Environmental Obligations] in the development of Environmental Protection Plans, and without limitation will in the operation of the BC Hydro Offices and the delivery of the Services to the BC Hydro Offices during the Operating Period:

- (a) manage and minimize air and waste water emissions, including greenhouse gases, halocarbons and other ozone depleting substances;
- (b) manage fuel storage tanks;
- (c) manage sound and light pollution from the BC Hydro Offices;
- (d) implement a proactive mould growth and legionella prevention program; and
- (e) develop an environmental awareness program for BCHO Users.

4.4 Energy Management Plan (BCHO)

Project Co will work with BC Hydro's designate to establish and implement throughout the Operating Period an energy management plan (the '**Energy Management Plan (BCHO)**') for the BC Hydro Offices which will include:

- (a) ensuring full commitment to responsible energy management without comprising the environment and safety of BCHO Users;
- (b) analyzing energy usage at the BC Hydro Offices and identifying inefficient practices;
- (c) setting mutually agreed objectives and targets to reduce energy consumption;
- (d) managing the energy usage and reducing the energy costs by implementing sound operating and maintenance practices, and more efficient technology, equipment or building systems as can be economically supported;
- (e) developing and promoting an energy awareness program for all BCHO Users; and
- (f) participating in any government agency or utility programs that support or foster behaviour change programs relating to sustainability and energy conservation.

4.5 Preparation, Submission and Review of BC Hydro Offices Plans

Project Co will work co-operatively with Hydro's Representative in the preparation of all BC Hydro Offices Plans and will submit such BC Hydro Offices Plans for Review.

4.6 Failure to Prepare BC Hydro Offices Plans

Any failure of Project Co to prepare and submit to BC Hydro any BC Hydro Offices Plan in accordance with Section 4 of this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications] will be

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deemed to be a Low Service Failure on the first day each such BC Hydro Offices Plan is due and not submitted, a Medium Service Failure on the second day and a High Service Failure each day thereafter until submitted.

4.7 Amendment of BC Hydro Offices Plans

Project Co will follow the procedure described in Schedule 5 [Submittals Procedure] prior to amending any Plan.

5 SERVICES TO HYDRO OFFICES

5.1 General

With respect to all Services provided in connection with the BC Hydro Offices:

- (a) any task that is required by necessary inference in order to perform the Services to the standards and as required by this Agreement but which is not expressly described or identified in this Agreement will be deemed to be included as part of the Services to be performed by Project Co;
- (b) Project Co will continuously and diligently perform the Services after the Service Commencement Date during the Operating Period;
- (c) the Performance Indicators (BCHO) set out in Appendix 30E [Performance Indicators (BCHO)] represent the minimum standards for performance of certain elements of the Services to be performed by Project Co in connection with the BC Hydro Offices and do not limit the scope the of the Services that Project Co is required to provide under the terms of this Agreement;
- (d) without limiting the requirements of this Agreement, including the provisions of each Appendix to this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications], Project Co will:
 - (i) provide high quality, efficient, innovative and flexible Services at all times in accordance with Good Industry Practice;
 - (ii) provide sufficient number of qualified, trained and competent Services Personnel (which in all cases includes employees or other personnel of Project Co, the Service Provider and Subcontractors) with the skills necessary to perform the Services, including back-up provisions where required; and
 - (iii) ensure a collaborative working relationship with BC Hydro.

5.2 Help Desk Services (BCHO)

Project Co will perform the Services as set out in Appendix 30B [Help Desk Services (BCHO)].

5.3 Housekeeping and Waste Management Services (BCHO)

Project Co will perform the Services as set out in Appendix 30C [Housekeeping and Waste Management Services (BCHO)].

5.4 Maintenance, Repair and Utility Services (BCHO)

Project Co will perform the Services as set out in Appendix 30D [Maintenance, Repair and Utility Services (BCHO)] and without limiting Project Co's obligation to perform the Services, with respect to the electrical, propane and natural gas utility Services:

- (a) BC Hydro will provide, and pay directly, for all electricity consumed at the BC Hydro Offices during the Design and Construction, and for the performance of the Services or otherwise consumed in or related to the operation of the BC Hydro Offices as contemplated by this Agreement; and
- (b) Project Co will provide, and will pay the supplier, for all propane and natural gas consumed at the BC Hydro Offices during the Design and Construction, and for the performance of the Services or otherwise consumed in or related to the operation of the BC Hydro Offices as contemplated by this Agreement and which amount will be reimbursed by BC Hydro as a component of the Monthly Service Payment in accordance with Schedule 11 [Prices, Payments and Security].

6 PERFORMANCE MONITORING AND REPORTING

6.1 Project Co Performance Monitoring

Project Co will at all times during the Operating Period implement and administer a monitoring program (the "**Performance Monitoring Program (BCHO)**") in accordance with Good Industry Practice that will monitor the delivery of the Services to the BC Hydro Offices during the Operating Period including:

- (a) the preservation of all electronic or written data, information or communications sent to, or received by, Project Co in respect of the performance of any Services to the BC Hydro Offices, or any aspect of the operation of the BC Hydro Offices, including such data, information or communications made to or generated by, the CMMS, the Help Desk and any other information system used by Project Co in connection with the operation of the BC Hydro Offices and the performance of the Services;
- (b) all audits performed by Project Co;
- (c) all Demand Requisitions received through the Help Desk or otherwise; 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 BC Hydro Offices or the Services provided to the BC Hydro Offices.

