

WORKER ACCOMMODATION PROJECT AGREEMENT

SCHEDULE 21

SERVICES PROTOCOLS AND SPECIFICATIONS

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[REDACTED]

WORKER ACCOMMODATION PROJECT AGREEMENT

SCHEDULE 21

SERVICES PROTOCOLS AND SPECIFICATIONS

1 INTERPRETATION

1.1 Definitions

In this Schedule 21 [Services Protocols and Specifications], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**72 Hour Forecast**” has the meaning set out in 4.2(c) of this Schedule 21 [Services Protocols and Specifications];

“**Annual Service Plan**” has the meaning set out in Section 4.3 of this Schedule 21 [Services Protocols and Specifications];

“**Attended**” means self-service food items where Project Co food Services Personnel replenishes the food items as necessary but does not directly serve the Guest;

“**BC Hydro Policies**” means the policies, or portions of policies where only a portion is indicated, of BC Hydro as at the Effective Date, copies of which have been provided to Project Co on the SharePoint site;

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

“**Common Areas**” means all areas of the Facility other than the Rooms;

“**Customer Satisfaction Survey**” has the meaning set out in Section 4.3(d) of this Schedule 21 [Services Protocols and Specifications];

“**Demand Requisition**” means any request for service, corrective maintenance, emergency maintenance, breakdown maintenance, report of a Service Failure, report of an Unavailability Event or any other report or inquiry made to the Help Desk or to Project Co, including reports generated electronically by the CMMS or other electronic monitoring systems operated by Project Co in the Facility;

“**Emergency**” means any matter threatening to life or limb or which may cause material health and safety risks;

“**Energy Management Plan**” has the meaning set out in Section 4.6 of this Schedule 21 [Services Protocols and Specifications];

“**Facility Users**” means collectively Guests, Visitors and Services Personnel who will use the Facility;

“**Food Safe Certificate**” means a government issued certificate indicating the holder has received training in safe food handling that is recognized by the Province of British Columbia;

“**Guest**” means any person who is given overnight sleeping accommodation in the Facility on the request of BC Hydro under the terms of this Agreement, but does not include Services Personnel or Project Co’s own construction workers during the Design and Construction;

“**Healthy Choice**” means Project Co provides food choices that control the amount of fat, sugar and salt by using fresh, quality ingredients that result in nutritious and delicious meals;

“Hoteling” means a component of the check-in/check-out process where a Guest: (1) does not retain their room upon check-out and will be assigned a new room upon check-in after their turnaround; (2) is provided with luggage storage during their turnaround; (3) is provided access to a shower/clothes changing facility prior to their departure; and (4) is provided a lunch bag upon their departure;

“Ice Free Zone” means the area between the entrance to the Facility and the bus pick-up/drop-off point. This zone will be kept free of all ice, snow and other substances that increase the likelihood of a slip or fall in accordance with the requirements of Appendix 21G [Roads, Grounds and Worker Accommodation Area Maintenance Services];

“Incident, Learning and Prevention” or **“ILP”** means a reporting and tracking process for any type of incident or injury, unsafe equipment, near miss incident, or any unsafe practices;

“LMS” means a reservation system used to: (1) check Guests in and out; (2) manage the Guest experience; and (3) provide the basic suite of occupancy reporting;

“Mobilization” means the activities undertaken by Project Co after Commissioning the Facility to ensure that the Facility is permitted, fully cleaned, staffed, provisioned and ready for Guest occupancy;

“Mobilization and Start-up Plan” means the plan described in Section 4.1 of this Schedule 21 [Services Protocols and Specifications];

“Operating Period Joint Committee” means the committee established pursuant to Section 2.2 of this Schedule 21 [Services Protocols and Specifications];

“Operating Period Representative” has the meaning set out in Section 2.1 of this Schedule 21 [Services Protocols and Specifications];

“Performance Indicators” means the performance indicators described in Appendix 21J [Performance Indicators];

“Performance Monitoring Program” has the meaning set out in Section 6.1 of this Schedule 21 [Services Protocols and Specifications];

“Performance Monitoring Report” has the meaning set out in Section 6.2 of this Schedule 21 [Services Protocols and Specifications];

“Personnel Management and Human Resources Plan” has the meaning set out in Section 4.4 of this Schedule 21 [Services Protocols and Specifications];

“Plans (WA)” means the Mobilization and Start-Up Plan, the Annual Service Plan and its elements, the Environmental Protection Plan, Energy Management Plan and the Services Quality Plan;

“Rectification” means the correction, conformance or other steps to comply with the requirements of this Agreement in the event Project Co is not so complying;

“Reporting Error” has the meaning set out in Section 6.5 of this Schedule 21 [Services Protocols and Specifications];

“Respond” and **“Response”** means:

- (a) with respect to all 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 BC Hydro, acting reasonably, for the Rectification of the Event; and

- (b) with respect to Routine matters for all Services, either the foregoing or an electronic response from the Help Desk confirming the details of the Event and providing a plan acceptable to BC Hydro, acting reasonably, for the Rectification of the Event;

“Response Time” means the period of time following a Demand Requisition or other electronic report during which Project Co must Respond, each as indicated as a “Response Time” for the relevant Service in the Performance Indicators or Performance Indicators (BCHO);

“Room” means a sleeping room in the Facility;

“Room Status-Actively Occupied” or **“Actively Occupied”** means a Guest Room whose occupant is receiving the Services described in this Schedule 21 [Services Protocols and Specifications], provided that it does not include Vacant Rooms;

“Room Status-Vacant” or **“Vacant”** means a Guest Room is not occupied and is not receiving the Services described in this Schedule 21 [Services Protocols and Specifications];

“Routine” means all matters, other than Emergency or Urgent matters;

“Served” means food items that are served to a Guest by Project Co’s food Services Personnel;

“Services Personnel” mean employees, subcontractors or other representatives of Project Co who perform the Services, including the Service Provider and its employees;

“Services Quality Plan” means the quality assurance control plan described in Section 4.3(d) of this Schedule 21 [Services Protocols and Specifications];

“Shower Room” means a space that is designated as an area that departing Guests can use to take a shower prior to boarding the departure bus at turnaround;

“Small Wares” means items including, but not limited to, plates, crockery, cutlery, cups/mugs, trays, serving utensils, serving containers and lids, pots, pans, cooking utensils, storage racks, food racks and cleaning devices. Additionally, it includes all equipment with a unit dollar value of [REDACTED] or less including, but not limited to, toasters, microwaves, coffee/drink dispensing machines, chafing dishes and soup warmers;

“Subcontractor Termination Notice” has the meaning set out in Section 6.8(a) of this Schedule 21 [Services Protocols and Specifications];

“Tier 1 First Response” means a response to any emergency incident that:

- (a) is confined to Project Co’s or any Project Contractor’s work zone and employees (including Subcontractors);
- (b) has limited potential to engage other contractors or other work zones;
- (c) only requires notification to BC Hydro and other contractors; and
- (d) is not expected to require support from Emergency Response personnel or equipment from BC Hydro or other contractors;

“Urgent” means any matter that may cause material operational problems, physical or environmental damage or health and safety risks if not attended to or remedied quickly;

“**Visitor**” means any person who is given access to the Facility on request of BC Hydro for any reason, but is not given overnight sleeping accommodation, and for certainty is not a Guest, but does include a Visitor (BCHO);

“**Worker Accommodation Code of Conduct**” means the camp code of conduct as described in Section 2.6 of this Schedule 21 [Services Protocols and Specifications];

“**Worker Accommodation Committee**” or “**WAC**” has the meaning set out in Section 2.5 of this Schedule 21 [Services Protocols and Specifications]; and

“**Worker Accommodation Disciplinary Committee**” or “**WADC**” has the meaning set out in Section 2.7 of this Schedule 21 [Services Protocols and Specifications].