6.2 Periodic Reporting

Project Co will prepare a Performance Monitoring Report (BCHO) (the "**Performance Monitoring Report (BCHO)**") in connection with the BC Hydro Offices for each Payment Period 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 (BCHO) 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 Services 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 BC Hydro;
- (f) a summary of all life safety actions and statutory testing, 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 (BCHO) then in effect including a summary of:
 - (i) the staffing plan including details of personnel changes, training and method statements;
 - (ii) all Scheduled Maintenance, statutory testing and planned shutdowns implemented during the Payment Period and planned for the next reporting period, including schedules and method statements;
 - (iii) all Demand Maintenance performed during the Payment Period; and
 - (iv) the delivery of all other Services to the BC Hydro Offices;
- (h) a summary detailing results and action taken with respect to housekeeping audits; and
- (i) a summary detailing all security, accident and other incident reports.

6.3 BC Hydro Inspection and Audit

Project Co will, on reasonable notice from BC Hydro:

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

6.4 Reporting Failures

Any failure of Project Co to prepare and submit to BC Hydro a Performance Monitoring Report (BCHO) in accordance with this Schedule 30 [BC Hydro Offices – Services Protocols and Specifications] will be deemed to be a Medium Service Failure on the first day each Performance Monitoring Report (BCHO) is due and not submitted and an additional High Service Failure each day thereafter until submitted.

6.5 Reporting Error (BCHO)

If any of the matters contained in a Performance Monitoring Report (BCHO) are incorrect or the Performance Monitoring Report (BCHO) 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 (BCHO)**):

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

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

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

6.6 Parties to Advise of Reporting Errors (BCHO)

If at any time either BC Hydro or Project Co becomes aware of a Reporting Error (BCHO), 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, in connection with the BC Hydro Offices:

- (a) Project Co incurs Deductions exceeding [REDACTED] [REDACTED] in any [REDACTED] consecutive Payment Periods or [REDACTED] [REDACTED] in any [REDACTED] consecutive Payment Periods; or
- (b) a Reporting Error (BCHO) (whether related to the same type of Reporting Error (BCHO) or not) occurs on more than [REDACTED] occasions in any [REDACTED] month period,

BC Hydro may increase its monitoring of the performance by Project Co under this Agreement and carry out any inspections and audits which it reasonably requires for a period of up to [REDACTED] days. [REDACTED]

6.8 Replacement of Non-Performing Service Provider or Subcontractor

- (a) If Project Co has accrued Deductions in excess of [REDACTED] [REDACTED] in any [REDACTED] consecutive Payment Periods or [REDACTED] [REDACTED] in any [REDACTED] consecutive Payment Periods in respect of any Services to the BC Hydro Offices performed by a Service Provider, Sub-Contractor

or Sub-Contractors to the Service Provider, BC Hydro may issue a Subcontractor Termination Notice and require Project Co to cause:

- (i) the termination of the Subcontract or Subcontracts of the Subcontractor or Subcontractors delivering the Services to the BC Hydro Offices which gave rise to such Deductions; or
 - (ii) if the Services to the BC Hydro Offices 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 Services.
- (b) Within ■ days of receipt of the Subcontractor Termination Notice, Project Co will cause a replacement of such Subcontractor or Subcontractors or Service Provider (in respect of such Services) as the case may be, in accordance with Sections 4.5 and 4.6 of the Agreement.

6.9 BC Hydro's Right of Access

BC Hydro may at all times during the Operating Period, without notice, access, audit and inspect the BC Hydro Offices and Project Co's delivery of the Services to the BC Hydro Offices so as to confirm:

- (a) the performance by Project Co of its obligations under this Agreement; and
- (b) that the BC Hydro Offices is being maintained in accordance with the terms of this Agreement;

provided that:

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

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APPENDIX 30A

BC HYDRO OFFICES – PROPOSAL EXTRACTS

The Proposal Extracts (BCHO Services) described below or attached to this Appendix 30A [Proposal Extracts (BCHO Services)], as applicable, are indicative of Project Co's approach to delivering the Services in connection with the BC Hydro Offices. Without limiting Section 3(d) of Schedule 1 [Definitions and Interpretation], the inclusion of specific details in the Proposal Extracts (BCHO Services) does not limit Project Co's obligations under the Agreement nor does it deem BC Hydro to have accepted any part of the Proposal Extracts (BCHO Services) as having satisfied any other provision in the Project Agreement applicable to the Services in connection with the BC Hydro Offices.

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

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APPENDIX 30B

BC HYDRO OFFICES – HELP DESK SERVICES

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APPENDIX 30B

BC HYDRO OFFICES – HELP DESK SERVICES

1 HELP DESK SERVICES

1.1 Help Desk Services

Project Co will at its cost, and in accordance with the requirements of all applicable Laws, Permits and the terms of this Agreement, throughout all times in the Operating Period provide help desk services as set out in this Appendix 30B [BC Hydro Offices – Help Desk Services (BCHO)] so that:

- (a) there is a centralized communication point to receive any and all communications whatsoever relating to both the operation of the BC Hydro Offices and the operation of any part of the balance of the Facility, and both the performance of any of the Services to the BC Hydro Offices and the performance of any of the Services to the balance of the Facility; and
- (b) a contact point is provided for the delivery of information and answers to enquiries from BC Hydro and from any BCHO User, including providing information on the operation of any part of the BC Hydro Offices and the Services to the BC Hydro Offices.

1.2 Hours and Days of Operation

The Help Desk will be operated so as to receive enquiries remotely, by telephone, email, text messaging, staffed with qualified Services Personnel daily, on every calendar day of the Operating Period, 24 hours per day.

Project Co will at all times have back-up Services Personnel available so as to prevent any interruption in these required Services.

1.3 Help Desk Services – Performance Requirements

The Help Desk will:

- (a) provide a customer service Help Desk that handles all BCHO Users enquiries in a timely manner;
- (b) provide for BCHO Users to submit Help Desk enquiries by telephone, electronic mail and other electronic means;
- (c) provide a local or toll-free customer service telephone number to access the Help Desk that enables BCHO Users to obtain immediate responses and assistance;
- (d) have the telephone number for the Help Desk posted prominently;
- (e) respond initially to all Help Desk enquiries:
 - (i) if made by telephone, within [REDACTED] with all calls answered by a live Help Desk Services Personnel to assess priority classification:
 - (A) emergency calls will be addressed immediately and not put on hold;

- (B) urgent calls may be put on hold for a maximum of one minute during periods of high call volume with an option for the call initiator to leave a message for call back. All Urgent messages will be responded to within [REDACTED];
 - (C) routine calls may be put on hold for a maximum one minute during periods of high call volume with an option for the call initiator to leave a message for call back. All Routine messages will be responded to within [REDACTED]; and
 - (D) if made by electronic mail or by other electronic means, within [REDACTED] of receipt at the Help Desk;
- (f) within [REDACTED] of the Help Desk enquiry that describes a Service Failure, provide by telephone or email to the BCHO User who made the Help Desk enquiry Project Co's initial plan for rectification of the Service Failure.

1.4 Services Performance Reporting

Project Co will, in connection with the BC Hydro Offices:

- (a) Help Desk: monitor and track Help Desk statistics and provide a monthly report, as part of the Performance Monitoring Report (BCHO), to BC Hydro including:
 - (i) daily call volumes;
 - (ii) average initial call response times and number of calls not responded to within 4 rings;
 - (iii) number of calls put on hold, average hold times, number of calls put on hold for longer than one minute and number of abandoned calls; and
 - (iv) number of electronic or voice messages not responded to within the applicable times set out in Sections 1.3(e) and 1.3(f) of this Appendix 30B [BC Hydro Offices – Help Desk Services].
- (b) Help Desk Log: maintain a daily electronic log of all Help Desk reports including:
 - (i) Help Desk operator's name to whom the enquiry was made or the automated electronic system which generated the report;
 - (ii) the name of the BCHO User;
 - (iii) date and time;
 - (iv) location;
 - (v) nature of the Help Desk enquiry;
 - (vi) service required;
 - (vii) Service Failure classification (i.e., High Service Failure, Medium Service Failure, Low Service Failure);
 - (viii) unique request reference identifier;
 - (ix) date and time request passed to the appropriate person for response;

- (x) action taken and by whom;
 - (xi) the actual Response Time and time to Rectify the subject matter of such request; and
 - (xii) any required follow-up actions.
- (c) Alteration of Data: not amend, delete or alter any data recorded by the Help Desk unless approved by BC Hydro and the following information is recorded and maintained:
- (i) the exact nature and impact of the amendment;
 - (ii) the reason for the amendment; and
 - (iii) by whom the amendment was authorized.
- (d) Emergencies: ensure that in the event of emergencies the Help Desk will raise the alarm, reporting the incident to internal and external authorities and log the details.
- (e) Service Failures: record and notify BC Hydro of:
- (i) all Service Failures and Unavailability Events promptly if such failures or events will have a material impact on the use of the BC Hydro Offices by BCHO Users and otherwise in accordance with Section 6 of Schedule 30 [Services Protocols and Specifications];
 - (ii) accidents or emergencies promptly after occurrence; and
 - (iii) complaints or compliments and other comments received from BCHO Users in connection with the BC Hydro Offices or the Services to the BC Hydro Offices.

WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 30C

BC HYDRO OFFICES – HOUSEKEEPING AND WASTE MANAGEMENT SERVICES

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WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 30C

BC HYDRO OFFICES – HOUSEKEEPING, AND WASTE MANAGEMENT SERVICES

1 INTERPRETATION

1.1 Definitions

In this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**BC Hydro Offices SOPs**” has the meaning set out in Section 4.3(a) of this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services];

“**Housekeeping and Waste Management Services (BCHO)**” means collectively the Housekeeping Services (BCHO) and the Waste Management Services (BCHO);

“**Housekeeping and Waste Management Services (BCHO) Plan**” has the meaning set out in Section 2.1 of this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services];

“**Housekeeping Services (BCHO)**” has the meaning set out in Section 2.2(b) of this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services]; and

“**Waste Management Services (BCHO)**” means those Services included in Section 4 of this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services].

2 HOUSEKEEPING AND WASTE MANAGEMENT SERVICES (BCHO)

2.1 General

Project Co will at its cost, and in accordance with the requirements of all applicable Laws, Permits and the terms of this Agreement, develop a plan (the “**Housekeeping and Waste Management Services (BCHO) Plan**”) as part of the Annual Service Plan (BCHO) that includes appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of Housekeeping and Waste Management Services (BCHO), and all times in the Operating Period implement that plan so as to provide the Services as described in this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services] to the BC Hydro Offices.