1.2 Interpretation

This Schedule 21[Services Protocols and Specifications] will be interpreted considering Section 4.2 of the Agreement.

2 ADMINISTRATION

2.1 Operating Period Representatives

Within 30 days after the Closing Date, each of BC Hydro and Project Co will designate in writing a person (the “**Operating Period Representative**”) to be the party’s delegate of the party’s Representative with respect to Operating Period matters and the Services, and:

- (a) Project Co’s Operating Period Representative will be a Key Individual; and
- (b) a party’s Operating Period Representative may be the party’s Representative or another person as the party may decide.

2.2 Operating Period Joint Committee

Within 30 days after the Closing Date, BC Hydro and Project Co will establish, and will maintain to the end of the Operating Period, a joint liaison committee (the “**Operating Period Joint Committee**”) consisting of the Operating Period Representatives of the parties and such other members as the parties, Representatives may agree from time to time.

█ [REDACTED]

[REDACTED]

[REDACTED]

█ [REDACTED]

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3 PERFORMANCE OF SERVICES

3.1 Delivery of Services

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

- (a) this Schedule 21 [Services Protocols and Specifications];
- (b) Appendix 21A [Proposal Extracts (Services)]; and
- (c) all Plans.

3.2 Standards

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

- (a) in accordance with the standards set out in this Schedule 21 [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 worker camp facility, of a similar size, providing services to similar workers, 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 21 [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 (increase or decrease) then such amendment will be a Change under Schedule 12 [Changes].

3.4 Permits for the Services

Except as may be expressly provided otherwise in this Agreement, Project Co will obtain all Permits required for the Services. Project Co will:

- (a) keep Hydro's Representative fully informed of the details of all discussions and negotiations with Governmental Authorities with respect to all Permits for which it is responsible; and
- (b) upon request from Hydro's Representative, provide to BC Hydro copies of all documentation and correspondence with a Governmental Authority relating to such Permits.

Project Co assumes all risk and costs arising in relation to Permits for which Project Co is responsible as described in this Section 3.4, including delays arising from delays in obtaining Permits or inability to obtain Permits, conditions of obtaining Permits, or amendments to Permits as may be required. BC Hydro will provide Project Co with such information within BC Hydro's possession, and co-operate with

Project Co, as Project Co may reasonably require in relation to all Permits for which Project Co is responsible.

4 OPERATING PERIOD PLANS

4.1 Mobilization and Start-up Plan

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'**) 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 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 team composed of appropriate Services Personnel responsible for the set-up and delivery of the Services, whose responsibilities will include:
 - (i) meeting frequently with BC Hydro to confirm the mobilization schedule;
 - (ii) organizing Facility tours for BC Hydro upon request;
 - (iii) coordinating the transportation of Services Personnel, equipment, materials and supplies to the Facility;
 - (iv) conducting Facility and job-based orientation and training for all Services Personnel;
 - (v) administering the Worker Accommodation Code of Conduct, policies, and standard operating procedures;
 - (vi) deploying all applications and systems required to support the successful delivery of all Services;
 - (vii) providing BC Hydro with any required reports and plans prior to Service Commencement; and
 - (viii) undertaking quality control inspections and reviews throughout all phases of Mobilization and verifying Project Co's readiness for Service Commencement;
- (c) detail mobilization tasks and responsibilities including but not limited to:
 - (i) identifying, recruiting, and hiring Services Personnel and management necessary to perform the Services;
 - (ii) procuring and mobilizing all equipment, materials, supplies, and consumables required to execute the Services;
 - (iii) identifying and obtaining all required permits and licences;
 - (iv) testing kitchen equipment in accordance with manufacturer's requirements;
 - (v) training on manufacturer's systems and components;
 - (vi) installing, testing and commissions LMS registration and reservations systems to confirm it is fully operational;

- (vii) training Services Personnel on the use and operation of the LMS registration and reservations systems; and
- (viii) cleaning and set up so that all parts of the Facility are available for use as intended by Guests, Visitors and Services Personnel;
- (d) identify the materials as required to perform the Services in accordance with the requirements of this Agreement as of the Service Commencement Date;
- (e) include the Annual Service Plan 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; and
- (g) a detailed description of all elements of the Performance Monitoring Program and how such program will be implemented at Service Commencement.

4.2 BC Hydro Forecasting

During the Operating Period, BC Hydro will deliver to Project Co written reports as follows:

- (a) 30 days prior to the commencement of each month in a calendar year of the Operating Period (or such portion of a quarter as may apply as of Service Commencement) a forecast of the number of Guests and the number of Visitors to be accommodated at the Facility on each calendar day in the quarter;
- (b) no later than 10 calendar days in advance, for each calendar day an update of the forecast as described in Section 4.3(a) of this Schedule 21 [Services Protocols and Specifications] of the number of Guests and the number of Visitors to be accommodated at the Facility, provided that any increase in Guests will not exceed [REDACTED] and
- (c) no later than 72 hours in advance, for each calendar day a confirmation of the number of Guests and the number of Visitors to be accommodated at the Facility on a given calendar day, provided that any increase in Guests will not exceed [REDACTED] (the **'72 Hour Forecast'**).

4.3 Annual Service Plans

Project Co will establish and implement an annual service plan (the **'Annual Service Plan'**) for the delivery of the Services 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 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 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 Facility, 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 Facility within one hour's notice from Hydro's Representative;

- (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 21 [Services Protocols and Specifications];
- (d) an auditable quality assurance control plan based on requirements of Schedule 8 [Quality Management], for the Services and all aspects of the Facility including preparing, in conjunction with BC Hydro, and implementing "**Customer Satisfaction Surveys**" to receive direct feedback from the Facility Users regarding the delivery and quality of the Services;
- (e) updates to the Personnel Management and Human Resources Plan;
- (f) updates to the Administration and Help Desk policies, procedures and standard operating procedures as set out in Appendix 21C [Administrative and Help Desk Services];
- (g) updates to the Food and Dining Services Plan as set out in Appendix 21D [Food and Dining Services];
- (h) updates to the Housekeeping, Laundry and Waste Management Plan for the Facility as set out in Appendix 21E [Housekeeping, Laundry and Waste Management Services];
- (i) updates to the Facility Maintenance, Repair and Utility Plan as set out in Appendix 21F [Maintenance, Repair and Utility Services];
- (j) updates to the Roads, Grounds and Worker Accommodation Area Maintenance Plan as set out in Appendix 21G [Roads, Grounds and Worker Accommodation Area Maintenance Services];
- (k) updates to the Recreation, Leisure, Sports and Other Guest Services Plan as set out in Appendix 21H [Recreation, Leisure, Sports and Other Guest Services];
- (l) updates to the Security and Surveillance Plan as set out in Appendix 21I [Security and Surveillance Services];
- (m) updates to the fire, emergency, disaster preparedness, post-disaster operational and contingency response plans for the Facility which are integrated and consistent with those of BC Hydro, which will include:
 - (i) plans and procedures for:
 - (A) Project Co's fire mitigation and Tier 1 First Response strategy for the Facility and Worker Accommodation Area 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 Facility 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 Facility or whole Facility in the event of fire or other 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 to 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 Facility;
- (n) plans detailing procedures for responding to Unavailability Events and Service Failures; and
- (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 BC Hydro 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.