2.2 Project Co Responsibilities

Project Co will:

- (a) maintain all areas of the BC Hydro Offices in a clean and sanitary condition, free of waste, debris, and rubbish. Project Co will initiate independent inspections and audits of the operations as needed to ensure 100% compliance with the provisions of this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services];
- (b) provide housekeeping services to the BC Hydro Offices at the prescribed frequency identified in Table 3.2(a) below (the “**Housekeeping Services (BCHO)**”);
- (c) BC Hydro has endeavored to be specific in describing the cleaning standards and frequencies that apply. However, BC Hydro will rely on Project Co’s skill and experience to ensure that all

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[BC Hydro Offices - Housekeeping and Waste Management Services]

areas receive the additional attention necessary to maintain a clean, hygienic, presentable appearance at all times;

- (d) in addition to the tasks identified in Table 3.2(a), Housekeeping Services (BCHO) will include the following:
- (i) managing and scheduling all cleaning activities, including developing schedules and cleaning requirements to ensure that all areas are maintained in a clean and sanitary manner and are in good repair;
 - (ii) ordering, transporting, receiving, storing, and controlling cleaning products, equipment, materials, consumables, and related supplies necessary for the provision of the Services outlined in this Appendix 30C [BC Hydro Offices - Housekeeping and Waste Management Services] in a safe, secure manner;
 - (iii) providing and maintaining adequate inventory levels of environmentally friendly supplies;
 - (iv) ensuring that the MSDS for each product is available to the Services Personnel performing Housekeeping Services (BCHO) and that records are maintained indicating that proper sanitizer concentration levels are maintained per manufacturer recommended PPM levels;
 - (v) maintaining cleaning equipment and supplies in clean, sanitary condition, in good repair, and in accordance with the highest standards;
 - (vi) providing logistics and operational planning to deliver Service continuity and meet performance requirements;
 - (vii) providing qualified Services Personnel who are physically capable of performing the duties of the job in a safe manner with minimal turnover;
 - (viii) facilitating and maintaining customer satisfaction through regular meetings, surveys, and other methods as appropriate; and
 - (ix) report daily any defects or problems with the BC Hydro Offices that are noted in the normal course of the work to the Help Desk, e.g., leaking taps, loose door handles, broken furniture.

3 GENERAL HOUSEKEEPING REQUIREMENTS

3.1 General – BC Hydro Offices

(a) Administrative:

- (i) all problems and issues will be brought to the immediate attention of the housekeeping services supervisor through the Help Desk.

(b) Internal Cleaning Inspections and Audits:

- (i) the housekeeping services supervisor will conduct regular audits of the operation to identify any problems or challenges and implement corrective action accordingly. Written or electronic records of all inspections and audits will be collated and filed for future reference;

- (ii) Project Co's housekeeping services supervisor will conduct random inspections to confirm the quality of work and identify and rectify any training issues or problems at a frequency that ensures each area of the BC Hydro Offices has been inspected at least once per month; and
- (iii) a monthly audit will be performed with BC Hydro.

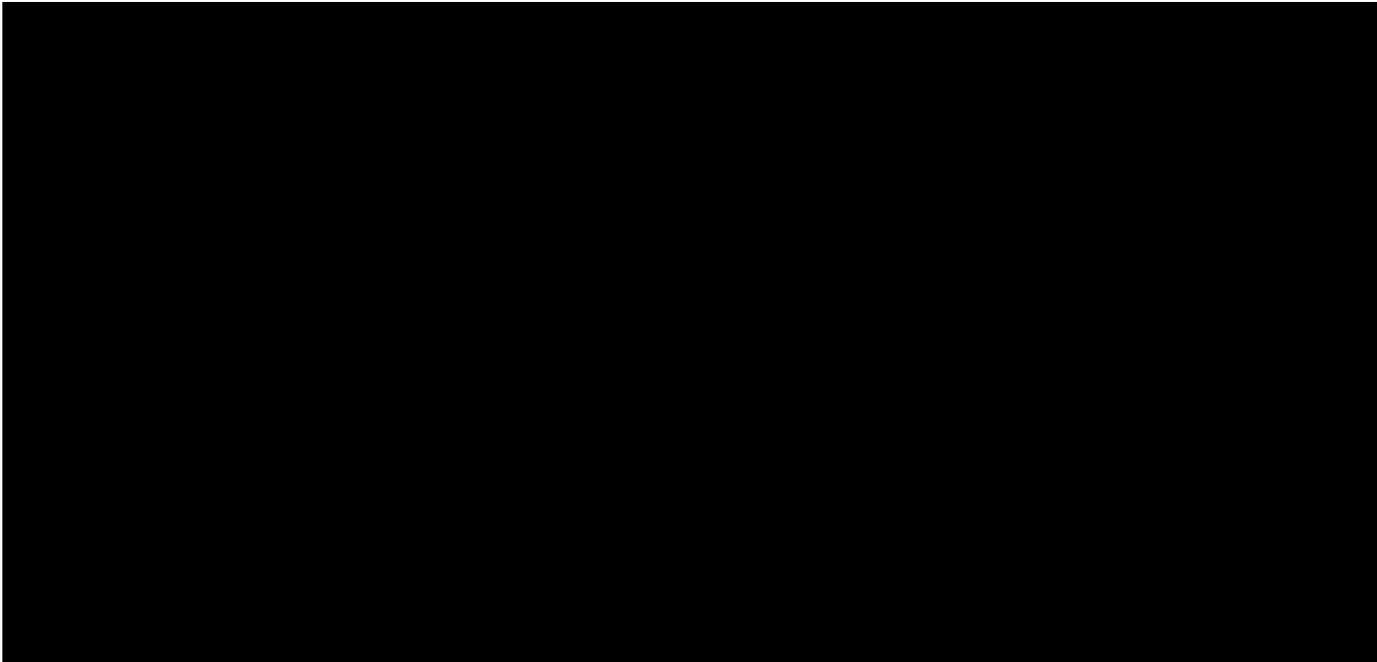
(c) Equipment and Cleaning Material Specifications and Standards:

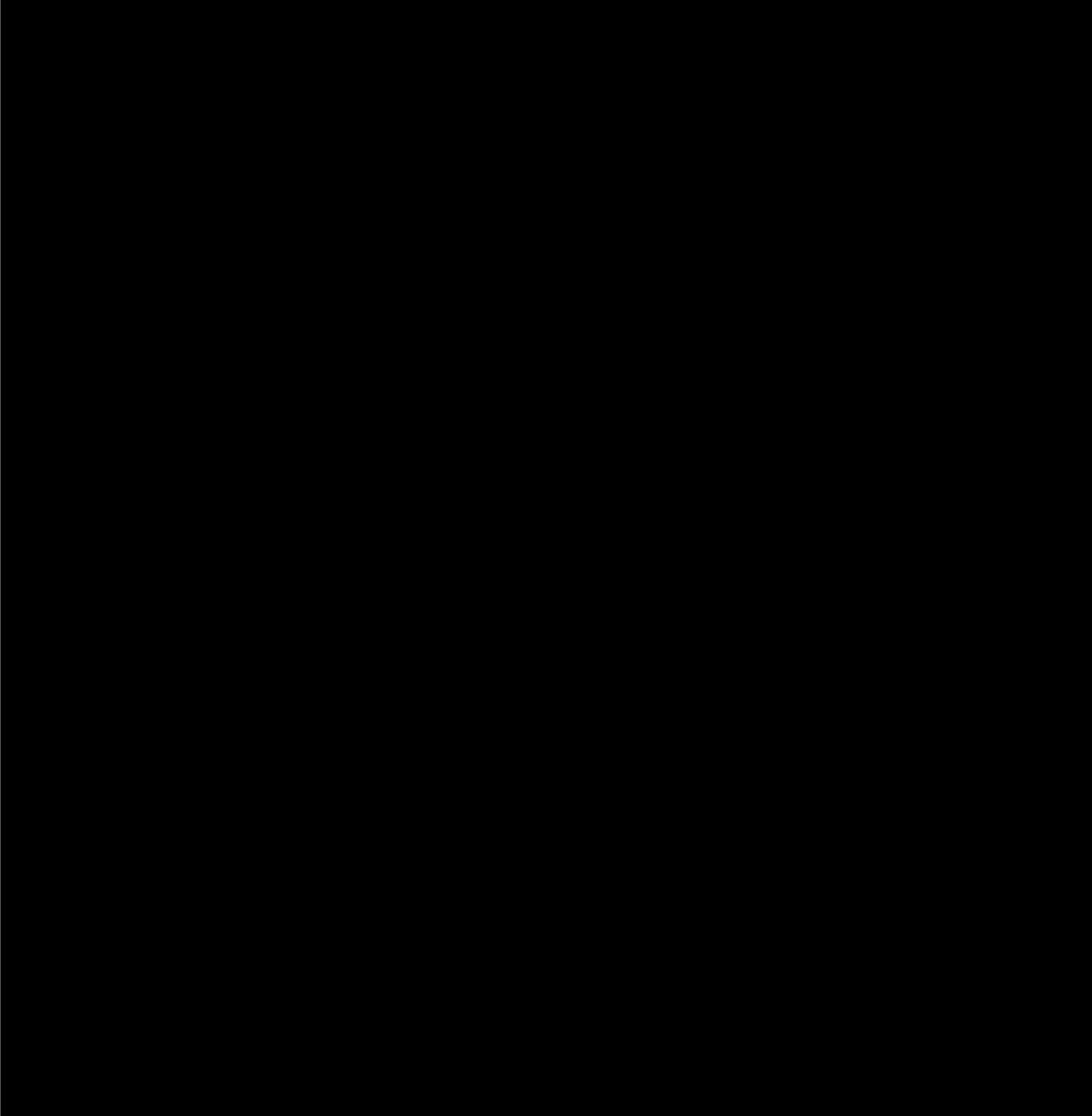
- (i) Project Co will use environmentally friendly cleaning products. Disposable items such as aerosols and polystyrene cups will not contain chlorofluorocarbon (CFC). Any exceptions to this policy must be approved in writing by BC Hydro;
- (ii) all trash bags will be "Green Kleen" certified biodegradable;
- (iii) mop buckets, vacuums, and other cleaning equipment will be low noise; and
- (iv) MSDS sheets will be provided for all cleaning substances. Each cleaning storage area will have an MSDS book that is regularly updated to incorporate information for new products being used.

3.2 Housekeeping Requirements – BC Hydro Offices

(a) Project Co will:

- (i) clean the BC Hydro Offices on a scheduled basis in accordance with Table 3.2(a);
- (ii) Respond to calls to the Help Desk for Housekeeping Services (BCHO);
- (iii) provide general cleaning after normal operating hours of the BC Hydro Offices; and
- (iv) provide patrol cleaning of the washrooms periodically throughout the day, clean toilets, fixtures and replenish supplies as required.