4.4 Personnel Management and Human Resources Plan

Project Co will establish, implement and maintain throughout the Operating Period a personnel management and human resources plan (the '**Personnel Management and Human Resources Plan**') which will include Project Co's policies and procedures for:

- (a) general personnel requirements;
- (b) recruitment, selection, and retention;
- (c) orientation, on-boarding and probationary assessment period;
- (d) employee conduct and deportment:
 - (i) all employees of Project Co, the Service Provider and any Subcontractor working at the Facility will be required to sign and adhere to the Worker Accommodation Code of Conduct;

- (e) personal grooming;
- (f) medical clearance:
 - (i) Project Co will ensure that all Services Personnel are “fit for duty” for the position intended and that each individual is in sound physical condition, without ailment and/or condition which would prohibit the individual from performing the Services;
- (g) training requirements:
 - (i) *general:*
 - (A) Project Co shall provide all Services Personnel with the training, information, and skill development necessary to successfully deliver all Services outlined in this Schedule 21 [Services Protocols and Specifications];
 - (ii) *job-related functional training*
 - (A) job-related training will be conducted for all Services Personnel. Job-related training must be completed before the Services Personnel perform the Services and will be specific to the job function of each position;
 - (iii) *ongoing training.*
 - (A) in addition to training provided during the mobilization period and for newly hired Services Personnel, Project Co will provide recurring training as required, e.g., cultural awareness;
- (h) Food Safe Certificate:
 - (i) all Services Personnel performing duties in the food preparation/cooking area or in the serving of foods must have participated in and successfully completed a recognized Food Safe Certificate course that is recognized by regional, provincial or federal health authorities;
 - (ii) copies of each Services Personnel current Food Safe Certificate will be maintained on file in Project Co’s administrative offices at the Facilities and available for review by BC Hydro and/or other parties having jurisdiction; and
 - (iii) if any of the Services Personnel is found to be working in the food preparation/cooking area or in the serving of foods without the required current Food Safe Certification, the individual will be immediately removed from their duties until such time they have the proper certifications;
- (i) training records:
 - (i) Project Co will maintain a training record file for each of their Services Personnel and such files will be made available to BC Hydro upon request;

(j) provision of accommodations:

- (i) Project Co will provide and maintain an inventory of Rooms for the purposes of accommodating its Services Personnel during their work assignments at the Facility. Such Rooms are not included in the BC Hydro requirements or Guest and Visitor forecasts:
 - (A) Services Personnel provided with a Room will be entitled to the same privileges as a Guest and will comply with the Worker Accommodation Code of Conduct; and
 - (B) Project Co will maintain all Rooms assigned to Services Personnel to the standards and requirements set out in this Schedule 21 [Services Protocols and Specifications].

4.5 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 Facility and the delivery of the Services 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 Facility;
- (d) implement a proactive mould growth and legionella prevention program; and
- (e) develop an environmental awareness program for Facility Users.

4.6 Energy Management Plan

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**") for the Facility which will include:

- (a) ensuring full commitment to responsible energy management without compromising the environment and safety of Facility Users;
- (b) analyzing energy usage at the Facility 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 Facility Users; and
- (f) participating in any government agency or utility programs that support or foster behaviour change programs relating to sustainability and energy conservation.

4.7 Preparation, Submission and Review of Plans

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

4.8 Failure to Prepare Plans

Any failure of Project Co to prepare and submit to BC Hydro any Plan in accordance with Section 4 of this Schedule 21 [Services Protocols and Specifications] 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 procedure described in Schedule 5 [Submittals Procedure] prior to amending any Plan.

5 SERVICES

5.1 General

With respect to all Services:

- (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 every day of the year, including statutory holidays from the Service Commencement Date during the Operating Period;
- (c) the Performance Indicators set out in Appendix 21J [Performance Indicators] represent the minimum standards for performance of certain elements of the Services to be performed by Project Co 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 21 [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 Administrative and Help Desk Services

Project Co will perform the Services as set out in Appendix 21C [Administrative and Help Desk Services].

5.3 Food and Dining Services

Project Co will perform the Services as set out in Appendix 21D [Food and Dining Services].

5.4 Housekeeping, Laundry and Waste Management Services

Project Co will perform the Services as set out in Appendix 21E [Housekeeping, Laundry and Waste Management Services].

5.5 Facility Maintenance, Repair and Utility Services

[REDACTED]

[REDACTED]

[REDACTED]

5.6 Roads, Grounds and Worker Accommodation Area Maintenance Services

Project Co will perform the Services as set out in Appendix 21G [Roads, Grounds and Worker Accommodation Area Maintenance Services].

5.7 Recreation, Leisure, Sports and Other Guest Services

Project Co will perform the Services as set out in Appendix 21H [Recreation, Leisure, and Other Guest Services].

5.8 Security and Surveillance Services

Project Co will perform the Services as set out in Appendix 21I [Security and Surveillance Services].

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

If any of the matters contained in a Performance Monitoring Report are incorrect or the Performance

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.7 Increased Monitoring

If:

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

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 90 days. [REDACTED]

6.8 Replacement of Non-Performing Service Provider or Subcontractor

- (a) If Project Co has accrued Deductions in excess of [REDACTED] in any [REDACTED] or [REDACTED] in any [REDACTED] in respect of any Services performed by a Service Provider, Sub-Contractor or Sub-Contractors to the Service Provider, BC Hydro may, by written notice to Project Co (a **"Subcontractor Termination Notice"**), require Project Co to cause:
 - (i) the termination of the Subcontract or Subcontracts of the Subcontractor or Subcontractors delivering the Services which gave rise to such Deductions; or
 - (ii) if the Services 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 90 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 Facility (including but not limited to the Guest Rooms), Worker Accommodation Area 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;

provided that:

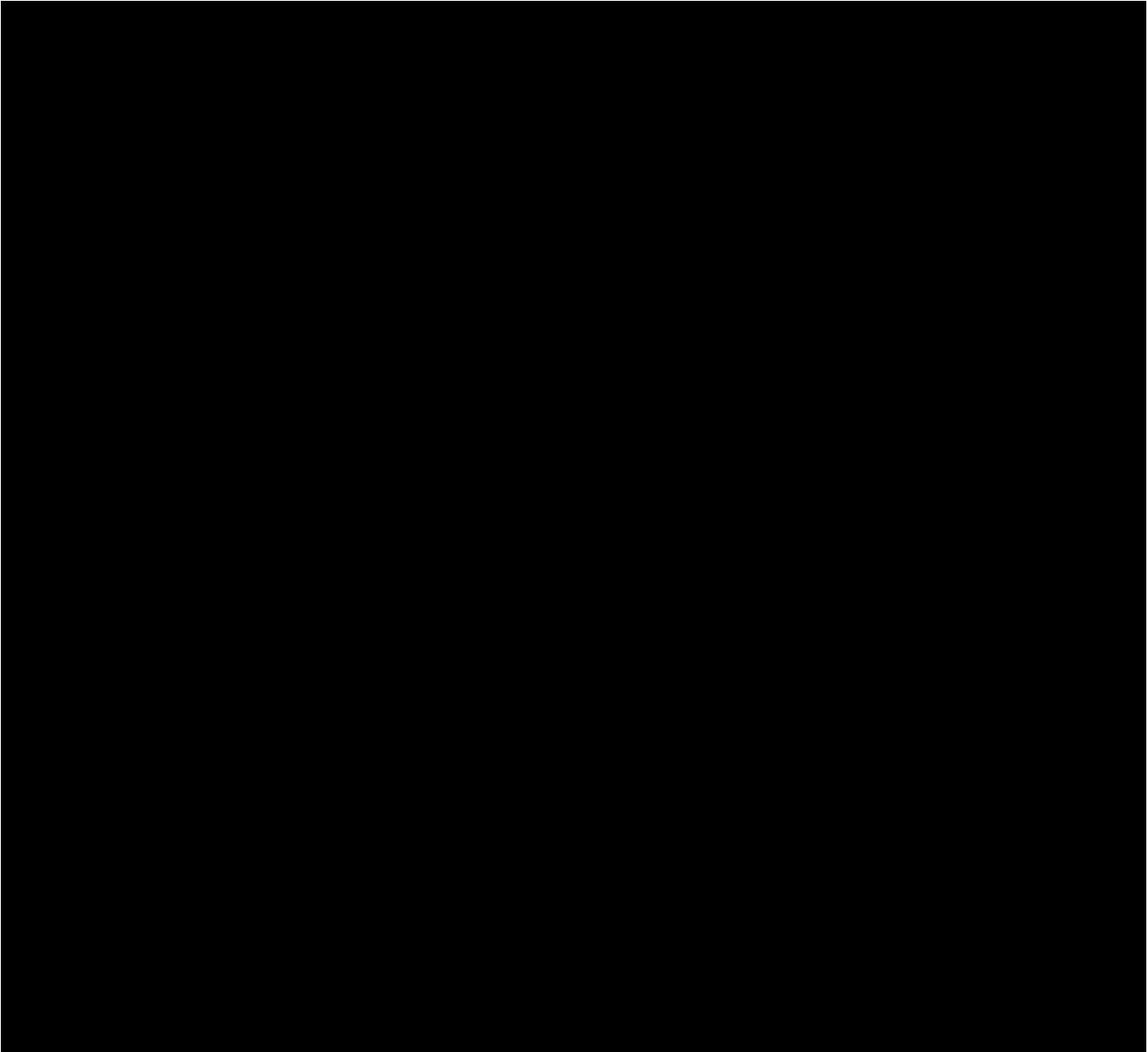
- (c) BC Hydro does not unreasonably interfere with the performance by Project Co of its obligations under this Agreement; and
- (d) BC Hydro complies with Project Co's safety and security policies, provided that Project Co has delivered copies of such policies to BC Hydro and such policies do not unreasonably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

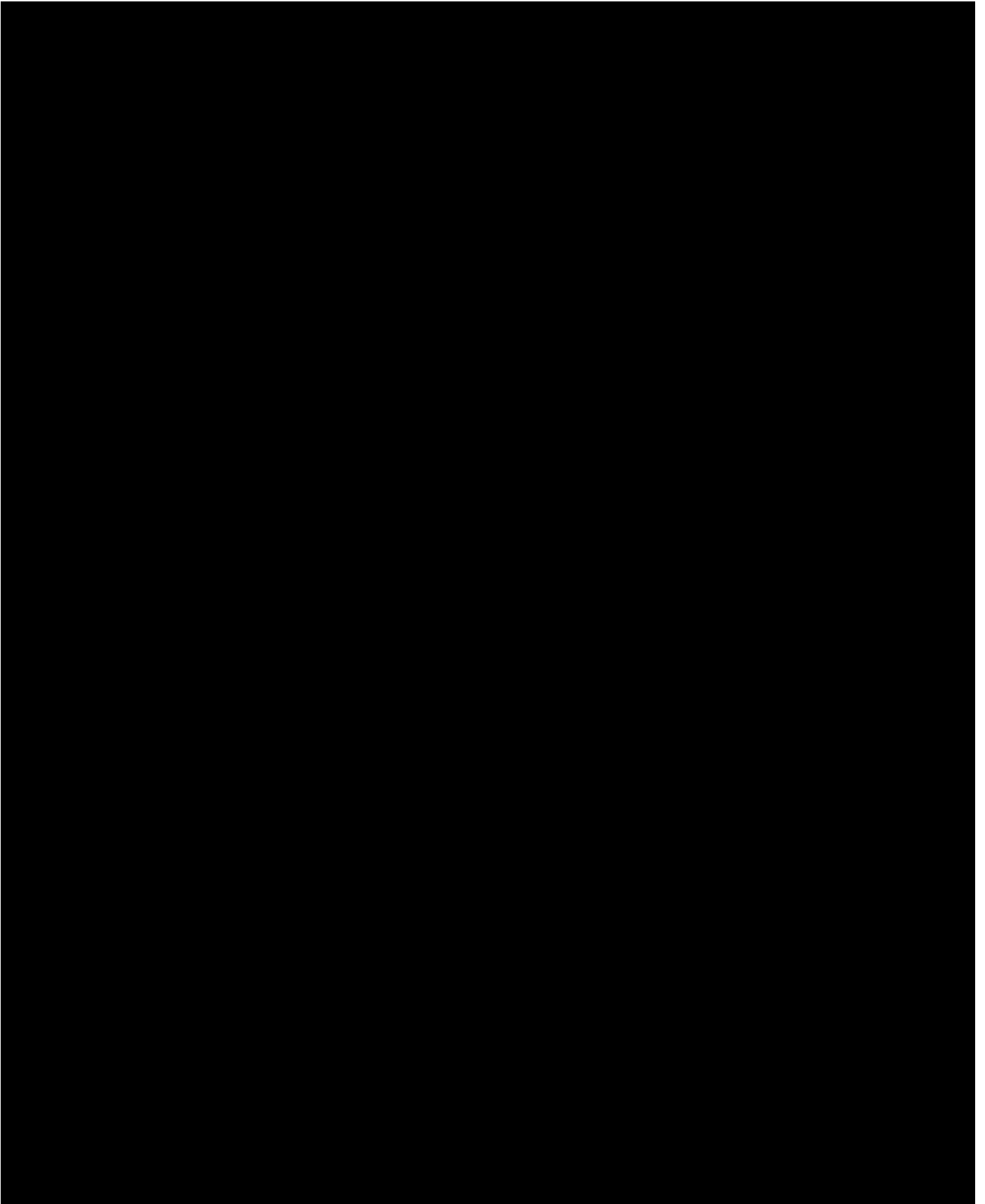
WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 21A

PROPOSAL EXTRACTS (SERVICES)

The Proposal Extracts (Services) described below or attached to this Appendix 21A [Proposal Extracts (Services)], as applicable, are indicative of Project Co's approach to delivering the Services (outside of 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 (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 (Services) as having satisfied the requirements of any other provision in the Project Agreement applicable to the Services (outside of Services in connection with the BC Hydro Offices).





[Redacted]

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[Redacted].6

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WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 21C

ADMINISTRATIVE AND HELP DESK SERVICES

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WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 21C

ADMINISTRATIVE AND HELP DESK SERVICES

1 INTERPRETATION

1.1 Definitions

In this Appendix 21C [Administrative and Help Desk Services], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**Administrative Services**” has the meaning set out in Section 2.2 of this Appendix 21C [Administrative and Help Desk Services]; and

“**Help Desk**” has the meaning set out in Section 2.2 of this Appendix 21C [Administrative and Help Desk Services].

2 ADMINISTRATIVE AND HELP DESK SERVICES

2.1 Administrative and 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 administrative and help desk services as set out in this Appendix 21C [Administrative and Help Desk Services] so that:

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

2.2 Hours and Days of Operation

The administrative offices (“**Administrative Services**”) will be located in the Accommodation Building and will be open and staffed with qualified Services Personnel daily, on every calendar day of the Operating Period between 05:30 to 23:00 local time.