4 WASTE MANAGEMENT SERVICES

4.1 Waste Management and Recycling

- (a) Project Co is responsible to provide and manage a recycling and waste reduction program that fully maximizes the abilities of the regional waste facilities and waste removal companies providing services to the BC Hydro Offices and the balance of the Facility.

- (b) Project Co will provide an effective garbage collection, management and disposal service that includes separation and recycle at source and removal of garbage to various collection locations for collection by others.
- (c) Project Co will have a separation program to separate cardboard and plastics from general waste as well as other recyclables as defined by the regional waste authority.
- (d) Project Co will also make recycling opportunities available to BCHO Users that choose to recycle e.g., cans, bottles and paper.
- (e) Project Co will select products and packaging that divert material from landfill to the greatest extent possible. Project Co will work with BC Hydro to find sustainable, cost effective solutions.

4.2 Pest Prevention and Control

- (a) Project Co will put all necessary measures in place to prevent and control ingress and infestation of pests and vermin/rodents in the Facility. This will include, but is not limited to, the following:
 - (i) engaging a pest control company for periodic treatment of the Facility as required to prevent pest/rodent infestation;
 - (ii) documenting all pest control activities;
 - (iii) emptying all garbage and waste containers daily or more frequently as required and sanitizing a minimum of weekly; and
 - (iv) implementing various preventative measures such as insect strips or traps, zappers, traps as necessary.

4.3 Housekeeping/Janitorial Service Standard Operating Procedures

- (a) Prior to Service Commencement, Project Co will develop and have for review housekeeping/janitorial service standard operating procedures for the performance of the Housekeeping Services (BCHO) (the '**BC Hydro Offices SOPs**'). The BC Hydro Offices SOPs require the review and acknowledgement of the authorized BC Hydro representative and, at a minimum, must include the following:
 - (i) Use of daily/weekly/monthly cleaning and sanitation checklists
- (b) After BC Hydro has reviewed and acknowledged the BC Hydro Offices SOPs, Project Co is responsible for ensuring that all Services Personnel performing Housekeeping Services (BCHO) receive training on the BC Hydro Offices SOPs and that they demonstrate competence, at all times.

WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 30D

BC HYDRO OFFICES – MAINTENANCE, REPAIR AND UTILITY SERVICES

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WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 30D

BC HYDRO OFFICES – MAINTENANCE, REPAIR AND UTILITY SERVICES

1 INTERPRETATION

1.1 Definitions

In this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**Building Systems (BCHO)**” means the architectural, mechanical, electrical and other systems in or servicing the Facility described in Schedule 6 [Specifications and Drawings] pertaining to the BC Hydro Offices and Attachment 1 to this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services];

“**Demand Maintenance (BCHO)**” means all forms of reactive, corrective, ad hoc and responsive unscheduled Maintenance (BCHO);

“**Maintained Elements (BCHO)**” means all elements of the BC Hydro Offices constructed or installed pursuant to this Agreement including:

- (a) the Building Systems (BCHO); and
- (b) all furniture, fixtures and equipment required for the delivery of the Services to the BC Hydro Offices;

“**Maintenance (BCHO)**” means commissioning, testing, servicing, maintenance, repair, renewal or replacement of the Maintained Elements (BCHO);

“**Maintenance Access Times (BCHO)**” means the times set out in the Annual Service Plan (BCHO) during which Project Co may perform Maintenance Services;

“**Maintenance, Repair and Utility Services Plan (BCHO)**” has the meaning set out in Section 2.1 of this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services];

“**Maintenance Services (BCHO)**” means Demand Maintenance (BCHO) and Scheduled Maintenance (BCHO);

“**Schedule Maintenance (BCHO)**” means planned and preventive Maintenance (BCHO); and

“**Scheduled Maintenance Plan (BCHO)**” has the meaning set out in Section 3.1 of this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services].

2 SERVICES

2.1 Maintenance, Repair and Utility Services Plan (BCHO)

Project Co will develop and implement as part of the Annual Service Plan (BCHO) appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the maintenance, repair and utility services (the **Maintenance, Repair and Utility Services Plan (BCHO)**) which addresses all Services described in this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services] to be provided in respect of the BC Hydro Offices.

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[BC Hydro Offices - Maintenance, Repair and Utility Services]

2.2 General Requirements

In addition to the standards and specifications set out in Schedule 30 [Services Protocols and Specifications] Project Co will provide day-to-day operations of the BC Hydro Offices and deliver the Maintenance, Repair and Utility Services Plan (BCHO) in accordance with this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services] so that:

- (a) each of the Maintained Elements (BCHO):
 - (i) is properly and safely maintained in accordance with all BC Hydro Offices Plans;
 - (ii) remains functional, operationally sound and of good appearance;
 - (iii) performs in accordance with their respective design criteria as set out in Schedule 6 [Specifications and Drawings];
 - (iv) meets all defined Availability criteria and conditions; and
 - (v) achieves the requirements set out in Attachment 1 to this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services];
- (b) the Building Systems (BCHO) function in accordance with the requirements set out in Table 3: Service Standards, Building Systems (BCHO) of Attachment 1 to this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services]; and
- (c) the Services are delivered utilizing risk assessment and safe work management systems which are consistent with Good Industry Practice and Project Co's policies and procedures for occupational health and workplace safety designed to ensure the comfort and safety of all BCHO Users.