The help desk (the “**Help Desk**”) will be operated so as to receive enquiries remotely, by telephone, email, 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.

2.3 Help Desk Services – Performance Requirements

The Help Desk will:

- (a) provide a customer service Help Desk that handles all Guest and other Facility Users enquiries in a timely manner;

- (b) provide a means for Facility 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 Facility Users to obtain immediate responses and assistance;
- (d) have the telephone number for the Help Desk posted prominently, including in each Room and in the Facility welcome package;
- (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]
 - (D) if made by electronic mail or by other electronic means, within [REDACTED] of receipt at the Help Desk;
 - (E) If the Help Desk Services Personnel are unavailable, the on-call Worker Accommodation manager will provide coverage; and
- (f) within [REDACTED] of the Help Desk enquiry that describes a Service Failure, provide by telephone or email to the Facility User who made the Help Desk enquiry Project Co's initial plan for rectification of the Service Failure.

2.4 Services Performance Reporting

Project Co will:

- (a) Help Desk: monitor and track Help Desk statistics and provide a monthly report, as part of the Performance Monitoring Report, 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 2.3(e) and 2.3(f) of this Appendix 21C [Administrative and 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 Facility 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 Facility by Facility Users and otherwise in accordance with Section 6 of Schedule 21 [Services Protocols and Specifications];
 - (ii) accidents or emergencies promptly after occurrence; and
 - (iii) complaints or compliments and other comments received from Facility Users in connection with the Facility or the Services.

3 ADMINISTRATION PLANS

3.1 Operational Support Plans

Project Co will, in collaboration with BC Hydro, develop, implement and maintain the following operational support plans including but not limited to:

- (a) arrival and departure procedures including communication plans for each Guest;
- (b) a Worker Accommodation Worker Package;
- (c) reservation and registration system procedures;
- (d) customer service procedures and standards;
- (e) housekeeping services report generation and distribution procedures;
- (f) daily occupancy reporting;
- (g) plan to execute against BC Hydro's provided forecast including a process to re-assign rooms within 72 hours as directed by BC Hydro;
- (h) accurate invoicing procedures;
- (i) Demand Requisition/work order submission process;
- (j) complaint handling, recording and dealing with customer feedback process;
- (k) Workplace Hazardous Materials Information System (WHMIS) procedures;
- (l) chemical safety and storage procedures;
- (m) disciplinary action resolution process for Services Personnel;
- (n) confidentiality of Guest information;
- (o) material management, ordering, and inventory control processes; and
- (p) inspection, quality control, and performance management procedures.

4 ROOM RESERVATIONS

4.1 LMS and Occupancy Reporting

Project Co will procure and utilize the LMS as the primary tool to manage and administer the booking of Rooms in the Facility. The LMS system will provide Project Co the capability to control arrivals and departures; take reservations; assign Room numbers, accurately predict and monitor occupancy levels; program and control individual keyless entry cards. Project Co will immediately input information about arrivals and departures received from Guests into the LMS and maintain occupancy records that are up-to-date at all times.

4.2 Guest Responsibilities at Check-in/Check-out

The Administrative Services will require Guests to do the following:

- (a) complete and sign a registration form providing pertinent information;
- (b) acknowledge and sign that the Guest understands and agrees to abide by the Worker Accommodation Code of Conduct;
- (c) obtain a key/access card for entry to the Guest's assigned Room;
- (d) acknowledge and review the Facility welcome package;
- (e) attend the Facility orientation as soon as possible;
- (f) inventory their Room contents and notify the Help Desk immediately of any missing items;
- (g) notify Project Co, through Administrative Services or through the Help Desk, when their check-out information changes;
- (h) remove all personal belongings from the Room when checking out of the Facility; and
- (i) return key/access card when departing the Facility.

4.3 Project Co Responsibilities at Guest Check-in/Check-out

Project Co will, as part of the Services:

- (a) provide the Guest with a key/access card;
- (b) confirm Guest's departure date and update the LMS system accordingly. Project Co will reconfirm the departure dates for all Guests one week prior to the Guest's scheduled departure date;
- (c) inform the Guest of policies for returning key/access cards and the prevailing fee for a lost key/access card;
- (d) inform the Guest of requirement to attend a Facility orientation;
- (e) provide the Guest with a copy of the Facility welcome package;
- (f) provide Guest parking passes as required;
- (g) upon Guest checkout, perform a Room inventory and document any discrepancies, damage and vandalism; and
- (h) for a Guest that is Hoteling:
 - (i) provide luggage storage during the Guest's turnaround;
 - (ii) issue baggage tags to departing Guests and provide the Guest access to the luggage storage room when they return;
 - (iii) provide access to a shower/clothes changing facility prior to departure; and

- (iv) provide a lunch bag upon departure.

4.4 Check-in Performance Standards

Project Co will perform the Services so that:

- (a) no Guest, when checking into the Accommodation Building, waits in the reception queue longer than [REDACTED]; and
- (b) the time to complete the registration process and receive their key/access card does not exceed [REDACTED] measured from the time the Guest reaches and departs the registration desk.

5 ROOM OCCUPANCY REPORTING

5.1 Room Use Reports

Project Co will maintain accurate and current reservation and check-in/check-out data, records pertaining to reservations, check in and check out and will provide a daily occupancy report, deliverable by 8:00 am reporting on the end of the previous calendar day, that includes the following:

- (a) Daily Guest Summary Report: This report provides the status of all Rooms within the Facility and will contain the following minimum information:
 - (i) *Committed Rooms*: Total number of Rooms committed to Guests by BC Hydro;
 - (ii) *Uncommitted Rooms*: Total number of Rooms available for occupancy by Guests that are not committed;
 - (iii) *Occupied Rooms*: Total number of Committed Rooms currently occupied by BC Hydro;
 - (iv) *Unoccupied Rooms ("On Hold")*: Total number of Committed Rooms currently unoccupied which Guests have checked in to; and
 - (v) *Unoccupied Rooms ("Vacant")*: Total number of Committed Rooms currently unoccupied which Guests have not checked in to.
- (b) Check-In Report: This report provides details on all Guests that checked into the Facility on the previous business day and will contain the following minimum information:
 - (i) legal last name, first name;
 - (ii) badge number of Guest;
 - (iii) contractor/employer;
 - (iv) check-in / check-out dates;
 - (v) Room type;
 - (vi) Room status; and
 - (vii) Room number.

- (c) Check-Out Report: This report provides a list of all Guests that checked-out of their Rooms on the previous business day and will contain the following information at a minimum:
- (i) legal last name, first name;
 - (ii) badge number of Guest;
 - (iii) contractor/employer;
 - (iv) check-in / check-out dates;
 - (v) Room type;
 - (vi) Room status; and
 - (vii) Room number.
- (d) Daily Guest Listing Report: This report provides a detailed listing of all current Guests and will contain the following minimum information:
- (i) legal last name, first name;
 - (ii) badge number of Guest;
 - (iii) contractor/employer;
 - (iv) scheduled check-in / check-out dates;
 - (v) Room type;
 - (vi) Room status; and
 - (vii) Room number.
- (e) Daily On-Hold/24 hour Leave Report: This report provides a detailed listing of all current Guests and will contain the following information at a minimum:
- (i) legal last name, first name;
 - (ii) badge number of Guest;
 - (iii) contractor/employer;
 - (iv) scheduled check-in / check-out dates;
 - (v) Room type;
 - (vi) on hold/24 hour leave date;
 - (vii) anticipated return date; and
 - (viii) number of days Guest is on hold/24 hour leave.

- (f) Daily No Occupancy Report: This report identifies those Rooms where the Guests do not appear to be actively occupying the Room, for the purpose of permitting Project Co to either put a Room back in inventory or put the Room on hold. Non-occupancy Rooms are reported daily and the daily report will contain the following minimum information:
- (i) legal last name, first name;
 - (ii) badge number of Guest;
 - (iii) contractor/employer;
 - (iv) scheduled check-in / check-out dates;
 - (v) Room type;
 - (vi) non-occupancy date(s); and
 - (vii) number of days Guest's status is non-occupancy during current check-in/check-out period.
- (g) Daily No Show Report: This report identifies Guests who had reservations but did not check in; and will contain the following minimum information:
- (i) legal last name, first name;
 - (ii) badge number of Guest;
 - (iii) contractor/employer;
 - (iv) scheduled check-in / check-out dates; and
 - (v) Room type.
- (h) Daily Rooms on Maintenance Report: This report indicates which Rooms are on maintenance and will contain the following minimum information:
- (i) Room number;
 - (ii) reason for maintenance; and
 - (iii) work request number.

For the purposes of the reports in this Section 5.1 of this Appendix 21C [Administrative and Help Desk Services]:

- (i) report arrivals for the previous calendar day that arrived at the Facility before 1200 Pacific Time; and
- (j) report departures for the previous calendar day that departed from the Facility before 1900 Pacific Time.

6 OTHER SERVICES

6.1 Access to the Room When Guest is not Present

All Services Personnel will perform Services as assigned to them by Project Co and all Services performed will be recorded. Any access to a Room that is occupied will be as follows:

- (a) Services Personnel acting in the normal performance of assigned duties;
- (b) police, law enforcement authority representatives or emergency response personnel will have access;
- (c) if it is required to “pack up” a Room then in addition to the Services Personnel housekeeping supervisor, one of the following must also be present: security, housekeeping manager or authorized BC Hydro representative; and
- (d) if none of the above, then access to the Room will require the physical presence of the Guest and Project Co security personnel together with another witness.

█ [REDACTED]

[REDACTED]

█ [REDACTED]

█ [REDACTED]

█ [REDACTED]

█ [REDACTED]

6.3 Mail Service

Project Co will:

- (a) provide a secure daily mail service to enable Guests to receive and dispatch mail items as necessary, and the commissary will keep stamps on hand at all times for the convenience of the Guest;
- (b) supply and install appropriate receptacles for purposes of mail receipt and dispatch. Mailing address for the Facility will be provided in the Facility welcome package; and
- (c) Guest will be notified when they have mail to be picked up but in no case will it be later than 12 hours following the date of receipt.

6.4 Communication

Project Co will:

- (a) provide a message drop off service for all Guest Rooms using BC Hydro approved format;
- (b) upon checkout, offer the Guest the opportunity to comment on the Guest's satisfaction with the Services provided by completing a Guest Satisfaction Survey Card. This information will be compiled and reviewed as part of the customer satisfaction quality management process;
- (c) post bulletins in a visible area;
- (d) any changes or new Guest communication programs that Project Co wishes to implement must be submitted to BC Hydro for review and consent prior to implementation;
- (e) maintain Facility welcome packages and Guest directories in good condition and will ensure that their content is up to date and complete; and
- (f) monitor the CMMS including the monitoring of alarms, equipment alarms, emergency and security systems.

6.5 Internet and Information Technology Services

Project Co will:

- (a) establish its own primary IP address and provide and maintain high-speed internet connections and all associated wired and wireless distribution equipment to ensure reliable, consistent service, accessibility and coverage throughout the Facility[**see Wireless Networks, Section 7.7.10(a)(i) of Schedule 6 [Specifications and Drawings]**]at all times;
- (b) provide free of charge wired and wireless internet access service in accordance with the requirements of Schedule 6 [Specifications and Drawings]for use by Guests and Facility Users;
- (c) provide Guests with an internet pass code and log-in instructions as part of the Facility welcome package;
- (d) provide technical support and troubleshooting for connection issues through the Help Desk;
- (e) provide service and technical support to ensure the information technology hardware, software and other related equipment located in the Common Areas are fully functional and operate in accordance with the requirements set out in Schedule 6 [Specifications and Drawings]at all times;
- (f) develop an ongoing maintenance plan, and implement such plan, for the update, refresh, repair and replacement of information technology hardware and software in regular intervals; and
- (g) provide an interactive Facility home page and information guide which includes:
 - (i) pre-registration capability;
 - (ii) description of all services, amenities and hours of operations;
 - (iii) fee guide and price list for optional paid services;
 - (iv) weekly menu plans;

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[Administrative and Help Desk Services]

- (v) scheduled activities;
- (vi) electronic Help Desk access to report Facility or Services issues;
- (vii) information bulletins;
- (viii) shuttle bus schedules;
- (ix) local services directory;
- (x) flight information for Fort St. John airport; and
- (xi) actions/mitigation plan when there is a loss of service.

6.6 Entertainment and Communication Systems

Project Co will provide and maintain all entertainment and communication systems for the Facility as set out in Section 7.8 of Schedule 6 [Specifications and Drawings].

WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 21D

FOOD AND DINING SERVICES

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APPENDIX 21E

HOUSEKEEPING, LAUNDRY AND WASTE MANAGEMENT SERVICES

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WORKER ACCOMMODATION PROJECT AGREEMENT

APPENDIX 21E

HOUSEKEEPING, LAUNDRY AND WASTE MANAGEMENT SERVICES

1 INTERPRETATION

1.1 Definitions

In this Appendix 21E [Housekeeping, Laundry and Waste Management Services], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**Housekeeping, Laundry and Waste Management Services Plan**” has the meaning set out in Section 2.1 of this Appendix 21E [Housekeeping, Laundry and Waste Management Services].

2 HOUSEKEEPING, LAUNDRY AND WASTE MANAGEMENT SERVICES

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, Laundry and Waste Management Services Plan**”) as part of the Annual Service Plan that includes appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of housekeeping, laundry and waste management services, and all times in the Operating Period implement that plan so as to provide the Services as described in this Appendix 21E [Housekeeping, Laundry and Waste Management Services].

2.2 Project Co Responsibilities

Project Co will:

- (a) maintain all areas of the Facility 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 21E [Housekeeping, Laundry and Waste Management Services];
- (b) provide housekeeping services at the prescribed frequency identified in tables 3.4 through 3.7 below;
- (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 areas receive the additional attention necessary to maintain a clean, hygienic, presentable appearance at all times;
- (d) in addition to the tasks identified in tables 3.4 through 3.7 below, housekeeping services will include the following:
 - (i) managing and scheduling all cleaning and laundry 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) updating and maintaining accurate daily occupancy and cleaning reports to enable cross-validation of information from Administrative Services concerning actual occupancy;

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[Housekeeping, Laundry and Waste Management Services]

- (iii) 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 21E [Housekeeping, Laundry and Waste Management Services] in a safe, secure manner;
- (iv) providing and maintaining adequate inventory levels of environmentally friendly supplies;
- (v) ensuring that the MSDS for each product is available to the Housekeeping Personnel and that records are maintained indicating that proper sanitizer concentration levels are maintained per manufacturer recommended PPM levels;
- (vi) maintaining cleaning equipment and supplies in clean, sanitary condition, in good repair, and in accordance with the highest standards;
- (vii) providing logistics and operational planning to deliver Service continuity and meet performance requirements;
- (viii) report daily to BC Hydro any room that could not be cleaned to the standards outlined in this Appendix 21E [Housekeeping, Laundry and Waste Management Services] and the reason why;
- (ix) providing qualified Personnel who are physically capable of performing the duties of the job in a safe manner with minimal turnover;
- (x) facilitating and maintaining customer satisfaction through regular meetings, surveys, and other methods as appropriate; and
- (xi) report daily any defects or problems with the Facility that are noted in the normal course of the work to the Help Desk, e.g., leaking taps, loose door handles, broken furniture.