3 MAINTENANCE SERVICES (BCHO)

3.1 Scheduled Maintenance Plan (BCHO)

- (a) Project Co will establish and implement a preventive and reliability-based Scheduled Maintenance Plan (BCHO) (the '**Scheduled Maintenance Plan (BCHO)**') and program comprised of inspections and scheduled cyclical maintenance of all Maintained Elements (BCHO) of the BC Hydro Offices planned, scheduled, controlled and monitored utilizing a CMMS and including:
 - (i) hierarchical based component identification;
 - (ii) description (make, model, serial #, capacity, etc.);
 - (iii) location;
 - (iv) priority classification;
 - (v) unique identification code;
 - (vi) Maintenance job plan description including:
 - (A) detailed maintenance procedures;
 - (B) warranty requirements;

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- (C) parts and consumables;
- (D) regulatory or statutory requirements; and
- (E) special instructions;
- (vii) frequency;
- (viii) scheduled dates and hours;
- (ix) maintenance history including planned and unplanned;
- (x) Service provider (staff or contractor) of the Service;
- (xi) status;
- (xii) notes including inspection observations, recommendations and comments;
- (xiii) identification of activities which may cause disruption to BCHO Users and the methods by which Project Co will make appropriate accommodations to minimize such disruptions;
- (xiv) a risk assessment;
- (xv) provision for undertaking:
 - (A) routine inspection and testing and servicing, in accordance with the requirements of the insurers of the WA Project, recommended manufacturers' guidance and Good Facility Management Practice, of:
 - (I) all Building Systems (BCHO) including: Heating, Ventilation and Air Conditioning (HVAC) systems, plumbing and water systems, boilers and related systems and components, elevators/ lifting devices, mechanical systems, and electrical distribution systems;
 - (II) life safety and emergency systems including but not limited to: standby generators and associated transfer switches, standby domestic pumps, fire alarms, fire-fighting equipment and suppression systems, security systems and devices, emergency lighting systems, exit signs, voice communication systems, etc.;
 - (III) interior and exterior building finishes and fabric including but not limited to: floors, walls and ceiling coverings, paint, hardware, windows, doors, cladding, roofing systems, and other architectural and structural components;
 - (IV) connections from the BC Hydro Offices to the infrastructure systems including water and sewage treatment systems for the Facility; and
 - (V) all other Maintained Elements (BCHO) such as fixtures, furniture, etc.;
- (xvi) completing 100% of all regulatory testing and maintenance in accordance with the Scheduled Maintenance Plan (BCHO) and completing a minimum of 85% of all other Scheduled Maintenance (BCHO) within the month for which it had been planned, with any deferred Scheduled Maintenance (BCHO) to be completed within the following month; and

- (xvii) include in each Performance Monitoring Report (BCHO) for the relevant period, a summary of all Scheduled Maintenance (BCHO), system failures and corrective actions.

3.2 Demand Maintenance (BCHO)

Project Co will respond to all BCHO User maintenance requests providing comprehensive and effective Demand Maintenance (BCHO) by way of the Help Desk accessible by telephone, electronic requisitioning and/or other suitable means of communication such that BCHO Users can report any problems, maintenance or repair issues in all areas of the BC Hydro Offices in accordance with this Specification:

- (a) all requests for Demand Maintenance (BCHO) will be carried out in accordance with this Appendix 30D [BC Hydro Offices – Maintenance, Repair and Utility Services] and the applicable Response Times and Rectification Times set out in Appendix 30E [Performance Indicators (BCHO)];
- (b) Failure to Respond or Rectify any reported event within the applicable times will be classified as a Service Failure. If a Service Failure results in a breach of the Availability Conditions of any Functional Unit, the provisions of Schedule 11 [Prices, Payment and Security] will apply; and
- (c) Project Co will include in each Performance Monitoring Report (BCHO) for the relevant period a summary of all Demand Requisitions and corrective actions as set out in Section 6 of Schedule 21 [Services Protocols and Specifications].

3.3 Utilities Management

Project Co will:

- (a) secure and maintain all connections to utility services of appropriate specifications and adequate capacity to supply and satisfy the requirements of the BC Hydro Offices under all anticipated operating conditions;
- (b) supply and maintain potable water and sewage services and connections in accordance with the requirements of Schedule 6 [Specifications and Drawings] including monthly testing of potable water by an accredited laboratory;
- (c) provide emergency back-up power to the BC Hydro Offices in accordance with the requirements of Schedule 6 [Specifications and Drawings];
- (d) ensure all structured cabling and physical connections for telephone and data services are provided and maintained at all times;
- (e) undertake all testing, cleaning and maintenance as required by the applicable Utility Supplier (and in accordance with such Utility Supplier's specifications);
- (f) maintain the integrity of supply of all Utilities and continuously manage the distribution of Utilities within the BC Hydro Offices efficiently, economically, and with due regard to current principles of sustainable technology, energy conservation and management procedures;
- (g) maintain appropriate records in relation to all Permits, Licences, Approvals and Agreements including, but not limited to:
 - (i) ensuring all test certificates, information, documentation and other records (including those relating to any aspects of safety or statutory compliance) are maintained accurately, updated appropriately, correct for the current supply requirements and are available for inspection by BC Hydro or other relevant parties having jurisdiction; and

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[BC Hydro Offices - Maintenance, Repair and Utility Services]

- (ii) preparing and supplying all information reasonably required by BC Hydro in relation to the use and consumption of Utilities, including all statistical records which may be required by any Governmental Authority or in support of a third party reporting on behalf of BC Hydro;
- (h) notify BC Hydro and BCHO Users of all scheduled interruptions to any Utility that may have an impact on the BC Hydro Offices; and
- (i) operate and maintain all Building Systems (BCHO) in an efficient manner designed to minimize consumption of Utilities and actively manage conservation and reduction initiatives.