2.3 Hours of Operation

- (a) Project Co will conduct the housekeeping services described in this Appendix 21E [Housekeeping, Laundry and Waste Management Services] as follows:
 - (i) *Rooms*: on an every other day basis between 07:00 and 20:00 with adjustments made for alternate shifts;
 - (ii) *Common Areas*: daily primarily between 04:00 and 23:00 daily when Guests are at work and in all instances in a manner that does not disrupt or disturb Guests using the common areas or sleeping in adjacent areas; and
 - (iii) *Medical Clinic*: daily at regular times established with the medical services provider.
- (b) Cleaning checklists will be used and completed daily for all cleaning activity.
- (c) Occupancy reports provided by Services Personnel will be completed upon cleaning of each Room or area of the Facility.

2.4 Forecasts

- (a) Initial forecasts concerning usage patterns and work rotations will be finalized no later than one (1) month prior to Service Commencement. Project Co will use these initial parameters to plan and organize shift schedules.

- (b) Project Co will continuously monitor schedules and patterns of usage in the Facility to determine whether the initial planned staffing and scheduling parameters are adequate. Project Co will adjust staffing and scheduling parameters to correspond to the schedules of the Guests and patterns of usage. Additionally, as needed under the direction of BC Hydro, Project Co will revise schedules based on Site operational parameters.

3 GENERAL HOUSEKEEPING REQUIREMENTS

3.1 General

(a) Administrative:

- (i) urgent problems and issues will be brought to the immediate attention of the housekeeping services supervisor; and
- (ii) other, less urgent issues will be brought to the attention of the Help Desk through the daily occupancy and cleaning reports that are submitted to Administrative Services at the conclusion of housekeeping services supervisor's shift.

(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 daily room inspections to confirm the quality of work and identify and rectify any training issues or problems at a frequency that ensures each room has been inspected at least once per month; and
- (iii) daily inspections of all Common Areas will be conducted. A monthly audit will be performed with BC Hydro.

(c) Room Furnishing Maintenance and Inventor:

- (i) room furnishing condition and inventory surveys will be conducted daily by housekeeping Services Personnel as part of their housekeeping duties. Project Co will maintain a stock of spare furnishings to replace items that are missing or have been broken/damaged;
- (ii) maintenance issues that are brought to the attention of the Help Desk by Guests will be rectified through the use of work orders; and
- (iii) damage claims and supporting documentation will be presented to BC Hydro for adjudication.

(d) Laundry Services:

Project Co will:

- (i) launder all linen and towels used at the Facility at a central location. The self-serve laundry machines in the Worker Accommodation will not be used for this purpose;
- (ii) inject ozone into the water used to launder all linen, comforters and towels. Ozone is injected into the water to destroy algae, viruses, bacteria, bed bugs and fungi on contact.

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Alternative methods that achieve the same result will be considered for approval by BC Hydro;

- (iii) determine the most efficient method of laundering materials that require industrial sized machines e.g., comforters;
- (iv) provide a personal laundry service through the central laundry that will supplement the Guest's ability to self-laundry their personal items; and
- (v) launder towels and linens supplied by the medical services provider in dedicated machines within the medical clinic area.

Project Co may charge the Guests for the personal laundry service provided through the central laundry as described in Section 3.1(d)(iv). All pricing, fees and transaction charges for the personal laundry service described in the preceding sentence will be subject to BC Hydro review and approval in circumstances where such pricing, fees, and transaction charges for the personal laundry service are materially in excess of the pricing, fees and transaction charges for similar services being provided in Fort St. John or other nearby communities, provided that BC Hydro will not require Project Co to provide any such personal laundry service at a price or fee which does not cover Project Co's actual costs for providing such service.

All revenue, fees or other transaction charges for the personal laundry service described in the paragraph immediately above received from Guests or other permitted users are for the sole account of Project Co.

Project Co will provide the self-serve laundry machines, laundry detergent and dryer sheets without charge for Guests.

(e) 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 - Guest Rooms and Arctic Corridors

Project Co will clean every week as follows:

- (a) all Actively Occupied Rooms in a particular dormitory will be cleaned on one of the following two Guest Room cleaning schedules:
 - (i) Monday, Wednesday, Friday and Saturday; or
 - (ii) Sunday, Tuesday, Thursday and Friday,

at the election of Project Co. Regardless of which cleaning schedule is selected, each Room must be cleaned prior to the Guest arriving back to the Facility. Once Project Co has selected a cleaning schedule, the Guest Room cleaning schedule will not be changed without the prior

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written approval of BC Hydro's Operating Period Representative. Project Co will clearly post the cleaning schedule that applies to each dormitory on the bulletin board in each Guest Room. The cleaning schedule for Actively Occupied Rooms does not negate or derogate from the daily janitorial cleaning requirements as set out in the Agreement.

- (b) Vacated Rooms will be cleaned on the Guest's day of departure according to the following schedule:
 - (i) rooms vacated before [REDACTED] will be cleaned and prepared for occupancy by [REDACTED] the same day;
 - (ii) rooms vacated after [REDACTED] but before [REDACTED], will be cleaned and prepared for occupancy by [REDACTED] the same day; and
 - (iii) except in extreme circumstances, all Vacant Rooms will be prepared and ready for occupancy each night. To determine the acceptability of leaving a Room dirty overnight, the Housekeeping Manager will coordinate with the Help Desk and obtain the approval of BC Hydro.

- (c) Other Shift Rooms:
 - (i) room servicing for workers will in all cases be carried out with regard to the hours of work of the worker and impact upon other workers; and
 - (ii) cleaning shall occur between 0500-0800 hours, or at other times requested by BC Hydro.

- (d) Guest Room Common Areas:
 - (i) Project Co will keep all Common Areas in a clean/sanitary condition and in good repair; and
 - (ii) when the Guest Rooms are not occupied, the Common Areas will be cleaned daily in accordance with the tables below.

- (e) Arctic Corridor:
 - (i) Project Co will keep the arctic corridors that connect the Guest Rooms to one another and to the core clean, sanitary, and in good repair at all times. The arctic corridors are considered high traffic areas and may require more frequent cleaning than indicated in Table 3.2(e) – Detailed Guest Room and Arctic Corridor Cleaning Requirements.