3.4 Maintenance of Key Energy Consuming Building Systems (BCHO)

Project Co will:

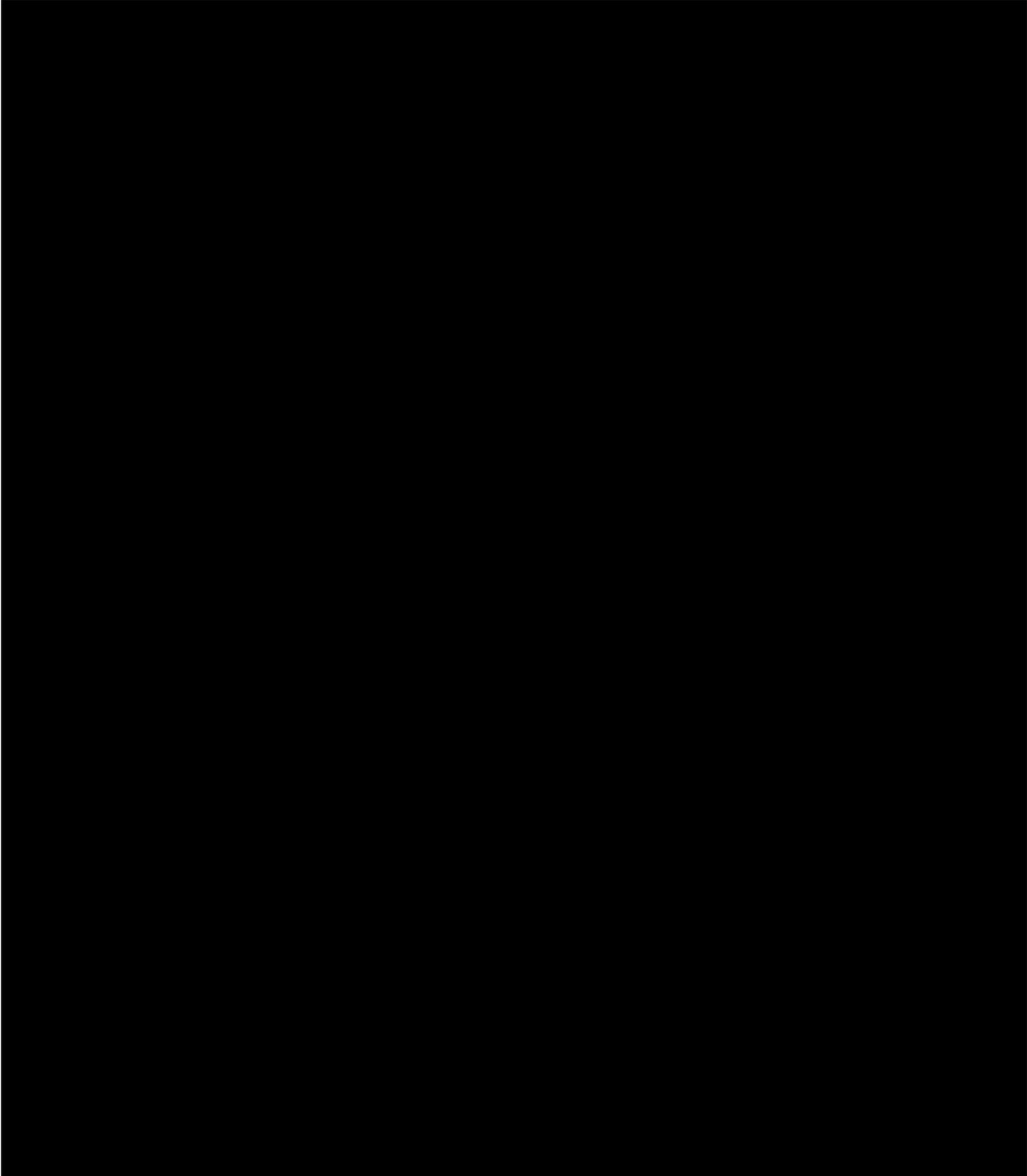
- (a) maintain all key energy consuming Building Systems (BCHO), such that each system operates efficiently; and
- (b) conduct regular efficiency testing of all such systems in accordance with Good Facility Management Practice, and without limitation no less than twice per heating season for the boilers, and include the results of such testing in the Performance Monitoring Report (BCHO).

3.5 Maintenance Equipment and Supplies

Project Co will procure, warehouse, maintain, clean and replace as required all equipment, machinery, tools, vehicles, supplies, apparatus and consumable items required to deliver the Services to the BC Hydro Offices:

- (a) spares and parts, Project Co will:
 - (i) maintain an inventory and classification system for spare parts that supports the maintenance program and ensures continuous service;
 - (ii) maintain an inventory of critical spares for assets identified as critical to the operation of the BC Hydro Offices in accordance with the original equipment manufacturer's recommended spare parts list e.g., hot water tanks, furnaces, air conditioning compressors, etc.; and
 - (iii) maintain an inventory of high-usage parts required for the daily operation of the BC Hydro Offices e.g., bulbs, light fixtures and ballasts; ceiling tiles; faucets; electrical switches, plugs and covers etc.

ATTACHMENT I TO APPENDIX 30D



Worker Accommodation Project Agreement – Appendix 30D
[BC Hydro Offices - Maintenance, Repair and Utility Services]