[REDACTED]

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

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APPENDIX 21F

FACILITY MAINTENANCE, REPAIR AND UTILITY SERVICES

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APPENDIX 21G

ROADS, GROUNDS AND WORKER ACCOMMODATION AREA MAINTENANCE SERVICES

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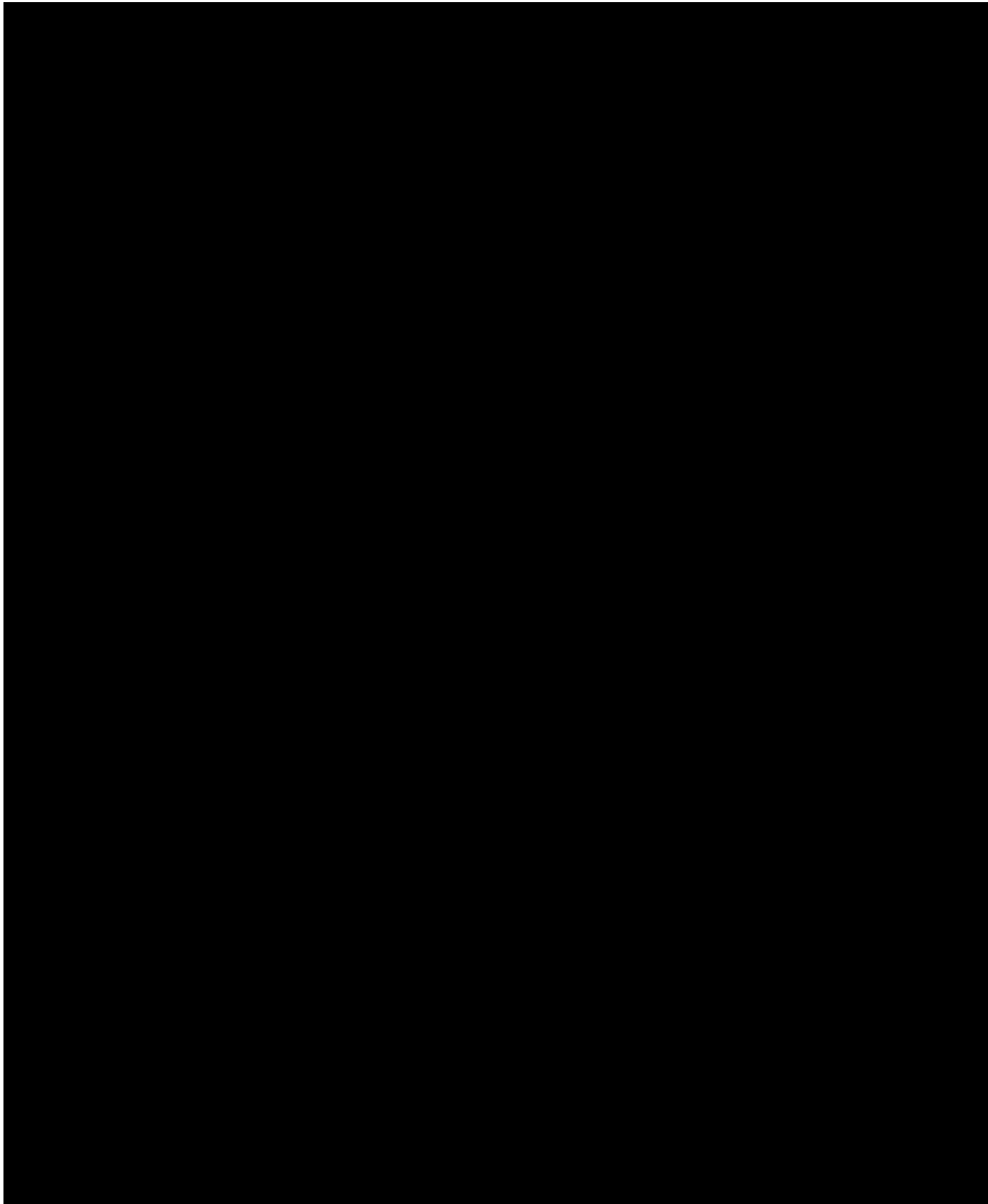
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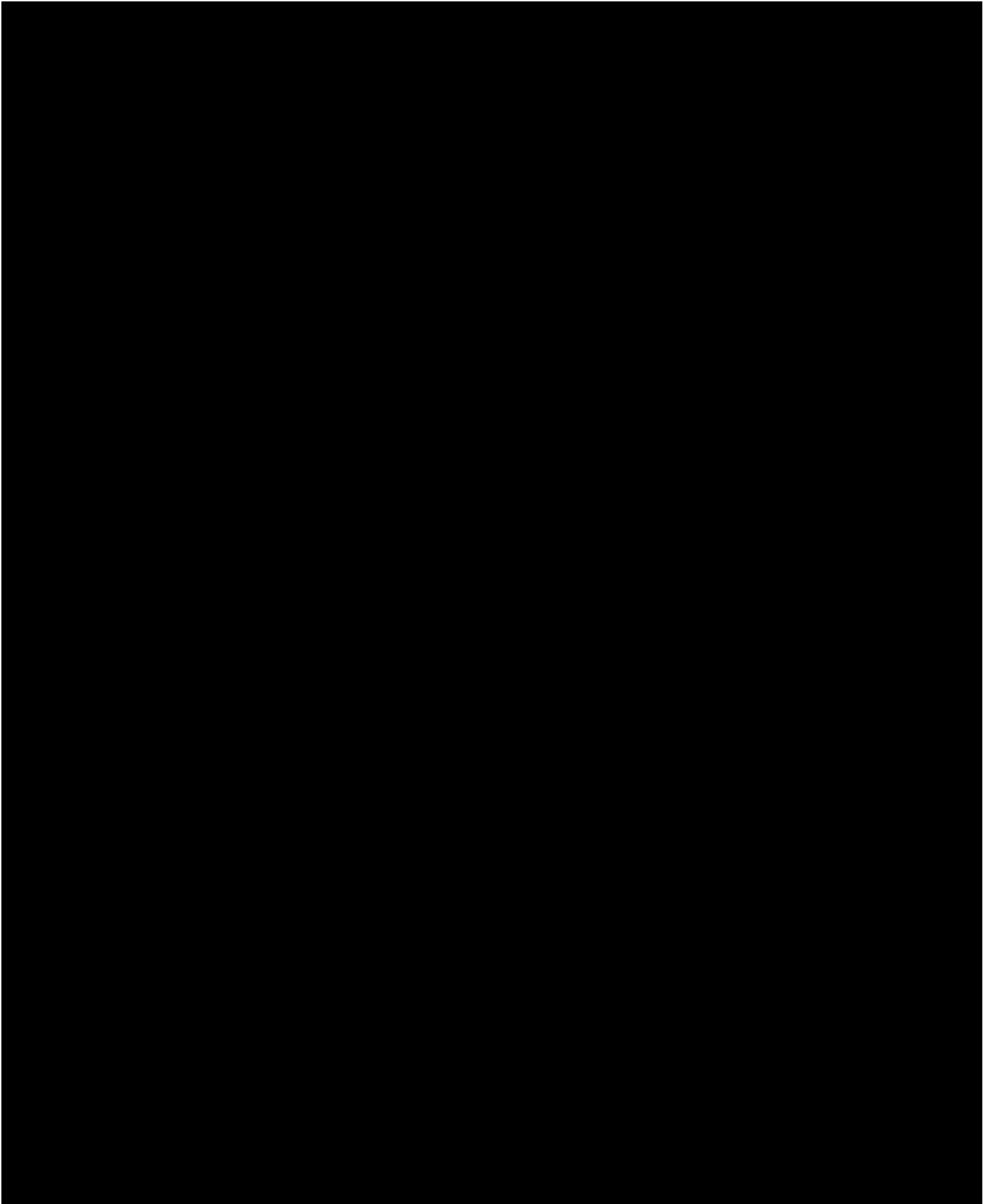
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APPENDIX 21H

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APPENDIX 21J

PERFORMANCE INDICATORS

